

Install Telepresence Server Screen License

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configure](#)

[Verify](#)

[Troubleshoot](#)

Introduction

This document describes how to install a Screen License on a Cisco Telepresence Server.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Telepresence Server installation.
- Have installed successfully the Telepresence Server and applied a valid IP address that is reachable via web interface.
- Have applied for and received a Screen License valid for the Telepresence Server serial number.
- Have used a web browser such as Firefox, Internet Explorer or Chrome.

Components Used

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

- Telepresence Server software version 4.3(1.14)
- Telepresence Server All Releases
- Licensing email with a Screen License
- 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 you understand the potential impact of any command.

Configure

This web interface example video supplements this document:

Step 1. Once your Telepresence Server is installed and activated with the **Product Activation Key**, the **Screen Licenses** can be installed.

Note: Even if the Telepresence Server has not been activated, Screen Licenses can be installed but calls cannot be placed. The link below shows how to activate the Telepresence Server. <http://www.cisco.com/c/en/us/support/docs/conferencing/telepresence-server/200919-Install-a-Telepresence-Server-Product-Ac.html>

Apply for your Screen Licenses with the use of your Product Authorization Key (PAK) and serial number. You then receive an email from the Cisco Licensing team. Here is an example email which shows Screen Licenses.

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

EXAMPLE EMAIL

*** IMPORTANT - DO NOT DISCARD THIS E-MAIL ***

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      : ██████████
Hardware Serial Number    : ██████████
MAC Address               : ██████████
Service Contract          : -
SC End Date               : -

Software Part Name        : LIC-TB-197000SW:
Tandberg Item No         : 197000SW:SOFTWARE, TS 7000 Series Software
Shipped Version           : 2.1(1.18)
Shipped Version Key       : No RK
Shipped Image URL         : -
Upgrade To                : 2.1(1.18)
Upgrade To Key            : No RK
Upgrade To Image URL      : -
```

```
Options
Cisco Option Name         :LIC-7000-TPSRV16:
Tandberg Option Name      :197000SL16:KEY, 16 Screen Licenses for TS 7010
Option Key                 :LRYUN-V2P5X-XAGCC-J9DHM-APFF8
```

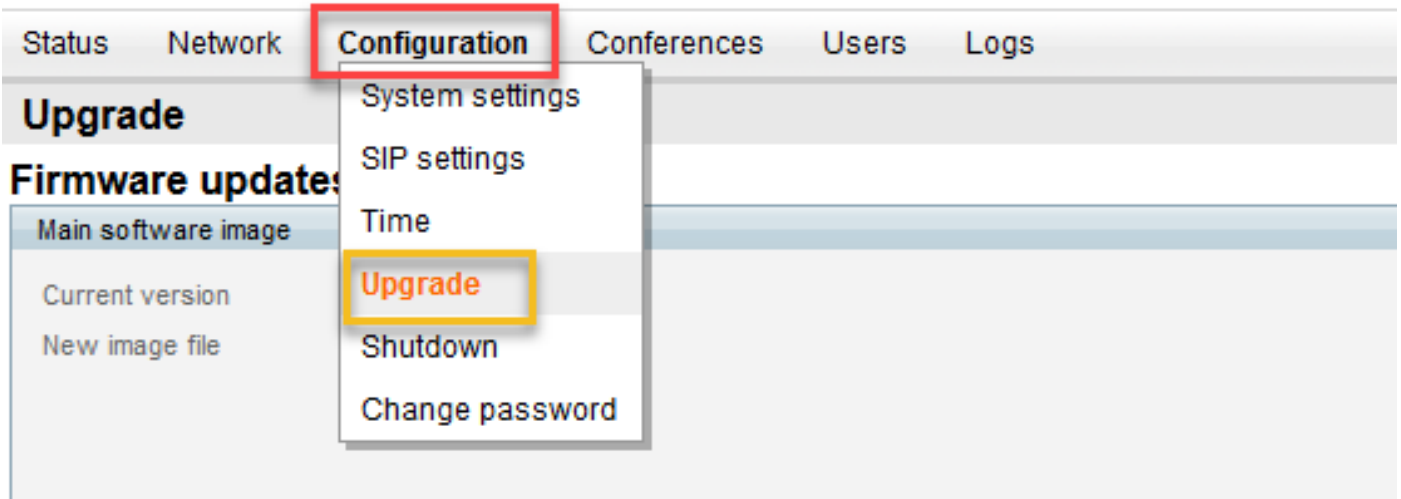
```
Options
Cisco Option Name         :LIC-7000-TPSRV9:
Tandberg Option Name      :197000SL9:KEY, 9 Screen Licenses for TS 7010
Option Key                 :LWY8Y-M4J5T-AGJGP-CPBW3-TBFF2
```

```
Options
Cisco Option Name         :LIC-7010-TPSRV-K9:
Tandberg Option Name      :197010KEY:KEY, Product Activation Key for 7010
Option Key                 : MQV55-YWXMJ-T6HXX-PEWRU
```

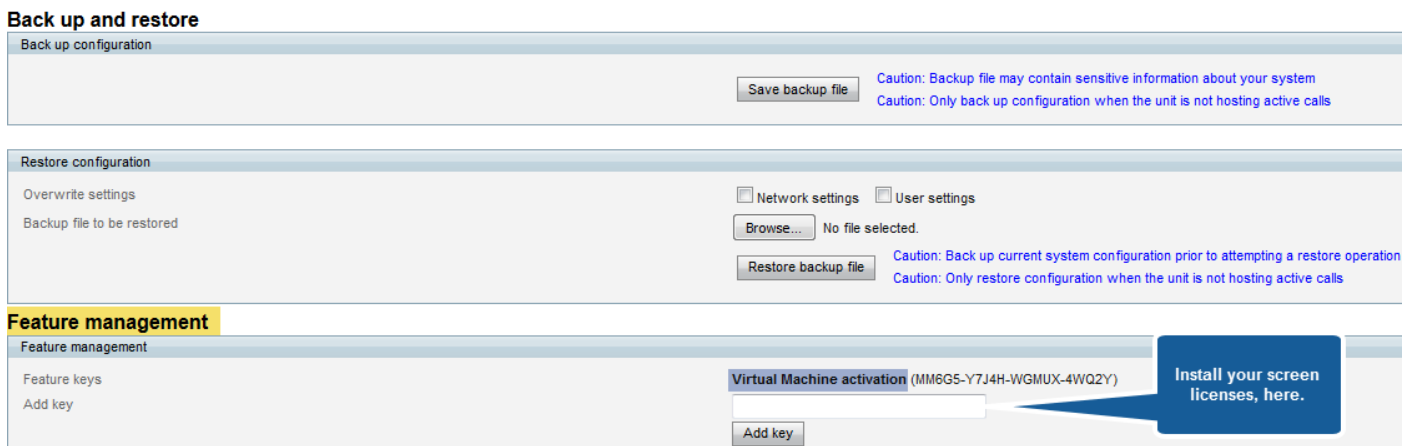
Find the quantity of Screen Licenses you requested on the email

Screen Licenses are a type of option key

Step 2. Log into the web interface of your Telepresence Server and navigate to **Configuration > Upgrade** as shown in the image.



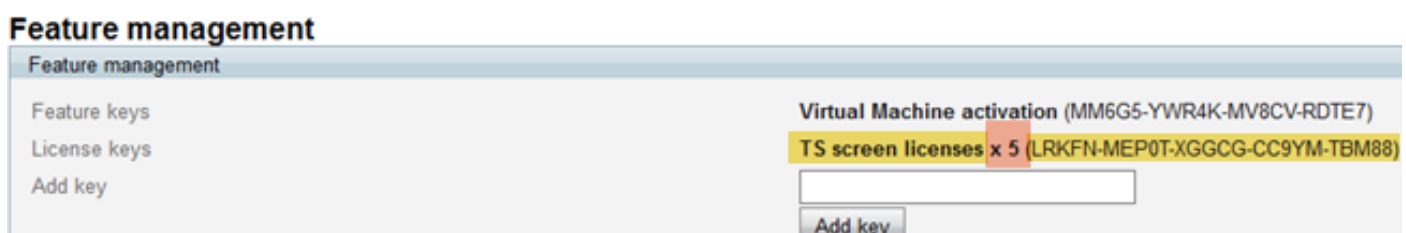
Step 3. Scroll to the **Feature management** section. Note that the Telepresence Server has an **Activation key** already installed as shown in the image.



Step 4. Copy the **Screen license** key value from the licensing email and enter the value into the **Add key** field. Click **Add key** as shown in the image.



Step 5. The key is added immediately as a **Feature key** in the Feature management section with the name **TS screen licenses**. The quantity of screen licenses applied appears beside the name (highlighted in orange) as shown in the image.



Note: Add the **Activation** or **Feature Key** exactly as it appears in the license email. Ensure you 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 **Activation** and **Feature keys**, in a safe location, in case you need to re-enter them in the future.

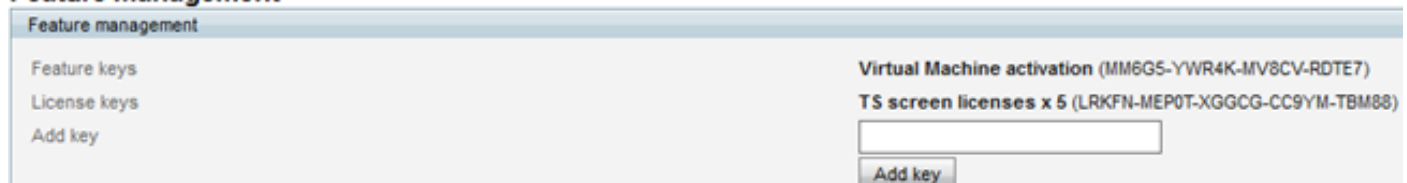
Note: The quantity of Screen Licenses that must be installed on different types of Telepresence Servers is beyond the scope of this document. For more information on Screen License requirements, refer to the Telepresence Server datasheet, table 7: <http://www.cisco.com/c/en/us/products/collateral/conferencing/telepresence-server/datasheet-c78-736947.html>

Verify

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

Observe the **Screen License** key is installed in the **License keys** list, which means the key was added successfully as shown in the image.

Feature management



The screenshot shows the 'Feature management' section of a web interface. On the left, there is a sidebar with 'Feature keys', 'License keys', and 'Add key'. The main area displays a list of keys: 'Virtual Machine activation (MM6G5-YWR4K-MV8CV-RDTE7)' and 'TS screen licenses x 5 (LRKFN-MEP0T-XGGCG-CC9YM-TBM88)'. Below the list is an empty text input field and an 'Add key' button.

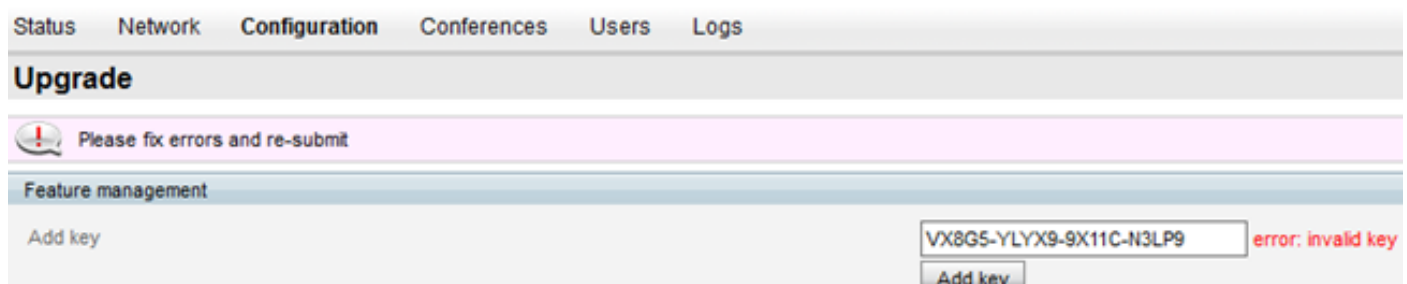
Note: Once added, the keys take effect immediately. A reboot is not required.

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

Troubleshoot

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

If the Screen License does not install successfully, a warning "Please fix errors and re-submit" appears as shown in the image.



The screenshot shows the 'Feature management' section with a navigation bar at the top containing 'Status', 'Network', 'Configuration', 'Conferences', 'Users', and 'Logs'. Below the navigation bar is a pink banner with a warning icon and the text 'Please fix errors and re-submit'. Underneath, the 'Feature management' section is visible, showing an 'Add key' button, a text input field containing the key 'VX8G5-YLYX9-9X11C-N3LP9', and a red error message 'error: invalid key' next to the input field.

Step 1. Verify that the key was copied correctly from the licensing email. Any change in the alphanumeric string can cause the message "error:invalid key".

Step 2. Verify the key matches the correct Telepresence Server 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 ensure to include any dashes.

If you encounter any errors after you follow the steps in this guide and steps one through three in this Troubleshoot section, engage Cisco TAC.