

Product Key to Use During the OS Installation of CRS Dedicated Server

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Introduction

This document describes which Product Key to use when installing Microsoft Windows 2000 Server as a Customer Response Solutions (CRS) dedicated server that represents the CRS server without Cisco CallManager installed on the same workstation.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Microsoft Windows 2000 Server
- Cisco CallManager
- Cisco CRS

Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Windows 2000 Server
- Cisco CRS version 3.1(x) and 3.5(x)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

Product Documentation is not clear on which Product Key to use when installing Microsoft Windows 2000

Server as a CRS dedicated server.

The Getting Started with Cisco Customer Response Applications document details the following which implies that the product key should be supplied by the OS Installation documents.

Installing Windows 2000 Server

Before you install Cisco CRA 3.5, you must install the Windows 2000 Server operating system on the server that will become your CRA server. To install the Windows 2000 Server operating system, refer to Installing the Operating System on the Cisco IP Telephony Applications Server.

The Installing the Operating System on the Cisco IP Telephony Applications Server documentation states the following

Which product key should I enter when I install the operating system?

Cisco supplies you with a Cisco product key when you purchase a Cisco IP telephony product. The product key, which is based on a file encryption system, allows you to install only the operating system and the components that you have purchased, and it prevents other supplied software from being installed for general use on the server. The product key comprises alphabetical letters only.

To identify the product key that you enter during the operating system installation, refer to the Cisco IP telephony application installation documentation. See Table 1.

The referenced table doesn't point to a CRS document that contains the actual Product Key. This is due to a documentation change in CRS 3.1. Prior to 3.1, the CRS documentation contained the OS install instructions along with the CRS Product Key. As of 3.1, the CRS docs point to the OS install instructions instead. This was intended to avoid having to update the CRS docs if the OS process changed.

One additional hole is in the Installing Cisco CallManager Release documentation which again points to the CRS installation documentation:

Installing Cisco CallManager Release X.X(x)

Product Key for Cisco CallManager: BTOO VQES CCJU IEBI

Note: The Cisco CallManager product key, which you enter during the operating system installation, allows you to install Cisco CallManager on a server that is dedicated solely to that application. If you want to install Cisco CallManager with Cisco IP Contact Center Express Edition, or Cisco CallManager with Cisco IP Interactive Voice Response on the same server, refer to the Cisco CallManager Response Solutions (CRS) installation documentation for the product keys.

Product Key to Use

Development Engineer (DE) has identified the following Product Key for CRS dedicated servers and expansion servers.:

FVHD IAZA ROFJ DERJ

Again, this does not apply to servers with Cisco CallManager installed. The Release Notes for CRS 3.1(x) and 3.5(x) products will be updated with this Product Key. For future CRS releases, this Product Key will be provided to customers either in the Product Documentation, or with the CRS media. This is still being worked out in the Business Unit (BU), but you can track CSCsa77810 (registered customers only) for details in the future.

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Related Information

- **Getting Started with Cisco Customer Response Applications**
 - **Installing the Operating System on the Cisco IP Telephony Applications Server**
 - **Installing Cisco CallManager Release**
 - **Technical Support – Cisco Systems**
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