# Install Activation and Feature Keys on a Cisco Telepresence ISDN Gateway (ISDN GW)

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### Introduction

This document describes the installation of an Activation Key and Feature Key to a Cisco Telepresence ISDN Gateway (ISDN GW) via the web interface.

### Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Have successfully installed the ISDN GW and have applied a valid IP address that is reachable via web interface.

Have applied for and received an **Activation key** and or **Feature key** valid for the ISDN GW serial number.

Have access to the ISDN GW with an administrator account by web interface.

Have knowledge of the various platforms of ISDN GW 3241 and Cisco Telepresence MSE ISDN GW 8321 using the web interface.

Have used a web browser such as Firefox, Internet Explorer or Chrome.

**Note**: ISDN GW Installation guides can be found here: <u>http://www.cisco.com/c/en/us/support/conferencing/telepresence-isdn-gateway/products-installation-guides-list.html</u>

### **Components Used**

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

Cisco ISDN GW 8321 release 2.2(1.114)

Cisco ISDN GW 3241 and Cisco Telepresence MSE ISDN GW 8321 all releases

License email with an Activation key 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 the Web Interface

This web interface example video supplements this document:

#### Configuration

Step 1. Once you have installed your ISDN GW, have your serial number and applied for your **Activation key** or **Feature Key** using your 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

#### \*\*\* 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	: SM011A5A : SM011A5A : 000D7C0234B4 : 3630730 : 09/27/2017	
Software Part Name Tandberg Item No Shipped Version	: LIC-TB-198321SW: : 198321SW:SW, MSE8321 ISDN GW Blade Software : 2.0(1.51)P	Activation Key
Shipped Version Key Shipped Image URL Upgrade To Upgrade To Key Upgrade To Image URL	: MVR55-Y7M23-UWK91-R7YRT : - : 2.1(1.49) : MVR55-Y7M23-UWK91-R7YRT	
Options Cisco Option Name Tandberg Option Name Option Key	:LIC-AESCDN-K9: :194200AES:KEY, Encryption Option Key : VX8G5-Y09U5-2UFSM-EG3FR	Feature Key

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interface with an administrator account. Navigate to **Settings > Upgrade**:

alulu	ISDN GW 8321
cisco	host: mse8321-01-rtp login: admin
Home Status Network Settings Gatekeeper Dial plan Users ISDN	Log out Logs Help
iome > <u>Settings</u> > Upgrade	
ISDN ISDN ports H.323 SIP Encryption	Time Security User interface Auto attendant Upgrade Shutdown
Firmware updates	
Main software ima	ge de la constant de
Current versi	an 2.2(1.114)P
New image	le Browse No file selected.
	Upload software image For normal upgrades.
Loader softwa	re
Current versi	on 1.0(0.1)
New image	Browse No file selected.
	Upload software image Only for use with upgrades under the guidance of Cisco customer support.
Back up and restore	
Back up configuration	bn
	Save backup file Warning: backup file may contain sensitive information about your system.
Restore configurati	on i
Overwrite settin	98 Network settings User settings
Backup file to be restor	ed Browse No file selected.
	Restore backup file Warning: back up current system configuration prior to attempting a restore operation.
Feature management	
Eesture manageme	nt
reature manageme	

Step 3. Locate the Feature managementsection on the **Upgrade Page.** Enter the **Activation Key** value or **Feature Key** value in the **Activation code** field:

irmware undates	
initial apartes	
Main software im	age
Current ver	aon 2.2(1.114)P
New image	file Browse No file selected.
	Upload software image For normal upgrades.
Loader softw	aré
Current version 1.0(0.1)	
New image	file Browse No file selected.
	Upload software image Only for use with upgrades under the guidance of Cisco customer support.
ack up and restore	
Back up configura	tion
	Save backup file Warning: backup file may contain sensitive information about your system.
Restore configura	tion
Overwrite sett	Ings Network settings Liser settings
Backup file to be restr	and Browse No file celected
buckup nie to be read	Jourse to the selected.
	Restore backup file Warning: back up current system configuration prior to attempting a restore operation.
eature management	
Feature managem	ent
Activated feat	Jres MSE 8321 activation (MVR55-Y7M23-UWK91-R7YRT) remove
	Encryption (VX8GS-V09US-2UFSM-BG3FR) remove
License	EXE PAIL POIL INCEDSES & B II NK/TPDSHUPDELX3.1.8PU.R0+8U8)
Activation of	Activation Code Field
	Update features
(c	Copyright Cisco Systems 2003-2016. License information

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

## Verify

Navigate to **Settings > Upgrade** and scroll down to the **Feature management** section. Notice the **Activated Features** section which shows both the **Activation key** and **Feature keys** installed:

Home Status Network Settings Gatekeeper Dialiplan Users ISDN	Log out Logs Help
Home > Settings > Upgrade	
ISDN ISDN ports H.323 SIP Encryption	Time Security User interface Auto attendant Upgrade Shutdown
Firmware updates	
Main software image	
Current version 2.2	1.114)P
New image file B	rowse No file selected.
	pload software image For normal upgrades.
Loader software	
Current version 1.0	(0.1)
New image file B	rowse No file selected.
U	pload software image Only for use with upgrades under the guidance of Cisco customer support.
Back up and restore	
Back up configuration	
S	ave backup file Warning: backup file may contain sensitive information about your system.
Restore configuration	
Overwrite settings	Network settings
Backup file to be restored	rowse No file selected.
R	estore backup file Warning: back up current system configuration prior to attempting a restore operation.
Feature management	
Feature management	
Activated features MSI	Activation and Feature Keys take
License keys PRI	port licenses x 8 (IN/7FM/54M6G/3/3PB/06/8/98U8)
Activation code	NOT required
	Indata fashiras
0	parter restarce

### Troubleshoot

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

Step 2: Ensure you install the correct key for the correct serial number of your ISDN GW.

Step 3: Ensure you enter the key value in the **Activation Code** 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 following the steps in this guide and steps one through four in the **Troubleshoot** section of this guide, engage Cisco TAC.