Recovering from Device or Software Failure

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Transferring Licenses from a Defective Device to an RMA Device

If the service module is defective, contact Cisco TAC to obtain a Return Merchandise Authorization (RMA) service module. A blank RMA service module is shipped to you. After you receive the RMA service module, you must transfer and activate the VMware vSphere Hypervisor license and the Microsoft Windows license (if applicable) from the defective device onto the RMA service module.

Before you begin, make sure that you have the following:

- The VMware license key or serial number that was used to activate the VMware vSphere Hypervisor license on the defective service module. See "Accessing the VMware License Key Information" section on page 5-4.

- The virtual key that was used to activate the Microsoft Windows license on the defective service module (if you purchased Cisco SRE-V option 3: hardware, plus virtualization software, plus Microsoft Windows software).

  The virtual key is on the Microsoft Windows Certificate of Authenticity (COA) label, which is located at the bottom of the defective service module. The COA label contains two sets of keys: physical key and virtual key. Make a note of the virtual key because this is the key that you will need to transfer onto the RMA device. See Figure 8-1.
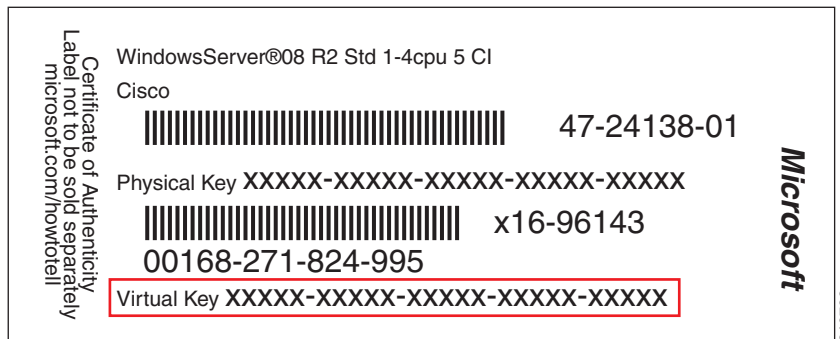
> **Note** Before you send the defective service module to Cisco Systems, make sure that you retain a copy of the original COA label. After you return the service module, Cisco Systems cannot retrieve the COA label from the returned service module.

Figure 8-1 shows the COA label.

Figure 8-1   *COA Label*

To transfer and activate the VMware vSphere Hypervisor license and the Microsoft Windows license from the defective service module onto an RMA service module, complete the following steps.

Procedure

Step 1   Install the RMA service module into the router. See Chapter 2, "Installing the Cisco SRE Service Module into the Router."

Step 2   If you have not configured the Cisco SRE Service Module interfaces, configure them. See Chapter 3, "Configuring the Cisco SRE Service Module Interfaces."

Step 3   Download and install the Cisco SRE-V software on the Cisco SRE Service Module. See Chapter 4, "Installing and Managing the Cisco SRE-V Software."

Step 4   Transfer the VMware vSphere Hypervisor license from the defective device onto the RMA device.

Use the same license key that you had used to activate the VMware vSphere Hypervisor license on the defective device. If you purchased the VMware vSphere Hypervisor license at the same time that you purchased the Cisco SRE Service Module, the VMware license key was shipped to you in an envelope. This envelope is in the same package as the Cisco SRE Service Module. See Chapter 5, "Managing the VMware vSphere Hypervisor License".

Step 5   If you have not installed the vSphere Client, install it. See Chapter 6, "Managing Virtual Machines."

Step 6   If you purchased the Cisco SRE-V option 3 (hardware, plus virtualization software, plus Microsoft Windows software), install the Microsoft Windows software using the Microsoft Windows Server 2008 recovery DVD. Do the following:

a.   Use the vSphere Client GUI to install the Microsoft Windows software. See Recovering from a Microsoft Windows Software Failure, page 8-3.

b.   Transfer and activate the Microsoft Windows license onto the virtual machine. Access the virtual machine console from the vSphere Client, and then enter the virtual key in the product key field. See Figure 8-1.

c.   Follow the instructions provided on the screen by Microsoft to continue with the activation process.

Step 7   If you purchased the Cisco SRE-V option 1 (hardware only) or option 2 (hardware plus virtualization software), install your own version of the Microsoft Windows Server 2003 or Microsoft Windows Server 2008 software, and then activate the software license.

Recovering from a Microsoft Windows Software Failure

If the Microsoft Windows software gets corrupted or accidently deleted from your system, reinstall Microsoft Windows by using the Microsoft Windows Server 2008 recovery DVD, which you received when you purchased Cisco SRE-V option 3 (hardware, plus virtualization software, plus Microsoft Windows software). For information about the Cisco SRE-V options, see Figure 1-3.

Procedure

Step 1   If the Microsoft Windows software is corrupted, delete it from your system.

Step 2   Insert the Microsoft Windows Server 2008 recovery DVD into a DVD drive that the VMware vSphere client can access.

Step 3   Click the **VMware vSphere Client** icon on your desktop to open the login window.

Step 4   Enter the IP address or hostname of the VMware vSphere Hypervisor and the username and password, and then click **Login**.

The VSphere Client GUI opens.

Step 5   Choose **File > Deploy OVF Template...**

The Deploy OVF Template wizard opens.

Step 6   Select **Deploy from File**.

Step 7   Enter the location of the recovery DVD in the field provided, or click **Browse...**, and then navigate to the location where you copied the contents of the recovery DVD.

Step 8   Click **Next >**.

The OVF Template Details page opens, which summarizes the information about the OVF template.

Step 9   Verify the details, and then click **Next >**.

The End User License Agreement Page opens.

Step 10   Click **Accept** if you agree with the terms and conditions, and then click **Next >**.

The Name and Location page opens.

Step 11   Enter a unique name for the deployed OVF template, and then select the folder location within the inventory where the OVF template must reside.

> **Note**   The name can contain a maximum of 80 characters. It must be unique within the virtual machine folder. The name is case sensitive.

Step 12   Click **Next >**.

The Network Mapping page opens.

Step 13   Specify the networks that must use the deployed OVF template. To change the destination network, click the network listed in the Destination Network column, and then choose a network from the drop-down list.

Step 14   Click **Next >**.

The Ready to Complete page opens where you can verify the OVF template's configuration.

Step 15   Click **Finish**.