

# License Management, Emergency Unlock Reset Key Required

## Virtual Multimedia Resource Function

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### Operating Instructions

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## 2 Overview

This instruction concerns alarm handling.

### 2.1 License Management, Emergency Unlock Reset Key Required Alarm Description

The License Management, Emergency Unlock Reset Key Required alarm is raised when the `EmergencyUnlock.activationsLeft` counter is decremented.

The possible alarm causes and fault locations are explained in [Table 1](#).

*Table 1 Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
1	License Management, Emergency Unlock Reset Key Required	Emergency Unlock mode has been activated.	License server	WARNING: Emergency Unlock mode can be initiated for one additional seven-day period.  MAJOR: Emergency Unlock mode cannot be reactivated.

The alarm attributes are listed and explained in [Table 2](#).

*Table 2 Alarm Attributes*

Attribute Name	Attribute Value
Major Type	193
Minor Type	393216
Managed Object Class	<i>Lm</i>
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Lm=1



Attribute Name	Attribute Value
Specific Problem	License Management, Emergency Unlock Reset Key Required
Event Type	qualityOfServiceAlarm (3)
Probable Cause	m3100AlarmIndicationSignal (1)
Additional Text	Emergency Unlock Reset Key required
Perceived Severity	One of the following: <ul style="list-style-type: none"><li>• Major (4) – Counter <code>activationsLeft</code> is set to 0 and Emergency Unlock mode cannot be reactivated until the counter is reset.</li><li>• Warning (6) – Counter <code>activationsLeft</code> is set to 1 and Emergency Unlock mode can be activated only once more.</li></ul>



## 3 Procedure

The following procedure describes how to cease a License Management, Emergency Unlock Reset Key Required alarm.

### 3.1 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedures in this document.

#### 3.1.1 Documents

Before starting this procedure, ensure that the following document is available:

- *Data Collection Guideline for vMRF*

#### 3.1.2 Conditions

Before starting this procedure, ensure that the following conditions are met:

- A License Management, Emergency Unlock Reset Key Required alarm is raised.
- No ongoing maintenance activities are affecting the node.
- The reason for entering Emergency Unlock mode is known
- The user ceasing the alarm has proper authority to handle configuration management of the network elements.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

### 3.2 Cease the License Management, Emergency Unlock Reset Key Required Alarm

#### Steps

1. Contact your Ericsson supplier to order an Emergency Unlock Reset Key and have it provisioned in NeLS. For more information on provisioning licenses in NeLS, refer to the documentation that comes with your version of the product software.



**Result**

After the `emergencyResetKey` has been successfully provisioned, `EmergencyUnlock.activationsLeft` is automatically reset.

**Note:** LM must have NeLS access to reset `EmergencyUnlock.activationsLeft`.

2. Use `ssh` to connect to the COM CLI Management System server port on the blade where the active COM CLI is running:

```
ssh <username>@<blade_IP_address> -p 22 -t -s cli
```

**Note:** The default COM CLI Management System server port is 22.

3. Check the value of `EmergencyUnlock.activationsLeft`:

```
show
ManagedElement=1, SystemFunctions=1, Lm=1, EmergencyUnloc
k=1, activationsLeft
```

The system returns `activationsLeft=2` if the counter has been reset.

4. Check the alarm status.

If the alarm is still active, consult the next level of maintenance support. Further actions are outside the scope of this instruction.