

NORTEL

Nortel Multimedia Conferencing

License Generation and Retrieval

Software Management Systems
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Contents

Contents 2
Introduction 3
Nortel Keycode Retrieval System (KRS) 3
Login 3
Keycode Retrieval 3
License Generation 4

Introduction

This document details how to retrieve and generate Nortel Multimedia Conferencing (NMC) licenses using the Nortel Keycode Retrieval System.

Keycode Retrieval System (KRS)

All NMC licenses will be made available using the Nortel Keycode Retrieval System website (KRS).

Customers may gain access to the website by navigating to www.nortel.com and then selecting SUPPORT & TRAINING > ONLINE SELF-SERVICE > Keycode Retrieval from the menu.

Customers will need to be registered for the Communication Server 1000 section of the KRS. The Online Registration process must be used for new users (the link can be found on the left hand side of the KRS homepage).

Login

From the KRS homepage follow the two steps,

Step 1: Choose the appropriate login location

Step 2: Choose ***Communication Server 1000***

Keycode Retrieval

Once logged into the Communication Server 1000 section of the KRS the user is automatically taken to the **Keycode Retrieval** screen, from here they can search for a particular NMC license or NMC history by entering any of the following:

- System ID / Product ID
  - Site ID for a nodal NMC system
  - Unique Reference Number (URN) for Corporate / Cluster NMC system
  - MAC address of a registered system (in the format XX:XX:XX:XX:XX:XX)
- Customer PO
- Nortel Sales Order

If information is found for the given search criteria then the user will be redirected to the product screen, from here selecting ***Nortel Multimedia Conferencing*** from the drop down **Product List** will display the configuration information for the system and it's license (if generated).

To download the license press the **Download Keycode** button at the bottom of the page and save the license file to a suitable location.

License Generation

A new NMC will have an initial license of “License or Keycode not available.” To generate the license the following steps need to be performed.

1. Select “Generate using URN” from the Product Control menu on the left hand side of the KRS screen.
2. Enter the Unique Reference Number (URN) for the NMC (this can be found in the system Product Information section, see Keycode Retrieval or on the confirmation sheet shipped with the NMC software.)
3. Enter the MAC address of the Nortel MAS Server they are installing NMC on.
4. Enter the MAC address of the secondary Nortel MAS Server if operating in a corporate cluster with more than one server.
5. Press Continue
6. Re-enter the MAC address of the Nortel MAS Server they are installing NMC on.
7. Re-enter the MAC address of the secondary Nortel MAS Server if operating in a corporate cluster with more than one server.
8. Press Confirm

A screen with the following message will be displayed:

We are generating your keycode now. This may take some time.
Please wait.....

Once license generation has been completed the user is redirected to the appropriate system history. Nortel Multimedia Conferencing may need to be selected from the product list. To download the keycode press the **Download Keycode** button at the bottom of the page.