

Renewing your software maintenance licence key

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1 Overview

From VOS6 software onwards, Vocality introduced software maintenance licence keys.

Units running older versions of software will not have a software maintenance licence programmed, therefore newer versions of software will not run on these units. This Application Note explains how you can update the maintenance licence key.

2 Pre-requisites

All hardware must have a valid warranty or a support agreement in place.

If this agreement is not in place, you can purchase one.

To update your licence information please contact your local Vocality support representative.

3 Licence Configuration

You can do this from a factory defaulted unit or a running operational unit.

Note: Returning a unit to its factory default configuration does not affect the installed software maintenance licence.

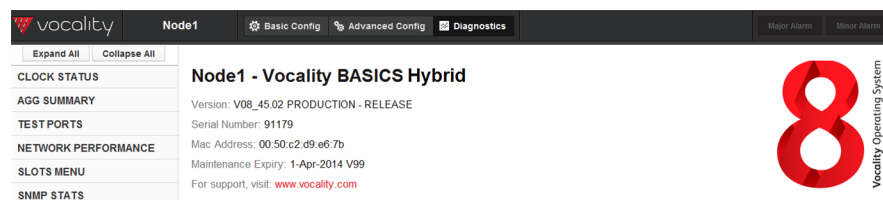


Figure 1 Banner page

On the above Banner Page the maintenance expiry date is 1st April 2014 and the expiry version is Version 99. This allows the unit to be upgraded with any version software created before 1st April 2014. To update the license information you would need to contact your Vocality support representative with the serial number of your Vocality unit. They can issue the updated license information.

To obtain a valid licence key you will need the serial number of the unit being upgraded (which can be read from the Banner page) and then you should contact your local Vocality support representative.

Instructions are given below for updating the maintenance licence key in several different situations:

- updating a single unit;
- updating several units;
- special case: upgrading from pre-version 6 software;
- special case: upgrading to software for which you do not have a licence.

3.1 Single unit

To program the new licence details, proceed as follows:

Either visit the **Diagnostics >Diagnostics > Slot n > Update License** menu or



From the **Banner page** type (uppercase):

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Enter the command line instruction:

MAINT UPDATE *dd-mmm-yyyy vers key*, <Enter>

where *dd-mmm-yyyy* is the new expiry date, *vers* is the maximum major version number allowed and *key* is the serial number specific licence key for the unit being programmed.

For example: **MAINT UPDATE 01-Apr-2016 9 52jpKW3**, <Enter>

Once entered the following message will be displayed:

Software maintenance expiry info updated, Restarting supervisor to activate

The supervisor session will restart (the unit will not reboot) and the entered information will be displayed on the Banner page. Please ensure it is correct.

3.2 Several units

Alternatively, several units can have their licences updated in an identical fashion via a licence file available from your local Vocality support representative. This file is TFTP uploaded to the units to be programmed.

To use this file, enter diagnostics mode (from the Banner page press: <Shift> **dddM**) and use the **LICENSE UPDATE** command.

On the BASICS, V150 & V200 platforms, the syntax for this command is:

LICENSE UPDATE *filename*

where *filename* is the name of the licence file on the TFTP server, the TFTP server address is taken from the **Software Management menu**.

On the V25 and V50+ platforms, the syntax for the command is:

LICENSE UPDATE *filename ipaddr*

where *filename* is the name of the licence file on the TFTP server, and *ipaddr* is the IP address of the TFTP server.

The first time you upgrade to a version which requires a licence file you will be warned, but will be given the chance to install a valid licence, so there is no added risk when performing a remote upgrade.

3.3 Special case: upgrading from pre-version 6 software

When you first upgrade a unit from a pre-licence version of software (say V04_08.01) to V07_01.01, on the initial reboot you will receive a warning when connecting which reads:

***** INVALID SOFTWARE DETECTED: Software date (10-Mar-2011) exceeds software maintenance expiry (1-Jan-2011) Revert to older version or upgrade software maintenance license Press Y to continue**

This will appear every time you connect to the banner page until you install a valid software licence, however the unit will continue to function.



3.4 Special case: upgrading to software for which you do not have a licence

If you have installed a valid licence for the version you are running and you try to upgrade to a later version, for which you are not licensed, it will not let you load the software. Instead you will see the message:

TFTP Result Failed: Invalid Software Maintenance License - The unit will continue to run on the old version of Software

In this case you need to contact your local Vocality support representative for an updated licence key.

4 About Application Notes

Application Notes are intended as a supplement to, rather than a substitute for, your User Manual. Should you have queries which are not answered by our current documentation, your local Vocality support team would be happy to hear from you.

E-mail support@vocality.com.