Keycode Installation Guide

BCM
Business Communications Manager

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Chapter 1
Obtaining a keycode

This guide tells an installer how to obtain and enable software keycodes.

You require a keycode to enable software features on the Business Communications Manager (BCM) system. The keycode is a 24-digit code that authenticates the feature or bundle of features you purchased for your BCM.

To obtain a keycode you require the following:

- feature authorization code for the BCM
- system ID

The authorization code is an eight-digit code you receive for each of the features you purchase. The authorization code is on the label affixed to the keycode information sheet.

> **Note:** You receive one keycode whether you purchase one feature or a bundle of features, but you receive an authorization code for each feature you purchase. For example, if you have one feature, you receive one authorization code and one keycode. If you purchase four features, you receive four authorization codes and one keycode.

> **Note:** For BCM 3.x releases, the BCM200, BCM400, and BCM1000 hardware required a separate keycode for each feature and an authorization code for each feature. For BCM 4.0, however, the BCM200, BCM400, and BCM1000 hardware requires only one keycode for one feature or a bundle of features, but one authorization code for each feature you purchase. BCM50 requires only one keycode for one feature or a bundle of features, and one authorization code for each feature you purchase.

The system ID is a unique number for your BCM. You can find the system ID:

- on the product packaging label
- in Element Manager
- using the telset-based administration interface

In the BCM Element Manager, the sequence number indicates how many times the keycode has been modified. Each time the keycode is modified, the sequence number increases by 1. The key type identifies the method of authentication for the keycode. For BCM, only type 2 keys are supported.

Adding a keycode to your system involves:

Determining the BCM system ID

Before you can obtain a software keycode, you must determine the system ID for your BCM system. When you add a keycode, you must make sure the keycode file name matches the system ID for which it is generated.

Your can find the system ID in Element Manager and on the product packaging (see Figure 1).

Figure 1 Product label sample

To use Element Manager to find your system ID

1 Log on to Element Manager and select the BCM system for which you want to find the system identification number.

For information about how to log on to Element Manager, refer to your administration guide.

2 On the **Task Navigation Panel**, select the **Configuration** tab.

The configuration folders appear.

3 Select the **System** folder.

4 Click **Keycodes**.

The system ID appears in the System ID field.

5 Record the system ID.

Obtaining Web keycodes

To obtain your keycode file, access the Nortel Keycode Retrieval System Web page using your Web browser or Element Manager.

You must be a registered user to access this system. To register, access the Nortel Keycode Retrieval System Web page at: **http://www.nortel.com/servsup/krs.**

> **Note:** To obtain your keycode file, you must have your system ID, your authorization codes, and your user name and password from the Nortel Keycode Retrieval System.

To obtain a keycode using a Web browser

1 Access the Nortel Keycode Retrieval System at:

http://www.nortel.com/servsup/krs

2 Select the login location that applies to you.

3 Select the product family option that applies to you.

For the BCM system, select Business Communications Manager or Business Communications Manager 50.

4 Enter your username and password.

Use the username and password from the KRS registration process.

5 Click **OK**.

6 Select the **Keycode Retrieval System** option that applies to you.

7 Enter the system ID in the **Enter System ID** field.

For example: 000A0AA0A00

See "Determining the BCM system ID" on page 6.

8 Click **Continue.**

9 Enter the authorization code for the feature in the **Auth Code** field.

10 Click **Add**.

The system validates the authorization code and adds the feature to the feature list.

11 Repeat steps 7 and 8 until all of the authorization codes are added.

You can enter up to 100 authorization codes before you generate the keycode.

12 After you have added all the authorization codes, click **Continue**.

A Web page appears with your system ID, the list of authorization codes, and a table of the features.

13   Verify that the system ID, authorization codes, and feature list are correct.

    a   If yes, click **Generate Keycode**.

    b   If no, click **Cancel** to re-enter the authorization codes.

14   Click **Generate** to retrieve the keycode file.

The keycode file contains the 24-digit keycode, sequence number, and list of features and data values.

15   Do one of the following:

- Download the keycode file to your computer. Click **Download Keycode**.

   You can use this file to copy the keycode into your BCM system. Loading this keycode file into your BCM is the fastest and easiest installation method. The default name of the keycode file contains the system ID within the file name to help you keep track of the files that belong to each system.

- Record the keycode. To do this, write down the information, print the file, or copy and paste the information into another document.

> **Note:** Nortel recommends that you download the keycode file to your computer. If you download the keycode file rather than enter it manually, you will reduce the chance of error.

> **Warning:** Do not alter the name or the contents of the generated keycode file. If you change the file, the keycode becomes invalid and the BCM rejects the file.

To obtain a keycode using Element Manager

1   Log on to Element Manager and select the BCM system you want to access.

For information about how to log on to Element Manager, refer to your administration guide.

2   On the **Task Navigation Panel**, select the **Configuration** tab.

The configuration folders appear.

3   Select the **System** folder and then select **Keycodes**.

The Keycodes panel appears.

4   Click the **Connect to Nortel Keycode Retrieval System** button.

The Nortel Keycode Retrieval System (KRS) Web page launches.

5   Go to step 2 in the procedure .

Try 'N Buy keycode

You can use the Try 'N Buy keycode to sample features on the BCM. You can evaluate the Try 'N Buy features for 60 days from the date the keycode is generated.

The Try 'N Buy feature is not available when the expiry date is reached. You cannot extend the expiry date or obtain another Try 'N Buy keycode for the feature on that BCM system. If you want to continue using the feature, you must purchase the appropriate keycode and install it.

The new keycode file for the Try 'N Buy feature allows you to try all of the features installed on the BCM. For example, if you have Unified Messaging installed on your BCM and you decide to add a Try 'N Buy feature, the new keycode files include Unified Messaging and the Try 'N Buy feature.

> **Note:** You are not required to order any products from Nortel to obtain a Try 'N Buy keycode. You do not require an authorization code, but you must have the BCM system ID.

To obtain a Try 'N Buy keycode

1   Access the Nortel KRS at:

   http://www.nortel.com/servsup/krs

2   Select the login location that applies to you.

   This is the location from which you want to access the KRS.

3   Select the product family option that applies to you.

   For the BCM system, select Business Communications Manager or Business Communications Manager 50.

4   Enter your username and password.

   Use the username and password from the KRS registration process.

5   Click **OK**.

6   In the **Product Control** section, click the **Gen Try 'N Buy keycode** link.

   The Generate Try 'N Buy keycode Web page opens.

7   Follow the instructions on the **Generate Try 'N Buy** Web page to generate the keycode.

> **Note:** On the Generate Try 'N Buy keycode page, enter the system ID, For example: 0000A0AA0A00.

Chapter 2
Entering keycodes on the BCM system

There are five ways to enter keycodes:

> **Note:** You must have access privileges to enter a keycode on the BCM system. Contact your system administrator for more information.

Loading a keycode using Element Manager

If you retrieved a keycode file from the Keycode Retrieval System (KRS), use this method.

To load a keycode file:

1 Log on to Element Manager and select the BCM you want to access.

For information about how to log on to Element Manager, refer to your administration guide.

2 On the **Task Navigation Panel**, select the **Configuration** tab.

The configuration folders appear.

3 Select the **System** folder and click the **Keycodes** task.

The Keycodes panel appears.

4 Click **Load File**.

The Open file dialog box appears.

5 Browse to where you saved the keycode file you downloaded from KRS.

6 Click **Open**.

The file uploads and the feature appears in the Keycodes list.

> **Warning:** You must reboot your BCM system if a dialog box prompts you to do so.

Manually adding a keycode using Element Manager

If you do not have a keycode file saved to your computer that uploads automatically, you can enter the keycode file information manually. For example, you can enter keycode information that your distributor faxes to you.

You need the information from the keycode file to complete this procedure. You must have the:

- sequence number
- list of features and data values
- expiry date of Try 'N Buy feature (if applicable)
- 24-digit keycode

To manually add a keycode file:

1 Log on to Element Manager and select the BCM you want to access.

1 For information about how to log on to Element Manager, refer to your administration guide.

2 On the **Task Navigation Panel**, select the **Configuration** tab.

The Configuration folders appear.

3 Select the **System** folder and then click the **Keycodes** task.

The Keycodes panel appears.

4 Click **Modify Feature Licences Table**.

The Modify Features Licences Table window appears.

5 In the **Modify Features Licences Table** box, verify that the sequence number in the **Sequence #** box is identical to the sequence number in the new keycode file.

> ➡ **Note:** The sequence number increases by one each time you obtain a new keycode file. Element Manager should automatically increase the sequence number.

> ➡ **Note:** If the sequence numbers do not match, manually correct the number so it is identical to the sequence number in the new keycode file.

6 In the **Feature Licences** table, select the feature you want to modify, and click the number in the **Data** column.

7 Modify the data feature value to ensure it is identical to the value in the new keycode file.

8 Click a feature name to allow the data you entered to be accepted.

9 Change the data value for each new feature you have purchased. For example, if you purchase four voice mail seats, the data value for VM seat must be 4.

> **Note:** If you are adding a Try 'N Buy feature, you must also add the expiry date for the feature. Select the Expiry date box of the feature and enter the expiry date as year-month-day, for example: 2005-05-09.

10 In the **Keycode** field, enter the new 24-digit keycode.

11 Click **OK**.

The keycode uploads and the feature appears in the Keycodes List.

> **Note:** The feature status change in the keycodes panel can take up to one minute to appear, depending on the system load and component response. You can refresh the keycode window to see the feature status change, after adding the keycode file, by selecting the refresh button in Element Manager.
>
> The status can appear as:
> **Idle**—the feature is not on the system.
> **Active**—the feature is on the system and active.
> **Expired**—the feature has expired and is not active.
> **Added**—the feature has been added and the status will change to active.
> **Modified**—the feature has been modified and the status will change to active.
> **Deleted**—the feature has been removed and the status will change to idle.

Adding a keycode using the telset administration interface

The telset administration interface allows authorized system installers to add, change, and delete keycodes through a telset interface.

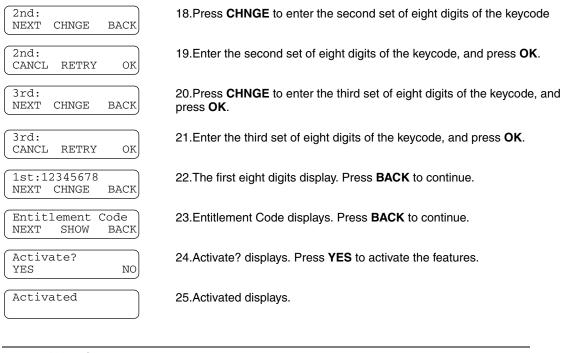The telephone you use to add a keycode must be on your BCM system.

> **Note:** You must enter all of the features before you enter the keycode.

> **Note:** If you enter a keycode for a Try 'N Buy feature, after you enter the feature data value, you are prompted for the expiry date. Enter the expiry date as year-month-day. For example: 2005-05-09.

To add a keycode using telset administration interface*:*

1.Press Feature 9*8.

```
User ID:_
RETRY          OK
```
2.Log on by following the voice prompts or the display button options.

```
Password:_
RETRY          OK
```
3.Enter your password and press **OK**.
The Features Codes display.

```
Features Codes
NEXT           OK
```
4.Press **OK** to continue.
The system ID (SID) displays.

```
SID:
NEXT         BACK
```
5.Press **NEXT**.

```
Sequence ID
NEXT   CHNGE   BACK
```
6.Enter your Sequence ID, and press **NEXT**.

```
Features List
NEXT    SHOW   BACK
```
7.Press **SHOW** to scroll through the Features List and select the feature you want.

```
VM Seat
NEXT   CHNGE   BACK
```
8.In this example, the feature is VM Seats. Press **CHNGE** to enter the feature data value.
The current feature data value displays.

```
Data:_
        CHNGE   BACK
```
9.Press **CHNGE** to enter the new feature data value. For example, if you have two voicemail seats, enter 2.

```
Data:2
CANCL   RETRY   OK
```
10. Enter the new feature data value. Press **OK** to accept the data feature value.

```
Data:2
        CHNGE   BACK
```
11.The new feature data value displays. Press **BACK** to return to the feature.

```
VM Seat
NEXT   CHNGE   BACK
```
12.Press **NEXT** to scroll through the feature list and select the feature you want. Repeat steps above to add more features.
Add all features and feature data values before you enter the keycode.

```
VM Seat
NEXT   CHNGE   BACK
```
13.After you add all of the features you have purchased, press **BACK**.
The Features List displays.

```
Features List
NEXT    SHOW   BACK
```
14. Press **NEXT** to continue to the Entitlement Code display.

```
Entitlement Code
NEXT    SHOW   BACK
```
15.Press **SHOW** to enter the keycode.
The keycode is a 24-digit code. Enter the keycode in three 8-digit sets.

```
1st:
NEXT   CHNGE   BACK
```
16.Press **CHNGE** to enter the first eight digits of the keycode.

```
1st:
CANCL   RETRY   OK
```
17.Enter the first eight digits of the keycode and press **OK**.

```
2nd:
NEXT   CHNGE    BACK
```

18. Press **CHNGE** to enter the second set of eight digits of the keycode

```
2nd:
CANCL   RETRY     OK
```

19. Enter the second set of eight digits of the keycode, and press **OK**.

```
3rd:
NEXT   CHNGE    BACK
```

20. Press **CHNGE** to enter the third set of eight digits of the keycode, and press **OK**.

```
3rd:
CANCL   RETRY     OK
```

21. Enter the third set of eight digits of the keycode, and press **OK**.

```
1st:12345678
NEXT   CHNGE    BACK
```

22. The first eight digits display. Press **BACK** to continue.

```
Entitlement Code
NEXT    SHOW    BACK
```

23. Entitlement Code displays. Press **BACK** to continue.

```
Activate?
YES              NO
```

24. Activate? displays. Press **YES** to activate the features.

```
Activated
```

25. Activated displays.

> ⚠ **Warning:** You must reboot your BCM system if a dialog box prompts you to do so.

Loading a keycode using Network Configuration Manager

Network Configuration Manager (NCM) is an optional management application that provides centralized configuration and system management capabilities for a multi-BCM network. You can use NCM to distribute keycode files to many BCM devices on a scheduled, handsfree basis, by using the NCM Keycode Wizard. For more information, refer to NCM documentation.

Loading a keycode using the Startup Profile

You can use the Startup Profile to program the initial configuration parameters of the BCM. The keycode file for the system is included in the Startup Profile. You do not require Element Manager or the telset administration interface to enter a keycode using the Startup Profile.

The keycode file and the Startup Profile must both be on the USB storage device used to load the Startup Profile onto the BCM. The Startup Profile must include a line that instructs the BCM to look on the USB storage device for the keycode file specific to that BCM. Refer to your hardware installation and configuration guide for this procedure.

Keycode information sheet

Figure 2 Authorization number label

Documenting your information

For future reference, you can enter your system ID number, keycode number, and feature names in the following table.

BCM System ID Number ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Keycode number __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Feature name_____

Feature name_____

Feature name_____

Feature name_____

Feature name_____

Feature name_____

Feature name_____

Feature name_____

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