



Instructions for Obtaining a Visual UpTime Select Software License Key for a Server Upgraded from Visual UpTime v7.2

If you are requesting a software license key for a service provider server, please contact your Systems Engineer before proceeding.

Please note that Visual Networks will not issue UpTime *Select* software licenses for obsolete ASE hardware. To determine whether or not you have obsolete ASE hardware, use the ASE Inventory function. For more information and a list of supported ASE models, refer to the section in this document entitled **Instructions for Running an ASE Inventory**.

Important! All Visual ASEs require a software license key in Visual UpTime *Select*. It is highly recommended that you deploy all ASEs before upgrading your server to Visual UpTime *Select*.

To obtain your Visual UpTime *Select* license key, you must first upgrade your Visual UpTime PAM from v7.2 to Visual UpTime *Select*. Once you upgrade, you will have 30 days of full functionality before a software license key is required.

Complete the following steps in order. It is important that you complete each step in its entirety before proceeding to the next step.

Step 1 - Sign & return the Visual UpTime Select Upgrade Authorization Form to Visual Networks. If you have not received your Visual UpTime *Select* upgrade letter and authorization forms or have questions about the agreement, please contact Visual Networks Inside Sales at 800-240-4010. Upon receipt of the agreement, Visual Networks will send you the Visual UpTime *Select* Software CD.

Step 2 - Inactivate or replace discontinued ASEs. Discontinued ASE models (e.g. 19s, 20s, 21s, etc.) are not supported in UpTime *Select*, however they will still be visible in the software GUI upon upgrade if the ASEs are still active at the time of the upgrade. You will not be provided with a license key for any discontinued ASEs, so they must be inactivated or removed before applying the software license key.

Step 3 - Install the Visual UpTime Select software. To upgrade your Visual UpTime server to Visual UpTime *Select*, your server must be running Visual UpTime v7.2. Please contact Visual Networks Inside Sales at 800-240-4010 to obtain your copy of Visual UpTime v7.2. **Note:** You should stop the Visual UpTime PAM service prior to running the upgrade.

Step 4 - Run Identify ASE for each network on each domain on your server.

- Log into the Visual UpTime *Select* PAC and from the menu select **File > Identify ASEs**
- Click *Select All* then *Identify ASE(s)*. A status dialog will indicate the progress of the update.
- Click *Close* when completed.
- Repeat steps a-c for all networks on all domains.

Step 5 - Run the ASE Discovery Tool on your server. This tool determines the total number of software licenses required to manage your Visual ASEs on the Select Server. It is located on the server in the Visual UpTime installation folder. To run the ASE Discovery tool:

- Use the Windows search feature to locate the file asediscovery.exe
- After you've located the file, open up a command prompt.
- Type in the path and file name then hit the enter key (example: **C:\Program Files\Visual Networks\Visual UpTime PAM**)
- You will see a message indicating the name and location of the output file. You will need to specify this file location in step 6.

NOTE: Each ASE requires a software license. To obtain software licenses for UpTime 7.2 ASEs in inventory, please either deploy the ASEs before running this tool, or provide a listing of the ASE serial numbers that are not yet deployed along with the server serial number to orderadmin@visualnetworks.com.



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- Step 6 - Request the software license key online.** Login to the VTAC Customer Care website at www.visualnetworks.com/customercare. If you have not registered, click the link 'Register with Visual Networks' then enter the serial number of your Visual UpTime server to display the registration form. Once logged in, click the link '[Upgrade License Key Request \(Visual UpTime 7.2 to UpTime Select\)](#)' and verify you have completed steps 1-4. Click 'Continue' then enter the contact information. The software license key will be emailed to the contact(s) specified online within 2 business days.
- Step 7 - Upload the ASE Discovery Output File.** Enter the serial number of the Visual UpTime *Select* server and the location of the ASE discovery output file. Click 'Upload'. If you have ASEs that are not yet deployed, please email the ASE serial numbers along with the server serial number to orderadmin@visualnetworks.com. Note, if the server was manufactured by Dell, the serial number is on a white bar coded label on the back of the server.
- Step 8 - Print out the Software License Key request results** for your records. If you do not receive your license key within 2 business days, contact VTAC at support@visualnetworks.com or 800-708-4784.

Instructions for Running an ASE Inventory

Run ASE Inventory for each network on each domain on your server.

Please note that Visual Networks will not issue Select licenses for obsolete ASE hardware. To determine whether you have obsolete ASE hardware, run the ASE Inventory utility before upgrading to Select. Instructions are as follows:

- Log into the Visual UpTime PAC and from the menu select **File > ASE Inventory**
- Select the network / domain and click begin
- Click *Save As* to save each listing for review
- Click *Close* when complete
- Repeat steps a-d for **ALL** domains and all networks.

View all ASE Inventory files and cross reference the first four numbers in the "product ID" column with the following list of **supported** model numbers:

0001	0024	0049	0082
0007	0044	0076	0083
0022	0045	0080	0090
0023	0046	0081	

ASE model numbers not listed above will not receive a Select license and therefore will not be managed by the Select server. Contact Visual Networks sales for information on replacing obsolete ASEs. insidesales@visualnetworks.com