

License Management, Emergency Unlock Reset Key Required

OPERATING INSTRUCTIONS

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License Management, Emergency Unlock Reset Key Required



1 Alarm Description

The alarm is raised when less than two Emergency Unlock attempts remain.

Table 1 License Management, Emergency Unlock Reset Key Required Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Less than two Emergency Unlock attempts remain	Emergency Unlock mode is activated. There is one or zero Emergency Unlock attempts left.	The number of remaining Emergency Unlock attempts is no longer optimal	License server	When the Managed Element (ME) is in a state where Emergency Unlock can no longer be activated, the ME can end up in a situation where there is impact on features or capacity

2 Procedure

2.1 Handle Alarm License Management, Emergency Unlock Reset Key Required

Prerequisites

- This instruction references the following documents:
 - [Data Collection Guideline](#)
 - [Install License Key File](#)
- No tools are required.
- The following conditions must apply:
 - The alarm is raised.
 - No ongoing maintenance activities are affecting the node.
 - The reason for entering Emergency Unlock mode is known.



- The user has proper authority to handle configuration management of the network elements.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

Steps

1. If necessary, contact the Ericsson supplier to order a license key file with an emergencyResetKey.
2. Install the new license key file that includes emergencyResetKey, refer to [Install License Key File](#).

Counter activationsLeft is now reset.

3. Navigate to the EmergencyUnlock Managed Object (MO):

```
>dn ManagedElement=NODE06ST,SystemFunctions=1,Lm=1,EmergencyUnlock=1
```

4. Verify that the value of counter activationsLeft has been reset:

```
(EmergencyUnlock=1)>show activationsLeft
```

When the counter has been reset, the system returns the following:

```
activationsLeft=2
```

5. Has the counter been reset?

Yes: Proceed with Step 7.

No: Continue with the next step.

6. Perform a manual refresh of the license inventory to ensure that the license changes are applied:

```
(EmergencyUnlock=1)>up
```

```
(Lm=1)>refreshLicenseInventory
```

The system returns true if the operation is successful.

7. Is the alarm cleared?

Yes: Proceed with Step 10.

No: Continue with the next step.

8. Perform data collection, refer to [Data Collection Guideline](#).

9. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.



10. Job is completed.