

Troubleshoot "License Expired" Alarm on NCS2K-200G-CK-LIC Card Post Software Upgrade to 11.123

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Introduction

This document describes how to clear the alarm "License Expired" on the NCS2K-200G-CK-LIC card, post software upgrade to 11.123.

Summary

1. It is observed that after upgrading to version 11.123, certain NCS2K-200G-CK-LIC cards trigger the "LIC-EXPIRED" alarm, despite not utilizing the licensed feature.
2. Upon investigation, it is found that the cards in question have 'evaluation licenses' enabled for non-base features in the past, leading to a "license expired" alarm. Subsequently, after upgrading to version 11.123, these cards continue to raise the "LIC-EXPIRED" alarm.

Conditions for the Issue Occurrence

1. The NCS2K-200G-CK-LIC card does not have the LIC-EXPIRED alarm before upgrading to 11.123.
2. The NCS2K-200G-CK-LIC card had an evaluation license enabled in the past for a non-base feature, and that license has now expired.
3. The specific feature associated with the evaluation license is no longer in use.

Gather the specified logs to verify the occurrence of the mentioned conditions.

Please access the node via Telnet/SSH and retrieve the specified data and perform these steps:

1. Telnet to the node controller (it automatically takes you to the active controller).
2. Run the mentioned commands:
 - enablec
 - flmStat
 - showSAT
 - testShowLicense

3. Telnet to the NCS2K-200G-CK-LIC card and collect the logs.

To telnet to the NCS2K-200G-CK-LIC card, perform these steps:

1. Telnet to the node.
2. Enter `enablec` to access privileged mode.

3. Run `caDump` command to obtain the Slot IP with installed card details.
4. Note down the IP of the slot where the 200G card is installed.
5. Telnet to the IP of the slot where the 200G card is installed.
6. Enter `enablec` again to access privileged mode.
7. Run `mManufDisplay` command to check the hardware details of the card and confirm that you are in the correct card.

After performing the previous steps, continue by collecting the output of these commands:

1. `eqaStat`
2. `mManufDisplay`
3. `showLicDetails`
4. `ctDumpManufData`
5. `fhGetLog`
6. `excGetLog`
7. `showLicDetails` (again)
8. `prvLicenseDump`
9. `getLicGroup`
10. `obfl_show`

Additionally, please collect the export of the licenses tab:

1. Navigate to `Provisioning > Licensing > Feature Licenses`, and then export the data (please name the file with the correct node/sh/slot).
2. Take a screenshot of `Provisioning > Licensing > Feature Licenses`, select each non-base feature, and choose `Manage License Lines` (please name the file with the correct node/sh/slot).

Note: There is a CFD filed for the issue where a 200G-CK-LIC card could experience a LIC-EXPIRED alarm after an upgrade to R11.123. Refer to

Cisco bug ID [CSCwd24800](#).

Solution

The permanent solution is to upgrade the software to version 11.13.