

# 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.<br><br>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 document:
  - [Data Collection Guideline](#)
- No tools are required.
- The following conditions must apply:
  - The alarm is raised.
  - No ongoing maintenance activities are affecting the node.
  - The ME has a working connection to NeLS.
  - The ME has a product type registered towards NeLS.



- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

### Steps

1. Contact the Ericsson software supply organization to order an Emergency Unlock Reset Key, corresponding to the product type hosted in the ME. The Emergency Unlock Reset Key is delivered along with the other license keys, that is, within a new license key file. Ordered license keys are made available in NeLS and are not installed locally.
2. After the Emergency Unlock Reset Key has been made available in NeLS, the `activationsLeft` attribute in the `EmergencyUnlock` Managed Object (MO) is automatically reset.
3. In ECLI, check the value of attribute `activationsLeft` in the `EmergencyUnlock` MO, for example:

```
show ManagedElement=NODE06ST, SystemFunctions=1, Lm=1, EmergencyUnlock=1, activationsLeft
```

The following is an example output:

```
activationsLeft=2
```

4. Is the alarm cleared?  
  
Yes: Proceed with Step 7.  
  
No: Continue with the next step.
5. Perform data collection, refer to [Data Collection Guideline](#).
6. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
7. Job is completed.