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Cisco RF Gateway 1 Licensing for Data Applications Technical Bulletin

Overview

Introduction

The Cisco® RF Gateway 1 supports simultaneous video and data functionality. In order to utilize Downstream External PHY Interface (DEPI) functionality for data flows carried across the RF Gateway 1, a software license is required in software releases 1.03.09 or later. This license will be resident on the chassis, and is simple to install using an FTP server. No license server is required after installation. Not all license files have been pre-installed at the factory for all units ordered under a data part number.

Purpose

This technical bulletin describes how to obtain license files for units that do not have a pre-installed license file. In addition, it describes applications for which licensing is necessary, serial numbers affected and how to install, activate and verify the license file.

Audience

This document is intended for system engineers or managers responsible for operating and/or maintaining this product.

Related Publications

Refer to the following documents for additional information regarding hardware and software.

- *Cisco RF Gateway 1 Configuration Guide,* part number 4025112
- Cisco RF Gateway 1 System Guide, part number 4024958

Safe Operation for Software Controlling Optical Transmission Equipment

If this document discusses software, the software described is used to monitor and/or control ours and other vendors' electrical and optical equipment designed to transmit video, voice, or data signals. Certain safety precautions should be observed when operating equipment of this nature.

For equipment specific safety requirements, refer to the appropriate section of the equipment documentation.

For safe operation of this software, refer to the following warnings.

WARNINGS:

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- Ensure that all optical connections are complete or terminated before using this equipment to remotely control a laser device. An optical or laser device can pose a hazard to remotely located personnel when operated without their knowledge.
- Allow only personnel trained in laser safety to operate this software. Otherwise, injuries to personnel may occur.
- Restrict access of this software to authorized personnel only.
- Install this software in equipment that is located in a restricted access area.

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Description

When operating the RF Gateway 1 without a software license, the customer may encounter an *Unlicensed Data Feature In Use* alarm. Refer to the *Alarms* box in the following screen.

Note: The unit will continue to function as the alarm is displayed until configuration changes are made.

If the unit was purchased under a data-capable part number, refer to *Known Serial Numbers* (on page 4) to see if your serial number is affected. If the unit was purchased under a video-capable part number, contact your account team to purchase a certificate key to upgrade.

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Known Serial Numbers

A number of units were purchased using a data-capable part number and do not have a pre-installed license file. We have identified these units, and their serial numbers are listed below. If your serial number is affected, follow the steps in *Data-Capable RF Gateway 1 with Pre-installed License File* (on page 7) to obtain a license file. After obtaining the license file, follow the procedures in *Installing and Activating a License File* (on page 18).

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6315419	6321271	6326547	6339003	6343861
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6316830	6323282	6334212	6339065
6316831	6323285	6334224	6339066
6317682	6323298	6334233	6339067
6317683	6323308	6334235	6339073
6319595	6323309	6334259	6339077
6319597	6323311	6334275	6339087
6319608	6323316	6336226	6340019
6319611	6324851	6336228	6340025
6319612	6324856	6336230	6340029

Applications Requiring a Data License

A data license is required for using DEPI functionality on software releases 1.03.09 or later. DEPI data flows are typically used for carrying primary DOCSIS channels over the edge QAM. DEPI flows may also be used for bonded channels, but bonded channels are not required to use the DEPI protocol.

The base RF Gateway 1 platform may still be used for "MPEG" data flows without a license. These types of flows are typically used in the "Cisco Wideband" application, in which the primary channel is sourced from the CMTS and bonded channels flow through the edge QAM.

Note: It is recommended that the user backup the configuration before performing any software upgrade, including license file installation.

Obtaining a Data License

The following sections describe the steps necessary to obtain a license file for the following scenarios:

- RF Gateway 1 purchased using a data-capable part number with pre-installed license file
- RF Gateway 1 purchased using a data-capable part number without pre-installed license file
- RF Gateway 1 purchased using a base functionality (video-capable) part number

Note: If you are not sure whether you have a pre-installed license file, it will become clear after an upgrade to 1.03.09 software.

Data-Capable RF Gateway 1 with Pre-installed License File

For customers who have purchased a data-capable RF Gateway 1, no action is required. The license file has already been installed and activated. To verify the installation of the license file, refer to the *System/License Management* page of the GUI. Refer to the following screen.

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Data-Capable RF Gateway 1 without Pre-Installed License File

For customers who have purchased a data-capable RF Gateway 1 without a preinstalled license file, and have upgraded to 1.03.09, you will encounter an alarm. You will need to obtain a license file.

Note: The unit will continue to function as the alarm is displayed until configuration changes are made. This will not affect your service.

Procedure for Obtaining a License

Follow the steps below to obtain a license.

1 Verify your unit's licensing status. Navigate to the RF Gateway 1 System/License Management page.

Result: The following page is displayed.

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2 Using the device serial number, obtain the license file from the Cisco license web application at https://online.sciatl.com/license-it.

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- 4 Enter your personal information.
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6 Enter the serial number of the RF Gateway 1 you wish to license.

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Note: The serial number can be found on the *System/About* page of the RF Gateway 1 GUI. Refer to the following screen.

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7 Click Validate.

Result: The following page is displayed. In this example, the RF Gateway 1 has been licensed for data.

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Please choose to upgrade your device or to query the current license file You can also choose another device.	
Device serialnumber: 6310931	
Device family: RFGW-1	
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8 Click Only query my license file.

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Result: After confirming the action, the following page is displayed.

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Add more Download license file		

9 Click Download license file.

Note: The license file is ready to be activated and will be e-mailed to you at the email address provided on the *Personal information* page. Refer to *Installing and Activating a License File* (on page 18).

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Video-Capable RF Gateway 1

For customers who have purchased a video-capable RF Gateway 1 and wishes to upgrade to 1.03.09, it will be necessary to purchase the license file. In addition, a certificate key used for obtaining license files to upgrade to data functionality may be purchased by contacting your Cisco account team.

Procedure for Obtaining a License

Follow the steps below to obtain a license.

1 Using the certificate key and device serial number, obtain the license file from the Cisco license web application at https://online.sciatl.com/license-it.

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2 Click Next.

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Result: The following page is displayed.

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5 Enter the serial number of the RF Gateway 1 you wish to license.

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Note: The serial number can be found on the *System/About* page of the RF Gateway 1 GUI. Refer to the following screen.

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6 Click Validate.

Result: The following page is displayed. In this example, the RF Gateway 1 has been licensed for data.

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Device status		
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Device serialnumber: 6310931 Device family: RFGW-1		
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< choose another device Only query my license file >		

7 Click **Provide certificate & upgrade device**.

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License-IT Certificate v02.03.00 Certificate key information	
Click next to continue Certificate key :	
(Validate >	

- 8 Enter the certificate key.
- 9 Click Validate.

Done

Result: You will be taken to a page that displays your certificate key and the number of licenses available for that key.

- **10** At the prompt, enter the quantity (1) of licenses to generate.
- 11 Click Next.

Result: The following page is displayed.

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12 Click Download license file.

Done

online.sciatl.com 🔒

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Note: The license file is ready to be activated and will be e-mailed to you at the e-mail address provided on the *Personal information* page. Refer to *Installing and Activating a License File* (on page 18).

Installing and Activating a License File

To install and activate the license file using the GUI, the RF Gateway 1 must be upgraded to 1.03.09 or later. It is recommended that the user backup the unit's configuration prior to upgrade. Once the upgrade is complete, use the *System/License Management* page to install and activate the data license file. The license file will be installed via FTP. An external FTP server will be required.

Follow the instructions below to install and activate a license.

1 Navigate to the *System/License Management* page.

Result: The following page is displayed.

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() · C × @ (http://10.90.146.129/#							\$?·	G. Google	P
Most Visited P Getting Sta		ustomize Li	nks 🗋 Fre	e Hotmail	Windows Marketr	alace 🗋 Windows Med	ia 🗋 Windo	ws		
(RFGW129.1.2.50				Reboot	Save Refresh He				^
	Alarms					01:56:50				
Summary Monito	r Alarms	QAMS	Мар		System	01.30.30				
System Configuration	Device Host ID									
- About - ARP & Routes										
	00000006310931									
Clock										
- DTI Config - IP Network				Licens	e Overview					
License Management	Туре	Installed	Count	Usage	Expiration Date	Remaining Time	Expired	Key		
Logs	THIRD PARTY ENCRYPTION	No			-	-	-	-		
Release Management Restore Configuration	M-CMTS DATA	No	-	-	-	-	-	-		
-SNMP & Traps	DVB ENCRYPTION	No	1949) 1949	-				-		
Since of Labor	PowerKEY ENCRYPTION	No	3>	177	-	-	-	1		
		Licens	e File Ir	formati	0.0	1				
		LICEIIS	e rile ii	ioimau	on					
	License File Path									
	License File Name									
	Download Licens	Cancel								
	a on mode cloons	o an o o n								
	Show FTP Settings									
	(direct till bettends)									
Done										
Done							-			

2 Click **Show FTP Settings** at the bottom of the window.

Result: The following page is displayed.

Configuratio	n FTP Server
Server IP Address	
User Name	
Password	•••••
Apply Reset Test FTP Connection]
	TP570

- 3 Enter the FTP server's IP address, user name and password.
- 4 Click Apply.
- **5** Click **Test FTP Connection**. Verify your connection with the FTP login success popup.

Note: If a failure occurs, recheck the IP address, user name and password.

- 6 Click Save.
- 7 In the *License File Path* text box, enter the path on the FTP server to the license file.

Example: /rfgw-1-d/data_license/6310931

- 8 In the *License File Name* text box, enter the name of the license file. **Example:** license.dat.00000006310931.txt
- 9 Click **Download License** to initiate download of the license file.

Notes:

- If download failure occurs, recheck the path to the license directory and the filename.
- In 1.03.09, the unit will not immediately warn the operator if the FTP transfer fails due to an incorrect filename. It is recommended that the operator monitor the file transfer status using feedback from the FTP server.

Activating the License

Follow the instructions below to activate the license.

- Click **Reboot** in the upper right corner of the GUI.
 Note: Reboot is required.
- 2 Confirm the installation by accessing the *System/License Management* page.

Note: For support, contact Cisco technical support.

For Information

Support Telephone Numbers

This table lists the Technical Support and Customer Service numbers for your area.

Region	Centers	Telephone and Fax Numbers
North America	Cisco Services	For Technical Support, call:
	Atlanta, Georgia	Toll-free: 1-800-722-2009
	United States	Local: 678-277-1120 (Press 2 at the prompt)
		For Customer Service or to request an RMA number, call:
		Toll-free: 1-800-722-2009
		Local: 678-277-1120 (Press 3 at the prompt)
		• Fax: 770-236-5477
		 E-mail: customer.service@sciatl.com
Europe,	Belgium	For <i>Technical Support</i> , call:
Middle East,	0	Telephone: 32-56-445-197 or 32-56-445-155
Africa		• Fax: 32-56-445-061
		For Customer Service or to request an RMA number, call:
		Telephone: 32-56-445-444
		• Fax: 32-56-445-051
		E-mail: elc.service@sciatl.com
Japan	Japan	Telephone: 81-3-5908-2153 or +81-3-5908-2154
<i>,</i> 1		• Fax: 81-3-5908-2155
		E-mail: yuri.oguchi@sciatl.com
Korea	Korea	Telephone: 82-2-3429-8800
		• Fax: 82-2-3452-9748
		 E-mail: kelly.song@sciatl.com
China	China	 Telephone: 86-21-2401-4433
(mainland)		• Fax: 86-21-2401-4455
		E-mail: xiangyang.shan@sciatl.com
All other	Hong Kong	 Telephone: 852-2588-4746
Asia-Pacific		• Fax: 852-2588-3139
countries & Australia		 E-mail: support.apr@sciatl.com
Brazil	Brazil	For <i>Technical Support</i> , call:
		 Telephone: 55-11-3845-9154 ext 230
		 Fax: 55-11-3845-2514
		For <i>Customer Service</i> or to request an RMA number, call:
		 Telephone: 55-11-3845-9154, ext 109
		 Fax: 55-11-3845-2514
		 E-mail: luiz.fattinger@sciatl.com

Region	Centers	Telephone and Fax Numbers
Mexico,	Mexico	For <i>Technical Support</i> , call:
Central		 Telephone: 52-3515152599
America,		• Fax: 52-3515152599
Caribbean		For Customer Service or to request an RMA number, call:
		 Telephone: 52-55-50-81-8425
		Fax: 52-55-52-61-0893
		 E-mail: karla.lugo@sciatl.com
All other	Argentina	For Technical Support, call:
Latin America		 Telephone: 54-23-20-403340 ext 109
countries		Fax: 54-23-20-403340 ext 103
		For Customer Service or to request an RMA number, call:
		 Telephone: 770-236-5662
		Fax: 770-236-5888
		E-mail: veda.keillor@sciatl.com

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