

Install a VCS Release Key via the Web Interface and CLI Configuration Example

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Introduction

This document describes the installation of a release key to a Cisco Video Communication Server (VCS) via the web interface and the Command Line Interface (CLI).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

VCS Installation

Have Installed successfully the VCS and applied a valid IP address that is reachable via web interface and or CLI.

Have applied for and received a release key valid for the VCS serial number.

Have access to the VCS with both root (by CLI) and the admin account by web interface or CLI.

Have downloaded a VCS software upgrade image from Cisco.com.

Note: Installation guides can be found here: <http://www.cisco.com/c/en/us/support/unified-communications/telepresence-video-communication-server-vcs/products-installation-guides-list.html>

Components Used

The information in this document is based on these software versions:

VCS Version x8.6.1 and x8.7.3

VCS Control x7.X and x8.X releases

VCS Expressway x7.X and x8.X releases

PuTTY (terminal emulation software)

---Alternatively, you could use any terminal emulation software that supports SSH such as Secure CRT, TeraTerm and so on.

PSCP (PuTTY Secure Copy Protocol client)

---You can use any client that supports SCP.

Licensing email with a Release Key or Upgrade Key.

A web browser. In this example, Firefox is used, Internet Explorer and Chrome should work equally well.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

Web Interface Release Key Installation Example

Here you have two options:

Option one, you can **set** the release key.

Option two, you can add the release key as part of the **upgrade** process.

Either option works and we will show the **set** option first followed by the **upgrade** option next.

Note: Both options require a VCS restart.

Note: Both options use the same licensing email example.

Option one, shows the **set** option. This web interface example video supplements this document.

Step 1: Once you have installed your VCS, have your serial number and applied for your release key using your PAK and serial number, you receive a license email from the Cisco licensing team which may or may not contain a release key and option keys. In the example email, you can see the release key used for this document.

Note: Examples of PAK are outside the scope of this document.

EMAIL EXAMPLE

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      : 0B616767
Hardware Serial Number    : 0B616767
MAC Address               : 000000000000
Service Contract          : -
SC End Date               : -

Software Part Name        : L-VCS-FINDME:
Tandberg Item No         : L-VCS-FINDME:VCS - Enable User Policy feature
Shipped Version           : -
Shipped Version Key       : 116341U00-1-1C328745
Shipped Image URL         : -
Upgrade To                : -
Upgrade To Key            : 7513492028475672
Upgrade To Image URL      : -

Options
Cisco Option Name         :LIC-VCS-300:
Tandberg Option Name      :116341X300:VCS - add 300 non-traversal calls
Option Key                 :116341X300-1-7D03B558

Options
Cisco Option Name         :LIC-VCS-DEVPROV:
Tandberg Option Name      :116341P00:VCS - Enable Device Provisioning
Option Key                 :116341P00-1-1FEB68A1

Options
Cisco Option Name         :LIC-VCS-GW:
Tandberg Option Name      :116341G00:VCS - Enable GW feature
Option Key                 :116341G00-1-96554215
```



Sample Release
Key

Step 2: Access the web interface of the VCS with a web browser. Log in with an **admin** account and you are taken to the VCS Status screen.

Note: Some digits purposely blurred throughout this document.



Overview

Note: Login brings you to the Status Screen

System Information

System name	VCS-C
Up time	22 days 32 minutes 11 seconds
Software version	X8.6.1
IPv4 address101
Options	500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Resource usage (last updated: 17:07:52 EDT)

<u>Non-traversal calls</u>	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%
<u>Traversal calls</u>	Current video	0
	Current audio (SIP)	0
	Peak video	0
	Peak audio (SIP)	0
	Since last restart video	0
	Since last restart audio (SIP)	0
	License usage current	0%
License usage peak	0%	
<u>Registrations</u>	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%

Step 3: Navigate to the appropriate screen in order to install your **release key**. Hover over the maintenance tab.



This system has 5 alarms

Status System Configuration Applications Users Maintenance

Click on Maintenance

Overview

You are here: Status > Overview

System information		
System name	VCS-C	
Up time	22 days 32 minutes 11 seconds	
Software version	X8.6.1	
IPv4 address101	
Options	500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.	

Resource usage (last updated: 17:07:52 EDT)		
Non-traversal calls		
Current	0	
Peak	0	
Since last restart	0	
License usage current	0%	
License usage peak	0%	
Traversal calls		
Current video	0	
Current audio (SIP)	0	
Peak video	0	
Peak audio (SIP)	0	
Since last restart video	0	
Since last restart audio (SIP)	0	
License usage current	0%	
License usage peak	0%	
Registrations		
Current	0	
Peak	0	
Since last restart	0	
License usage current	0%	
License usage peak	0%	

Step 4: When the menu pops up, click on **Option Keys**:



This system has 5 alarms

Status System Configuration Applications Users Maintenance

Overview

You are here: Status > Overview

- Upgrade
- Logging
- Option keys**
- Tools >
- Security certificates >
- Backup and restore
- Diagnostics >
- Maintenance mode
- Language
- Restart options

Click on Option Keys

Step 5: Observe the **Release key** section and if this is a new install, there is a blank release key

field. The **Release key** field for an existing VCS installation is pre-populated with the current release key value. You use the **Upgrade** option to set the release key in that case.

Note: The release key does not change between minor version upgrades. The release key only changes between major version upgrades such as x7.X to x8.X.

Copy and paste your release key into the **Release key** field:

The screenshot shows the Cisco TelePresence Video Communication Server Control interface. At the top, there is a navigation bar with tabs for Status, System, Configuration, Applications, Users, and Maintenance. A red notification bubble in the top right corner says "This system has 6 alarms". Below the navigation bar, there is a breadcrumb trail: "You are here: Maintenance > Option keys".

The main content area is titled "Option keys" and contains a table with the following data:

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-98554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Below the table are buttons for "Delete", "Select all", and "Unselect all".

Underneath the table is a "System information" section with the following details:

- Serial number: 0B616767
- Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Next is a "Software option" section with an "Add option key" label and a text input field. Below it is an "Add option" button.

The "Release key" section is highlighted with a red box. It contains a "Release key" label and a text input field. A red arrow points from a callout box to this field. The callout box contains the following text:

Note the Release Key section and the blank field if this is a new VCS. This may have a value if the release key is already installed. Copy your newly acquired Release Key into this field.

At the bottom of the "Release key" section is a "Set release key" button.

Step 6: You can see the release key pasted into the **Release key** field.



This system has 5 alarms

Option keys

You are here: [Maintenance](#) > Option k

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-98554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

System information

Serial number: 0B616767

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key:

Here, I've pasted in the release key from our email example above.

Release key

Release key:

Current licenses

Step 7: Now click on **Set release key**:



This system has 6 alarms

Option keys

You are here: Maintenance > Option I

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-98554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Delete Select all Unselect all

System information

Serial number: 0B616767
Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key ⓘ

Add option

Release key

Release key: 7513492028475672 ⓘ

Set release key

Now I click Set release key

Current licenses

Step 8: Click on the **restart** hyperlink in the prompt that appears at the top of the page to restart the VCS:



This system has 6 alarms

Option keys

You are here: Maintenance > Option

Saved The release key has been updated, however a restart is required for it to take effect.

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	Unlimited
<input type="checkbox"/> 116341G00-1-96554215	H323-SIP Interworking Gateway	Active	Unlimited
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	Unlimited

Delete Select all Unselect all

Notice how a message comes up saying I need to restart, click on restart and follow steps from there to reload the VCS. Once rebooted, the key will be installed.

System information

Serial number: 0B616767

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key:

Add option

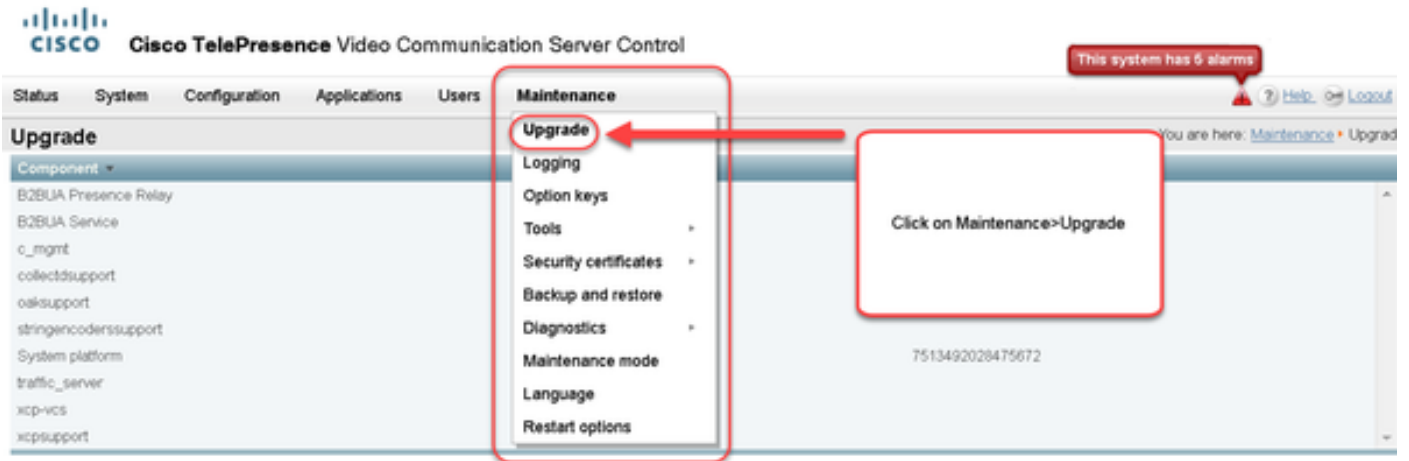
Release key

Release key: 7513492028475672

Set release key

Option Two: **Upgrade** option to install your release key

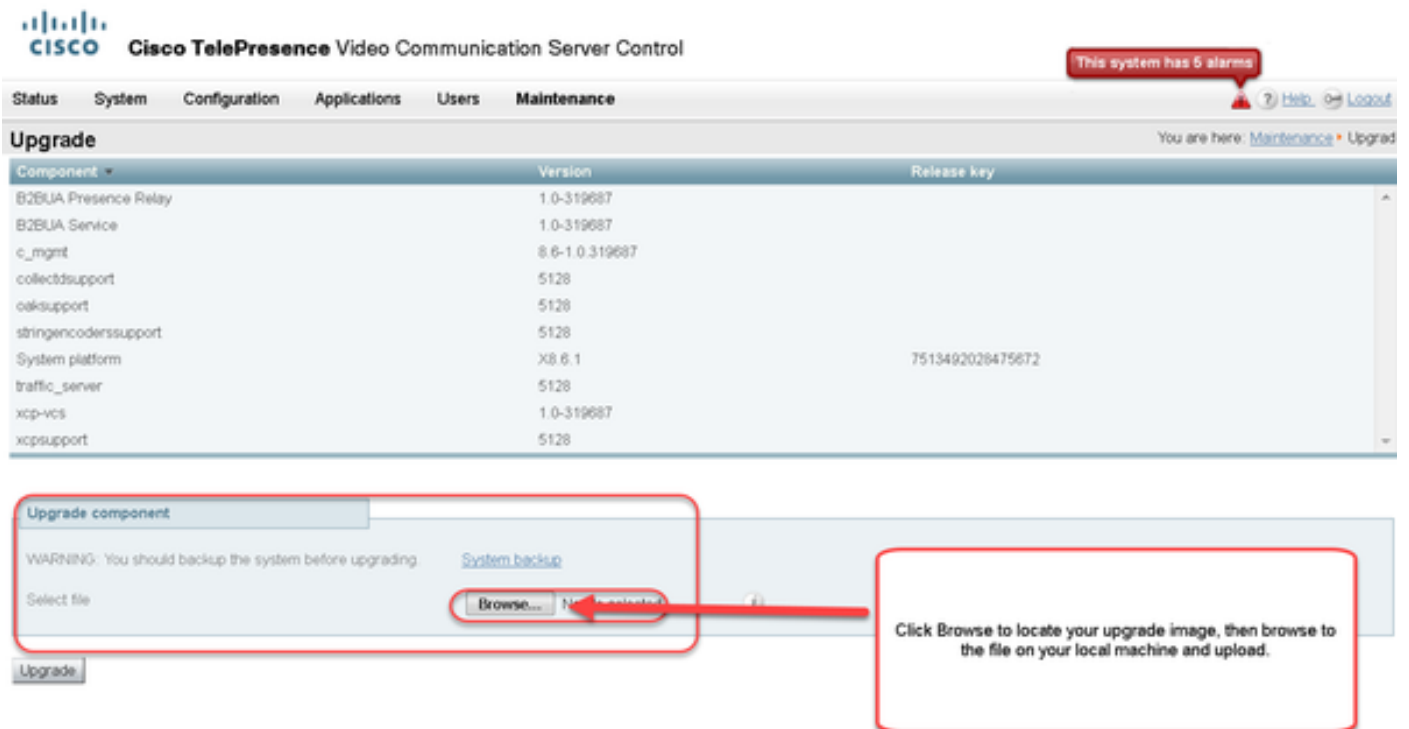
Step 1: From the Web interface, Click on **Maintenance** as before and then **Upgrade** in the menu pop-up.



Step 2: On the **Upgrade** screen, you see an **Upgrade Component** section.

Note: This document assumes you have downloaded a VCS software upgrade image to your local computer.

Click on **Browse** to locate your downloaded VCS upgrade image:



Step 3: Enter the **release key** value into the **Release key** field when prompted. Copy and paste from the email or if this is a minor upgrade such as in this case, x8.6.1 to x8.7.3, copy and paste it from the same screen:

Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8 6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file

Release key

Once the file is selected, you can paste your release key in the field noted to the left. You can copy the release key from your licensing email. Or, if you are just doing a minor upgrade like in this example from 8.6.1 to 8.7.3, you can copy and paste the release key already installed which is circled above in this example

Step 4: Click the **Upgrade** button. Watch the processes that follow and do not navigate away from the process or you have to start over. The image will upload, then it will install. Click on **restart** when prompted.

Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8 6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file

Release key

Information
The 16-character release key for the new software version. This is not required if you are upgrading to a dot release, for example from 1.0 to 1.1.

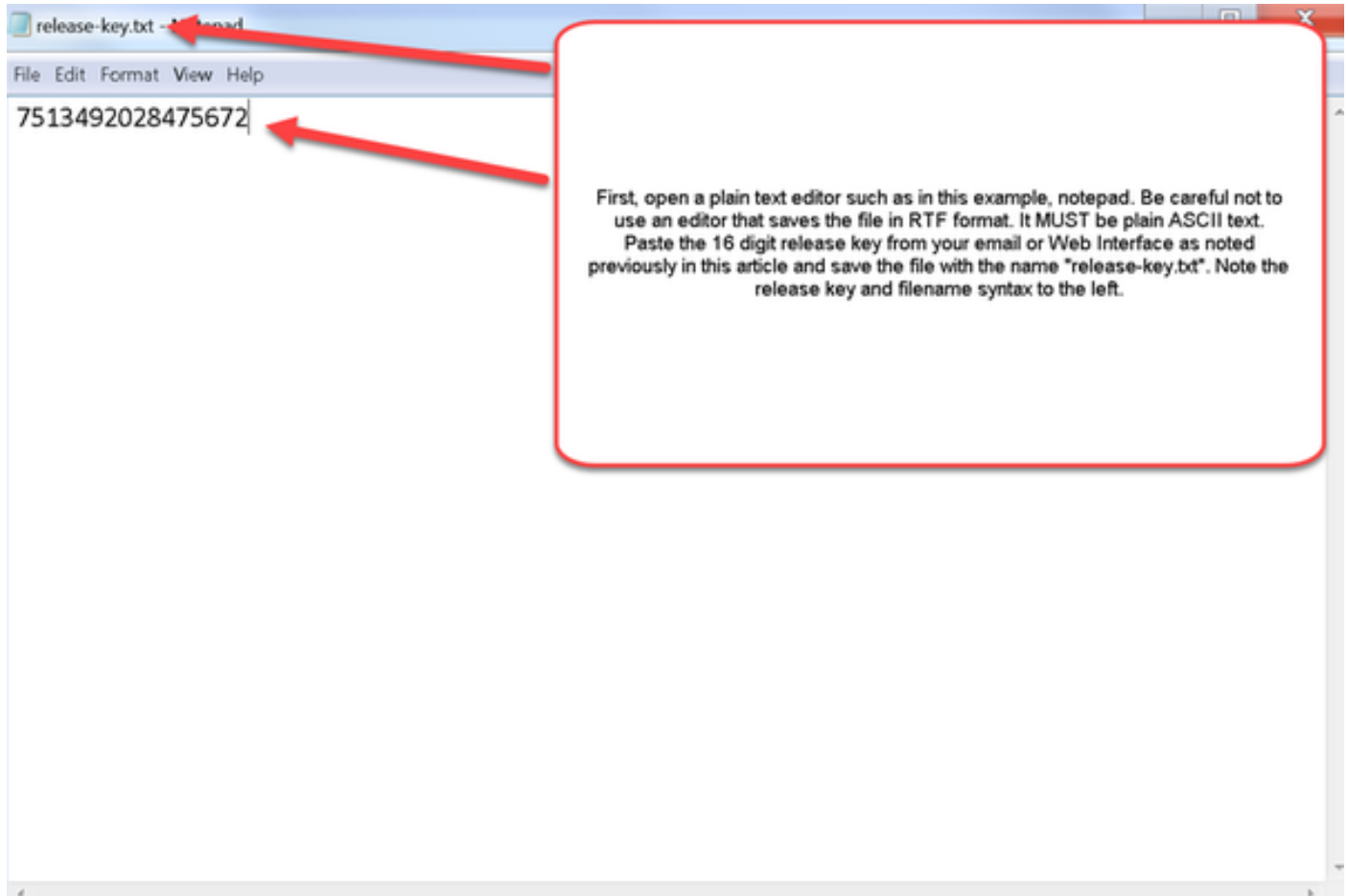
Once the release key is pasted, you can click upgrade and then follow the steps from there. Do not leave the screens or you will have to start over. The image will first upload, then it gets installed and finally you restart the VCS. Once it is restarted and comes back up, it should be on the new release and the release key can be verified exactly the same as with a fresh install.

Verify the release has installed properly, once the VCS has restarted. Use the two methods noted in the **VERIFY** section of this document.

CLI Release Key Installation Example

Install a **release key** via the CLI. This is a two part process that involves the use of a SCP client (PSCP in this example from command (CMD) prompt in Windows and a terminal emulation software application such as PuTTY.

Step 1: Copy your release key into a plain ASCII text file. Ensure there are no spaces before or after the release key value. Copy the release key into your text editor application save the file as **release-key.txt**:



Step 2: Place the **release-key.txt** file and PSCP.exe in the same directory on your computer. Navigate to that directory using a command (CMD) prompt in Windows and copy the release key to a temp directory on the VCS. Use the root account for the PSCP transaction. Enter the root account password when prompted. Verify the transfer completed as indicated by 100%. Here is an example:

```
C:\Users\jawaii\Desktop>pscp release-key.txt root@.101:/tmp/release-key
Using keyboard-interactive authentication.
Password:
release-key.txt | 0 kB | 0.0 kB/s | ETA: 00:00:00 | 100%

C:\Users\jawaii\Desktop>pscp s42700x8_7_3.tar.gz root@.101:/tmp/tandberg
-image.tar.gz
Using keyboard-interactive authentication.
Password:
s42700x8_7_3.tar.gz | 48644 kB | 579.1 kB/s | ETA: 00:11:41 | 10%
```

Note in the first circle above, we are using a Windows CMD prompt where I've saved the release-key.txt file to my desktop. In the first line, I've navigated to my desktop with the CMD command "cd desktop" and then am copying the file over to the VCS using free ware putty PSCP. In the next circle, I am copying over the image to the VCS using PSCP. and the third circled item is showing the progress. Once complete, I will use putty SSH shell to restart the VCS.

Step 3: Copy the image you want to upgrade to, such as 8.7.3 used here. Copy this image over using PSCP. Verify the status shows at 100%, the software image has finished copying over to the VCS and you are ready to reboot the VCS:

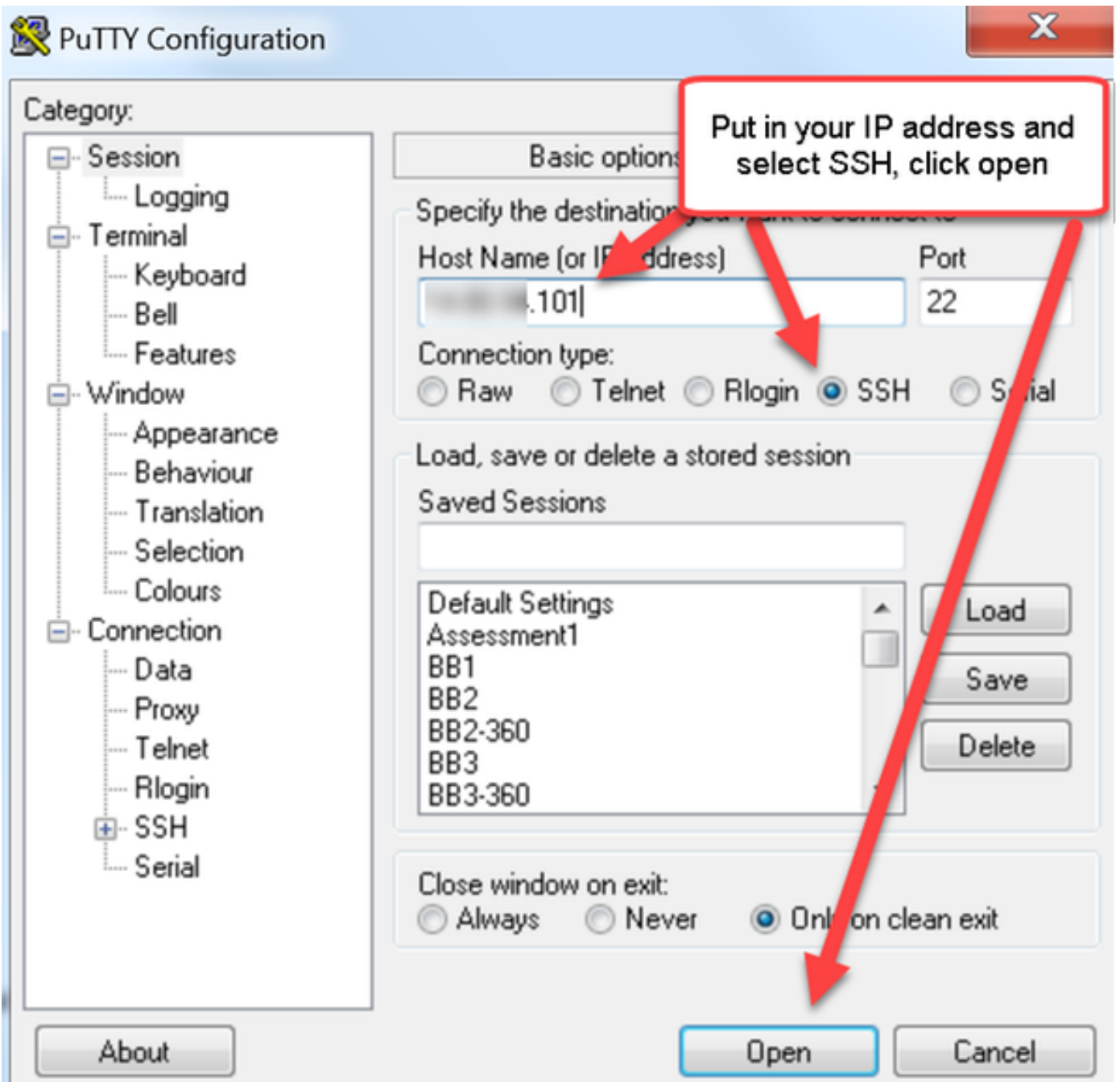
```
C:\Users\jawaii\Desktop>pscp release-key.txt root@.101:/tmp/release-key
Using keyboard-interactive authentication.
Password:
release-key.txt | 0 kB | 0.0 kB/s | ETA: 00:00:00 | 100%

C:\Users\jawaii\Desktop>pscp s42700x8_7_3.tar.gz root@.101:/tmp/tandberg
-image.tar.gz
Using keyboard-interactive authentication.
Password:
s42700x8_7_3.tar.gz | 454854 kB | 584.6 kB/s | ETA: 00:00:00 | 100%

C:\Users\jawaii\Desktop>
```

Note, the installation is complete. Now we go to Putty and reboot the VCS via CLI from an SSH session. Alternatively, you can reboot the VCS from the Web Interface.

Step 4: Reboot the VCS via an SSH session to the VCS. Open PuTTY and type in the IP address of the VCS. Click SSH to open:



Step 5: Click **Open** and log in to the VCS with an admin account when prompted. Enter the admin account password when prompted. Verify you have the right command to reboot the VCS. Enter the command followed by a space and question mark to ensure you have it correct. The VCS confirms that **xCommand Boot** will restart the VCS. Enter the command **xCommand Boot** to reboot the VCS.

```
login as: admin
Using keyboard-interactive authentication.
Password:
Login as admin or whatever admin account you have set, as long as that
account has full admin privileges.

# alarm:
* warning   TES Provisioning Extension services communication failure - The VCS is unable to communicate with the TES Provisioning Extension services. Phone book ser
vice failures can also occur if TES does not have any users provisioned against this cluster.
* warning   Insufficient media ports - There is an insufficient number of media ports to support the number of licensed calls
* warning   Insecure password in use - The root user has the default password set
* warning   Configuration warning - For phone book requests to work correctly, authentication policy must be enabled on the Default Subzone and any other relevant su
bzone; authentication must also be enabled on the Default Zone if the endpoints are not registered
* warning   Configuration warning - For provisioning to work correctly, authentication policy must be enabled on the Default Zone and any other relevant zone that re
ceives provisioning requests

Last login: Thu Nov  3 23:38:19 EDT 2016 from 10.10.10.135 on pts/0
TANDBERG Video Communication Server 3D.6.1
3D Release date: 2015-08-25 17:40, build

OK

#Command Boot ?
#h #Command Boot
#Reboots the VCS.

OK

#Command Boot

OK

Now, I reboot the VCS to upgrade it. The cool thing here, is you do not have to
actually upgrade the VCS, you can re-install the same image. In this case I
actually upgraded it.
```

The VCS flashes that it is rebooting and your PuTTY session closes. This behavior is normal because the connection is terminated when the VCS reboots. The VCS takes about five minutes to reboot. Once complete, verify the release key installed correctly either via the web interface or the CLI as noted in the **VERIFY** section of this document.

Verify

Web interface Verification of Release Key Installation

There are two ways you can verify the Release Key installed in the web interface:

Option 1: Look at the **Options Key Page** as noted previously and check the **Release key** field.



This system has 6 alarms

Option keys

You are here: Maintenance > Option

Key	Description	Status	Validity period
<input type="checkbox"/> 116341C00-1-1E7D8EDE	Microsoft Interoperability	Active	
<input type="checkbox"/> 116341G00-1-96554215	H323-SIP Interworking Gateway	Active	
<input type="checkbox"/> 116341P00-1-1FEB68A1	Device Provisioning	Active	
<input type="checkbox"/> 116341U00-1-1C328745	FindMe	Active	

Delete Select all Unselect all

Information

Specifies the option key of your software option. These are added to the system in order to add extra functionality, such as increasing the system's capacity. Contact your Cisco representative for further information.

Range: 0 to 1024 characters

System information

Serial number: 0B616767
Active options: 500 Non Traversal Calls, 150 Traversal Calls, 2500 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability.

Software option

Add option key

Add option

Release Key is installed

Release key

Release key

Set release key

Option 2: Check the **Upgrade Page** as noted previously:



This system has 6 alarms

Status System Configuration Applications Users Maintenance Help Logout

You are here: Maintenance > Upgrade

Component	Version	Release key
B2BUA Presence Relay	1.0-319687	
B2BUA Service	1.0-319687	
c_mgmt	8.6-1.0.319687	
collectdsupport	5128	
oaksupport	5128	
stringencoderssupport	5128	
System platform	X8.6.1	7513492028475672
traffic_server	5128	
xcp-vcs	1.0-319687	
xcpsupport	5128	

Upgrade component

WARNING: You should backup the system before upgrading. [System backup](#)

Select file No file selected

You can see the Release Key on the Upgrade Screen too.

CLI Interface Verification of Release Key Installation

Verify the Release Key installed via the CLI interface by an SSH session to the CLI. Log in with an **admin** account as noted previously in this document. Once there, you issue the command **xStatus SystemUnit Software**. You observe the upgrade was successful and the release key is installed:

```
login as! admin
Using keyboard-interactive authentication
Password:
5 alarms:
 * warning TMS Provisioning Extension services communication failure - The VCS
is unable to communicate with the TMS Provisioning Extension services. Phone b
ook service failures can also occur if TMS does not have any users provisioned a
gainst this cluster.
 * warning Insufficient media ports - There is an insufficient number of medi
a ports to support the number of licensed calls
 * warning Insecure password in use - The root user has the default password
set
 * warning Configuration warning - For phone book requests to work correctly,
authentication policy must be enabled on the Default Subzone and any other rele
vant subzone; authentication must also be enabled on the Default Zone if the end
points are not registered
 * warning Configuration warning - For provisioning to work correctly, authen
tication policy must be enabled on the Default Zone and any other relevant zone
that receives provisioning requests

Last login: Thu Nov 3 23:49:32 EDT 2016 from 10.10.10.135 on pts/0
TANDBERG Video Communication Server X8.7.3
SW Release date: 2016-04-14 10:10, build
OK

xstatus systemunit software
#a SystemUnit: /
Software:
Build: oak_v8.7.3 rc 2
Configurations:
AdvancedAccountSecurity: "False"
DeviceProvisioning: "True"
DualNetworkInterfaces: "False"
Encryption: "True"
EnhancedOCSCollaboration: "True"
Expressway: "False"
ExpresswaySeries: "False"
FindMe: "True"
Interworking: "True"
NonTraversalCalls: "500"
Registrations: "2500"
StarterPack: "False"
TraversalCalls: "150"
Name: "e42700"
ReleaseDate: "2016-04-14"
ReleaseKey: 7533492028475672
Version: "X8.7.3"
#a/end
OK
```

SSH into the VCS and login as admin and enter the admin password when prompted.

Note in this specific example, my VCS is upgraded now and my release key is installed.

Troubleshoot

You should not have any issues when you install a **release key** onto a Cisco VCS. Enter an **option key** in the **Release key** field of the VCS or enter an **option key** when you upgrade are the most common causes for failure. The email example cited at the beginning of this article shows **option keys** in addition to the **release key**. An error occurs when an option key is entered in the **Release Key** field:

CISCO Cisco TelePresence Video Communication Server Control

This system has 5 alarms

Status System Configuration Applications Users Maintenance

Option keys

Saved: The release key has been updated, however a [release key](#) is required for it to take effect.

Key	Description	Status	Validity	Information
116341000-1-1E7D8E0E	Microsoft Interoperability	Active	Unlimited	Specifies the option key of your software option. These are added to the system in order to add extra functionality, such as increasing the system's capacity. Contact your Cisco representative for further information. Range: 0 to 1024 characters
116341000-1-96554215	H323-SIP Interworking Gateway	Active	Unlimited	
116341P00-1-1FEB68A1	Device Provisioning	Active	Unlimited	
116341U00-1-1C326745	FindMe	Active	Unlimited	

System information

Serial number: 0B6167C7

Active options: 500 Non Traversal Calls, 150 Traversal Calls, 200 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability

Software option

Add option key

Add option

Release key

Release key: 116341000-1-1E7D

Set release key

Here, I have pasted into the release key field to the left, the Microsoft Interoperability Option Key noted above. The VCS will let me do this, I then click Set release key which the VCS also lets me do and it prompts me to restart at the top of the page.

A VCS accepts any value in the **Release key** field. Reboot the VCS with an incorrect value entered and you receive an error "**Invalid release key**":

CISCO Cisco TelePresence Video Communication Server Control

This system has 6 alarms

Status System Configuration Applications Users Maintenance

Overview

Invalid release key: Release key is missing: the system is in demonstration mode and has limited functionality, contact your Cisco support representative to buy your release key.

System information

System name: VCS-C

Up time: 8 minutes 8 seconds

Software version: X8.7.3

IPv4 address: 14.80.94.101

Options: 501 Non Traversal Calls, 150 Traversal Calls, 3 Registrations, Encryption, Interworking, FindMe, Device Provisioning, Microsoft Interoperability

Resource usage (last updated: 01:41:40 EDT)

Category	Item	Value
Non-traversal calls	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%
Traversal calls	Current video	0
	Current audio (SIP)	0
	Peak video	0
	Peak audio (SIP)	0
	Since last restart video	0
	Since last restart audio (SIP)	0
	License usage current	0%
License usage peak	0%	
Registrations	Current	0
	Peak	0
	Since last restart	0
	License usage current	0%
	License usage peak	0%

Now I have an Invalid Release Key
To fix this, I simply follow the release key process noted in this document and install the RELEASE KEY and not an option key.

Install a **release key** as noted in this document to correct this condition.

Engage Cisco TAC for assistance for any other types of failure.