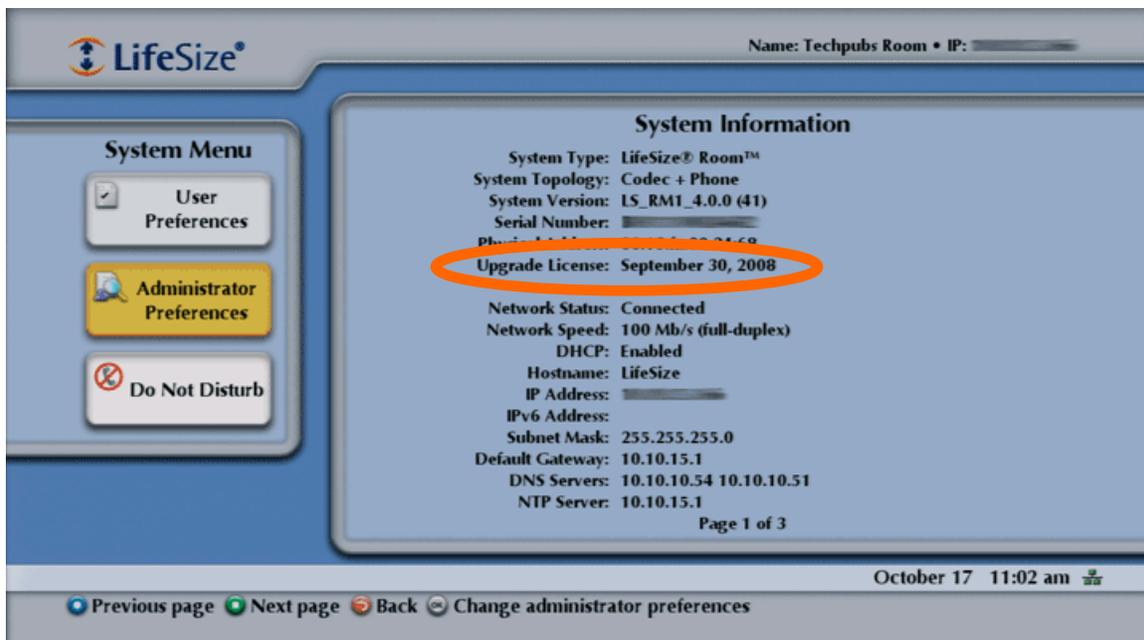


Installing and Updating an Upgrade License Key: LifeSize Video Communications Systems

Software release v4.0 for LifeSize video communications systems implements upgrade license keys to ensure that a current maintenance agreement is in effect when you upgrade the software on the system. This technical note describes how to install and update an upgrade license key on a LifeSize video communications system with software release v4.0.

Note: Attempting to upgrade from v4.0 to a later release, including an upgrade to a patch release to v4.0, fails if a current upgrade license key is not installed on the system. You must upgrade to v4.0 and ensure that a current upgrade license key exists on the system before upgrading to a later release.

A current license key for upgrading a LifeSize video communications system is available when a maintenance agreement for the system is in effect. The **Upgrade License** field in the **System Information** page in software release v4.0 shows the expiration date of an upgrade license key installed on the system, if a key exists.



The screenshot shows the LifeSize web interface. On the left is a 'System Menu' with options: 'User Preferences' (checked), 'Administrator Preferences' (highlighted in yellow), and 'Do Not Disturb' (disabled). The main area is titled 'System Information' and lists various system details. The 'Upgrade License' field is circled in orange and displays 'September 30, 2008'. Other fields include System Type (LifeSize® Room™), System Topology (Codec + Phone), System Version (LS_RM1_4.0.0 (41)), Serial Number, Network Status (Connected), Network Speed (100 Mb/s), DHCP (Enabled), Hostname (LifeSize), IP Address, IPv6 Address, Subnet Mask (255.255.255.0), Default Gateway (10.10.15.1), DNS Servers (10.10.10.54, 10.10.10.51), and NTP Server (10.10.15.1). The page number 'Page 1 of 3' is visible at the bottom right of the information area. The footer shows navigation links: 'Previous page', 'Next page', 'Back', and 'Change administrator preferences', along with the date and time 'October 17 11:02 am'.

System Information	
System Type:	LifeSize® Room™
System Topology:	Codec + Phone
System Version:	LS_RM1_4.0.0 (41)
Serial Number:	██████████
Phone Number:	██████████
Upgrade License:	September 30, 2008
Network Status:	Connected
Network Speed:	100 Mb/s (full-duplex)
DHCP:	Enabled
Hostname:	LifeSize
IP Address:	██████████
IPv6 Address:	██████████
Subnet Mask:	255.255.255.0
Default Gateway:	10.10.15.1
DNS Servers:	10.10.10.54 10.10.10.51
NTP Server:	10.10.15.1

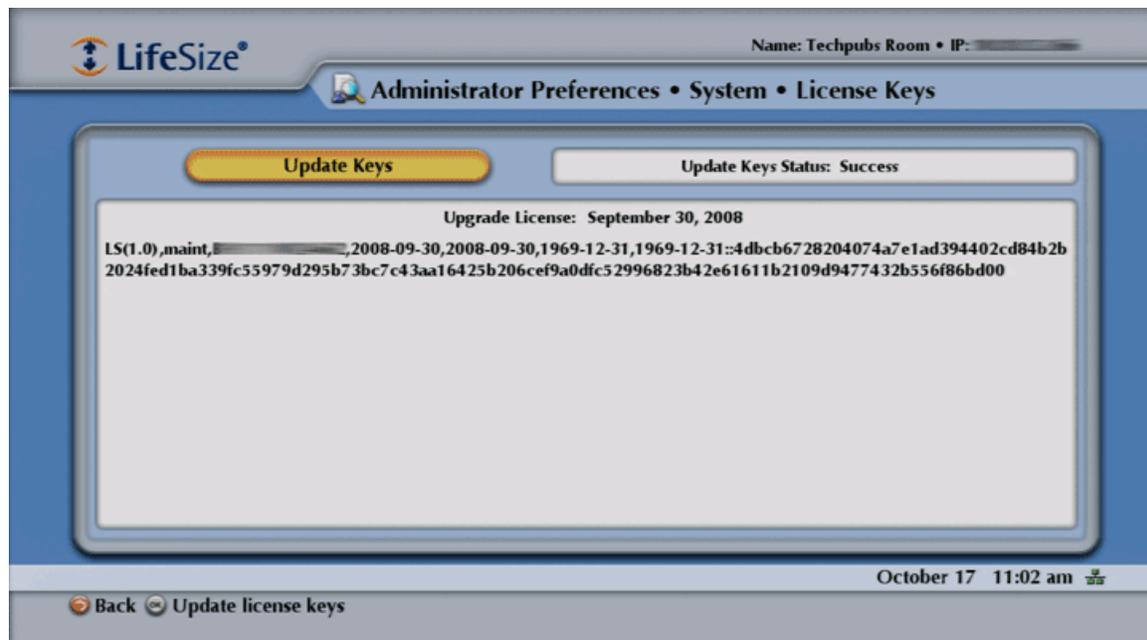
Before attempting an upgrade to a later software release, navigate to the **System Information** page and ensure that a current upgrade license key exists. **An upgrade to a later software release, including an upgrade to a patch release, fails if a current upgrade license key is not installed on the system.** If the **Upgrade License** field is blank or contains a value other than a valid (not expired) date, use the following information to update or install an upgrade license key on the system.

Note: You can install a patch to a software release with an expired license key if the key was current when the software was released. The third digit of the the three-digit version number of a release identifies a patch, for example 4.0.1 is patch 1 to release v4.0.0.

You can check for updates to license keys in either the user interface or the web administration interface if your LifeSize system has HTTP access through port 80 to the LifeSize license key server. If your system does not have this access, you can obtain and install a key manually using the instructions below in “Installing a License Key Manually.”

Checking for License Key Updates in the User Interface

1. From the main screen press the  button on the remote control to access the **System Menu**.
2. Navigate to **Administrator Preferences : System : License Keys**.



3. Select **Update Keys**.
4. Press **OK** on the remote control.

If the update is successful, **Success** appears in the **Update Key Status** box and the current license key and its expiration date appear in the **Upgrade License** box. If the update fails, refer to “Troubleshooting a Failed Update.”

Checking for License Key Updates in the Web Administration Interface

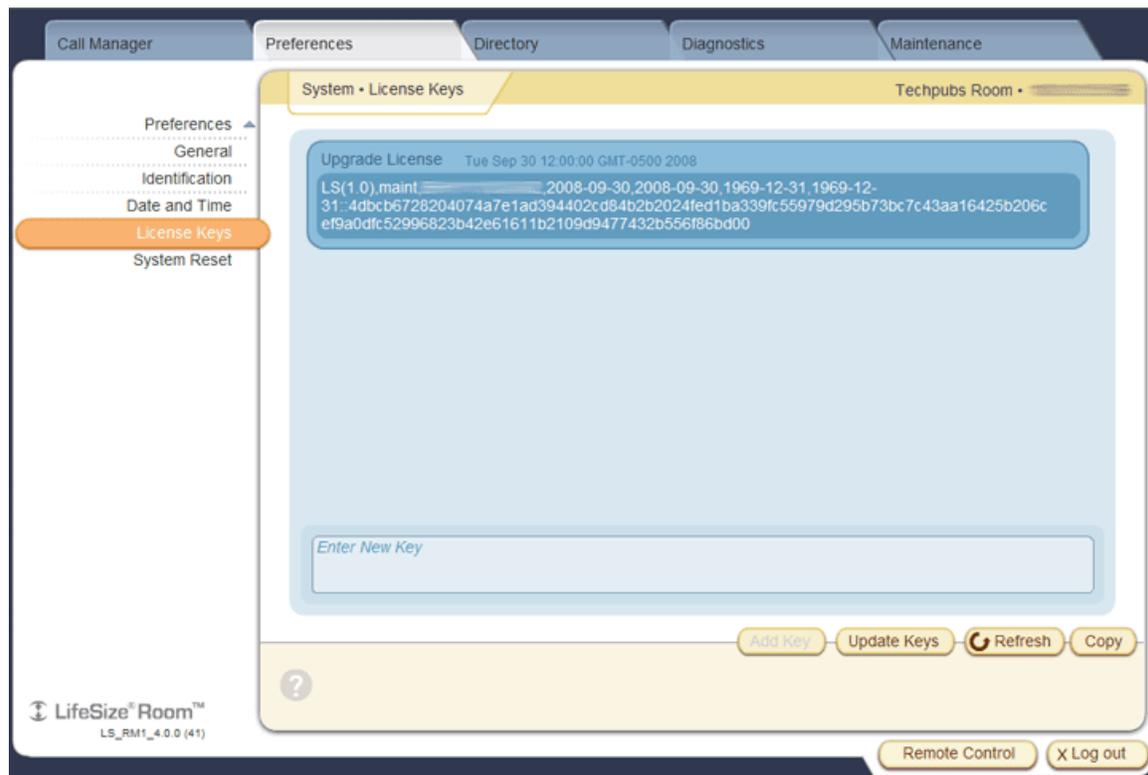
1. Open a web browser and enter the IP address of the LifeSize system in the web address field.

Note: The IP address of the system appears at the top of the main screen in the user interface.

A login screen appears.

Note: This is a secure Internet connection, and you may receive an unknown certificate warning.

2. In the login screen, do the following:
 - a. Choose the language in which to display the interface.
 - b. Enter the administrator password.
 - c. Click **Submit**.
3. Navigate to **Preferences : System : License Keys**.



4. Click the **Update Keys** button.

If the update is successful, **Success** appears in the **Update Key Status** box and the current license key and its expiration date appear in the **Upgrade License** box. If the update fails, refer to "Troubleshooting a Failed Update."

5. When you are finished, click the **Log out** button at the bottom of the screen, and then close your web browser.

Troubleshooting a Failed Update

If an update to a license key fails in the user or web administration interfaces, one of the following messages appears in the **Update Key Status** box:

No Contract

A current maintenance agreement for the device does not exist. Contact your authorized LifeSize Partner to renew your maintenance agreement. The renewal process may require 24 to 48 hours to complete.

Service Unavailable

The system failed to connect to the LifeSize license key server. The server may be down or your system may not have HTTP access through port 80 to the server. Contact LifeSize Customer Support if this condition persists and you have HTTP access to the server, or install a key manually using the instructions below in "Installing a License Key Manually."

Invalid Key

A license key exists, but is invalid. Contact LifeSize Customer Support.

Installing a License Key Manually

If you cannot obtain a license key using the license key update feature in the user or web administration interface, you can install a key manually from the web administration interface by doing the following:

1. Access <http://www.lifesize.com/service/> or click the **Download Software** button on <http://www.lifesize.com/support/>
2. Enter the serial number of your LifeSize video communications system and then click **Submit**.
3. Copy the license key from the software download page to your operating system clipboard.
4. Open a separate web browser window and access the web administration interface of your LifeSize video communications system.
5. Navigate to **Preferences : System : License Keys**
6. In the **Enter New Key** box, paste the license key that you copied in step 3.
7. Click the **Add Key** button.

Note: The **Add Key** button is available only after you copy a key in the **Enter New Key** box.

The key and its expiration date appear in the **Upgrade License** box.