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VERSION

LEGACY REF ID

STATUS ACTIVE

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# TECHNICAL BULLETIN

## TECHNICAL

### FAMILY

Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Enterprise VoIP  
Meridian  
Meridian  
Meridian  
Meridian  
Meridian

### LINE

Core  
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### PRODUCT

CS 1000E  
CS 1000M Chassis/Cabinet  
CS 1000M Half Group  
CS 1000M Multi Group  
CS 1000M Single Group  
CS 1000S  
MG 1000B  
MG 1000T  
Option 11C - Cabinet  
Option 11C - Chassis  
Option 51C  
Option 61C  
Option 81C

### SOFTWARE AFFECTED RELEASE N/A

SW FIXED REL

PREREQUIRED PATCH

PATCH ID

REFERENCE ID

REGION

Americas

REPLACES

REPLACED BY

FUNCTION

Technical

AUTHOR

HAYWARD, BARB (BKIRKPAT)

## KEYCODE CHECKLIST AND ESCALATION PROCESSES FOR COMMUNICATION SERVER 1000 SYSTEMS

### BACKGROUND

This bulletin provides an overview on Keycodes for Communication Server 1000 systems; as well to communicate the optimal keycode escalation processes to be used in order to address the resolution to any issues in a timely manner.

### ANALYSIS

The following information provides a helpful Checklist that should be used prior to a software/keycode installation and what to check for when the keycodes are unsuccessful on the call server. It is important to confirm the items listed below well in advance of the maintenance

schedule.

#### Large Systems:

- Verify that the keycodes match the software release being installed.
  - Ensure the same Software Release is provided on the software media
- Verify that the correct hardware has been installed
  - Check Processor type installed and verify against the Generic shown for the new keycodes.
- Verify the Site I.D. on your keycode label and the security devices used on the system. The security devices can be verified on the system by performing a ksho rec command in overlay 143. The device(s) must match what is shown on the keycode file or on KRS.
- Verify the keycode file on the floppy disk is shown as keycode.kcd. This naming convention is required for a successful install.  
With CP PIV systems however, the installation allows one or more keycode files on the compact flash. The keycode file(s) reside under directory /KEYCODE and have different names (no rule for naming convention) but requires the same extension '.kcd'.
- When performing a software upgrade, the previous keycode file can be compared against the new keycodes by using the DKA tool.

#### Small Systems:

- Check the software daughterboard compatibility for the software release being installed
  - Verify that the keycodes match the software release being installed.
- Ensure the same Software Release is provided on the software media
- Verify the Security I.D. and Serial Number/Auxiliary I.D. on the keycode sheet matches what is shown on the system.  
This can be verified on the system by performing the tid command in overlay 22.
- Verify all of the parameters shown on the keycode sheet. Ensure all of the correct values are input within the software installation menu. These values **MUST MATCH** the KEYCODE SHEET.
  - Selection of Feature Set or Service Level  
(ie. Select menu option 5. N.American Premium Network Services-L4)
  - Add Additional Packages
  - Define Software Licenses (ISM parameters)
  - Verify the AUX I.D.
  - Review the New Installation Information Summary and prompt (y) yes if correct
  - Enter Keycodes

Also note that any remote security devices used for Expansion systems rely on the security device I.D. used on the call server. The Remote device is programmed to the main security device. It can be identified by NTDK57DA or the 8 digit number (4xxxxxxx).

NOTE: If replacement security devices have been obtained at any time, these will be reflected in the system's history and be reflected with the new keycodes generated. The original devices should have been returned back to Nortel.

#### References and Related Documents

- Refer to the Enterprise Order Management and Commercial Operations - Escalation Process document available on GPPC website under Policy and Procedures (North America), Enterprise Voice, General Section
- Refer to the General Release / Product Bulletins applicable for the Software Release being installed. These documents are available for download on the PIC website.
- Refer to the applicable Software Installation /Upgrade NTPs per your system type/software release
- Keycode Retrieval Website User Documentation located on KRS (Documentation, Forms & USER GUIDES)

## RECOMMENDATIONS

If you are still experiencing an issue with the keycode installation, please follow the escalation processes outlined in the documents noted above or call the ERC numbers provided below.

Note in most instances, you may be requested to provide the following details to help expedite the issue:

- Screen capture of the installation process of the software install; or an overlay printout.
- Serial Number of the System
- NTI Order Number / or Customer Purchase Order Number (this information is provided on the Keycode Acknowledgement form or available on KRS)

## REQUIRED ACTIONS

The following are the points of contact for keycode escalations depending on the nature of the problem experienced. Please follow these processes to ensure the fastest resolution times.

NOTE: After-hours escalations are intended for emergency use only in the event of a down system or an issue that will impact a same day or next day maintenance window.

Order Management Group:

Issue determined:

- 1/ The Serial number or the security devices for the system do not match the keycode file.
- 2/ The software release on the keycode is not correct per the order placed.
- 3/ Optional Packages are missing (if packages were not previously ordered, a p.o. is required)
- 4/ Order related issues.

Contact: 1-800-4-Nortel  
Choose applicable Express Routing Code (ERC) for your Partner group

KRS / Orderpro :

- 1/ Keycodes cannot be viewed or downloaded from KRS website
- 2/ KRS website cannot be accessed
- 3/ Keycode license parameters are incorrect per OPI file provided

Contact: 1-800-4-Nortel  
Menu Option 5, then Option 1

Nortel Enterprise Technical Support (NETS):

A support ticket should be placed if the issue is considered to be technical in nature. The technician will investigate the issue and determine if an alternate group is required for resolution.

Contact: 1-800-4-Nortel  
- S1 / E1: 24 /7 support

The escalation processes identified in this bulletin are available for Nortel authorized Channel Partners only. End customers need to contact their authorized Distributor per their maintenance contract.

### ATTACHMENTS

There are no attachments for this bulletin

NORTH AMERICA  
1 800 4-NORTEL  
(1 800 466-7835)

EUROPE, MIDDLE EAST & AFRICA  
00800 8008 9009  
+44 (0)870-907-9009

ASIA PACIFIC  
+61 2-8870-8800

<http://www.nortel.com>