



# Installing licenses; release and options keys for the Cisco TelePresence Management Suite

This document describes how to install a license key which enables Cisco TelePresence Management Suite (Cisco TMS) features.

Release keys and option keys can be entered during installation, post-installation, or when upgrading. If no release key is entered during initial installation, Cisco TMS will run in a limited demo mode.

## Getting your Cisco TMS release key

This document has printed on it the serial number for your copy of Cisco TMS. To install or upgrade, you need a release key that is unique to your serial number and software version combination. You retrieve your release key by contacting Cisco.

Have your Cisco.com user ID and password available.

1. Go to **Cisco.com > Support**
2. Open a Service Request using Cisco's Technical Assistance Center (TAC) Service Request Tool on the right side of this screen.

As an alternative, you can call Cisco's TAC

- ▶ Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
- ▶ EMEA: +32 2 704 55 55
- ▶ USA: 1 800 553-2447

## Downloading Cisco TMS

Go to **Cisco.com > Products > TelePresence > TelePresence Infrastructure > TelePresence Management > Cisco TelePresence Management Suite > TelePresence Software** or type <http://www.cisco.com/cisco/software/release.html?mdfid=283613664&flowid=21841&softwareid=280886992>.

Follow the instructions on screen and use your serial number when prompted.

## Adding release keys and option keys during installation:

During installation, the Cisco TMS installation wizard will prompt you for release key and option keys. Release key must be entered before any option keys can be added. The option key, if verified, will appear in the box below the option key entry field.

## Adding keys during Cisco TMS upgrades:

Release key must be entered during installation to complete upgrades between major versions of Cisco TMS. When upgrading between minor versions, the existing release key is retained and reused automatically.

Adding a new release key can be done during installation. The Cisco TMS installation wizard will prompt you for a release key and option keys. Any previously entered keys will be shown.



### Adding release keys post installation:

If no release key was entered during installation, the server will run in demo mode. Add a release key by logging into Cisco TMS with **Site Administrator** privileges via the portal web page. Go to **Administrative Tools > Configuration > General Settings**. Enter your release key in the field labeled **TMS Release Key** and click the **Save** button. Changes take effect immediately.

### Adding option keys post installation:

Add an option key to an existing Cisco TMS installation by logging into Cisco TMS with **Site Administrator** privileges via the Portal webpage. Go to **Administrative Tools > Configuration > General Settings** and click the **Add Option Key** button. If the key is verified successfully it will be added to the list of option keys displayed. Changes take effect immediately.

Serial number: