



## CHAPTER 10

# Recovering from Device or Software Failure

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To transfer a software license from a failed device to a new device, use the Return Merchandise Authorization (RMA) replacement license transfer process.

If the Microsoft Windows software gets corrupted or accidentally deleted from your system, reinstall Microsoft Windows by using the Microsoft Windows Server 2008 recovery DVD, which you received when you purchased the Cisco SRE-V Option 3 (Hardware, plus Virtualization software, plus Microsoft Windows software). For Cisco SRE-V options, see [Figure 1-3](#).

If you have chosen the RAID 1 option during installation, and one of the disk drive fails, you can remove the faulty disk drive, and then replace it with a new disk drive.

This chapter contains the following sections:

- [RMA Replacement License Transfer Process Overview, page 10-1](#)
- [Recovering from a Microsoft Windows Software Failure, page 10-3](#)

## RMA Replacement License Transfer Process Overview

To transfer a software license from a failed device to a new device, use the Cisco Product License Registration portal to initiate a RMA replacement license:

<https://tools.cisco.com/SWIFT/Licensing/LicenseAdminServlet/rmaLicenseTransfer>

If you need assistance to obtain a license, contact Cisco technical support at:

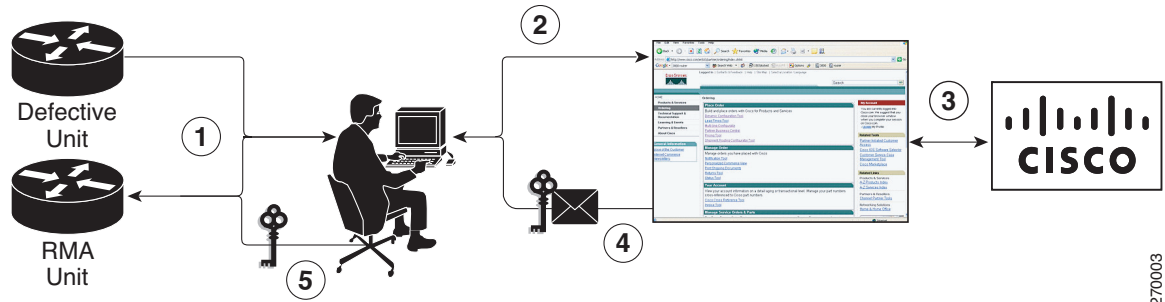
<http://www.cisco.com/techsupport>

To transfer the license from the failed device to the new device, use the RMA License Transfer portal. See the “[Transferring Licenses From a Failed Device to a New Device](#)” section on [page 10-2](#).

## Transferring Licenses From a Failed Device to a New Device

Figure 10-1 shows the RMA license replacement process.

**Figure 10-1 RMA Replacement License Process**



<b>1</b>	Obtain the UDI of the defective and RMA devices.	<b>4</b>	The license portal issues replacement licenses.
<b>2</b>	Enter the UDI into the RMA License portal tool on Cisco.com.	<b>5</b>	Install the replacement license on the new device.
<b>3</b>	The license portal determines licenses associated with defective device.		

To transfer licenses from a failed device to a new device, complete the following steps:

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- Step 1** Obtain the Universal Device Identifier (UDI) of the defective device and the RMA device.
- Step 2** Enter the UDI into the RMA License portal tool on Cisco.com.
- The license portal determines the licenses that are associated with defective device, and then issues replacement licenses.
- Step 3** Install the replacement license on the new device.
- Step 4** Do the following:
- Provide Cisco TAC access to the new device, and then have Cisco TAC install the OEM Microsoft Windows marker on the device.
  - Install the Microsoft Windows software using the Microsoft Windows Server 2008 recovery DVD, which you received when you purchased the Cisco SRE-V Option 3 (Hardware, plus Virtualization software, plus Microsoft Windows software). For Cisco SRE-V options, see [Figure 1-3](#).
- Use the vSphere Client GUI (recommended) or the Cisco SRE-V CLI to install Microsoft Windows. See the [“Recovering from a Microsoft Windows Software Failure”](#) section on page 10-3.
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# Recovering from a Microsoft Windows Software Failure

If the Microsoft Windows software gets corrupted or accidentally deleted from your system, reinstall Microsoft Windows by using the Microsoft Windows Server 2008 recovery DVD, which you received when you purchased the Cisco SRE-V Option 3 (Hardware, plus Virtualization software, plus Microsoft Windows software). For Cisco SRE-V options, see [Figure 1-3](#).

To recover from a Microsoft Windows software failure, complete the following steps:

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- Step 1** If the Microsoft Windows software gets corrupted, delete it from your system.
- Step 2** Install Microsoft Windows software. You can use the vSphere Client GUI (recommended) or the Cisco SRE-V CLI to install Microsoft Windows.
- Step 3** To use the vSphere Client GUI to install and manage Microsoft Windows virtual machines, do the following:
- a. Install Microsoft Windows Server 2008 from the recovery DVD. After Microsoft Windows 2008 Server is installed, a virtual machine is created.
  - b. Click the **VMware vSphere Client** icon on your desktop to open the login window.
  - c. Enter the IP address or hostname of the VMware vSphere Hypervisor<sup>TM</sup> and the username and password, and then click **Login**. The vSphere Client GUI opens.
  - d. Choose **File > Deploy OVF Template...** The Deploy OVF Template wizard opens.
  - e. Choose the **Deploy from File** radio button.
  - f. 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.
  - g. Click **Next >**. The OVF Template Details page opens, which summarizes the information about the OVF template.
  - h. Verify the details, and then click **Next >**. The End User License Agreement Page opens.
  - i. Click **Accept** if you agree with the terms and conditions, and then click **Next >**. The Name and Location page opens.
  - j. Enter a unique name for the deployed OVF template, and then select the folder location within the inventory where the OVF template must reside.  
  
The name can contain a maximum of 80 characters. It must be unique within the virtual machine folder. The name is case sensitive.
  - k. Click **Next >**. The Network Mapping page opens.
    - l. 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.
  - m. Click **Next >**. The Ready to Complete page opens where you can verify the OVF template's configuration.
  - n. Click **Finish**.
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