

Instalar uma chave de versão do VCS por meio da interface da Web e do exemplo de configuração da CLI

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Componentes Utilizados](#)

[Configurar](#)

[Exemplo de instalação da chave de liberação da interface da Web](#)

[Exemplo de instalação da chave de liberação CLI](#)

[Verificar](#)

[Verificação da instalação da chave de versão na interface da Web](#)

[Verificação da Interface CLI da Instalação da Chave de Versão](#)

[Troubleshoot](#)

Introduction

Este documento descreve a instalação de uma chave de versão para um Cisco Video Communication Server (VCS) através da interface da Web e da CLI (Command Line Interface, interface de linha de comando).

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

Instalação do VCS

Instalou com êxito o VCS e aplicou um endereço IP válido que pode ser acessado através da interface da Web e/ou CLI.

Solicitaram e receberam uma chave de versão válida para o número de série do VCS.

Tenha acesso ao VCS com raiz (por CLI) e conta admin por interface da Web ou CLI.

Faça o download de uma imagem de atualização do software VCS do Cisco.com.

Note: Os guias de instalação podem ser encontrados aqui:

<http://www.cisco.com/c/en/us/support/unified-communications/telepresence-video-communication-server-vcs/products-installation-guides-list.html>

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

VCS versão x8.6.1 e x8.7.3

Versões do VCS Control x7.X e x8.X

Versões do VCS Expressway x7.X e x8.X

PuTTY (software de emulação de terminal)

—Como alternativa, você pode usar qualquer software de emulação de terminal que suporte SSH, como Secure CRT, TeraTerm e assim por diante.

PSCP (cliente PuTTY Secure Copy Protocol)

—Você pode usar qualquer cliente que suporte o SCP.

E-mail de licenciamento com uma chave de liberação ou de atualização.

Um navegador da Web. Neste exemplo, o Firefox é usado, o Internet Explorer e o Chrome devem funcionar igualmente bem.

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.

Configurar

Exemplo de instalação da chave de liberação da interface da Web

Aqui você tem duas opções:

Opção um, você pode **definir** a chave de liberação.

Opção 2, você pode adicionar a chave de liberação como parte do processo de **atualização**.

Qualquer opção funciona e mostraremos a opção **set** primeiro seguida pela opção **upgrade** a seguir.

Note: Ambas as opções exigem uma reinicialização do VCS.

Note: Ambas as opções usam o mesmo exemplo de e-mail de licenciamento.

A opção um mostra a opção **set**. Este vídeo de exemplo de interface da Web complementa este documento.

Passo 1: Depois de instalar seu VCS, ter seu número de série e se candidatar à chave de

liberação usando sua PAK e seu número de série, você receberá um e-mail de licença da equipe de licenciamento da Cisco, que pode ou não conter uma chave de liberação e chaves de opção. No exemplo de e-mail, você pode ver a chave de liberação usada para este documento.

Note: Exemplos de PAK estão fora do escopo deste documento.

EXEMPLO DE 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      : 0B616767
Hardware Serial Number    : 0B616767
MAC Address               : 000000000000
Service Contract          : -
SC End Date               : -

Software Part Name        : L-VCS-FINDME:
Tandberg Item No         : L-VCS-FINDME:VCS - Enable User Policy feature
Shipped Version           : -
Shipped Version Key       : 116341U00-1-1C328745
Shipped Image URL        : -
Upgrade To                : -
Upgrade To Key            : 7513492028475672
Upgrade To Image URL     : -
```

Sample Release
Key



```
Options
Cisco Option Name         :LIC-VCS-300:
Tandberg Option Name      :116341X300:VCS - add 300 non-traversal calls
Option Key                 :116341X300-1-7D03B558
```

```
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
```

Passo 2: Acesse a interface da Web do VCS com um navegador da Web. Faça login com uma conta **admin** e você será levado para a tela Status do VCS.

Note: Alguns dígitos borram propositalmente neste documento.



Overview

Note: Login brings you to the Status Screen

System Information

System name	VCS-C
Up time	22 days 32 minutes 11 seconds
Software version	X8.6.1
IPv4 address101
Options	500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Resource usage (last updated: 17:07:52 EDT)

<u>Non-traversal calls</u>	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%
<u>Traversal calls</u>	Current video	0
	Current audio (SIP)	0
	Peak video	0
	Peak audio (SIP)	0
	Since last restart video	0
	Since last restart audio (SIP)	0
	License usage current	0%
License usage peak	0%	
<u>Registrations</u>	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%

Passo 3: Navegue até a tela apropriada para instalar sua **chave de liberação**. Passe o mouse sobre a guia de manutenção.



Click on Maintenance

Overview

System information		
System name	VCS-C	
Up time	22 days 32 minutes 11 seconds	
Software version	X8.6.1	
IPv4 address	.101	
Options	500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.	

Resource usage (last updated: 17:07:52 EDT)		
Non-traversal calls		
Current	0	
Peak	0	
Since last restart	0	
License usage current	0%	
License usage peak	0%	
Traversal calls		
Current video	0	
Current audio (SIP)	0	
Peak video	0	
Peak audio (SIP)	0	
Since last restart video	0	
Since last restart audio (SIP)	0	
License usage current	0%	
License usage peak	0%	
Registrations		
Current	0	
Peak	0	
Since last restart	0	
License usage current	0%	
License usage peak	0%	

Passo 4: Quando o menu for exibido, clique em Option Keys:



Overview

System information		
System name	VCS-C	
Up time	22 days 32 minutes 11 seconds	
Software version	X8.6.1	
IPv4 address	.101	
Options	500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.	

Resource usage (last updated: 17:10:32 EDT)		
Non-traversal calls		
Current	0	
Peak	0	
Since last restart	0	
License usage current	0%	
License usage peak	0%	

- Upgrade
- Logging
- Option keys
- Tools
- Security certificates
- Backup and restore
- Diagnostics
- Maintenance mode
- Language
- Restart options

Click on Option Keys

Passo 5: Observe a seção Chave de liberação e se esta for uma nova instalação, haverá um

campo de chave de liberação em branco. O campo **Chave de versão** de uma instalação VCS existente é pré-preenchido com o valor da chave de versão atual. Use a opção **Atualizar** para definir a chave de liberação nesse caso.

Note: A chave de versão não muda entre atualizações de versão secundária. A chave de versão só muda entre as principais atualizações de versão, como x7.X a x8.X.

Copie e cole sua chave de liberação no campo **Chave de liberação**:

The screenshot shows the Cisco TelePresence Video Communication Server Control interface. At the top, there is a navigation bar with tabs for Status, System, Configuration, Applications, Users, and Maintenance. A red notification bubble indicates "This system has 5 alarms". Below the navigation bar, the "Option keys" section is visible, containing a table with columns for Key, Description, Status, and Validity period. The table lists four option keys: 116341C00-1-1E7D8EDE (Microsoft Interoperability), 116341G00-1-98554215 (H323-SIP Interworking Gateway), 116341P00-1-1FEB68A1 (Device Provisioning), and 116341U00-1-1C328745 (FindMe). Below the table are buttons for "Delete", "Select all", and "Unselect all".

The "System information" section shows the serial number as 0B616767 and active options including 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, and Microsoft Interoperability.

The "Software option" section has an "Add option key" field and an "Add option" button.

The "Release key" section has a "Release key" field and a "Set release key" button. A red box highlights this field, and a red arrow points to it from a callout box. The callout box contains the text: "Note the Release Key section and the blank field if this is a new VCS. This may have a value if the release key is already installed. Copy your newly acquired Release Key into this field."

Passo 6: Você pode ver a chave de liberação colada no campo **Liberar chave**.



This system has 5 alarms

Option keys

You are here: Maintenance > Option k

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-98554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Delete Select all Unselect all

System information

Serial number 0B616767
Active options 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key

Here, I've pasted in the release key from our email example above.

Add option

Release key

Release key

Set release key

Current licenses

Passo 7: Agora clique em Definir chave de liberação:



This system has 6 alarms

Option keys

You are here: Maintenance > Option I

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-98554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Delete Select all Unselect all

System information

Serial number 0B616767
Active options 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key ⓘ

Add option

Release key

Release key 7513492028475672 ⓘ

Set release key

Now I click Set release key

Current licenses

Passo 8: Clique no hiperlink **reiniciar** no prompt exibido na parte superior da página para reiniciar o VCS:



This system has 6 alarms

Option keys

You are here: Maintenance > Option

Saved The release key has been updated, however a restart is required for it to take effect.

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-96554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Delete Select all Unselect all

Notice how a message comes up saying I need to restart, click on restart and follow steps from there to reload the VCS. Once rebooted, the key will be installed.

System information

Serial number: 0B616767

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key

Add option

Release key

Release key: 7513492028475672

Set release key

Opção 2: Opção de atualização para instalar a chave de liberação

Passo 1: Na interface da Web, clique em **Manutenção** como antes e, em seguida, em **Atualizar** no menu pop-up.

The screenshot shows the Cisco TelePresence Video Communication Server Control interface. The top navigation bar includes Status, System, Configuration, Applications, Users, and Maintenance. The Maintenance menu is open, showing options like Upgrade, Logging, Option keys, Tools, Security certificates, Backup and restore, Diagnostics, Maintenance mode, Language, and Restart options. A red box highlights the Upgrade option in the menu, with an arrow pointing to it. Another red box highlights the Upgrade option in the main navigation bar, with an arrow pointing to it. A text box on the right says "Click on Maintenance>Upgrade". Below the menu, the Upgrade section is visible, showing a warning message: "WARNING: You should backup the system before upgrading." and a "System backup" link. There is a "Select file" field with a "Browse..." button and "No file selected" text. An "Upgrade" button is at the bottom left.

Passo 2: Na tela **Upgrade**, você verá uma seção **Upgrade Component**.

Note: Este documento pressupõe que você tenha baixado uma imagem de atualização do software VCS para o computador local.

Clique em **Procurar** para localizar a imagem de atualização do VCS baixada:

The screenshot shows the Cisco TelePresence Video Communication Server Control interface. The top navigation bar includes Status, System, Configuration, Applications, Users, and Maintenance. The Maintenance menu is open, showing options like Upgrade, Logging, Option keys, Tools, Security certificates, Backup and restore, Diagnostics, Maintenance mode, Language, and Restart options. A red box highlights the Upgrade option in the menu, with an arrow pointing to it. Another red box highlights the Upgrade option in the main navigation bar, with an arrow pointing to it. A text box on the right says "Click on Maintenance>Upgrade". Below the menu, the Upgrade section is visible, showing a warning message: "WARNING: You should backup the system before upgrading." and a "System backup" link. There is a "Select file" field with a "Browse..." button and "No file selected" text. An "Upgrade" button is at the bottom left. A table below the Upgrade section shows the following data:

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8 6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

A red box highlights the "Browse..." button in the Upgrade section, with an arrow pointing to it. A text box on the right says "Click Browse to locate your upgrade image, then browse to the file on your local machine and upload."

Passo 3: Insira o valor da **chave de liberação** no campo **Liberar chave** quando solicitado. Copie e cole do e-mail ou, se for uma atualização menor, como neste caso, x8.6.1 para x8.7.3, copie e cole-o da mesma tela:

CISCO Cisco TelePresence Video Communication Server Control

This system has 6 alarms

Status System Configuration Applications Users Maintenance

You are here: Maintenance > Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8 6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file

Release key

Once the file is selected, you can paste your release key in the field noted to the left. You can copy the release key from your licensing email. Or, if you are just doing a minor upgrade like in this example from 8.6.1 to 8.7.3, you can copy and paste the release key already installed which is circled above in this example

Passo 4: Clique no botão **Atualizar**. Observe os processos que se seguem e não se afastam do processo ou você precisa recomeçar. A imagem será carregada e instalada. Clique em **reiniciar** quando solicitado.

CISCO Cisco TelePresence Video Communication Server Control

This system has 5 alarms

Status System Configuration Applications Users Maintenance

You are here: Maintenance > Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8 6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file

Release key

Information

The 16-character release key for the new software version. This is not required if you are upgrading to a dot release, for example from 1.0 to 1.1.

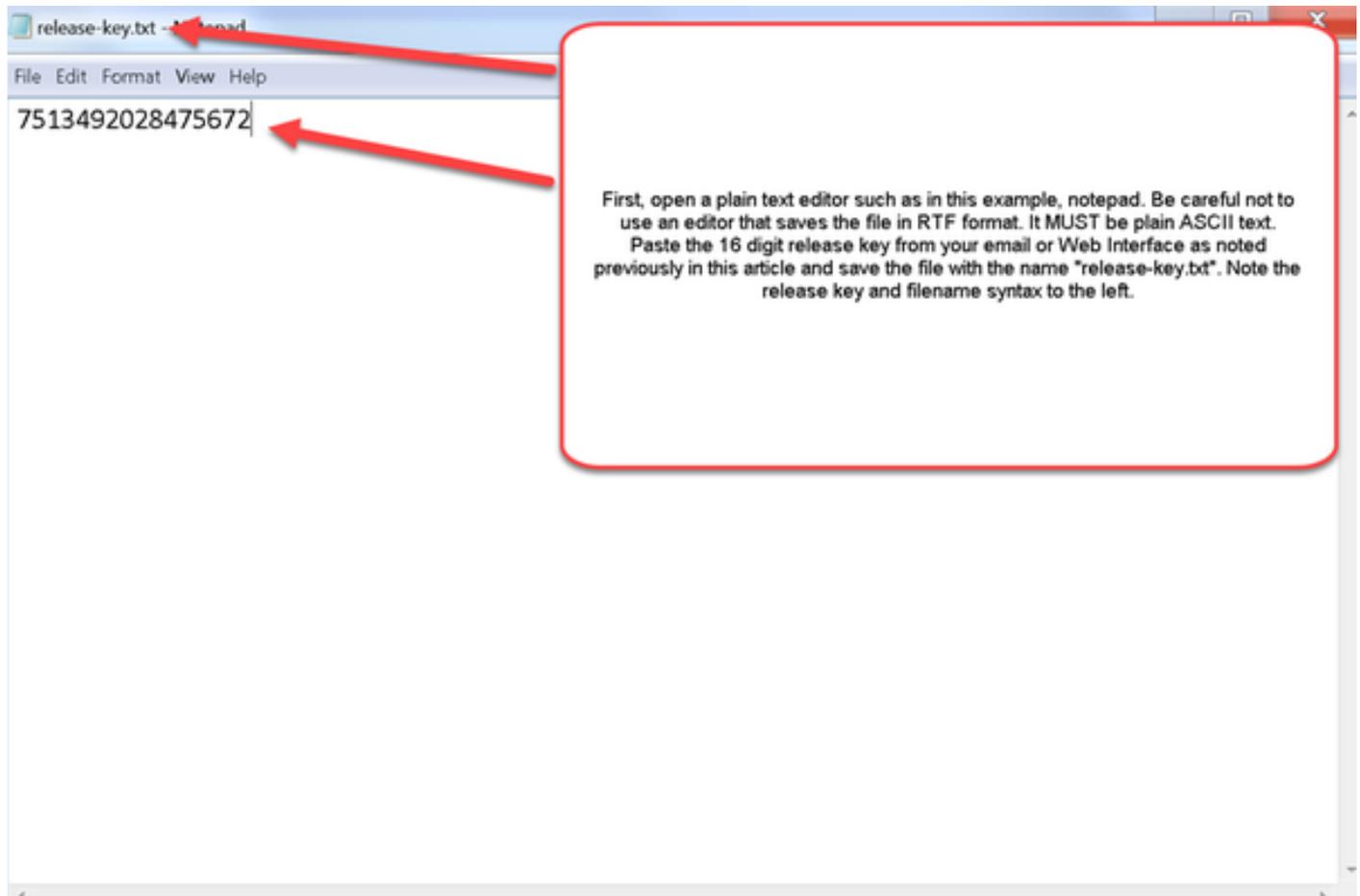
Once the release key is pasted, you can click upgrade and then follow the steps from there. Do not leave the screens or you will have to start over. The image will first upload, then it gets installed and finally you restart the VCS. Once it is restarted and comes back up, it should be on the new release and the release key can be verified exactly the same as with a fresh install.

Verifique se a versão foi instalada corretamente depois que o VCS foi reiniciado. Use os dois métodos anotados na seção **VERIFICAR** deste documento.

Exemplo de instalação da chave de liberação CLI

Instale uma **chave de liberação** via CLI. Este é um processo de duas partes que envolve o uso de um cliente SCP (PSCP) neste exemplo do prompt de comando (CMD) no Windows e um aplicativo de software de emulação de terminal como PuTTY.

Passo 1: Copie sua chave de liberação em um arquivo de texto ASCII simples. Verifique se não há espaços antes ou depois do valor da chave de liberação. Copie a chave de liberação em seu aplicativo de editor de texto e salve o arquivo como **release-key.txt**:



Passo 2: Coloque os arquivos **release-key.txt** e PSCP.exe no mesmo diretório do computador. Navegue até esse diretório usando um prompt de comando (CMD) no Windows e copie a chave de liberação para um diretório temporário no VCS. Use a conta raiz para a transação PSCP. Digite a senha da conta raiz quando solicitado. Verifique se a transferência foi concluída como indicado por 100%. Aqui está um exemplo:

```
C:\Users\jawaii\Desktop>pscp release-key.txt root@.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\jawaii\Desktop>pscp s42700x8_7_3.tar.gz root@.101:/tmp/tandberg
-image.tar.gz
Using keyboard-interactive authentication.
Password:
s42700x8_7_3.tar.gz | 48644 kB | 579.1 kB/s | ETA: 00:11:41 | 10%
```

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.

Passo 3: Copie a imagem para a qual deseja atualizar, como a 8.7.3 usada aqui. Copie esta imagem usando PSCP. Verifique se o status é 100%, se a imagem do software terminou de copiar para o VCS e se você está pronto para reinicializar o VCS:

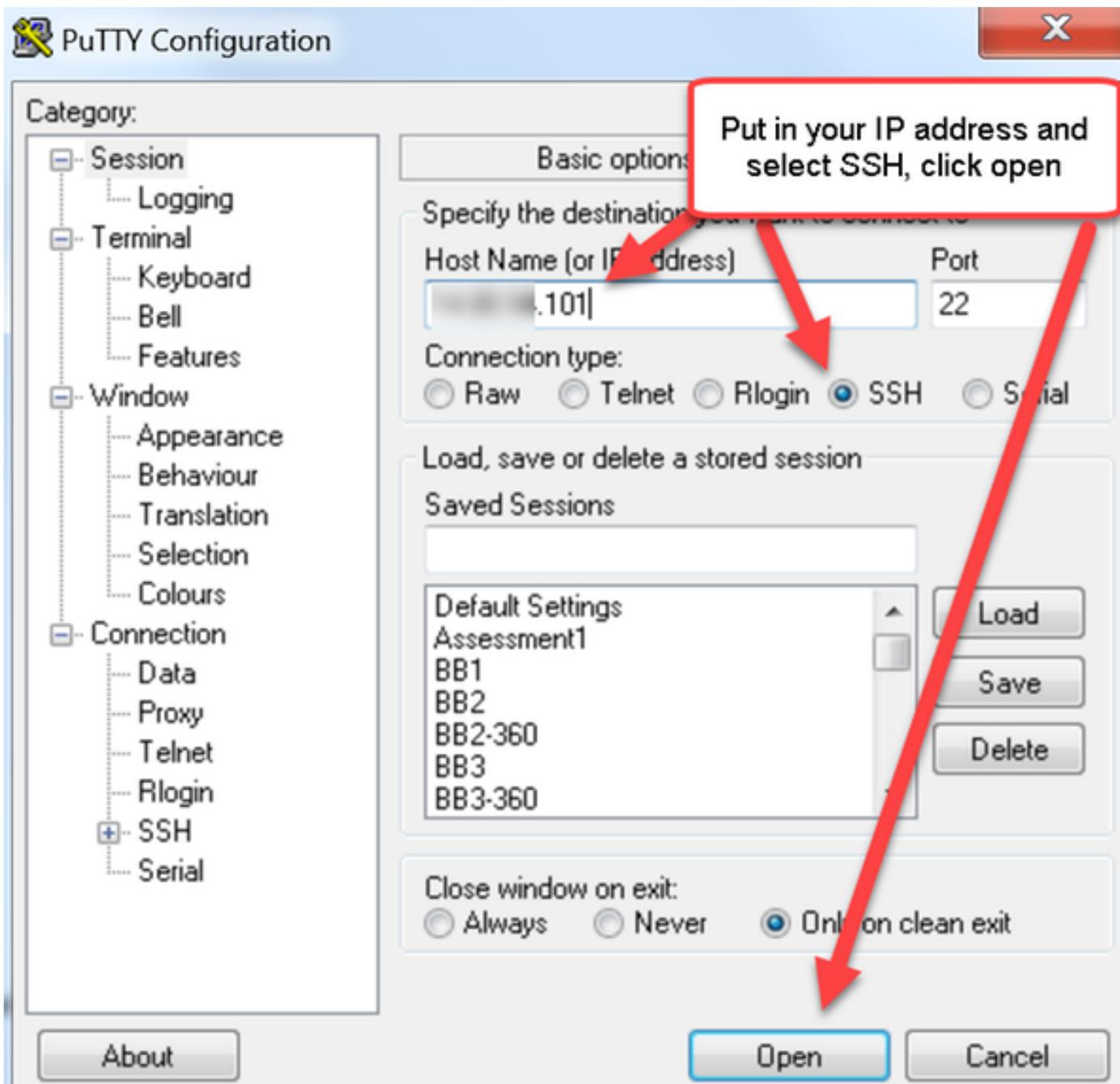
```
C:\Users\jawaii\Desktop>pscp release-key.txt root@.101:/tmp/release-key
Using keyboard-interactive authentication.
Password:
release-key.txt | 0 kB | 0.0 kB/s | ETA: 00:00:00 | 100%

C:\Users\jawaii\Desktop>pscp s42700x8_7_3.tar.gz root@.101:/tmp/tandberg
-image.tar.gz
Using keyboard-interactive authentication.
Password:
s42700x8_7_3.tar.gz | 454854 kB | 584.6 kB/s | ETA: 00:00:00 | 100%

C:\Users\jawaii\Desktop>
```

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.

Passo 4: Reinicialize o VCS por meio de uma sessão SSH para o VCS. Abra o PuTTY e digite o endereço IP do VCS. Clique em SSH para abrir:



Passo 5: Clique em **Abrir** e faça login no VCS com uma conta admin quando solicitado. Digite a senha da conta admin quando solicitado. Verifique se você tem o comando correto para reinicializar o VCS. Insira o comando seguido de um espaço e um ponto de interrogação para garantir que você o tenha correto. O VCS confirma que a **inicialização do xCommand** reiniciará o VCS. Digite o comando **xCommand Boot** para reinicializar o VCS.

```
login as: admin
Using keyboard-interactive authentication.
Password:
# alarm:
* warning TES Provisioning Extension services communication failure - The VCS is unable to communicate with the TES Provisioning Extension services. Phone book ser
vice failures can also occur if TES does not have any users provisioned against this cluster.
* warning Insufficient media ports - There is an insufficient number of media ports to support the number of licensed calls
* warning Insecure password in use - The root user has the default password set
* warning Configuration warning - For phone book requests to work correctly, authentication policy must be enabled on the Default Subzone and any other relevant su
bzone; authentication must also be enabled on the Default Zone if the endpoints are not registered
* warning Configuration warning - For provisioning to work correctly, authentication policy must be enabled on the Default Zone and any other relevant zone that re
ceives provisioning requests

Last login: Thu Nov 3 23:38:19 EDT 2016 from 10.10.10.135 on pts/0
TANDBERG Video Communication Server 3D.6.1
OS Release date: 2015-08-25 17:40, build

OK

#Command Boot ?
#h #Command Boot
#Reboots the VCS.

OK

#Command Boot

OK
```

Login as admin or whatever admin account you have set, as long as that account has full admin privileges.

Here, I verify the command "#Command Boot" is the correct command to reboot the VCS by adding a space and question mark after the command.

Now, I reboot the VCS to upgrade it. The cool thing here, is you do not have to actually upgrade the VCS, you can re-install the same image. In this case I actually upgraded it.

O VCS pisca quando está sendo reinicializado e sua sessão PuTTY é fechada. Esse comportamento é normal porque a conexão é encerrada quando o VCS é reinicializado. O VCS leva aproximadamente cinco minutos para ser reinicializado. Depois de concluído, verifique se a chave de liberação está instalada corretamente através da interface da Web ou da CLI, conforme observado na seção **VERIFICAR** deste documento.

Verificar

Verificação da instalação da chave de versão na interface da Web

Há duas maneiras de verificar a chave de liberação instalada na interface da Web:

Opção 1: Examine a **Página de chave de opções** conforme observado anteriormente e verifique o campo **Chave de liberação**.



This system has 6 alarms

Option keys

You are here: Maintenance > Option

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	
<input type="checkbox"/> 116341G00-1-96554215	H323-SIP Interworking Gateway	Active	
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	

Delete Select all Unselect all

Information

Specifies the option key of your software option. These are added to the system in order to add extra functionality, such as increasing the system's capacity. Contact your Cisco representative for further information.

Range: 0 to 1024 characters

System information

Serial number: 0B616767

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key

Add option

Release Key is installed

Release key

Release key

Set release key

Opção 2: Verifique a página de atualização conforme observado anteriormente:



This system has 6 alarms

Status System Configuration Applications Users Maintenance

You are here: Maintenance > Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8.6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file No file selected

You can see the Release Key on the Upgrade Screen too.

Verificação da Interface CLI da Instalação da Chave de Versão

Verifique a chave de liberação instalada através da interface CLI por uma sessão SSH para a CLI. Efetue login com uma conta **admin** conforme observado anteriormente neste documento. Assim que estiver lá, você emitirá o comando **xStatus SystemUnit Software**. Você observa que a atualização foi bem-sucedida e que a chave de versão está instalada:

```
login as! admin
Using keyboard-interactive authentication
Password:
5 alarms:
 * warning TMS Provisioning Extension services communication failure - The VCS
is unable to communicate with the TMS Provisioning Extension services. Phone b
ook service failures can also occur if TMS does not have any users provisioned a
gainst this cluster.
 * warning Insufficient media ports - There is an insufficient number of medi
a ports to support the number of licensed calls
 * warning Insecure password in use - The root user has the default password
set
 * warning Configuration warning - For phone book requests to work correctly,
authentication policy must be enabled on the Default Subzone and any other rele
vant subzone; authentication must also be enabled on the Default Zone if the end
points are not registered
 * warning Configuration warning - For provisioning to work correctly, authen
tication policy must be enabled on the Default Zone and any other relevant zone
that receives provisioning requests

Last login: Thu Nov 3 23:49:32 EDT 2016 from 10.10.10.135 on pts/0
TANDBERG Video Communication Server X8.7.3
SW Release date: 2016-04-14 10:10, build
OK

xstatus systemunit software
#a SystemUnit: /
Software:
Build: oak_v8.7.3 rc 2
Configurations:
AdvancedAccountSecurity: "False"
DeviceProvisioning: "True"
DualNetworkInterfaces: "False"
Encryption: "True"
EnhancedOCSCollaboration: "True"
Expressway: "False"
ExpresswaySeries: "False"
FindMe: "True"
Interworking: "True"
NonTraversalCalls: "500"
Registrations: "2500"
StarterPack: "False"
TraversalCalls: "150"
Name: "e42700"
ReleaseDate: "2016-04-14"
ReleaseKey: 7533492028475672
Version: "X8.7.3"
#a/end
OK
```

SSH into the VCS and login as admin and enter the admin password when prompted.

Note in this specific example, my VCS is upgraded now and my release key is installed.

Troubleshoot

Você não deve ter nenhum problema ao instalar uma **chave de versão** em um Cisco VCS. Insira uma **chave de opção** no campo **Liberar chave** do VCS ou insira uma **chave de opção** quando você atualizar são as causas mais comuns de falha. O exemplo de e-mail citado no início deste artigo mostra **as chaves de opção** além da **chave de liberação**. Ocorre um erro quando uma chave de opção é inserida no campo **Chave de liberação**:

CISCO Cisco TelePresence Video Communication Server Control

This system has 5 alarms

Status System Configuration Applications Users Maintenance

Option keys

Saved: The release key has been updated, however a **release key** is required for it to take effect.

Key	Description	Status	Validity	Information
116341000-1-1E7D8E0E	Microsoft Interoperability	Active	Unlimited	Specifies the option key of your software option. These are added to the system in order to add extra functionality, such as increasing the system's capacity. Contact your Cisco representative for further information. Range: 0 to 1024 characters
116341000-1-96554215	H323-SIP Interworking Gateway	Active	Unlimited	
116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited	
116341U00-1-1C326745	FindMe	Active	Unlimited	

System information

Serial number: 0B6167C7

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 200 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability

Software option

Add option key:

Add option

Release key

Release key: 116341000-1-1E7D

Set release key

Here, I have pasted into the release key field to the left, the Microsoft Interoperability Option Key noted above. The VCS will let me do this, I then click Set release key which the VCS also lets me do and it prompts me to restart at the top of the page.

Um VCS aceita qualquer valor no campo **Chave de versão**. Reinicialize o VCS com um valor incorreto inserido e você receberá um erro "**Chave de versão inválida**":

CISCO Cisco TelePresence Video Communication Server Control

This system has 6 alarms

Status System Configuration Applications Users Maintenance

Overview

Invalid release key: Release key is missing: the system is in demonstration mode and has limited functionality, contact your Cisco support representative to buy your release key.

System information

System name: VCS-C

Up time: 8 minutes 8 seconds

Software version: X8.7.3

IPv4 address: 14.80.94.101

Options: 501 Non Traversal Calls, 150 Traversal Calls, 3 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability

Resource usage (last updated: 01:41:40 EDT)

Category	Current	Peak	Since last restart	License usage current	License usage peak
Non-traversal calls	0	0	0	0%	0%
Traversal calls	0	0	0	0%	0%
Registrations	0	0	0	0%	0%

Now I have an Invalid Release Key
To fix this, I simply follow the release key process noted in this document and install the RELEASE KEY and not an option key.

Instale uma **chave de liberação** conforme observado neste documento para corrigir esta condição.

Envolve o Cisco TAC para obter assistência para qualquer outro tipo de falha.