

Install Telepresence Content Server License Key(s)

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Introduction

This document describes installing a release key and an option key on Telepresence Content Server (TCS) via the Web Interface.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Telepresence Content Server (TCS) Installation.

Have successfully installed a TCS Virtual Machine (VM) and have applied a valid IP address that is reachable via the web interface.

Have applied for and received a valid **release key** and or **option key** for the TCS serial number.

Have access to the TCS VM with an administrator account by web interface.

Knowledge of Windows Command Prompt (CMD) Command Line Interface (CLI).

Note: Installation guides can be found here:

<http://www.cisco.com/c/en/us/support/conferencing/telepresence-content-server/products-install...>

Components Used

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

TCS Version 7.1

TCS Version 7.x and 6.X releases.

Licensing email with **release key** and or **option key**.

A web browser, such as Firefox, Internet Explorer or Google Chrome.

Windows Command Prompt (CMD) Command Line Interface (CLI)

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.

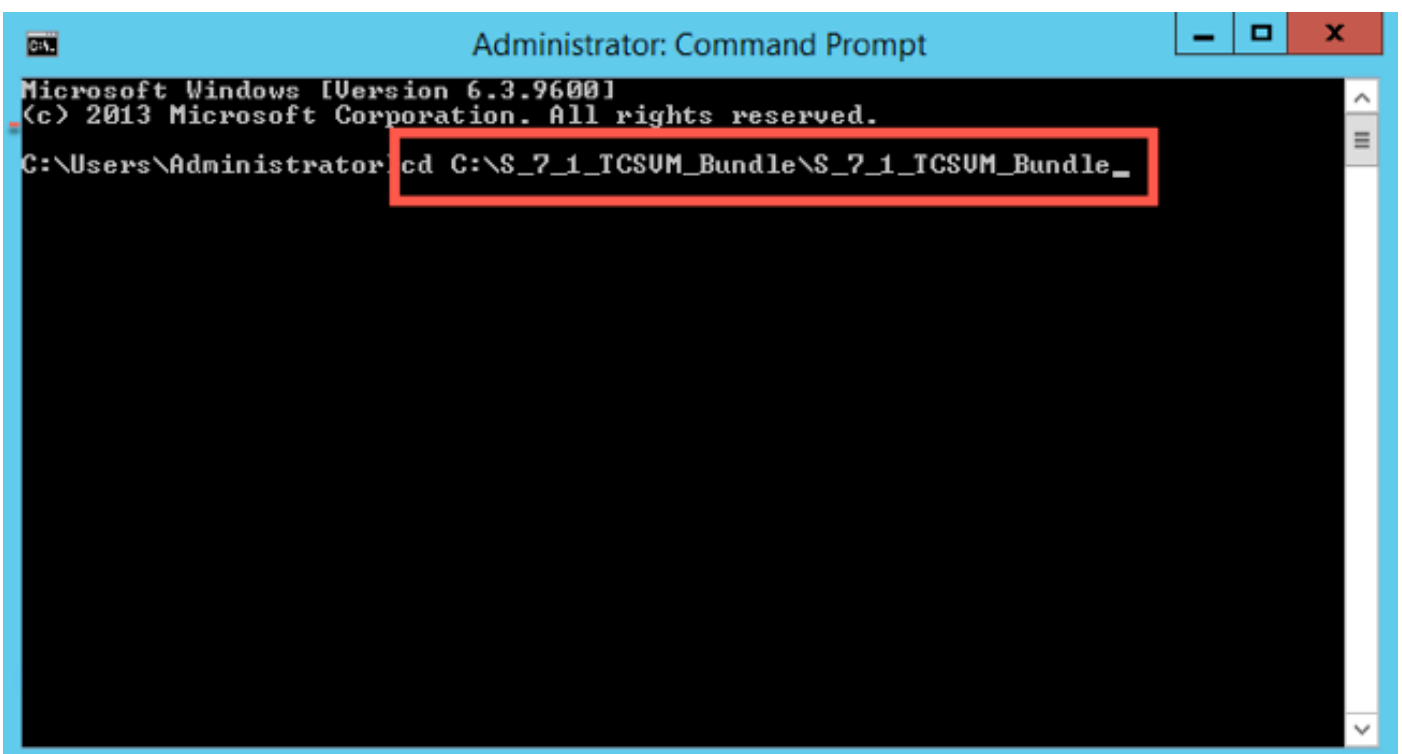
Configure

This web interface example video supplements this document:

Install Release Key and required Option Keys

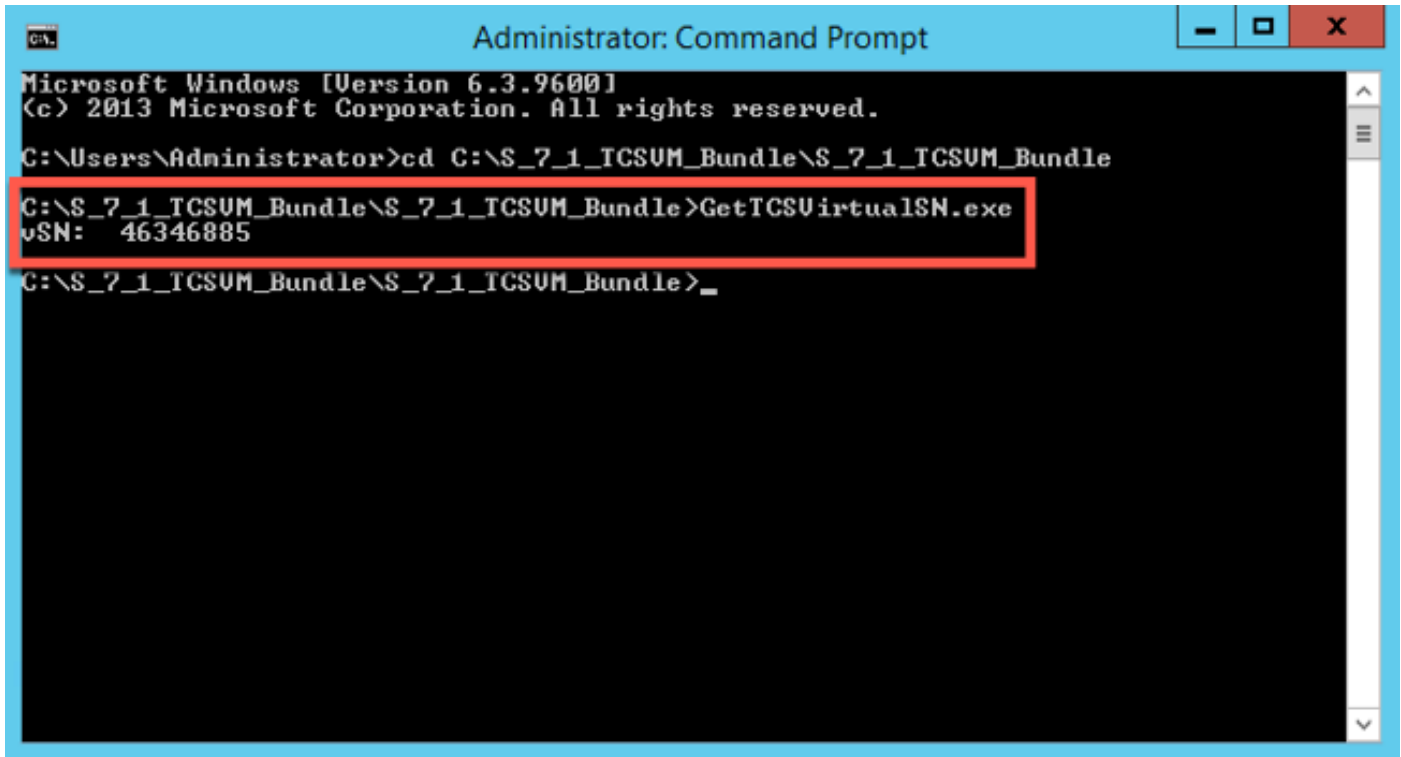
Note: You must be logged in as a **Local Administrator** to install, uninstall, or manage the TCS Virtual Machine (VM). The rest of this guide assumes you have installed the TCS VM up to the point of license key installation.

Step 1. Copy the S_7_1_TCSVM_Bundle.zip or S_7_1_TCSBE6K_Bundle.zip file to a folder on your system and extract the files. Launch the command prompt and change the directory to the folder location:

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window has a blue title bar and standard Windows window controls (minimize, maximize, close) in the top right corner. The command prompt shows the following text: "Microsoft Windows [Version 6.3.9600] (c) 2013 Microsoft Corporation. All rights reserved. C:\Users\Administrator> cd C:\S_7_1_TCSUM_Bundle\S_7_1_TCSUM_Bundle_". The command and its output are highlighted with a red rectangular box.

```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.
C:\Users\Administrator> cd C:\S_7_1_TCSUM_Bundle\S_7_1_TCSUM_Bundle_
```

Step 2. Run **GetTCSVirtualSN.exe** to generate the **Virtual Serial Number (VSN)** for your TCS VM. Copy the **virtual serial number**:



Step 3. After you have installed your Content Server and have your serial number, contact Cisco licensing for the the initial **release key** and **option keys**. You can do so be sending an email to licensing@cisco.com. This information is part of the claim certificate that you received after ordering the TCS VM. Contact Cisco licensing team for the assistance with your software base **Product Authorization Key (PAK)** and option **PAK** if necessary for the next steps. In the example email, you can see a sample **release key** and **option keys** for your TCS:

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

EXAMPLE EMAIL

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 : 46346885
Hardware Serial Number : 46346885
MAC Address : 001517F1280C
Service Contract :
SC End Date : 09/27/2017
  
```

This is your Serial Number

```

Software Part Name : LIC-TCS-5RP-K9:
Tandberg Item No : LIC-TCS-5RP-K9:SW TANDBERG Content Server
Shipped Version : -
Shipped Version Key : -
Shipped Image URL : -
Upgrade To : -
Upgrade To Key : 21596666910661560
Upgrade To Image URL : -
  
```

This is your Release Key

This is the name and type of option key you will install

```

Options
Cisco Option Name :LIC-TCS-2L:
Tandberg Option Name :1153611L2:Add. 2 live output streams
Option Key :1153611L2-1-9F99C068

Options
Cisco Option Name :LIC-TCS-5R:
Tandberg Option Name :115361R5:Add. 5 recording calls
Option Key :115361R5-1-09088733
  
```

This alpha-numeric chain is what you will add to the tcslic.txt

Step 4. In the **S_7_1_TCSVM_Bundle.zip** or **S_7_1_TCSBE6K_Bundle.zip** extracted directory, create a **TCSLic.txt** file by using the licensing information in this format:

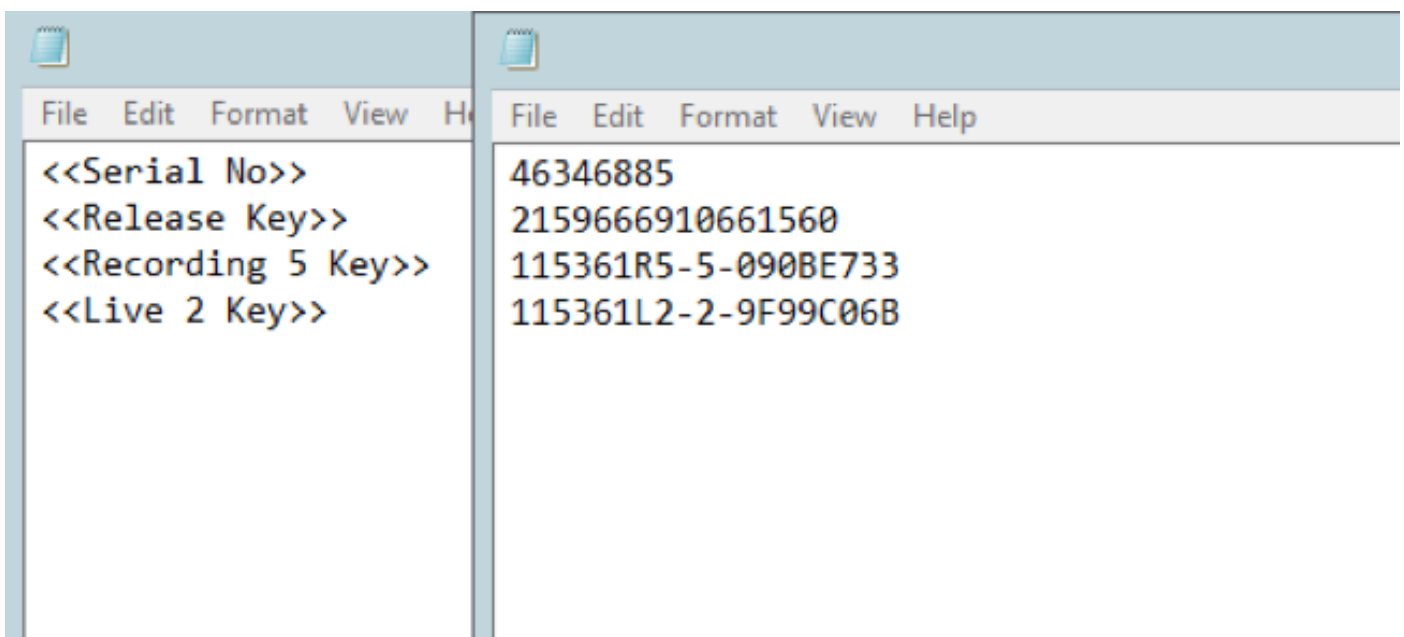
<<Virtual Serial No>>

<<Release Key>>

<<Recording 5 Key>>

<<Live 2 Key>>

Note: In the license text file, make sure that there are no extra spaces before or after the license keys.



Step 5. Run the **Command Prompt (CMD)** as an **Administrator**. Run the **PreInstaller.cmd** from the extracted **S_7_1_TCSVM_Bundle.zip** or **S_7_1_TCSBE6K_Bundle.zip** directory to configure the Content Server Pre-Installer:

```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.
C:\Users\Administrator>cd C:\S_7_1_TCSUM_Bundle\S_7_1_TCSUM_Bundle
C:\S_7_1_TCSUM_Bundle\S_7_1_TCSUM_Bundle>PreInstaller.cmd_
```

Step 6. Confirm **Preinstaller.cmd** completed:

```
Administrator: Command Prompt
=====
Pre Installer Configurations
=====
GetTCSVirtualSN.exe
PostInstaller.cmd
PreInstaller.cmd
S7_1.exe
setupLicense.exe
TCS 7.1 UM.ova
TCSLic.txt
web.config
      8 file(s) copied.
[SC] ChangeServiceConfig SUCCESS
[SC] ChangeServiceConfig SUCCESS
Ok.

      1 file(s) copied.

Successfully read license data from file TCSLic.txt

Serial number 46346885 successfully set in registry at HKEY_LOCAL_MACHINE\SOFTWARE\TANDBERG\TCS\SerialNumber

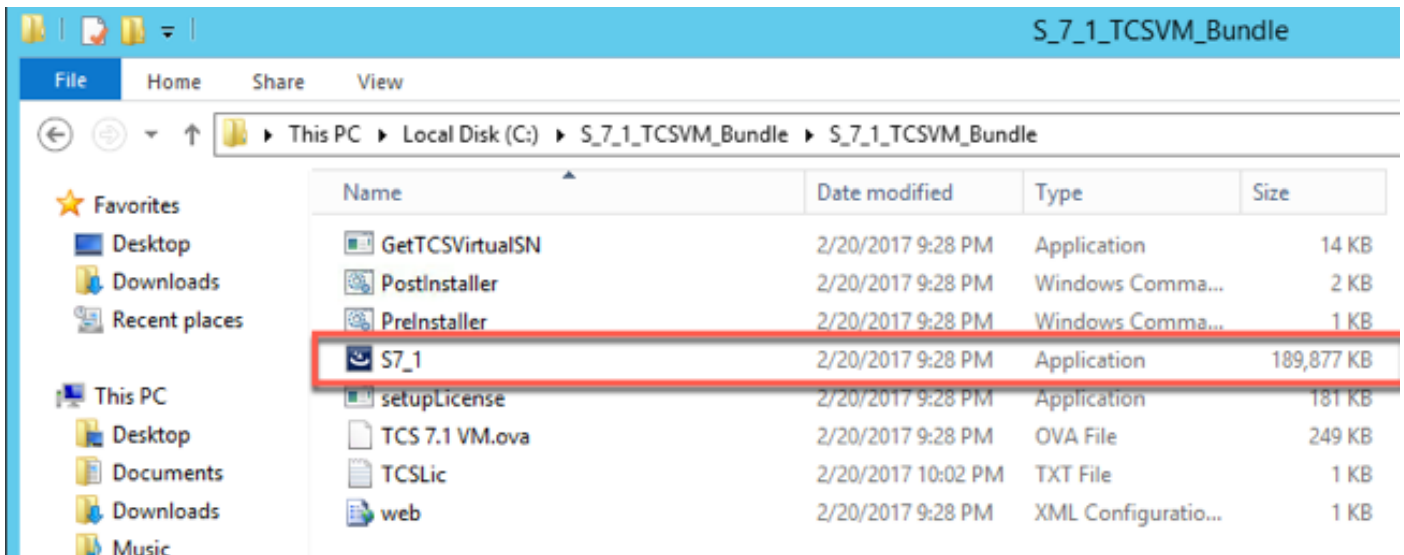
Release key 2159666910661560 successfully set in registry at HKEY_LOCAL_MACHINE\SOFTWARE\TANDBERG\TCS\ReleaseKey

Option key 115361R5-5-090BE733 successfully added to registry at HKEY_LOCAL_MACHINE\SOFTWARE\TANDBERG\TCS\OptionKeys
Option key 115361L2-2-9F99C06B successfully added to registry at HKEY_LOCAL_MACHINE\SOFTWARE\TANDBERG\TCS\OptionKeys

UUID value already set in registry 40680442-9D45-B77A-1817-C770827FC5C4

=====
Done
=====
C:\tcs_scripts>_
```

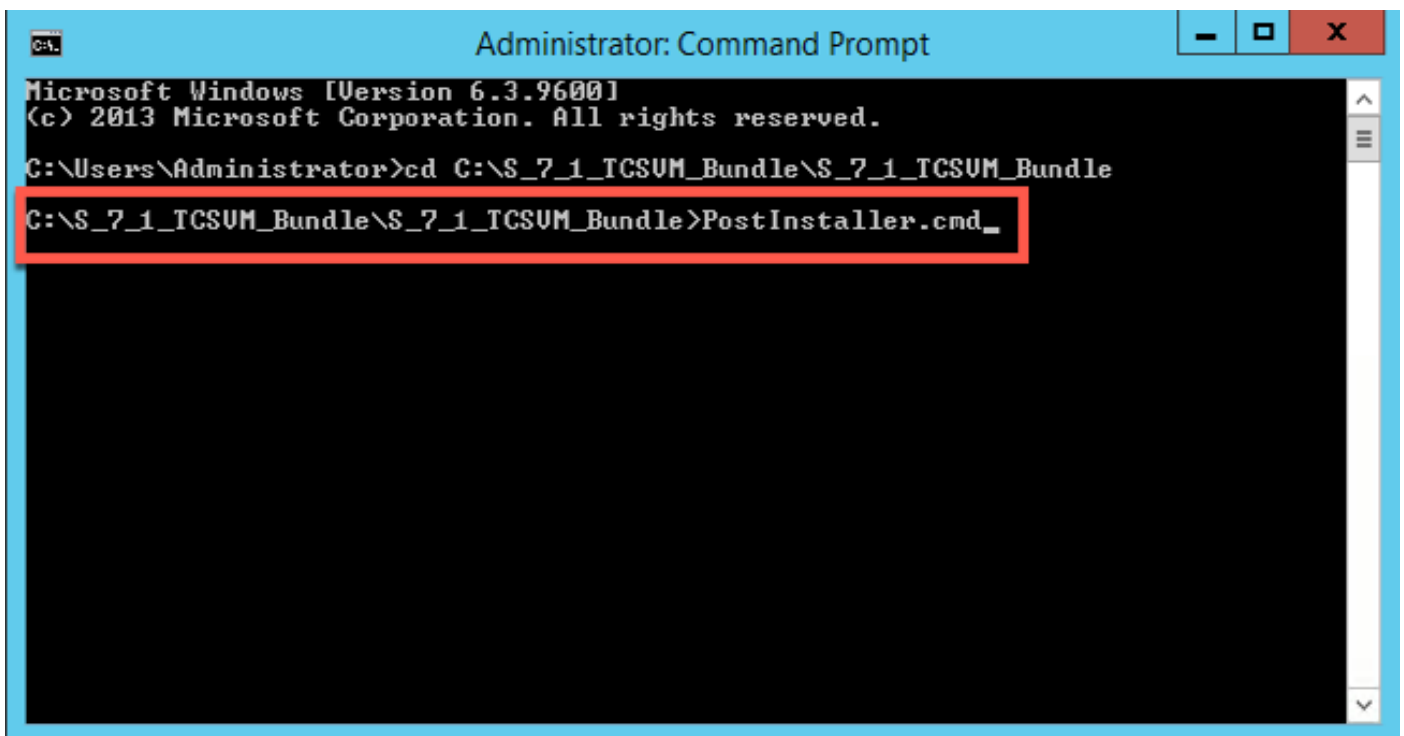
Step 7. Run **S7_1_VM.exe** to install the TCS software on the VM:



Follow the prompts to complete the TCS installation.

The installer validates the **release key** and **options keys** that were installed in the **registry** after running the **PreInstaller.cmd**.

Step 8. Run the **PostInstaller.cmd** from the **VM Scripts** folder in the **Command Prompt (CMD)** to configure the **Post-Installer**. This reboots the system:

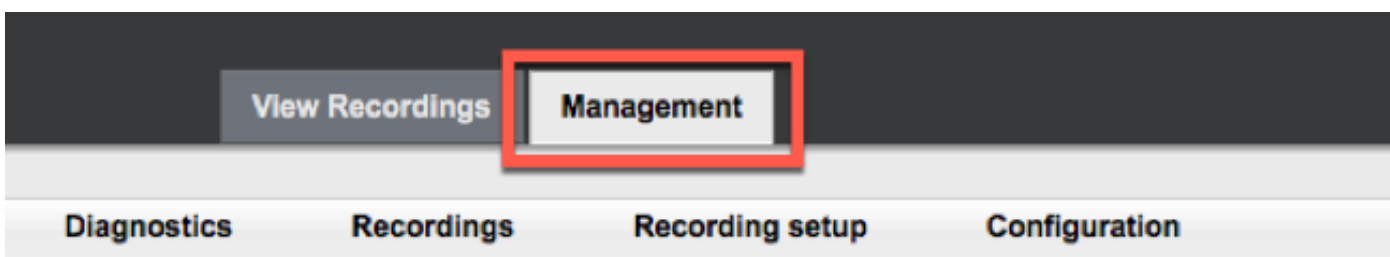


Step 9. Confirm the newly created TCS VM is up and running. Launch the TCS web interface in a web browser and navigate to **Management > Content Server Information** to verify the **Release Key** and required **Option keys** were installed:

Content Server information	
IP Address	14.49.9.3 <i>i</i>
Device serial number	46346885 <i>i</i>
Software version	Cisco TelePresence Content Server v7.1 Build 4262 <i>i</i>
Installed option keys	2 Live Broadcast (115361L2-2-9F99C06B) 5 Recorded Calls (115361R5-5-090BE733) <i>i</i>

Installing additional Option Keys using the Web Interface

Step 1. Log in to the web interface which defaults to the **Management tab** for TCS:



Step 2. Scroll down to the **Software option** section:

Software option	
Add option key	<input type="text"/> <input type="button" value="Add option key"/> <i>i</i>
Restart service	<input type="button" value="Restart service"/> <i>i</i>

Step 3. Copy the **option key** value you received in your license email and enter the value in the **Add option key** field and click **Add option key**:





Software option	
Add option key	<input type="text" value="115361HD1-1-1B2EF36B"/> <input type="button" value="Add option key"/> <i>i</i>
Restart service	<input type="button" value="Restart service"/> <i>i</i>

Note: You must restart the Content Engine service for your changes to be applied

Step 4. Repeat step 2 for every additional **option key** you would like to add to your TCS VM.

Verify

The installed **option key(s)** will show under **Content Server Information** on the **Management** page.

Content Server information	
IP Address	14.49.9.3 
Device serial number	46346885 
Software version	Cisco TelePresence Content Server v7.1 Build 4262 
Installed option keys	2 Live Broadcast (115361L2-2-9F99C06B) Premium Resolution (115361HD1-1-1B2EF36B) 5 Recorded Calls (115361R5-5-090BE733) 

Troubleshoot

Step 1. Verify the key was copied correctly from the licensing email and the license file was created correctly. Any change in the alphanumeric value string may cause an error.

Step 2. Verify the key matches with the correct Telepresence Content Server (TCS) serial number.

Step 3. Assess steps one through two 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 following steps one through three above, engage Cisco TAC.