



Activation Key Process

This document describes the process for obtaining and installing activation keys for a subset of Cisco TelePresence products (former TANDBERG products only):

- **Option keys** for activating add-on product options purchased after initial product purchase.
Options purchased with the initial product are shipped pre-activated.
- **Software release keys** for full-version software upgrades or downgrades.
- **Return Merchandise Authorization (RMA) license transfer** for installing software and options for RMA product replacements.

Note: TANDBERG previously shipped RMA replacements pre-configured. Software and option installation for RMA replacements is now done via self-service.

To obtain activation keys for (former TANDBERG) products, use your Cisco.com account to sign in to the Cisco Product License Registration website at www.cisco.com/go/license. If you do not already have a Cisco.com account, register for an account at www.tools.cisco.com/RPF/register/register.do.

Scenario	Process Summary
Option Keys Detailed process steps on page 2	Order options through normal sales channels and processes. Options must be activated by installing option "keys". After purchasing an option, you will : <ul style="list-style-type: none"> • Receive an email with the Product Authorization Key (PAK) • Register the PAK at http://www.cisco.com/go/license • Receive an activation key email containing the option key(s) • Install option key(s) from the activation key email.
Software Release Keys Detailed process steps on page 4	Full version upgrades or downgrades require a current service contract. Register for a software upgrade license to activate the software: <ul style="list-style-type: none"> • Register for version upgrade-downgrade at http://www.cisco.com/go/license • Receive an activation key email containing release key (version-specific) • Download and install the correct software version <ul style="list-style-type: none"> ◦ Current versions: http://www.cisco.com/go/support ◦ Previous versions: http://www.tandberg.com • Install the release key from the activation key email.

Scenario	Process Summary
<p>RMA License Transfer</p> <p>Detailed process steps on page 6</p>	<p>RMA replacement must be initiated through a service request to Cisco TAC: http://tools.cisco.com/ServiceRequestTool/create</p> <p>After receiving an RMA replacement for the (former TANDBERG) product, transfer licenses and activate options for the replacement product:</p> <ul style="list-style-type: none"> • Register for an RMA license transfer at http://www.cisco.com/go/license • Receive the activation key email with software release keys and/or option keys • Download and install the correct software version. <ul style="list-style-type: none"> ◦ Current versions: http://www.cisco.com/go/support ◦ Previous versions: http://www.tandberg.com • Install activation keys from activation key email.
<p>Support Contacts</p>	<p>Support contact information – Cisco TAC (includes license/key support): http://www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html</p> <p>Service requests: http://tools.cisco.com/ServiceRequestTool/create</p> <p>Email Cisco GLO (Global Licensing Operations) team: licensing@cisco.com</p>

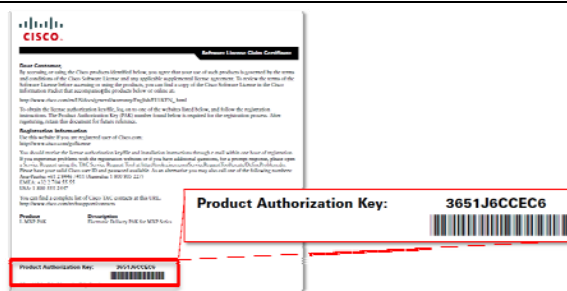
Option Keys – Detailed Process Steps

Product options are ordered through normal sales channels and processes. These options must be activated by installing option “keys”.

Note that this process only applies for options purchased after initial product purchase. Options purchased with the initial product purchase are shipped pre-activated.

After purchasing a product option, you will receive an email with a PDF claim certificate attachment. This claim certificate contains a Product Authorization Key (PAK).

This PAK is not the option key. You will receive the option key through email after registering the PAK at Cisco.com.

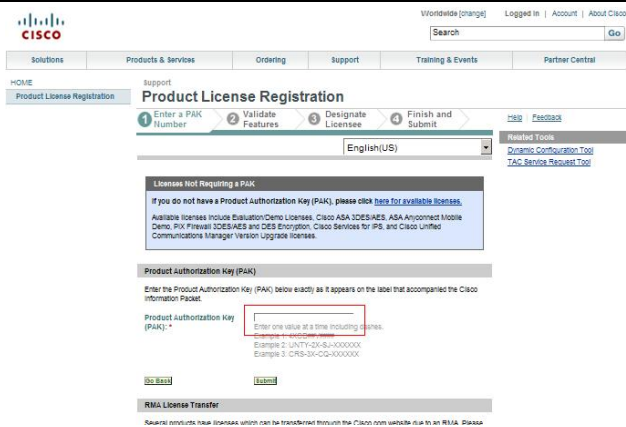


In your web browser, go to Cisco Product License Registration website:

<http://www.cisco.com/go/license>

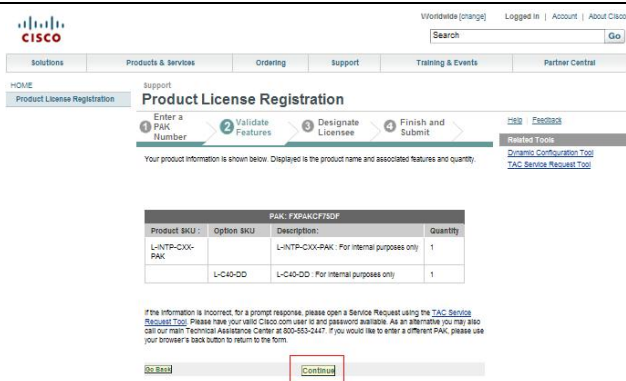
Under Product Authorization Key (PAK), enter your PAK number.

Click "Submit"



Verify the license information displayed on the next screen.

Click "Continue"



On the next screen, scroll down and enter the product Serial Number.

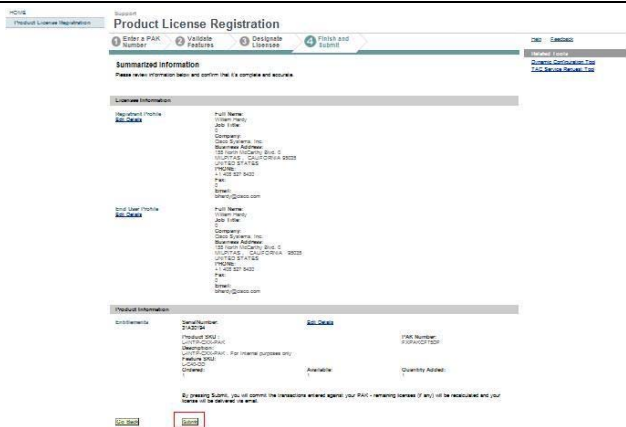
Click the check box to accept the EULA.

Confirm and/or enter your registration contact information.

Click "Continue"



Review the summarized "Licensee" and "Product" information on the next screen, click "Submit."



You should receive an activation key email within one hour from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The option key(s) will be included in the text of the email message.

Log in to your product. Open the activation key email and view the option key(s). Follow the instructions in the product administrator guide and the email to install the option key(s) contained in the email.

Software Release Keys – Detailed Process Steps

Software version upgrades or downgrades require a current service contract covering the upgraded product. To obtain and install a full version software release upgrade or downgrade for the (former TANDBERG) product, you must register for a software upgrade license.

In your web browser, go to Cisco Product License

Registration website:

<http://www.cisco.com/go/license>

The screenshot shows the Cisco Product License Registration page. At the top, there is a navigation bar with 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The main content area is titled 'Product License Registration' and includes a progress bar with four steps: 1. Enter a PAK Number, 2. Validate Features, 3. Designate Licenses, and 4. Finish and Submit. Below the progress bar, there is a section for 'Licenses Not Requiring a PAK' and a 'Manage Licenses' section. The 'Manage Licenses' section lists several products: Catalyst and ASR, 800 PAK, Cisco Unity Express, Cisco 5500 Series Wireless Controllers, Catalyst 3800E/3750E, and SR-52. A link 'Register for a Tandberg Software Upgrade License' is highlighted with a red box.

Scroll down the page to the section labeled “Tandberg Software Upgrade”.

Click the “Register for a Tandberg Software Upgrade License” link.

On the next screen, enter the product Serial Number and MAC address.

Click “GetVersion” to view the list of available software versions.

Note: If MAC address is not requested on this screen, it is not needed, and you may proceed without it.

The screenshot shows the Cisco Product License Registration page. At the top, there is a navigation bar with 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The main content area is titled 'Product License Registration' and includes a progress bar with three steps: 1. Select Product, 2. Upload Features, and 3. Review and Submit. Below the progress bar, there is a section for 'Tandberg Software Release Key Contract Entitlement' and a 'GetVersion' button. The 'GetVersion' button is highlighted with a red box.

After the screen refreshes, click the “Software Version (choose one)” menu and select the desired release version.

Click the check box to accept the EULA

Confirm and/or enter your registration contact information.

Click “Continue”

Review the summarized “Licensee” and “Product” information on the next screen.

Click “Submit”

You should receive the activation key email within one hour from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The software release key will be included in the text of the email message.

Download the correct software version for your product and save it to your computer:

Current software versions are available at <http://www.cisco.com/go/support>, under Download Software > Products > TelePresence.

Previous software versions are available at <http://www.tandberg.com/support>, under Download Software.

Log in to your product. Open the activation key email and view the release (activation) key. Follow the instructions in the product administrator guide and the email to install the software you downloaded, and then install the release key contained in the email.

RMA License Transfer – Detailed Process Steps

RMA replacement must be initiated through a service request to Cisco TAC:

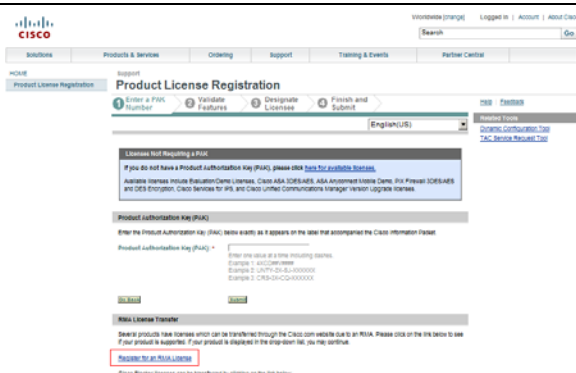
<http://tools.cisco.com/ServiceRequestTool/create>

After the RMA request has been processed, you will receive an RMA replacement for your product and an email with RMA license transfer instructions. You must follow the instructions in the email and register for an RMA license transfer to transfer licenses and activate options.

In your web browser, go to Cisco Product License Registration web page:

<http://www.cisco.com/go/license>

Under “RMA License Transfer”, click “Register for an RMA License”.



On the next screen, select “Tandberg Products” from the drop-down menu.

Click “Goto RMA Portal”.



On the next screen, enter the “source” Serial Number (from the original product), and the RMA number if available.

Enter the security text.

Click “Continue”



Verify the license information displayed on the next screen.

Click “Continue”

The screenshot shows the 'Product License Registration' page. At the top, there is a navigation bar with 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. Below this, the page title is 'Product License Registration'. A table lists licenses associated with the account:

Product Name	Description	Quantity	Product Family	Tandberg
112400PP	1000 NPP option	1		
112400P	1000 NPP option	1		
112000	1000 NPP for option 2000 (2000/00)	1		
112000L	1000 NPP product kit	1		
800000	800000 NPP/ATSEC for NPP	0		

Below the table, there is a confirmation message: 'Confirm the information above is correct and click on the "Continue" button below. The information is required, please refer to Service Request using the "Get License Request Tool". Please have your valid Cisco.com user ID and password available. As an alternative, you may also call our 24x7 Technical Assistance Center at 800-553-2447. For additional help to enter a different user, click on the "User" button below to return to the previous page.' A 'Continue' button is visible at the bottom right.

On the next screen, enter the “destination” Serial Number (from the replacement product).

Click the check box to accept the EULA.

Confirm and/or enter your registration contact information.

Click “Continue”

The screenshot shows the 'Product License Registration' page with the registration information form. The form includes the following fields:

- Serial Number:** 22A50217
- End User Agreement:** I agree that I will accept the conditions of the End User License Agreement.
- Registration information:**
 - Name:** [Redacted]
 - Job Title:** [Redacted]
 - Company Name:** [Redacted]
 - Company Address:** [Redacted]
 - City:** [Redacted]
 - State/Province:** CALIFORNIA
 - Postal Code:** 92634
 - Country:** [Redacted]
 - License Key:** [Redacted]
- End User Information:** Check if end user information is different than above.

A 'Continue' button is visible at the bottom right.

Review the “Product” and “Licensee” information on the next screen, then click “Submit”.

The screenshot shows the 'Product License Registration' page with the final review screen. It displays the license information and the licensee information:

Licensee Information:

- Name:** [Redacted]
- Job Title:** [Redacted]
- Company Name:** [Redacted]
- Company Address:** [Redacted]
- City:** [Redacted]
- State/Province:** CALIFORNIA
- Postal Code:** 92634
- Country:** [Redacted]
- License Key:** [Redacted]

A 'Submit' button is visible at the bottom right.

You should receive the activation key email within one hour from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The activation keys for your software and options will be included in the text of the email message.

Download the correct software version for your product and save it to your computer:

Current software versions are available at <http://www.cisco.com/go/support>, under Download Software > Products > TelePresence.

Previous software versions are available at <http://www.tandberg.com/support>, under Download Software.

Log in to your replacement product. Open the activation key email and view the activation key(s). Follow the instructions in the product administrator guide and the email to install the software you downloaded, and then install the release key and any additional option or activation keys contained in the email.

IMPORTANT: Return of the failed product is mandatory to update the service contract and entitle the replacement product to service coverage including future release key availability.



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