

基於TC的終端上的安裝選項金鑰

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簡介

本檔案介紹如何透過Web介面和命令行介面(CLI)將版本金鑰和選項金鑰授權套用到網真編解碼器(TC)軟體型端點。

必要條件

需求

思科建議您瞭解以下主題：

- 基於TC軟體的終端
- 已成功安裝TC終結點並應用可通過Web介面和/或CLI訪問的有效IP地址。
- 已申請並已收到包含對裝置序列號有效的任何選項或發行金鑰的許可電子郵件。
- 通過Web介面或CLI使用管理員帳戶訪問TC終結點。
- 熟悉基於TC軟體的終端安裝指南：

[SX系列](#)

[MX系列](#)

[EX系列、C系列](#)

採用元件

本檔案中的資訊是根據以下軟體版本：

- TC軟體7.X版本
- PuTTY安全外殼(SSH)終端模擬軟體，用於命令列訪問(CLI)。
- 任何TC軟體終端，如C系列、MX系列、SX系列或EX系列。
- 包含發行金鑰或選項金鑰的許可電子郵件。

- Firefox、Internet Explorer或Chrome等Web瀏覽器。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

設定

通過Web介面新增選項鍵

附註：在TC6.3之後，不需要為TC終端新增發行金鑰。在TC6.3之後，只能通過SSH會話通過CLI新增發行金鑰。

中，

步驟1.檢視包含發行金鑰和選項金鑰的許可電子郵件。以下是電子郵件範例。

*** 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 : FCZ [REDACTED]
Hardware Serial Number : FTT [REDACTED]
MAC Address : E4C72260A8FE
Service Contract : -
SC End Date : -

Software Part Name : LIC-S52010-TC-K9:
Tandberg Item No : :
Shipped Version : TC7.3.6
Shipped Version Key : 1TC007-1-[REDACTED]
Shipped Image URL : -
Upgrade To : TC7.3.6
Upgrade To Key : 1TC007-1-[REDACTED] ← **Release Key**
Upgrade To Image URL : -

Options
Cisco Option Name :L-SX20-MS:
Tandberg Option Name :L-SX20-MS :SX20 MultiSite Software Option
Option Key :1M003-1-[REDACTED] ←

Options
Cisco Option Name :LIC-SX20-HD:
Tandberg Option Name :LIC-SX20-HD: SX20 License Key for HD
Option Key :1R001-1-[REDACTED] ←

Options
Cisco Option Name :LIC-SX20-NPP:
Tandberg Option Name :LIC-SX20-NPP: SX20 Natural Presenter Package (NPP)
Option
Option Key :1N000-1-[REDACTED] ←

步驟2. 導航到終端的Web介面。將裝置的IP地址輸入到Web瀏覽器中，然後使用管理員帳戶登入，如下圖所示。

The screenshot shows the Cisco TelePresence SX20 web interface. The top navigation bar includes Home, Call Control, Configuration, Diagnostics, and Maintenance. The user is logged in as 'admin'. The main content area is titled 'System Information' and is divided into two columns. The left column, 'General', lists system details: Product (Cisco TelePresence SX20), Last boot (today at 09:39), Serial number (FTT), Software version (TC7.3.6.ea51021), Installed options (NaturalPresenter), System name (-), IPv4, IPv6, MAC address (E4:C7:22:60:A8:FE), and Temperature (47.5°C / 117.5°F). The right column, 'H323', lists: Status (Inactive), Gatekeeper (-), Number (-), and ID (-). Below this is 'SIP Proxy 1' with Status (Inactive) and Proxy (-).

步驟3.導覽至Maintenance > Option Keys，以安裝選項金鑰或Maintenance > Software Upgrade，以在升級過程中安裝版本金鑰，如下圖所示。

This screenshot shows the 'Maintenance' menu open in the Cisco TelePresence SX20 web interface. The 'Maintenance' tab is selected in the top navigation bar. The dropdown menu contains the following options: Software Upgrade, Option Keys, Backup and Restore, System Recovery, and Restart. A red arrow points to the 'Maintenance' tab, and another red arrow points to the 'Option Keys' menu item.

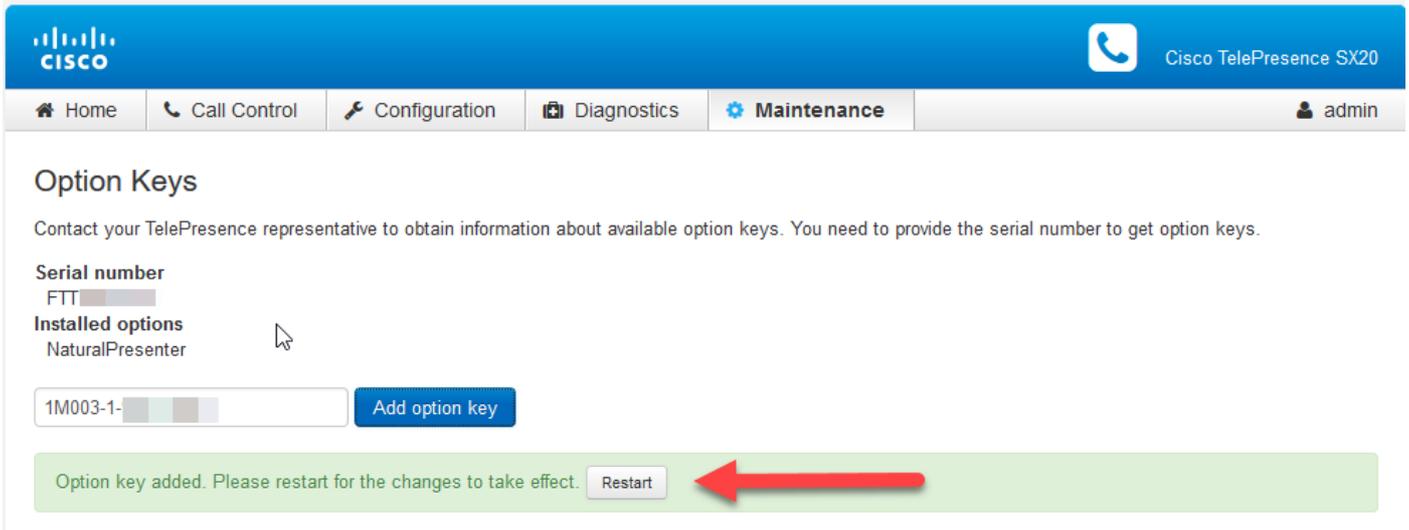
步驟4.新增通過電子郵件接收的每個選項金鑰。在Add option key欄位中輸入選項鍵值，然後按一下Add option key，如下圖所示。

The screenshot shows the 'Option Keys' page in the Cisco TelePresence SX20 web interface. The page title is 'Option Keys'. Below the title is a message: 'Contact your TelePresence representative to obtain information about available option keys. You need to provide the serial number to get option keys.' There are two sections: 'Serial number' with the value 'FTT' and 'Installed options' with the value 'NaturalPresenter'. At the bottom, there is an input field containing '1M003-1-' and a blue 'Add option key' button. A red arrow points to the 'Add option key' button.

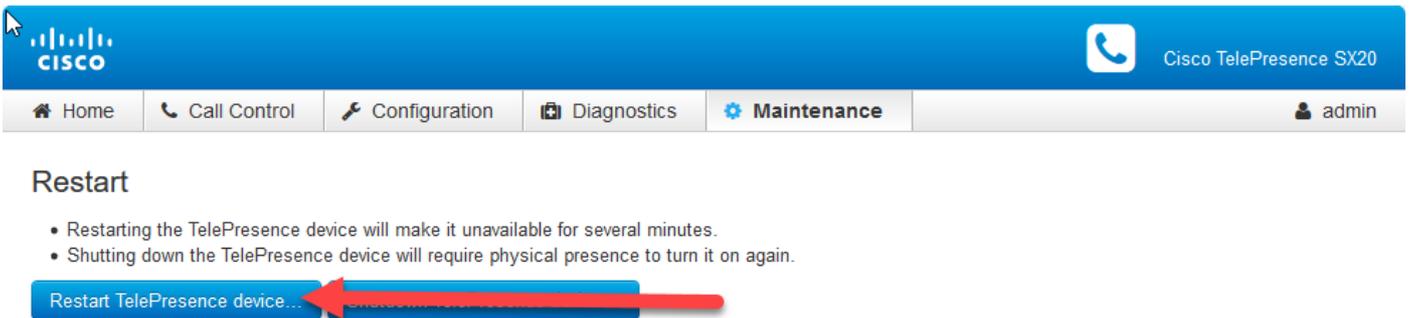
步驟5.逐一新增所有選項鍵。按一下「Restart」，在新增所有選項鍵後重新啟動，如下圖所示。

附註：需要重新啟動選項鍵才能生效。

附註：如果端點在呼叫中，當端點重新啟動時，呼叫會中斷。



步驟6.若要重新啟動端點，請按一下「Restart Telepresence Device」，如下圖所示。

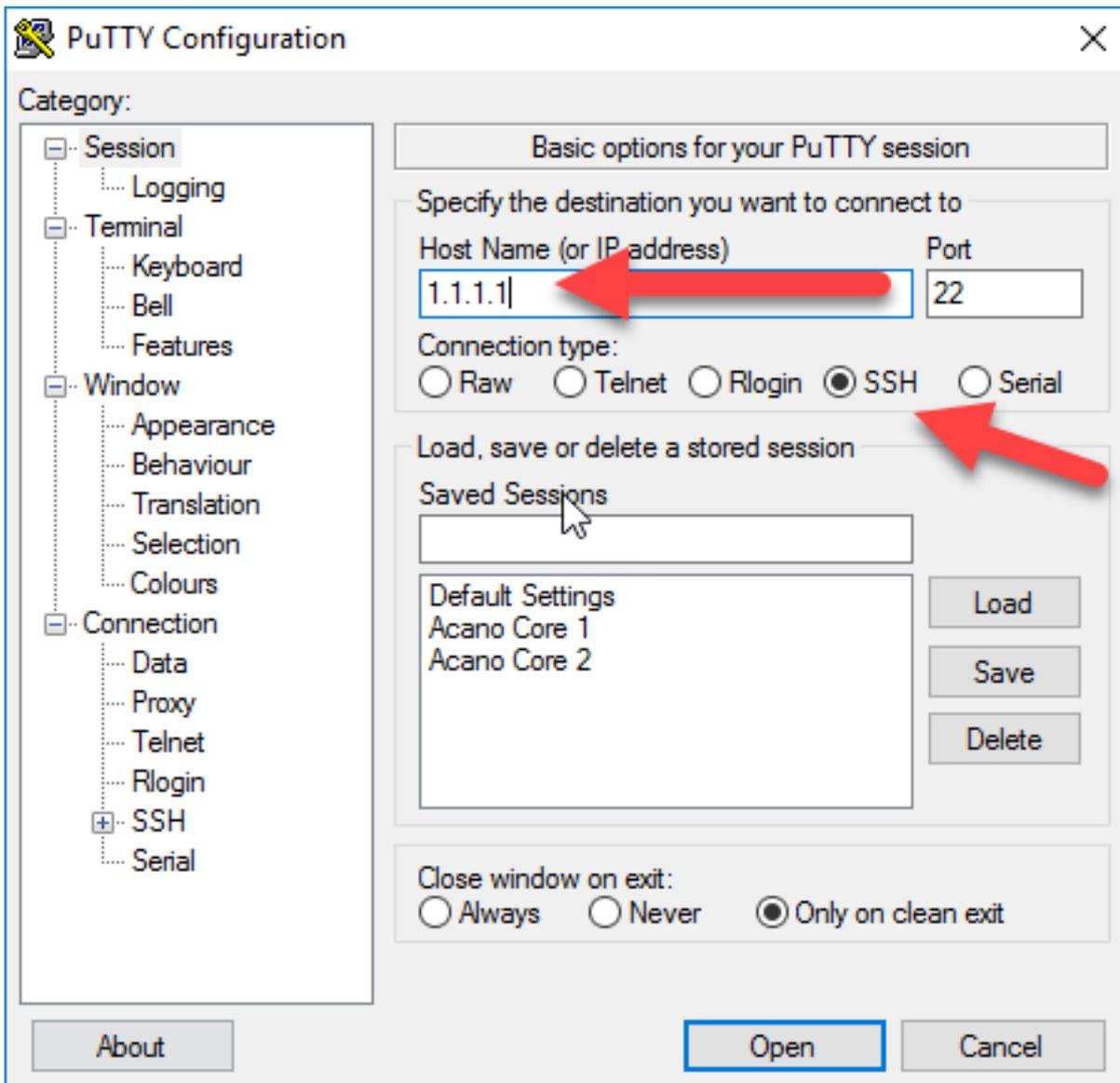


通過CLI新增選項金鑰和發行金鑰

步驟1.開啟PuTTY，然後在Host Name (或IP address) 欄位中輸入終端的IP地址。

步驟2. 選擇SSH單選按鈕。

步驟3.按一下Open，如下圖所示。



步驟4.使用管理員帳戶登入。出現提示時輸入管理員密碼。

步驟5.將發行版和選項鍵新增到裝置。運行以下命令：

```
xcommand SystemUnit OptionKey Add Key:[選項鍵]
```

```
xcommand SystemUnit ReleaseKey新增金鑰：[發行金鑰]
```

步驟6. 應用所有金鑰後重新啟動終結點。執行命令：

```
xcommand boot，如下圖所示。
```

```
- PuTTY
Password:
Welcome to
Cisco Codec Release TC7.3.6.ea51021
SW Release Date: 2016-04-20
*r Login successful

OK

xcommand SystemUnit OptionKey Add Key: 1M003-1-████████████████████ ←
OK
*r OptionKeyResult (status=OK):
** end
xcommand SystemUnit ReleaseKey Add Key: 1TC007-1-████████████████████ ←
OK
*r ReleaseKeyResult (status=OK):
** end
xcommand boot ←
OK
*r BootResult (status=OK):
** end
```

驗證

使用本節內容，確認您的組態是否正常運作

驗證是否已成功安裝選項金鑰。導航到終端Web介面首頁。觀察**安裝選項**中列出的已安裝選項，如下圖所示。

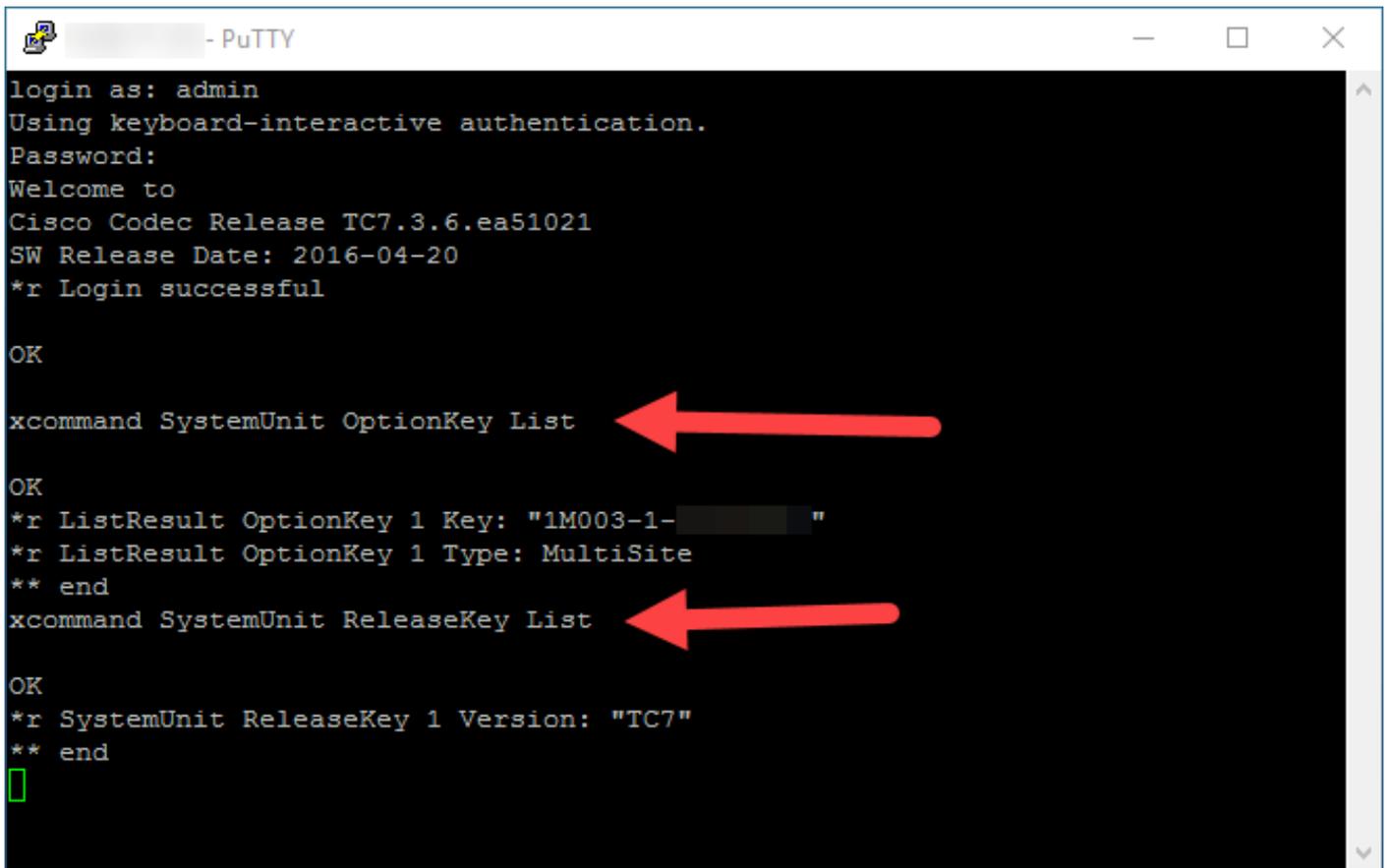
The screenshot shows the Cisco TelePresence SX20 web interface. The top navigation bar includes Home, Call Control, Configuration, Diagnostics, and Maintenance. The user is logged in as 'admin'. The main content area displays 'System Information' with two columns: General and H323. The General column lists various system details, and the H323 column shows status information. A red arrow points to the 'MultiSite' option listed under 'Installed options' in the General column.

| General | | H323 | |
|--------------------|---------------------------------|-------------|----------|
| Product: | Cisco TelePresence SX20 | Status: | Inactive |
| Last boot: | today at 10:06 | Gatekeeper: | - |
| Serial number: | FTT ██████████ | Number: | - |
| Software version: | TC7.3.6.ea51021 | ID: | - |
| Installed options: | MultiSite ← NaturalPresenter | SIP Proxy 1 | |
| System name: | - | Status: | Inactive |
| IPv4: | ██████████ | Proxy: | - |
| IPv6: | ██████████ | | |
| MAC address: | E4:C7:22:60:A8:FE | | |
| Temperature: | 47°C / 116.6°F | | |

通過CLI驗證應用於終端的版本和選項金鑰。開啟SSH CLI會話並運行以下命令：

xcommand SystemUnit OptionKey清單

xcommand SystemUnit ReleaseKey List，如下圖所示。



```
login as: admin
Using keyboard-interactive authentication.
Password:
Welcome to
Cisco Codec Release TC7.3.6.ea51021
SW Release Date: 2016-04-20
*r Login successful

OK

xcommand SystemUnit OptionKey List

OK
*r ListResult OptionKey 1 Key: "1M003-1- "
*r ListResult OptionKey 1 Type: MultiSite
** end

xcommand SystemUnit ReleaseKey List

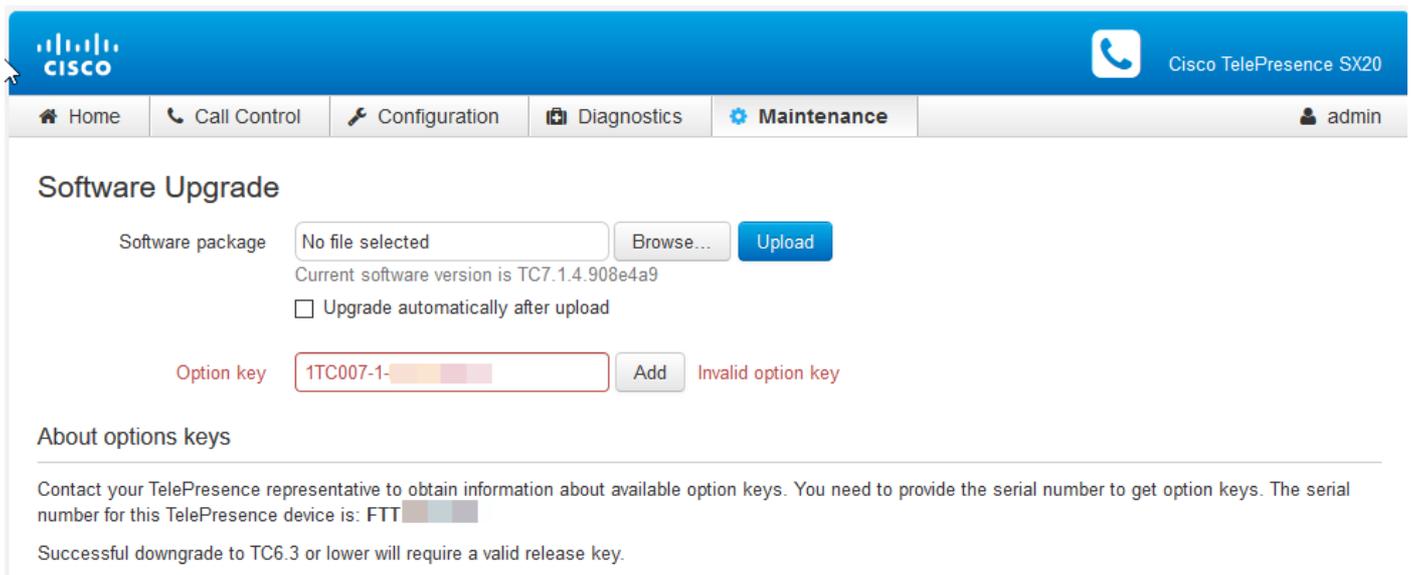
OK
*r SystemUnit ReleaseKey 1 Version: "TC7"
** end

█
```

疑難排解

本節提供的資訊可用於對組態進行疑難排解。

問題1.安裝Remote Monitoring選項項，您會收到錯誤「Invalid Option Key」，如下圖所示。



The screenshot shows the Cisco TelePresence SX20 web interface. The top navigation bar includes Home, Call Control, Configuration, Diagnostics, and Maintenance. The user is logged in as 'admin'. The main content area is titled 'Software Upgrade' and contains a form for uploading a software package. The current software version is TC7.1.4.908e4a9. There is a checkbox for 'Upgrade automatically after upload'. Below the form, there is an 'Option key' field containing '1TC007-1-' and an 'Add' button. A red error message 'Invalid option key' is displayed next to the 'Add' button. At the bottom, there is a section titled 'About options keys' with text: 'Contact your TelePresence representative to obtain information about available option keys. You need to provide the serial number to get option keys. The serial number for this TelePresence device is: FTT'. A note at the bottom states: 'Successful downgrade to TC6.3 or lower will require a valid release key.'

此選項金鑰要求最低TC軟體版本TC7.3.3或更高版本。導航至首頁，驗證軟體版本是否處於最低版本或更高。如果您安裝了TC 7.3.3或更高版本的軟體並且安裝了有效的版本金鑰，但仍然遇到此錯誤，請與Cisco TAC聯絡以獲得幫助。

問題2.安裝版本金鑰，您將在終端上看到「Invalid Release Key」錯誤。一個可能的原因源於終端上安裝有加密軟體發行金鑰的非加密軟體。第二個可能的原因來自安裝非加密發行金鑰時安裝的加密軟體映像，如圖所示。

附註：檔案名稱中的tcnc會指定一個非加密映像。僅軟體檔名中的tc可指定加密映像。

| | |
|---|-------------|
| Software for SX20 and MXG2 Series s52010tc7_3_6.pkg | 29-APR-2016 |
| Non crypto software for SX20 and MXG2 Series s52011tcnc7_3_6.pkg | 29-APR-2016 |

問題3.登入到終結點，在必須顯示為MX700或MX800時，該終結點顯示為SX80。在這種情況下，終結點安裝了錯誤的產品金鑰。請聯絡許可licensing@cisco.com以生成產品金鑰。將收到的產品金鑰用作選項金鑰，並應用本文檔中介紹的步驟。通過退貨授權(RMA)流程更換裝置時可能會出現此問題。

問題4.安裝金鑰並觀察「Invalid Option Key」錯誤，如下圖所示。

The screenshot shows the Cisco TelePresence SX20 web interface. The top navigation bar includes Home, Call Control, Configuration, Diagnostics, and Maintenance. The main content area is titled "Software Upgrade" and contains a form for uploading a software package. The "Software package" field is empty, with a "Browse..." button and an "Upload" button. Below this, it states "Current software version is TC7.1.4.908e4a9" and has a checkbox for "Upgrade automatically after upload". The "Option key" field contains "1TC007-1-" and has an "Add" button. To the right of the "Add" button, the text "Invalid option key" is displayed in red. Below the form, there is a section titled "About options keys" with the following text: "Contact your TelePresence representative to obtain information about available option keys. You need to provide the serial number to get option keys. The serial number for this TelePresence device is: FTT174201F5. Successful downgrade to TC6.3 or lower will require a valid release key."

確認您是從您的授權電子郵件中安裝選項金鑰而不是發行金鑰，如下圖所示。

*** 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      : FC2 [REDACTED]
Hardware Serial Number    : FTT [REDACTED]
MAC Address               : E4C72260A8FE
Service Contract         : -
SC End Date              : -

Software Part Name       : LIC-S52010-TC-K9:
Tandberg Item No        : :
Shipped Version          : TC7.3.6
Shipped Version Key      : 1TC007-1-[REDACTED]
Shipped Image URL       : -
Upgrade To              : TC7.3.6
Upgrade To Key          : 1TC007-1-[REDACTED]
Upgrade To Image URL    : -
```



Release Key

要正確向裝置新增發行金鑰，請通過CLI執行**新增選項金鑰**和**發行金鑰**一節中列出的步驟。

適用於TC端點的可用選項鍵

選項鍵 說明

- 自然演示者 (對EX90、EX60、Intrepid和Veneto無效)
要傳送或接收簡報，需要此金鑰。
- 高級解析度 允許最大呼叫速度為4Mbps。預設值為2Mbps。
- 多站點 (對C20、EX60、Intrepid和Veneto無效)
使終端能夠本地執行多點呼叫。
- 高畫質 (僅限C20和SX20)
提供高畫質通話。
- 雙顯示器 (僅限C20、C40和EX90)
啟用第二個顯示。
- 遠端監控 (TC7.3.3及更高版本)
此功能允許管理員從終端的Web介面監控檔案室。當來自相機源的快照連線到端點時，會發生