Service Provider Solutions

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Service Managed Gateway™

Installing and Troubleshooting License Keys

Issue 1.1

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1 About this document

1.1 Scope

This document explains how to install and troubleshoot license keys.

1.2 Readership

This document is for network engineers. The procedure does not require specialised knowledge.

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2 Introduction

2.1 What is a license key?

A license key is an alphabetic code. On the Service Managed Gateway (SMG), the license key performs two functions.

- The license key enables one or more advanced features on the SMG. The features do not expire.
- The license key determines when the support contract for the SMG expires. You cannot download firmware upgrades and releases after the support contract expires.

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3 License key details

3.1 Viewing license key details

On the SMG homepage, click **Advanced**.

In the Advanced menu, click **License Keys**. The License Details page appears.

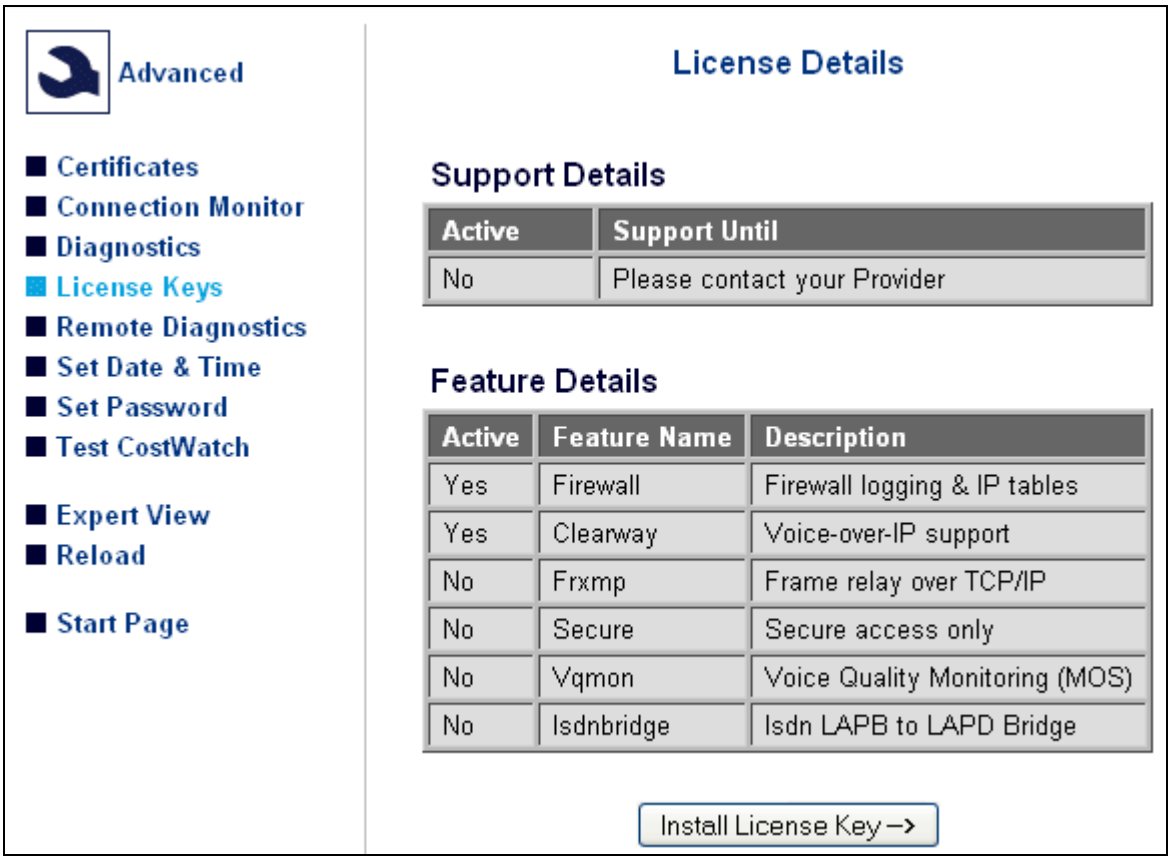

Figure 1: The license details page

3.2 Understanding the license details page

There are two tables on the License Details page.

The Support Details table tells you:

- if your support is active, and
- when the support expires.

The Feature Details table tells you the features that are enabled under your current license. These features do not expire.

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4 Adding a license key

On the SMG Start page, click **Advanced**.

In the Advanced menu, click **License Keys**. The License Details page appears. Figure 1 shows the License Details page.

Click **Install License Key**. The Install License Key page appears.

In the New License Key field, type the license key in capital letters. Figure 2 shows the correct way to type a license key.

Figure 2: The Install License Key page

Click **Next**. A message appears to tell you if the key is correct.

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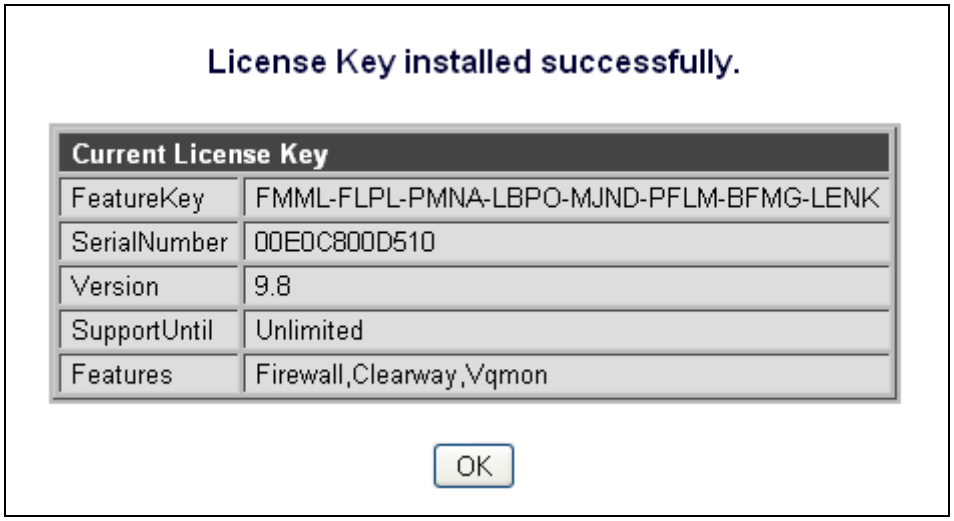

Figure 3: Install successful message

If the license key is incorrect, click **Back** and repeat steps 0–0. Table 1 shows the error messages that appear if a license key is incorrect.

Type of incorrect key	Error message
Invalid key	Error: The license key that you typed is not a valid key; check that you typed it correctly. Click **Back** to type another license key.
Different serial number	Error: The license key that you typed is for a different serial number and cannot be used on this router. Click **Back** to type another license key.
Supports fewer features	Warning: the license key you are installing supports fewer features than the currently active key. **Note**: current license attributes will remain active until the next reload. Click **Back** to type a different key, or click **Next** to install this key anyway.
Earlier end date for support	Warning: the license key you are installing has an earlier support end date than the currently active key. **Note**: current license attributes will remain active until the next reload. Click **Back** to type a different key, or click **Next** to install this key anyway.

Table 1: Error messages for incorrect license keys

When the message License Key installed successfully appears, click **OK**.

You do not need to reload the SMG after you install a valid license key.

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5 Troubleshooting license keys

5.1 There is a reduction in features on the SMG

1. If features are not present that you think should be present, contact your reseller.
2. If you require the missing features immediately, reinstall the old license key.

5.2 The web displays a message 'running unlicensed code'

** Running unlicensed code; auto-reset in 8 minutes 47 seconds **

Figure 4: An example of the message about unlicensed code

There are two possible reasons for the message 'Running unlicensed code'.

1. You do not have a license for the software image on the SMG.
2. The Support Until date of the image is earlier than the release date.

5.2.1 Check the license details

1. To check the support and feature details, follow the procedure in section 3.1.
2. If the support and feature details are correct, follow the procedure in section 5.2.2.
3. If the license details are incorrect, contact your reseller or support provider for a valid license key.

5.2.2 Compare the support until date and the release date

1. The support until date appears on the license keys page. To view the support until date, follow the procedure in section 3.1.
2. To view the release date:

In Expert View menu, select **Advanced configuration -> version info**.

1. On the Version Information page, the release date is in the field Date of Generation. Figure 5 shows an example of the release date.

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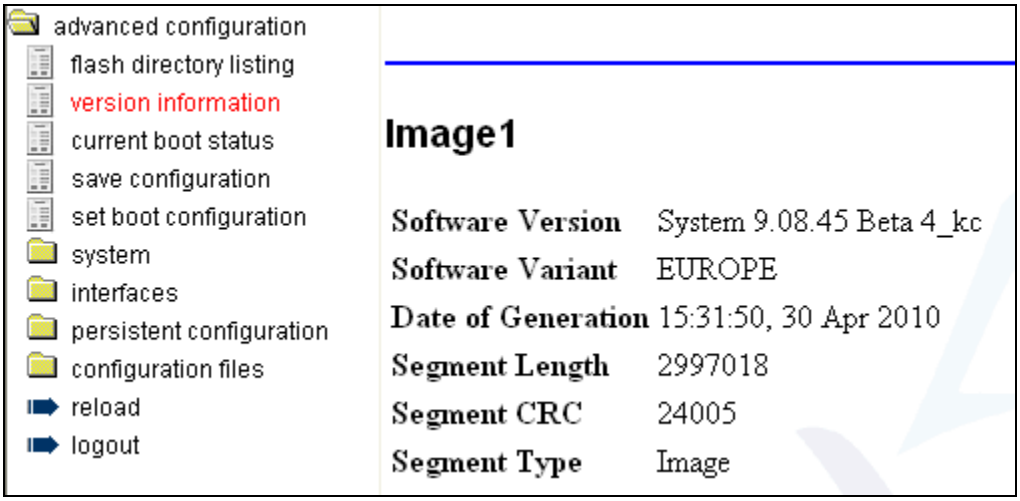

Figure 5: The release date of the image is in the Date of Generation field

2. If you do not know which image is running, in the menu on the left select **Current Boot Status**. The image that is running appears in the **Current Active Program** field.

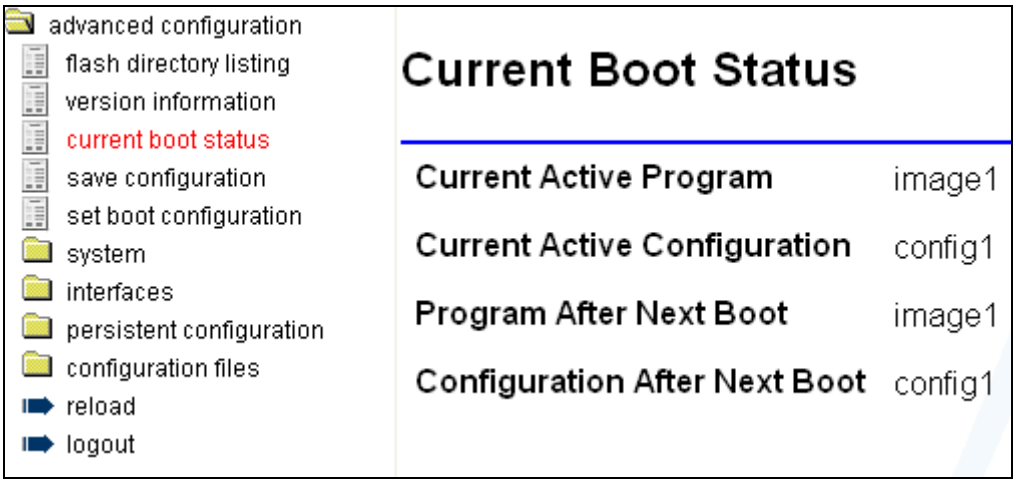

Figure 6: The image that is running

4. Contact your reseller or support provider for a valid license key.

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