Install a VCS Release Key via the Web Interface and CLI Configuration Example

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Introduction

This document describes the installation of a release key to a Cisco Video Communication Server (VCS) via the web interface and the Command Line Interface (CLI).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

VCS Installation

Have Installed successfully the VCS and applied a valid IP address that is reachable via web interface and or CLI.

Have applied for and received a release key valid for the VCS serial number.

Have access to the VCS with both root (by CLI) and the admin account by web interface or CLI.

Have downloaded a VCS software upgrade image from Cisco.com.


Components Used
Configure

Web Interface Release Key Installation Example

Here you have two options:

Option one, you can set the release key.

Option two, you can add the release key as part of the upgrade process.

Either option works and we will show the set option first followed by the upgrade option next.

   **Note:** Both options require a VCS restart.

   **Note:** Both options use the same licensing email example.

Option one, shows the set option. This web interface example video supplements this document.

Step 1: Once you have installed your VCS, have your serial number and applied for your release key using your PAK and serial number, you receive a license email from the Cisco licensing team which may or may not contain a release key and option keys. In the example email, you can see the release key used for this document.
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.

<table>
<thead>
<tr>
<th>System Serial Number</th>
<th>: 0B616767</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Serial Number</td>
<td>: 0B616767</td>
</tr>
<tr>
<td>MAC Address</td>
<td>: 000000000000</td>
</tr>
<tr>
<td>Service Contract</td>
<td>: -</td>
</tr>
<tr>
<td>SC End Date</td>
<td>: -</td>
</tr>
<tr>
<td>Software Part Name</td>
<td>: L-VCS-FINDME:</td>
</tr>
<tr>
<td>Tandberg Item No</td>
<td>: L-VCS-FINDME:VCS - Enable User Policy feature</td>
</tr>
<tr>
<td>Shipped Version Key</td>
<td>: 116341U00-1-1C320745</td>
</tr>
<tr>
<td>Shipped Image URL</td>
<td>: -</td>
</tr>
<tr>
<td>Upgrade To</td>
<td>: -</td>
</tr>
<tr>
<td>Upgrade To Key</td>
<td>: 7513492028475672</td>
</tr>
<tr>
<td>Upgrade To Image URL</td>
<td>: -</td>
</tr>
</tbody>
</table>

Options
Cisco Option Name : LIC-VCS-300:
Tandberg Option Name : 116341X300:VCS - add 300 non-traversal calls
Option Key : 116341X300-1-7003B558

Options
Cisco Option Name : LIC-VCS-DEVPROV:
Tandberg Option Name : 116341P00:VCS - Enable Device Provisioning
Option Key : 116341P00-1-1FEB68A1

Options
Cisco Option Name : LIC-VCS-GW:
Tandberg Option Name : 116341G00:VCS - Enable GW feature
Option Key : 116341G00-1-96554215

Step 2: Access the web interface of the VCS with a web browser. Log in with an admin account and you are taken to the VCS Status screen.

Note: Some digits purposely blurred throughout this document.
Step 3: Navigate to the appropriate screen in order to install your **release key**. Hover over the maintenance tab.
Step 4: When the menu pops up, click on **Option Keys**:

Step 5: Observe the **Release key** section and if this is a new install, there is a blank release key.
The **Release key** field for an existing VCS installation is pre-populated with the current release key value. You use the **Upgrade** option to set the release key in that case.

**Note:** The release key does not change between minor version upgrades. The release key only changes between major version upgrades such as x7.X to x8.X.

Copy and paste your release key into the **Release key** field:

Step 6: You can see the release key pasted into the **Release key** field.
Step 7: Now click on Set release key:
Step 8: Click on the **restart** hyperlink in the prompt that appears at the top of the page to restart the VCS:
Option Two: **Upgrade** option to install your release key

Step 1: From the Web interface, Click on **Maintenance** as before and then **Upgrade** in the menu pop-up.
Step 2: On the Upgrade screen, you see an Upgrade Component section.

**Note:** This document assumes you have downloaded a VCS software upgrade image to your local computer.

Click on Browse to locate your downloaded VCS upgrade image:
Step 3: Enter the release key value into the Release key field when prompted. Copy and paste from the email or if this is a minor upgrade such as in this case, x8.6.1 to x8.7.3, copy and paste it from the same screen:

Step 4: Click the Upgrade button. Watch the processes that follow and do not navigate away from the process or you have to start over. The image will upload, then it will install. Click on restart when prompted.

Verify the release has installed properly, once the VCS has restarted. Use the two methods noted in the VERIFY section of this document.

CLI Release Key Installation Example
Install a **release key** via the CLI. This is a two part process that involves the use of a SCP client (PSCP in this example from command (CMD) prompt in Windows and a terminal emulation software application such as PuTTY.

Step 1: Copy your release key into a plain ASCII text file. Ensure there are no spaces before or after the release key value. Copy the release key into your text editor application save the file as **release-key.txt**:

Step 2: Place the **release-key.txt** file and PSCP.exe in the same directory on your computer. Navigate to that directory using a command (CMD) prompt in Windows and copy the release key to a temp directory on the VCS. Use the root account for the PSCP transaction. Enter the root account password when prompted. Verify the transfer completed as indicated by 100%. Here is an example:

First, open a plain text editor such as in this example, notepad. Be careful not to use an editor that saves the file in RTF format. It MUST be plain ASCII text. Paste the 16 digit release key from your email or Web Interface as noted previously in this article and save the file with the name "release-key.txt". Note the release key and filename syntax to the left.

Step 2: Place the **release-key.txt** file and PSCP.exe in the same directory on your computer. Navigate to that directory using a command (CMD) prompt in Windows and copy the release key to a temp directory on the VCS. Use the root account for the PSCP transaction. Enter the root account password when prompted. Verify the transfer completed as indicated by 100%. Here is an example:
Step 3: Copy the image you want to upgrade to, such as 8.7.3 used here. Copy this image over using PSCP. Verify the status shows at 100%, the software image has finished copying over to the VCS and you are ready to reboot the VCS:

```
C:\Users\jawall\Desktop>pscp release-key.txt root@10.1.1.101:/tmp/release-key
Using keyboard-interactive authentication.
Password: release-key.txt
  0 kB  0.0 kB/s  ETA: 00:00:00  100%
```

```
C:\Users\jawall\Desktop>pscp s42700x8_y_3.tar.gz root@10.1.1.101:/tmp/tandberg
Using keyboard-interactive authentication.
Password: s42700x8_y_3.tar.gz
  454854 kB  584.6 kB/s  ETA: 00:00:00  100%
```

Note in the first circle above, we are using a Windows CMD prompt where I’ve saved the release-key.txt file to my desktop. In the first line, I've navigated to my desktop with the CMD command ”cd desktop” and then am copying the file over to the VCS using free ware putty PSCP. In the next circle, I am copying over the image to the VCS using PSCP, and the third circled item is showing the progress. Once complete, I will use putty SSH shell to restart the VCS.

Step 4: Reboot the VCS via an SSH session to the VCS. Open PuTTY and type in the IP address of the VCS. Click SSH to open:

```
Note, the installation is complete. Now we go to Putty and reboot the VCS via CLI from an SSH session. Alternatively, you can reboot the VCS from the Web Interface.
```
Step 5: Click **Open** and log in to the VCS with an admin account when prompted. Enter the admin account password when prompted. Verify you have the right command to reboot the VCS. Enter the command followed by a space and question mark to ensure you have it correct. The VCS confirms that **xCMD Boot** will restart the VCS. Enter the command **xCMD Boot** to reboot the VCS.
The VCS flashes that it is rebooting and your PuTTY session closes. This behavior is normal because the connection is terminated when the VCS reboots. The VCS takes about five minutes to reboot. Once complete, verify the release key installed correctly either via the web interface or the CLI as noted in the VERIFY section of this document.

**Verify**

**Web interface Verification of Release Key Installation**

There are two ways you can verify the Release Key installed in the web interface:

Option 1: Look at the **Options Key Page** as noted previously and check the **Release key** field.
Option 2: Check the **Upgrade Page** as noted previously:
Verify the Release Key installed via the CLI interface by an SSH session to the CLI. Log in with an admin account as noted previously in this document. Once there, you issue the command `xStatus SystemUnit Software`. You observe the upgrade was successful and the release key is installed:
Troubleshoot

You should not have any issues when you install a release key onto a Cisco VCS. Enter an option key in the Release key field of the VCS or enter an option key when you upgrade are the most common causes for failure. The email example cited at the beginning of this article shows option keys in addition to the release key. An error occurs when an option key is entered in the Release Key field:
A VCS accepts any value in the **Release key** field. Reboot the VCS with an incorrect value entered and you receive an error "**Invalid release key**":

Install a **release key** as noted in this document to correct this condition.

Engage Cisco TAC for assistance for any other types of failure.