

Install Product Activation and Feature Keys on Cisco Telepresence Multipoint Control Unit

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Introduction

This document describes the installation of a Product Activation Key and Feature Key to a Cisco Telepresence Multipoint Control Unit (MCU) via the web interface.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Have successfully installed the MCU and have applied a valid IP address that is reachable via web interface.
- Have applied for and received a Product Activation and/or Feature keys valid for the MCU serial number.
- Have access to the MCU with an **admin** account by web interface.
- Have knowledge of the various platforms of MCU 5xxx, 4xxx Series and Cisco Telepresence MSE MCU 8xxx with the web interface.
- Have used a web browser such as Firefox, Internet Explorer or Chrome.

Note: MCU Installation guides can be found here:

http://www.cisco.com/c/dam/en/us/td/docs/telepresence/infrastructure/mcu/install_guide/Cisco_TelePresence_MCU_53x0_Installation_Guide.pdf

<http://www.cisco.com/c/en/us/support/conferencing/telepresence-mcu-4500-series/products-installation-guides-list.html>

<http://www.cisco.com/c/en/us/support/conferencing/telepresence-mcu-mse-series/products-installation-guides-list.html>

Components Used

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

- Cisco MCU 4501 release 4.5(1.85).
- Cisco MCU 5310 release 4.5(1.72).
- Cisco MCU 5xxx, 4xxx Series and Cisco Telepresence MSE MCU 8xxx Series all releases.
- License email with a Product Activation or Feature key.
- A web browser such as Firefox, Internet Explorer or Chrome.

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.

Configure

Add Product Activation or Feature Key via Web Interface

This web interface example video supplements this document.

Available Option Keys Example

Name	Other Names	Explanation	Keygen Name	Applies to
Product Activation		Came with the unit by default.	product-mcu42xx, product-ts7010, etc	All Codian
Encryption		Provides signalling/media encryption support and HTTPS web access.	encryption	All Codian
Video Firewall	Dual Ethernet	Also known as "VFCP". Allows you to use Ethernet Port B.	dual-ethernet	MCU 42xx/45xx/53xx, MSE 8420/8510
Product Activation (MSE 8510 and TS 8710)		Came with the unit by default.	product-mcu8510	MSE 8510 and TS 8710
Clustering	Backplane	Required for clustering of the MSE 8510 (before 4.4) blades and clustering of TS 8710 blades	backplane-cluster	MSE 8510 (before 4.4) and TS 8710
ConferenceMe	Web Conferencing	Allows ConferenceMe™	conferenceme	MCU 42xx/45xx and MSE 8420/8510
Management Application	Codian Director	Also known as "CCD". Required for enabling Codian Conference Director to access the MCU.	management-app	MCU 42xx/45xx and MSE 8420/8510
Built-in gatekeeper, 300 registrants		Extends the built-in gatekeeper to be able to handle 300 registered devices.	gatekeeper-registrants-300	MCU 42xx/45xx and MSE 8420/8510
Built-in gatekeeper, 100 registrants		Extends the built-in gatekeeper to be able to handle 100 registered devices.	gatekeeper-registrants-100	MCU 42xx/45xx and MSE 8420/8510
Third party interop	Grouped endpoints	Enables TS to use grouped endpoints (so we can interop with Polycom) including WebEx TSP Audio integration. The /Room feature was removed from version 2.3. Note that Cisco interop is enabled by default and you do NOT need this key for Cisco.	3rd-party-interop	TS 8710/7010
4CIF	High Resolution	Allows video at resolutions greater than CIF on the MCU 4200 Series . The MCU 4500 Series and IP VCR 2200 Series can use these resolutions without a feature key.	4cif	MCU 42xx
1080p capacity upgrade		Doubles maximum HD port count at 1080p for MCU 4500 Series .	4300-1080p-video	MCU 45xx
MCU 6 to 12 HD port upgrade		Doubles the port count on the MCU 4501 .	6-to-12-port	MCU 4501

Step 1. Once you have installed your MCU, have your serial number applied for your Product Activation or Feature Key with the use of your Product Authorization Key (PAK) and serial number, you receive a license email from the Cisco licensing team.

Note: Examples of PAK are outside the scope of this document.

EMAIL EXAMPLE

You have received this email because your email address was provided to Cisco Systems during the Serial Number Lookup process for software license activation key/file. Please read this email carefully and forward it with any attachments to the proper system administrator if you are not the correct person.

```
System Serial Number      : SM0218F7
Hardware Serial Number   : SM0218F7
MAC Address              : 000000000000
Service Contract         : -
SC End Date              : -

Software Part Name       : LIC-TB-198510SW:
Tandberg Item No        : 198510SW:SOFTWARE, MSE8510 Media 2 Blade Software
Shipped Version          : 4.1(1.51)
Shipped Version Key      : No RK
Shipped Image URL        : -
Upgrade To               : 4.1(1.51)
Upgrade To Key           : No RK
Upgrade To Image URL     : -
```

This is the name and type of the option key you will install. Note that it includes the type of Telepresence Server or MCU it will apply for.

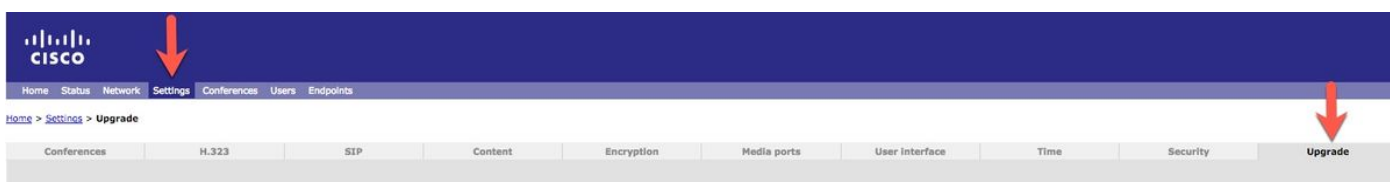
```
Options
Cisco Option Name        :LIC-8510-MED2-K9:
Tandberg Option Name     :198510KEY:KEY, Product Activation Key for 8510
Option Key               : M8T55-YWJN6-BEPCX-P1DWQ
```

```
Options
Cisco Option Name        :LIC-8510-VFO:
Tandberg Option Name     :198510VFO:KEY, Video Firewall Option Key for 8510
Option Key               : V8B55-Y062R-B62BH-PPAX1
```

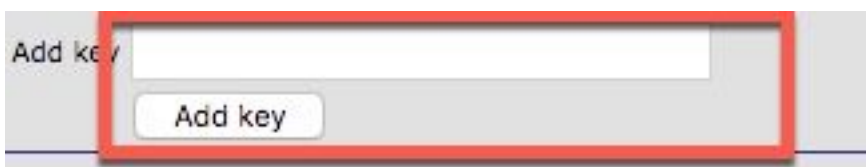
This alphanumeric chain is what you will add through the Web interface or console

```
Options
Cisco Option Name        :LIC-8510-WCO:
Tandberg Option Name     :198510WCO:KEY, Web Conferencing Option Key for 851
Option Key               : V6NG5-YWG56-Q8QB3-QLN33
```

Step 2. Enter the IP address of the MCU in your web browser and log into the MCU with an **admin** account. Navigate to **Settings > Upgrade** as shown in the image.



Step 3. Locate the **Add key** Field on the **Upgrade Page**. Enter the **Product Activation Key** value or **Feature key** value in the **Add key** field as shown in the image.



Note: Add the **Product Activation** or **Feature Key** exactly as it appears in the license email. Ensure to include any dashes and that there are no extra spaces or characters.

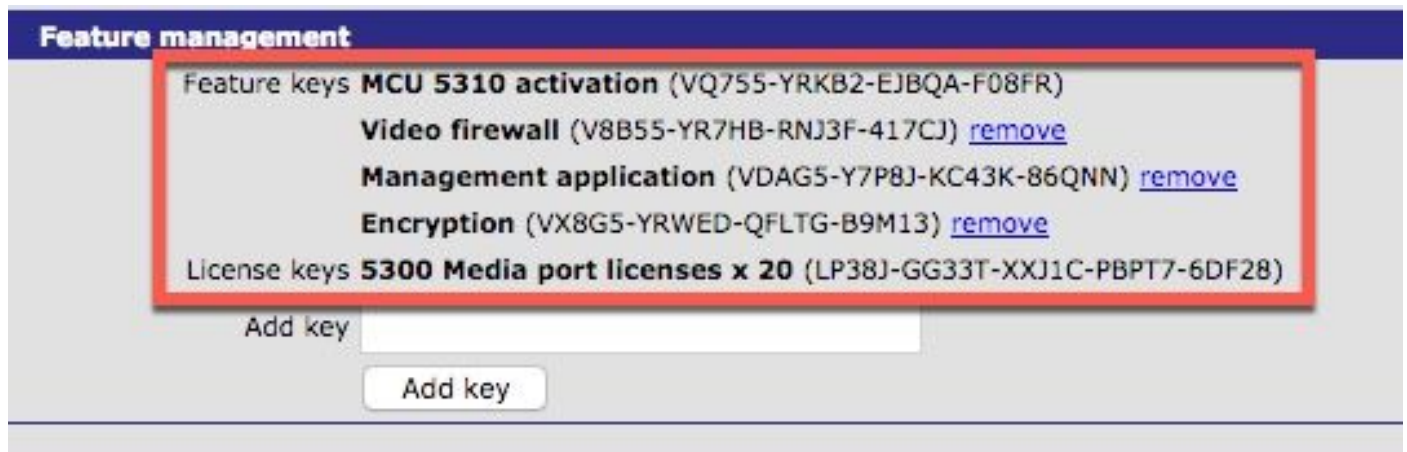
Note: Once added, the keys take effect immediately. A reboot is not required.

Note: Cisco recommends that you record the Product Activation and Feature keys, in a safe location, in case you need to re-enter them in the future.

Verify

Use this section in order to confirm that your configuration works properly.

Navigate to **Settings > Upgrade** and scroll down to the **Feature management** section. Notice the **Feature keys** section which shows both the **Product Activation** and **Feature keys** installed as shown in the image.



Note: Remove MCU Feature keys, select the **Remove** link next to the **Feature key** in this page.

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

Step 1. Check the Feature or Product Activation key received, ensure it is for the correct Product ID (PID) and issued for the correct serial number of your MCU.

Step 2. Ensure you install the correct key for the correct serial number of your MCU.

Step 3. Ensure you enter the key value in the **Add key** field of the **Feature management** section of the **Settings > Upgrade** page.

Step 4. Assess steps one through three again. If all is correct, add the keys once more. Ensure there are no extra spaces or characters in the value entered and be sure to include any dashes.

If you encounter any errors after you follow the steps one through four here, engage Cisco TAC.