



*SOFTWARE LICENSE KEY GENERATOR AND SERIAL  
NUMBER REPOSITORY*

SLK User Guide  
v5.0

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ARRIS Enterprises, LLC  
OSS Management  
2450 Walsh Avenue  
Santa Clara, CA 95051  
USA

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# About This Guide

## Purpose

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The *SLK User Guide v5.0* explains how to use the ARRIS Software License Key application.

## Audience

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This guide is intended for users of SLK who manage product serial numbers and software licenses.

## Supported Devices

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Information in this guide applies to the following devices:

- CAP-1000 and CAP-1010 CherryPicker Application Platform
- DM 6400 Digital Media Platform
- NE2500 Network Encryptor
- SE-6000 Series MPEG-4 AVC Encoder
- ST-6000 Series Multi-channel Video Transcoder

## Related Documents

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The following documents provide additional information on SLK:

- *CAP-1000 Software Guide*
- *DM 6400 Software Guide*
- *NE2500 User Guide*
- *SE-6000 Series MPEG-4 AVC Encoders User Guide*
- *ST-6000 Series Multi-channel Video Transcoder Guide*

## Getting Help

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Help with your product is available online and by phone.

Find technical documentation in the **CustomerCare 360 Documentation Center** (<http://www.arrisi.com/cc360>).

Get release updates and download software from **DigitalCM** ([digitalcm.arrisi.com](http://digitalcm.arrisi.com)).

The **ARRIS Training Learning Portal** provides self-paced product training and course descriptions of instructor-led training classes at <http://www.arris.com/support/training>. In many cases training can be given at your location.

The **Technical Assistance Center** (TAC) provides assistance 24 hours a day, 7 days a week. To open a case, use one of these contact methods:

- Customers in North America should call the TAC at 888-944-HELP (888-944-4357).
- Customers outside North America should call the TAC at IDD (International Direct Dialing Number) + 1 + 215-323-2345.
- For Spanish language support, call 215-323-2346. Contact the TAC by e-mail at [Tac.Helpdesk@arrisi.com](mailto:Tac.Helpdesk@arrisi.com).

# Chapter 1

# Overview

## In This Chapter

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- [SLK](#)
- [Functions](#)
- [Requirements](#)
- [Training](#)

## SLK

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SLK is a web-based, self-service tool for customers and business partners. Depending on approved roles, SLK lets you verify product and sales information, manage serial numbers, access software license inventory pools, generate product licenses for purchased inventory, use the license mobility feature, and perform other functions.

## Functions

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SLK provides the following functions:

- Generate permanent product licenses
- Manage hardware and software serial numbers
- Manage licensed hardware, licensed files or keys, and license inventory pools
- Query previously-generated software licenses, sales orders, and purchase orders
- Generate product inventory reports
- Transfer licensed hardware or license inventory
- Use the license mobility feature to revoke licenses to a pool and redeploy to other devices of the same model

- Create and edit your user profile
- Click a link to reset a forgotten password or user name
- Download SLK documentation
- Access comprehensive online help

## Requirements

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To use SLK, the following requirements apply:

- Internet connection with access to a web browser
- SLK user account

## Training

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The ARRIS Training Learning Portal provides self-paced product training and course descriptions of instructor-led training classes at <http://www.arris.com/support/training>. Alternatively, please contact [slkadmin@arris.com](mailto:slkadmin@arris.com) for more information on SLK training opportunities.

# Chapter 2

## Getting Started

### In This Chapter

---

- [Overview](#)
- [Registering for a New SLK User Account](#)
- [Activating an Existing ARRIS User Account](#)
- [Requesting Access to SLK](#)
- [Logging in to Your SLK User Account](#)
- [Resetting a Forgotten Password](#)
- [Retrieving a Forgotten User Name](#)
- [Accessing SLK Help](#)
- [Accessing the SLK User Guide](#)
- [Logging Off SLK](#)

### Overview

---

SLK uses the ARRIS Single Sign-on (SSO) service for session control and user authentication. This section explains how to register for a new ARRIS SSO account. If you are new to SLK, you need to register for a new account and request access to SLK. Go to [“Registering for a New SLK User Account” on page 4](#) for information.

If you already have an ARRIS user account and need to migrate it to ARRIS SSO, go to [“Activating an Existing ARRIS User Account” on page 8](#) for more information.

---

**Note:** SLK accepts users from approved MSO and Telco corporate accounts. A corporate email address is required for account approval. SLK accepts one corporate user name per email address. Multiple accounts referencing the same email address are not permitted.

---

## Registering for a New SLK User Account

### To register:

1. Log in to SLK:

<https://slk.arris.com>

The SLK Application Login page opens.

2. In the left side of the page, click **Register**.

NEW FEATURES! | HELP | LOGIN

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

ALREADY AN EXISTING USER, BUT FORGOT YOUR PASSWORD?  
Request a password **RESET**.

We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

NEW USER?  
**STEP 1: REGISTER** for a ARRIS Single Sign On account then  
**STEP 2: REQUEST** access to SLK.

NEED MORE INFORMATION?  
**DOWNLOAD** this User Guide: SLK Access Guide.

User Name:   
(PLEASE ENTER YOUR ARRIS SINGLE SIGN-ON USER ID.)

Password:

Login We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

NEED ASSISTANCE?  
Contact the ARRIS Technical Assistance Center at 888-944-HELP(4357), EMEA: 215-323-2345, Latin America: 215-323-2346.

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PLEASE NOTE: THIS SITE USES JAVASCRIPT.  
Your browser must be configured to run JavaScript in order to have full functionality.

### SLK Application Login

The ARRIS Single Sign On New User Registration page opens.

The screenshot shows the ARRIS New User Registration page. At the top, there is the ARRIS logo and the text "New User Registration". To the right of the logo are links for "English" and "Help". Below the logo is a navigation menu with links for "PRODUCTS", "SERVICES", "SOLUTIONS", "SUPPORT", "INVESTORS", and "CONSUMERS". The main content area is a registration form with the following fields and options:

- First name\***: Text input field.
- Last name\***: Text input field.
- Street\***: Text input field.
- Suite**: Text input field.
- City\***: Text input field.
- State**: Dropdown menu.
- Zip Code/Postal Code**: Text input field.
- Country\***: Dropdown menu.
- Preferred Language**: Dropdown menu.
- Telephone Number\***: Text input field.
- Mobile Number**: Text input field.
- Fax Number**: Text input field.
- Company/Organization Name\***: Text input field.
- Title\***: Text input field.
- Email Address\***: Text input field.
- Username\***: Text input field.
- Confirm Username\***: Text input field.
- New Password\***: Two text input fields for password and confirmation. Below these fields are three bullet points:
  - Password is case sensitive.
  - Must be at least 8 characters long.
  - New password may not have been used previously.

At the bottom of the form are two buttons: "Continue" and "Cancel".

ARRIS Single Sign On New User Registration

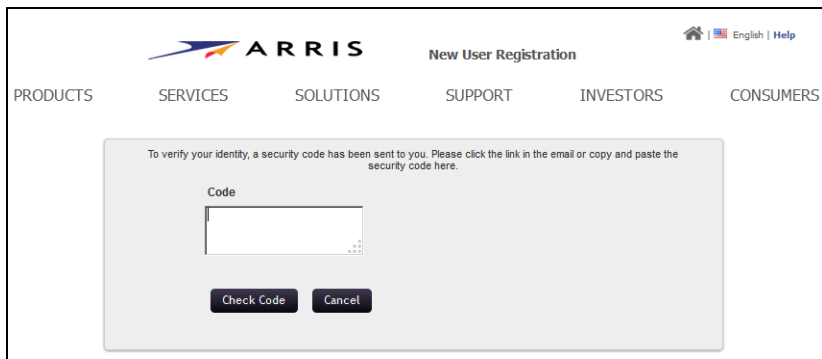
3. Complete the personal information in the form.  
Fields with asterisks are required.

---

**Note:** The password is case-sensitive, must be at least eight characters in length, and may not have been previously used.

---

4. Click **Continue**.  
The Code Verification page opens.

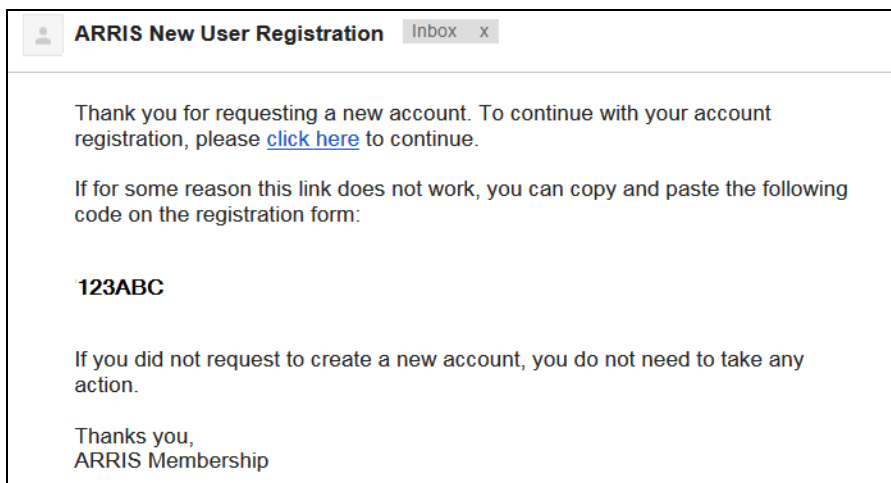
The screenshot shows the ARRIS website's 'New User Registration' page. At the top, there is the ARRIS logo and navigation links for PRODUCTS, SERVICES, SOLUTIONS, SUPPORT, INVESTORS, and CONSUMERS. A central modal box contains the text: 'To verify your identity, a security code has been sent to you. Please click the link in the email or copy and paste the security code here.' Below this text is a text input field labeled 'Code' and two buttons: 'Check Code' and 'Cancel'.

#### Code Verification

To verify your identify, a security code is sent to your email account.

5. Log in to your email account.
6. Open the email, **ARRIS New User Verification**.

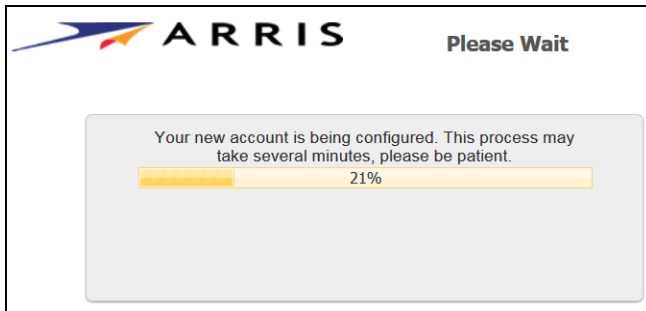
If successful, an email similar to the following example displays:



#### ARRIS New User Registration Email

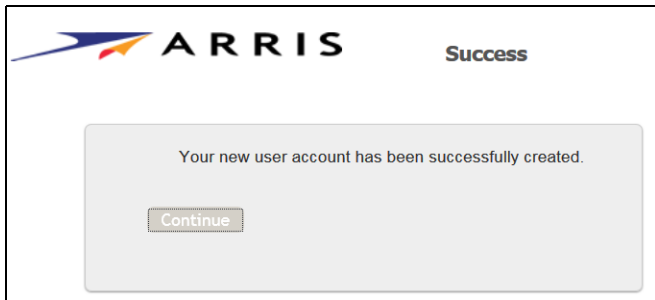


7. Review the instructions. Two options are available:
  - To continue registration using the link, go to [step 8](#).
  - To continue registration if the link doesn't work, go to [step 11](#).
8. To continue with your account registration, select the **click here** link.  
The Please Wait page opens.



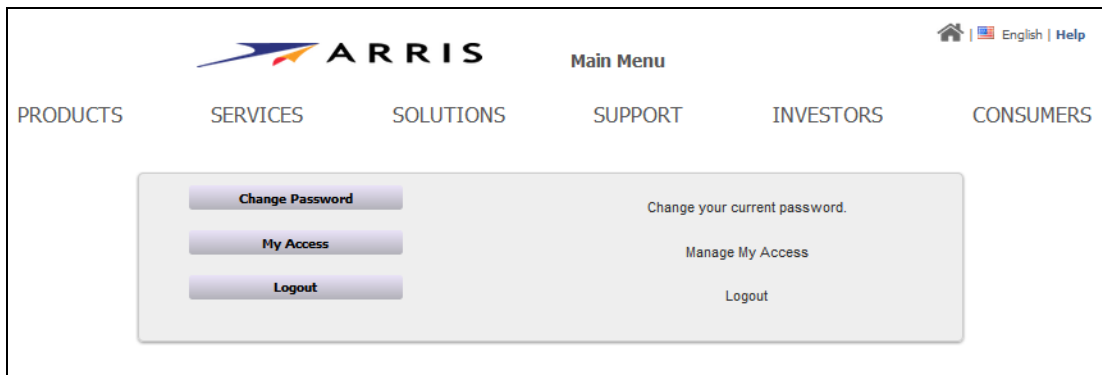
Please Wait

After the account is successfully configured, the Success page opens.



Success

9. Click **Continue**.  
The Main Menu page opens.



### Main Menu

10. Go to the section, “[Requesting Access to SLK](#)” on page 11, to continue.

11. If the link doesn't work, do the following:

- a. In the email, copy the verification code.
- b. Return to the Code Verification page.
- c. Paste the code in the **Code** field.
- d. Click **Check Code**.

If the code verification is successful, the message, “Your new user account has been successfully created,” displays.

- e. Click **Continue**.

The Main Menu page opens.

- f. Go to the section, “[Requesting Access to SLK](#)” on page 11, to continue.

## Activating an Existing ARRIS User Account

SLK uses the ARRIS SSO service for session control and user authentication. If you have an existing ARRIS user account that needs to be reactivated, you can activate your pre-configured account and set a new password.

### To activate:

1. Log in to SLK:

<https://slk.arris.com>

The SLK Application Login page opens.

2. Enter your **User Name** and **Password**.
3. Click **Login**.

- 4. In the right side of the page, click **Activate**.

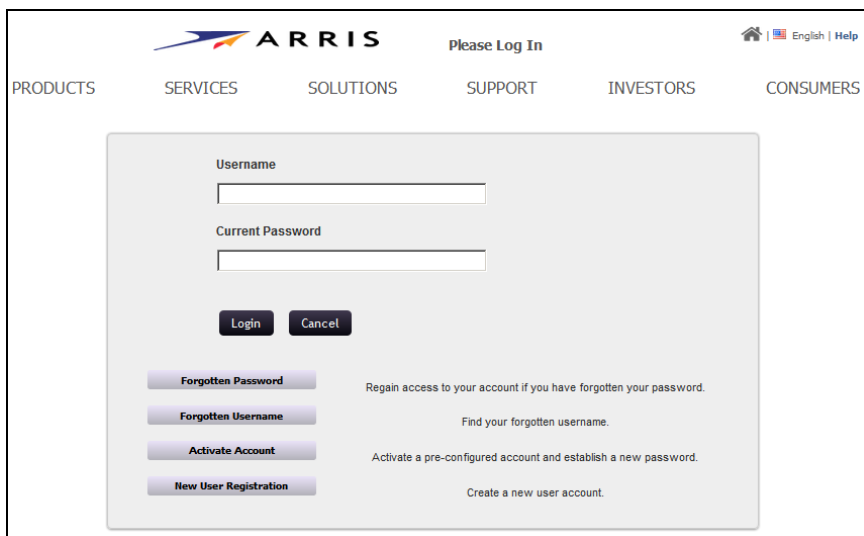


### SLK Application Login

You are redirected to the following URL:

<https://membership.arrisi.com/private/Login>

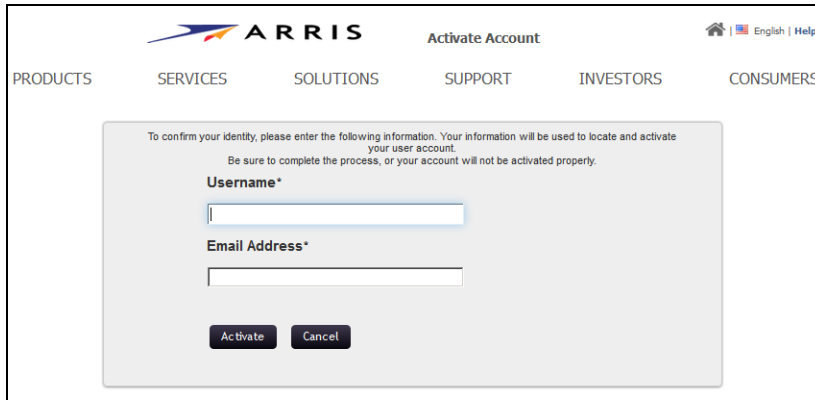
The Please Log In page opens.



### Please Log In

5. Enter your **User Name** and **Current Password**.
6. Click **Activate Account**.

The Activate Account page opens.



The screenshot shows the 'Activate Account' page on the ARRIS website. At the top, there is the ARRIS logo and the page title 'Activate Account'. Below the logo are navigation links: PRODUCTS, SERVICES, SOLUTIONS, SUPPORT, INVESTORS, and CONSUMERS. A central form contains the following text: 'To confirm your identity, please enter the following information. Your information will be used to locate and activate your user account. Be sure to complete the process, or your account will not be activated properly.' The form has two input fields: 'Username\*' and 'Email Address\*'. Below the form are two buttons: 'Activate' and 'Cancel'.

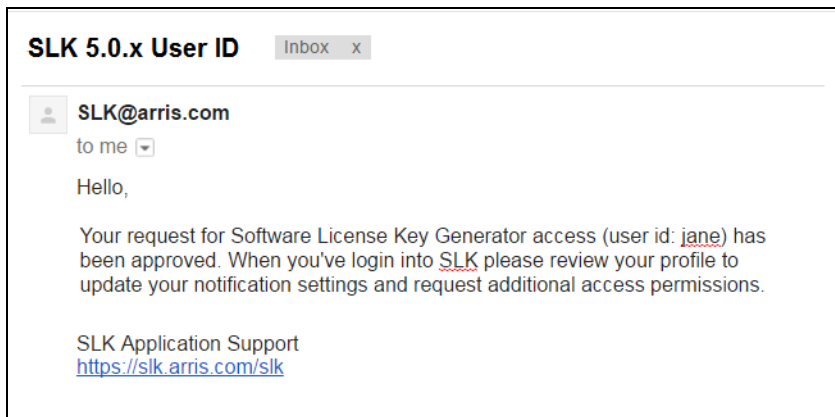
Activate Account

7. Enter your **User Name** and **Email Address**.
8. Click **Activate**.

To verify your identify, an email is sent to your email account.

9. Log in to your email account.
10. Open the email, **SLK 5.0.x User ID**.

If successful, an email similar to the following example displays:



SLK 5.0.x User ID Email

11. Go to the section, "[Requesting Access to SLK](#)" on page 11, to continue.

## Requesting Access to SLK

This section explains how to request access to SLK with the user name and password assigned to you during the ARRIS Single Sign On (SSO) registration process.

### To request access:

1. Log in to SLK:

<https://slk.arris.com>

The SLK Application Login page opens.

2. In the left side of the page, click **Request**.

NEW FEATURES! | HELP | LOGIN

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

ALREADY AN EXISTING USER, BUT FORGOT YOUR PASSWORD? Request a password **RESET**.

We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

NEW USER?  
**STEP 1: REGISTER** for a ARRIS Single Sign On account then  
**STEP 2: REQUEST** access to SLK.

NEED MORE INFORMATION?  
**DOWNLOAD** this User Guide: SLK Access Guide.

User Name:   
(PLEASE ENTER YOUR ARRIS SINGLE SIGN-ON USER ID.)

Password:

Login

We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

NEED ASSISTANCE?  
Contact the ARRIS Technical Assistance Center at 888-944-HELP(4357), EMEA: 215-323-2345, Latin America: 215-323-2346.

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PLEASE NOTE: THIS SITE USES JAVASCRIPT. Your browser must be configured to run JavaScript in order to have full functionality.

### SLK Application Login

The SLK User Access Request page opens.

SLK User Access Request

3. In the left side of the page, enter your **User Name** and **Password**.
4. Click **Login**.

Your personal information displays in the table.

Name:	jane
Title:	Operator
Company:	ARRIS
Email Address:	jane@gmail.com
Address:	2450 Walsh Ave
Address:	2450 Walsh Ave
City:	Santa Clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	(408) 235-5500
FAX:	
Mobile Phone:	(408) 235-5500

SLK User Access Request

5. Review the information in the table and ensure that it is correct.  
If any of the information is incorrect, edit your user profile. Select the **To Edit Profile Click Here** link and make any necessary changes.
6. Click **Submit Your SLK Access Request**.

**SLK User Access Request**

PLEASE ENTER YOUR USER NAME AND PASSWORD, TO VALIDATE YOUR ARRIS SSO ACCOUNT.

User Name:   
(PLEASE ENTER YOUR SINGLE SIGN-ON USER ID.)

Password:

Name:	jane
Title:	Operator
Company:	ARRIS
Email Address:	jane@gmail.com
Address:	2450 Walsh Ave
Address:	2450 Walsh Ave
City:	Santa Clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	(408) 235-5500
FAX:	
Mobile Phone:	(408) 235-5500

To Edit Profile [CLICK HERE](#)

**Submit Your SLK Access Request**

If this is your correct ARRIS SSO account information please click here to

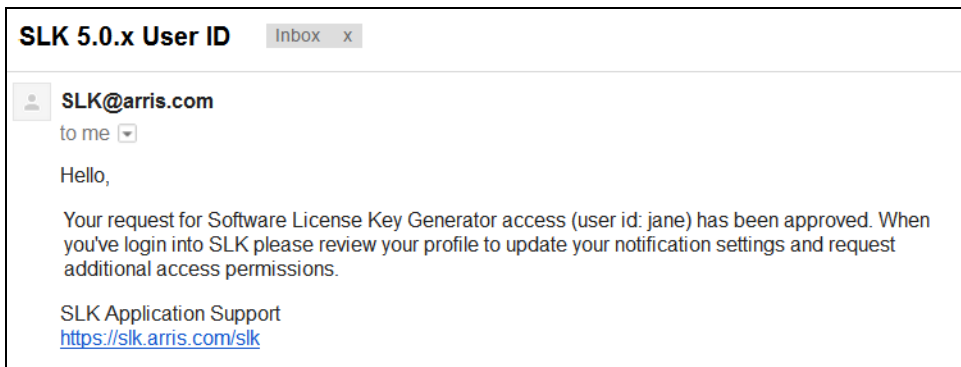
**SLK User Access Request**

The following message displays at the top of the page:

“The request is currently being processed. When your account request has been approved an email with your user name will be sent to the email address given.”

7. Log in to your email account.
8. Open the email, **SLK 5.0.x User ID**.

If successful, an email similar to the following example displays:



SLK 5.0.x User ID Email

- Review the information in the email.  
You now have access to SLK.

## Logging in to Your SLK User Account

To log in to SLK, you must have a pre-approved user account.

### To log in:

- In your web browser, enter the following URL:  
<https://slk.arris.com>  
The SLK Application Login page opens.
- Enter your ARRIS SSO **User Name** and **Password**.

NEW FEATURES! | HELP | LOGIN

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

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ALREADY AN EXISTING USER, BUT FORGOT YOUR PASSWORD?  
Request a password **RESET**.

We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

NEW USER?  
**STEP 1: REGISTER** for a ARRIS Single Sign On account then  
**STEP 2: REQUEST** access to SLK.

NEED MORE INFORMATION?  
**DOWNLOAD** this User Guide: SLK Access Guide.

**Login** We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

User Name:   
(PLEASE ENTER YOUR ARRIS SINGLE SIGN-ON USER ID.)

Password:

NEED ASSISTANCE?  
Contact the ARRIS Technical Assistance Center at 888-944-HELP(4357), EMEA: 215-323-2345, Latin America: 215-323-2346.

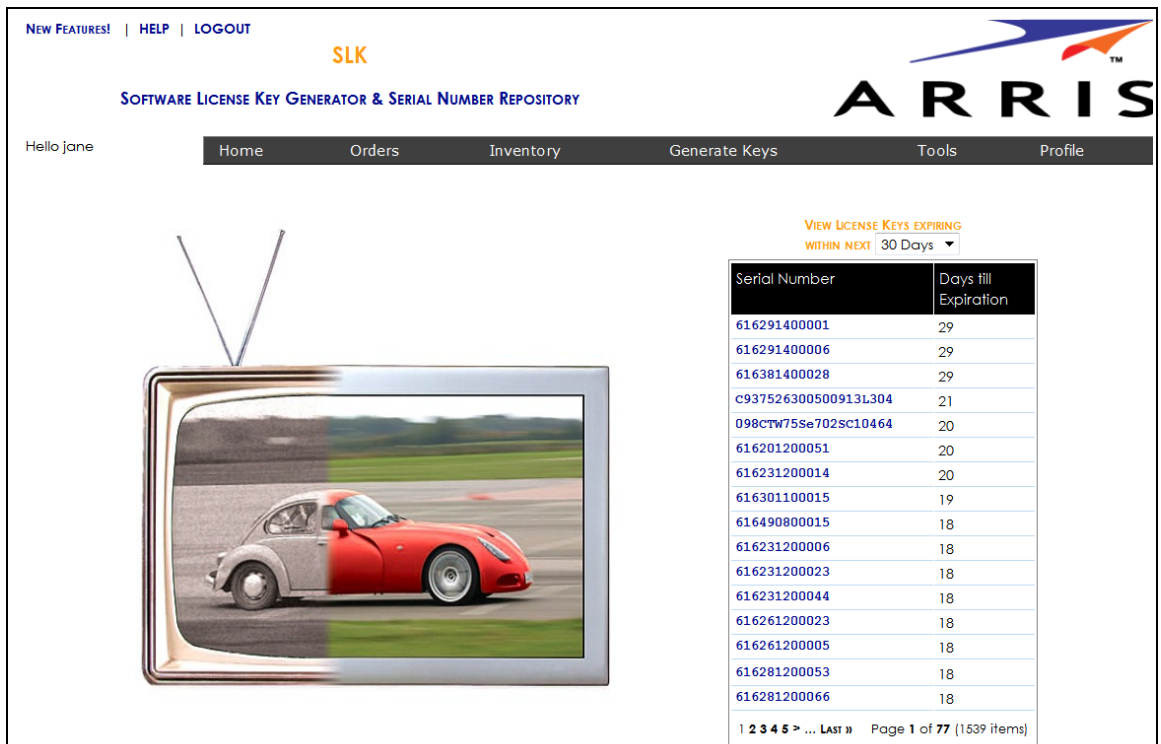
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PLEASE NOTE: THIS SITE USES JAVASCRIPT.  
Your browser must be configured to run JavaScript in order to have full functionality.

### SLK Application Login

- Click **Login**.  
Your SLK Account Home page opens and your user name displays in the upper-left corner. The menu options that appear may differ from the displayed image, depending upon your approved user role and permissions.





SLK Account Home

## Resetting a Forgotten Password

**To reset:**

1. Log in to SLK:  
<https://slk.arris.com>  
The SLK Application Login page opens.
2. In the left side of the page, click **Reset**.

NEW FEATURES! | [HELP](#) | [LOGIN](#)

**SLK**

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

**ARRIS**

ALREADY AN EXISTING USER, BUT FORGOT YOUR PASSWORD? Request a password: **RESET.**

We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. [ACTIVATE](#)

NEW USER? **STEP 1: REGISTER** for a ARRIS Single Sign On account then **STEP 2: REQUEST** access to SLK.

NEED MORE INFORMATION? **DOWNLOAD** this User Guide: SLK Access Guide.

User Name:   
(PLEASE ENTER YOUR ARRIS SINGLE SIGN-ON USER ID.)

Password:

[Login](#) We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. [ACTIVATE](#)

**NEED ASSISTANCE?**  
Contact the ARRIS Technical Assistance Center at 888-944-HELP(4357), EMEA: 215-323-2345, Latin America: 215-323-2346.

**PLEASE NOTE: THIS SITE USES JAVASCRIPT.**  
Your browser must be configured to run JavaScript in order to have full functionality.

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### SLK Application Login

The Forgotten Password page opens.

**ARRIS** Forgotten Password [Home](#) | [English](#) | [Help](#)

[PRODUCTS](#) | [SERVICES](#) | [SOLUTIONS](#) | [SUPPORT](#) | [INVESTORS](#) | [CONSUMERS](#)

If you have forgotten your password, follow the prompts to reset your password.

**Email Address\***

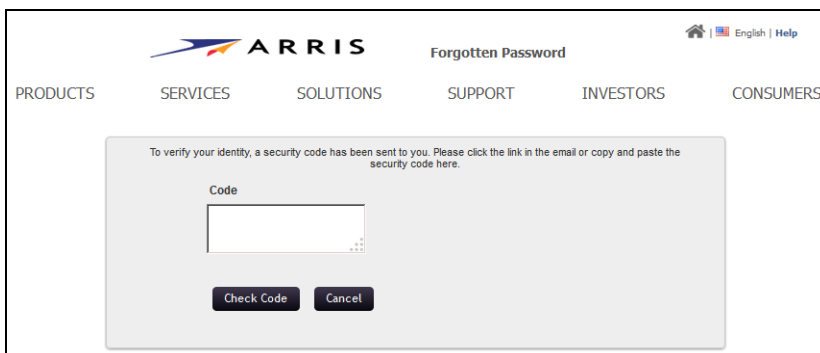
**Username**

[Search](#) [Cancel](#)

### Forgotten Password

3. Enter your **Email Address** and **User Name**.
4. Click **Search**.

If the search is successful, the Code Verification page opens.

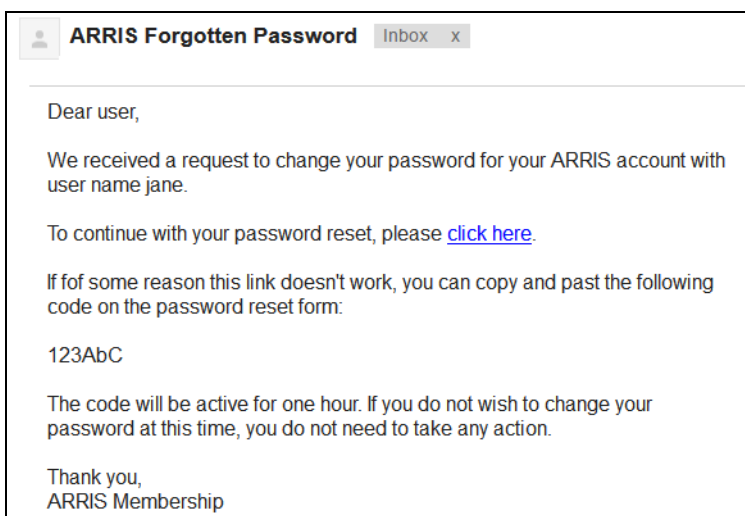


### Code Verification

To verify your identify, a security code is sent to your email account.

5. Log in to your email account.
6. Open the email, **ARRIS Forgotten Password Verification**.

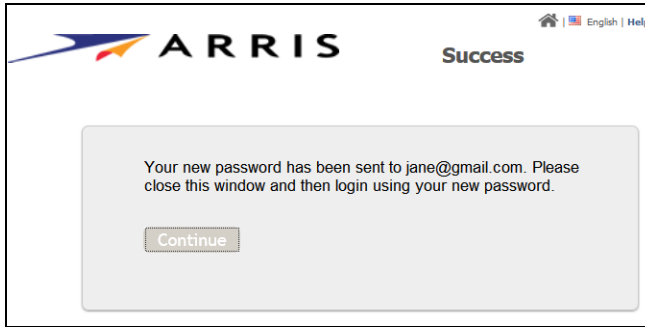
If successful, an email similar to the following example displays:



### ARRIS Forgotten Password Email

7. Review the information in the email.
8. To continue with your password reset, select **click here**.

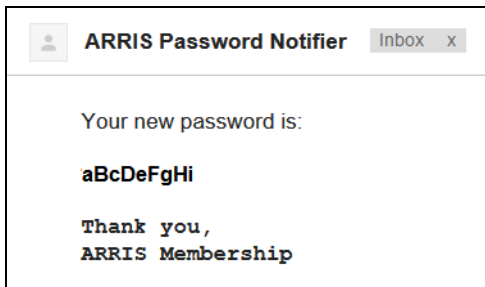
Your password reset request is sent to ARRIS. If the password reset is successful, the Success page opens.



Success

9. Open the email, **ARRIS Password Verification**.

If successful, an email similar to the following example displays:



ARRIS Password Notifier Email

10. Review the information in the email.  
The new password is included in the email.
11. Record your password for future use.  
Use this password to log in to SLK.
12. In the Success page, click **Continue** or close the page.

## Retrieving a Forgotten User Name

---

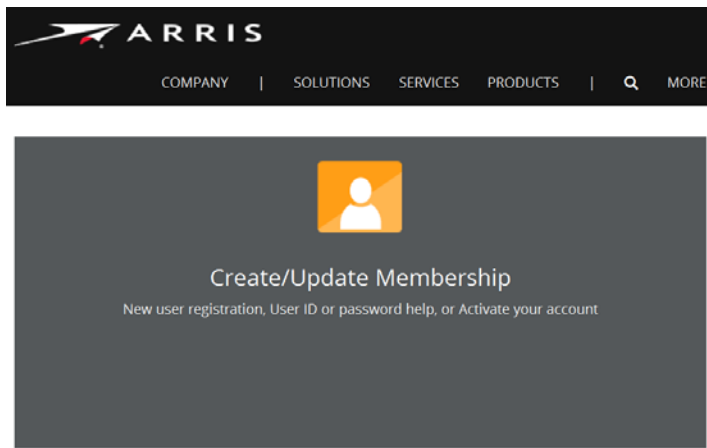
### To retrieve:

1. Access the ARRIS Support site:

<http://www.arrisi.com/support>

The ARRIS Support page opens.

Scroll the page and click **Create/Update Membership**.

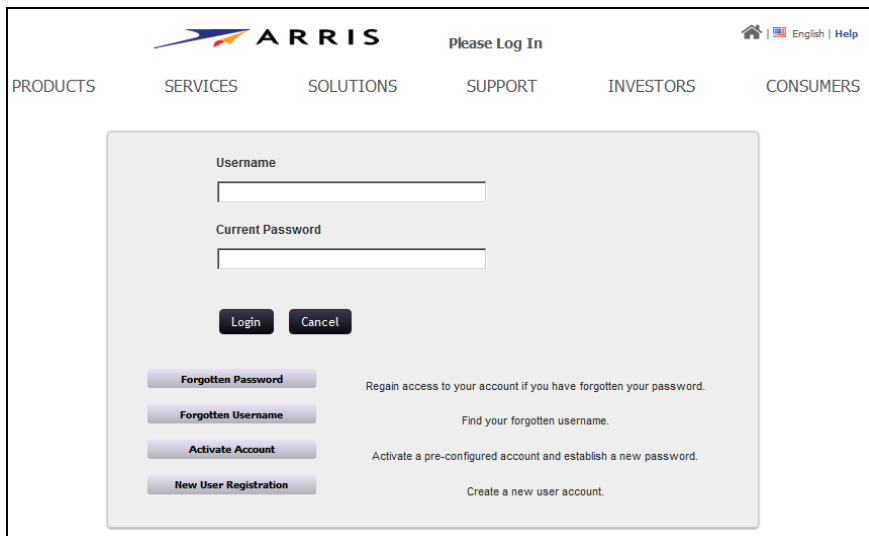


Create/Update Membership

You are redirected to the following URL:

<https://membership.arrisi.com/private/Login>

The Please Log In page opens.

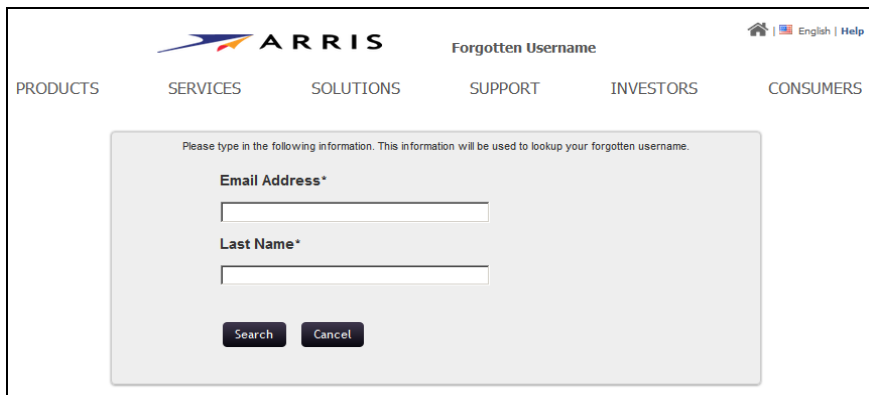


The screenshot shows the ARRIS website's login page. At the top, the ARRIS logo is on the left, and "Please Log In" is in the center. On the right, there are links for "English" and "Help". Below the logo, a navigation menu includes "PRODUCTS", "SERVICES", "SOLUTIONS", "SUPPORT", "INVESTORS", and "CONSUMERS". The main content area is a light gray box containing a login form with two input fields: "Username" and "Current Password". Below these fields are "Login" and "Cancel" buttons. Further down, there are four links: "Forgotten Password" (with subtext "Regain access to your account if you have forgotten your password."), "Forgotten Username" (with subtext "Find your forgotten username."), "Activate Account" (with subtext "Activate a pre-configured account and establish a new password."), and "New User Registration" (with subtext "Create a new user account.").

Please Log In

2. Click **Forgotten User Name**.

The Forgotten User Name page opens.

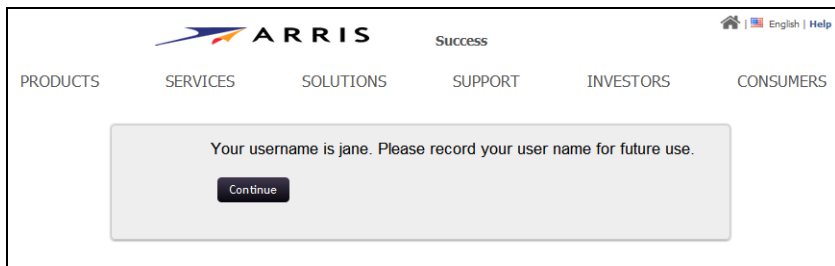


The screenshot shows the "Forgotten Username" page on the ARRIS website. The top navigation and logo are the same as in the previous screenshot. The main content area is a light gray box with the heading "Forgotten Username". Below the heading, there is a message: "Please type in the following information. This information will be used to lookup your forgotten username." There are two input fields: "Email Address\*" and "Last Name\*". Below these fields are "Search" and "Cancel" buttons.

Forgotten User Name

3. Enter your **Email Address** and **Last Name**.
4. Click **Search**.

If the search is successful, the Success page opens and your use name displays.



Success

5. Record your user name for future use.
6. Click **Continue** to remain in SLK or close the page.

## Accessing SLK Help

SLK provides several types of help to assist you as you go through SLK processes and procedures.

**To access:**

1. Log in to SLK:  
<https://slk.arris.com>
2. Click **Help** in the upper-left page.



SLK Application Login

The Help page opens.

3. To access the Technical Assistance Center (TAC), see [“Getting Help” on page x](#) for more information.

## Accessing the SLK User Guide

### To access:

1. Log in to SLK:  
<https://slk.arris.com>
2. Click **Download** in the lower-left section of the page.

NEW FEATURES! | HELP | LOGIN

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

ALREADY AN EXISTING USER, BUT FORGOT YOUR PASSWORD?  
Request a password **RESET**.

**We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. [ACTIVATE](#)**

NEW USER?  
**STEP 1: REGISTER** for a ARRIS Single Sign On account then  
**STEP 2: REQUEST** access to SLK.

**NEED MORE INFORMATION?**  
**DOWNLOAD** this User Guide: SLK Access Guide.

User Name:   
(PLEASE ENTER YOUR ARRIS SINGLE SIGN-ON USER ID.)

Password:

Login We have migrated to the ARRIS Single Sign On service, if you haven't already you must activate your existing account. **ACTIVATE**

**NEED ASSISTANCE?**  
Contact the ARRIS Technical Assistance Center at 888-944-HELP(4357), EMEA: 215-323-2345, Latin America: 215-323-2346.

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**PLEASE NOTE: THIS SITE USES JAVASCRIPT.**  
Your browser must be configured to run JavaScript in order to have full functionality.

### SLK Application Login

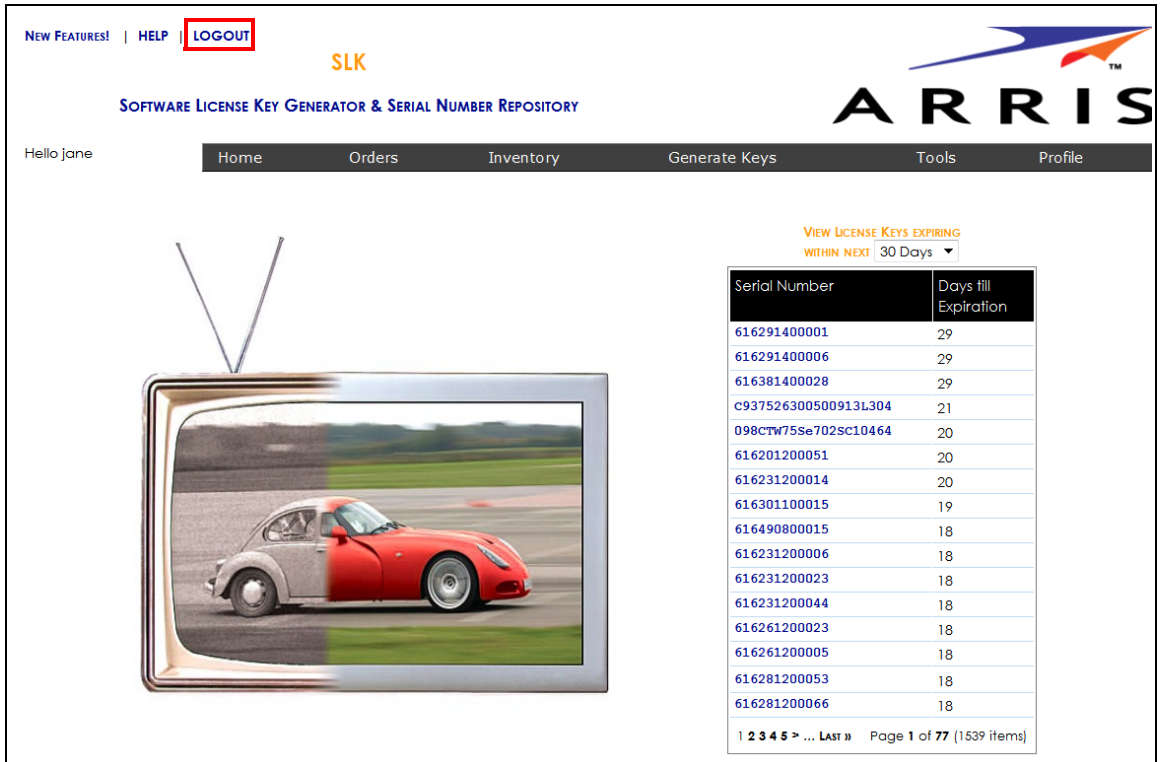
The User Guide downloads to a location of your choice.



# Logging Off SLK

### To log off:

1. Do one of the following:
  - Click **Logout** in the upper-left corner.
  - Close the SLK web browser page.



Logout

The SLK session ends.



## Chapter 3

# Managing Site Access

### In This Chapter

---

- [Overview](#)
- [Requesting Site Access](#)
- [Removing Site Access](#)

### Overview

---

In SLK, a site refers to a company and its locations. To manage SLK license features and functions, you need approved access to the specific sites within SLK for your company. You can manage site access from your User Profile.

### Requesting Site Access

---

**To request:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Profile > My Profile**.  
Your User Profile opens.

NEW FEATURES! | HELP | LOGOUT

**SLK**

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

ARRIS

Home   Orders   Inventory   Generate Keys   Tools   Profile

### USER PROFILE

**ACCESS REQUEST**

Please select the required companies and sites.

Select Company:  [ADD COMPANY](#)

If the company name you were looking for did not appear in the drop down box **SEND** a request to have it added.

**REQUESTED COMPANIES:**

Select Site:  [ADD SITE](#)

**REQUESTED SITES:**

ARRIS TEST	ARRIS TEST 1	<a href="#">APPROVED</a>
------------	--------------	--------------------------

ARRIS MEMBERSHIP ACCOUNT DATA	
Name:	jane
Title:	tester
LDAP Email:	jane@gmail.com
Address:	
Address:	2450 walsh
Address:	2450 walsh
City:	santa clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	408222-2222
FAX:	
Mobile Phone:	408222-2222
Login Name:	jane
SLK Email:	jane@gmail.com
Address:	

[CHANGE PASSWORD](#)

Receive Notifications for availability of licenses in inventory pool:

(Click the update button on the left to save the setting.)

### User Profile

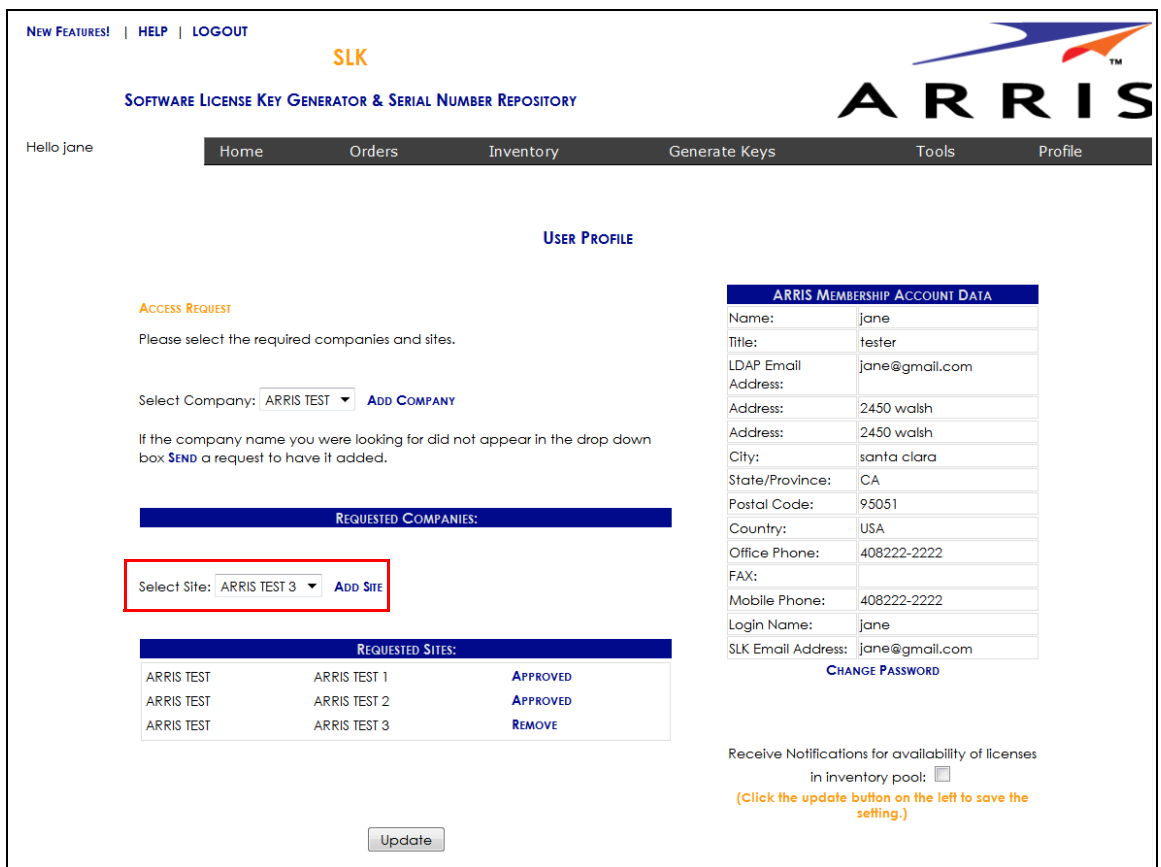
- In the **Select Company** menu, choose your company.

---

**Note:** If your company is not listed, click **Send** and email a request to add the company.

---

- In the **Select Site** menu, choose the site you want.
- Click **Add Site**.



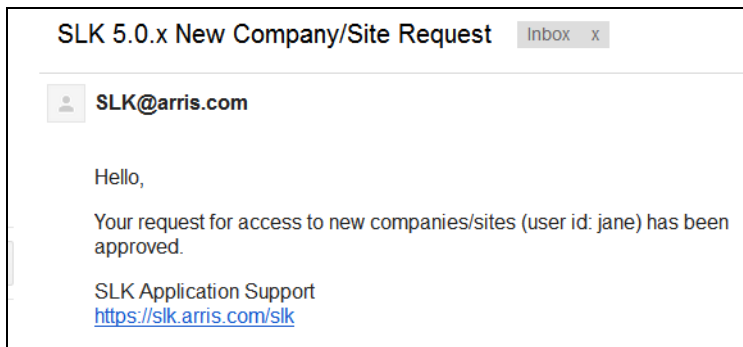
Add Site Request

6. Click **Update**.

The site is added to the Requested Sites table and your request is sent to SLK Application Support.

7. Log in to your email account.
8. Open the email, **SLK 5.0.x New Company/Site Request**.

If successful, an email similar to the following example displays:



SLK 5.0.x New Company/Site Request Email

9. Return to your SLK Home page.
10. From the menu bar, click **Profile > My Profile**.

Under the **Requested Sites** section, your site request is now **Approved**.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

USER PROFILE

**ACCESS REQUEST**

Please select the required companies and sites.

Select Company: ARRIS TEST [ADD COMPANY](#)

If the company name you were looking for did not appear in the drop down box **SEND** a request to have it added.

**REQUESTED COMPANIES:**

Select Site: ARRIS TEST 3 [ADD SITE](#)

**REQUESTED SITES:**

ARRIS TEST	ARRIS TEST 1	APPROVED
ARRIS TEST	ARRIS TEST 2	APPROVED
ARRIS TEST	ARRIS TEST 3	APPROVED

[Update](#)

**ARRIS MEMBERSHIP ACCOUNT DATA**

Name:	jane
Title:	tester
LDAP Email Address:	jane@gmail.com
Address:	2450 walsh
Address:	2450 walsh
City:	santa clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	408222-2222
FAX:	
Mobile Phone:	408222-2222
Login Name:	jane
SLK Email Address:	jane@gmail.com

[CHANGE PASSWORD](#)

Receive Notifications for availability of licenses in inventory pool:

(Click the update button on the left to save the setting.)

Add Site Approved

## Removing Site Access

Removing site access disables your access to a specific site.

### To remove:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Profile > My Profile**.  
Your User Profile opens.
3. Under **Requested Sites**, locate the site you want and click **Remove**.

The screenshot shows the SLK user profile page. At the top, there is a navigation bar with 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The 'Profile' link is active. Below the navigation bar, the page title is 'USER PROFILE'. On the left, there is an 'ACCESS REQUEST' section with a form to select a company and site. The 'Requested Sites' table is highlighted with a red box, showing three rows: 'ARRIS TEST' with 'APPROVED', 'ARRIS TEST' with 'APPROVED', and 'ARRIS TEST' with 'REMOVE'. The 'REMOVE' button is highlighted with a red box. On the right, there is an 'ARRIS MEMBERSHIP ACCOUNT DATA' section with a table of user information. At the bottom, there is an 'Update' button.

REQUESTED COMPANIES:		
ARRIS TEST	ARRIS TEST 1	APPROVED
ARRIS TEST	ARRIS TEST 2	APPROVED
ARRIS TEST	ARRIS TEST 3	REMOVE

ARRIS MEMBERSHIP ACCOUNT DATA	
Name:	jane
Title:	tester
LDAP Email Address:	jane@gmail.com
Address:	2450 walsh
Address:	2450 walsh
City:	santa clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	408222-2222
FAX:	
Mobile Phone:	408222-2222
Login Name:	jane
SLK Email Address:	jane@gmail.com

### Remove Site Request

4. Click **Update**.  
The site is immediately removed from your User Profile.





# Chapter 4

## Managing Inventory

### In This Chapter

---

- [Overview](#)
- [Requesting Email Notification of Inventory Changes](#)
- [Searching SLK](#)
- [Viewing Sales and Purchase Orders](#)
- [Viewing License Pools](#)
- [Comparing Software Inventory](#)
- [Viewing Licensed Hardware](#)
- [Viewing License Mobility Product Pools](#)
- [Generating Reports](#)

### Overview

---

SLK provides some useful functions for requesting inventory changes, searching, viewing, and managing your purchased licensed inventory.

### Requesting Email Notification of Inventory Changes

---

You can request an email notification whenever inventory changes in SLK. When new or transferred sales order inventories are made available in site locations to which you have access, SLK will send an automated email notification to you.

**To request:**

1. Log in to SLK:  
<https://slk.arris.com>
2. In the toolbar, click **Profile > My Profile**. Your User Profile opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home Orders Inventory Generate Keys Tools Profile

USER PROFILE

ACCESS REQUEST

Please select the required companies and sites.

Select Company: ARRIS TEST Add COMPANY

If the company name you were looking for did not appear in the drop down box **SEND** a request to have it added.

REQUESTED COMPANIES:

Select Site: ARRIS TEST 1 Add SITE

REQUESTED SITES:

ARRIS MEMBERSHIP ACCOUNT DATA	
Name:	jane
Title:	tester
LDAP Email Address:	jane@gmail.com
Address:	2450 walsh
Address:	2450 walsh
City:	santa clara
State/Province:	CA
Postal Code:	95051
Country:	USA
Office Phone:	408222-2222
FAX:	
Mobile Phone:	408222-2222
Login Name:	jane
SLK Email Address:	jane@gmail.com

CHANGE PASSWORD

Receive Notifications for availability of licenses in inventory pool:

(Click the update button on the left to save the setting.)

Update

### User Profile

3. Scroll to the bottom of the page and select **Receive Notifications for availability of licenses in inventory pool**.
4. Click **Update**.

Your changes are saved.

## Searching SLK

The Search function in SLK enables you to search for:

- Serial Numbers
- Sales orders
- Purchase orders

**To search:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Search**.

The Search Options page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SEARCH OPTIONS

**LICENSE KEY SEARCH**

Enter the serial number and select the appropriate serial number type you would like to search for license information on below.

Serial Number:

Type:

DFSN - DM products, CAP products

LicenseGuard and corresponding External DFSN - CAP products

CFSN - Compact Flash - External DFSN, DM products

Chassis - MPEG-4 Encoders, Network Encrypters, DM products, CAP products

**SALES ORDER/PURCHASE ORDER SEARCH**

Enter the Sales Order/Purchase Order Number you would like to search for information on below.

Number:

Search By: Sales Order

**Search Options**


3. To search for a license key, do the following:
  - a. Under **License Key Search**, enter the **Serial Number** of your device.
  - b. Select the **Type** you want.
  - c. Click **Search**.

Search results display on the page. Information for the site displays in tabular format.

NEW FEATURES | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**



Hello jane

Home   Orders   **Inventory**   Generate Keys   Tools   Profile

ARRIS TEST | ARRIS TEST 2

DETAIL FOR LICENSE KEY ID: 194638, SERIAL NUMBER: 616511200047

REGENERATE KEYS   REVOKE RELATED SN   CLONE SN TRANSFER

DOWNLOAD XML DATASET

▲	Key Type	Qua	Unit	License	License Key	E	L						
Expiration Date:													
	EAS ALERTS	1	Chassis	1	AIRP26IQ23H...	Pr	i						
	BISS ENCRYPTI...	1	Chassis	1	IEYEGWGFR...	Pr	i						
	CHERRYPI... REDUNDA...	1	Chassis	1	TLCIEPLPD2H...	Pr	i						
UPGR...	MPEG-4/A... HD RATESHAPI...	2	Channel	16	CXXIH44PL5...	Pr	i						
	MPEG-2 HD RATESHAPI...	96	Channel	96	QZNPCC6UQ...	Pr	i						
UPGR...	CALM Act Audio Leveling	100	Service	384	PIDEC4MXITY...	Pr	i						
UPGR...	MPEG-2 AD INSERTION	178	Channel	384	AFPLVAQ3J2...	Pr	i						

1

Page 1 of 1 (9 items)

[BACK TO LICENSE KEY SET INVENTORY LIST](#)  
[GO TO LICENSE POOL](#)

### License Key Search Details

4. To search for an order, do the following:
  - a. Under **Sales Order/Purchase Order Search**, enter the order number.
  - b. In the **Search By** menu, select **Sales Order** or **Purchase Order**.
  - c. Click **Search**.

Search results display on the page. Information for the site displays in tabular format.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

ARRIS TEST | ARRIS TEST 2

LINE ITEM DETAILS FOR SALES ORDER 221636 TRANSFERRED INVENTORY

Sales Order	Line Number	End User	Product	Qty Ordered	Qty Shipped	Actual Ship Date	HW Serial numbers
221636	1	ARRIS TEST 2	DM-4A	1	1	02/03/2017	

1 Page 1 of 1 (1 items)

[BACK TO ORDER LIST](#)

[GO TO LICENSE POOL PAGE](#)

### Sales Order/Purchase Order Search Details

## Viewing Related Hardware Serial Numbers

- If you need to view the unlicensed hardware serial number that shipped with a bundle, you can use the Related SN function in SLK.

### To view:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Search**.

The Search Options page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SEARCH OPTIONS

**LICENSE KEY SEARCH**

Enter the serial number and select the appropriate serial number type you would like to search for license information on below.

Serial Number:

Type:

DFSN - DM products, CAP products

LicenseGuard and corresponding External DFSN - CAP products

CFSN - Compact Flash - External DFSN, DM products

Chassis - MPEG-4 Encoders, Network Encrypters, DM products, CAP products

**SALES ORDER/PURCHASE ORDER SEARCH**

Enter the Sales Order/Purchase Order Number you would like to search for information on below.

Number:

Search By: Sales Order

### Search Options

3. In the **Serial Number** field, enter the serial number for the DM 6400 device.
4. Under **Type**, select the product type.
5. Click **Search**.  
A table displays with the search results.
6. Click **Related SN**.

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

**ARRIS**

Hello jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

ARRIS TEST | ARRIS TEST 2

DETAIL FOR LICENSE KEY ID: 159961, SERIAL NUMBER: 103912J1103Q1226

REGENERATE KEYS   **RELATED SN**   CLONE SN TRANSFER

DOWNLOAD XML DATASET

	Key Type	Quant	Unit	License Key	License Key	Expiration E	License Ty	Mode			
Expiration Date:											
UPG...	GigE PORT ACTIVATION	2	Port	4	NXDZW2M4TEVGTCE5YU7VXT54MWS...		Perpetual	DM...			INVENTORY DE
UPG...	PSIP AGGRE...	4	Multi...	8	VINVMHA2AGG54JDUAJGDMYYK3FS...		Perpetual	DM...			INVENTORY DE
	4X ASI MODULE	8	Port	8	XRRB5RGTC524TQZCOQMG2ZIZRVL5...		Perpetual	DM...			INVENTORY DE
	HD RATESHA...	16	Cha...	16	4GYEBWV2FPSVOZN7JBXESTRHSOHM...		Perpetual	DM...			INVENTORY DE
Expiration Date: 11/28/2013											
UPG...	LICENSE MOBILITY SETUP	1	Chassis	1	LBZQNVMLYGHHARIMQUPZ23HZ4Y35...	11/28/2013	Trial	DM...			INVENTORY DE

Serial Number Details

7.

The Related Serial Numbers page opens.

**RELATED SERIAL NUMBERS**

Relative Serial Number	Serial Number Type
616441500001	LicenseGuard
CF41521499500911LT04	DFSN

1 Page 1 of 1 (2 items)

Related Serial Numbers

## Viewing Sales and Purchase Orders

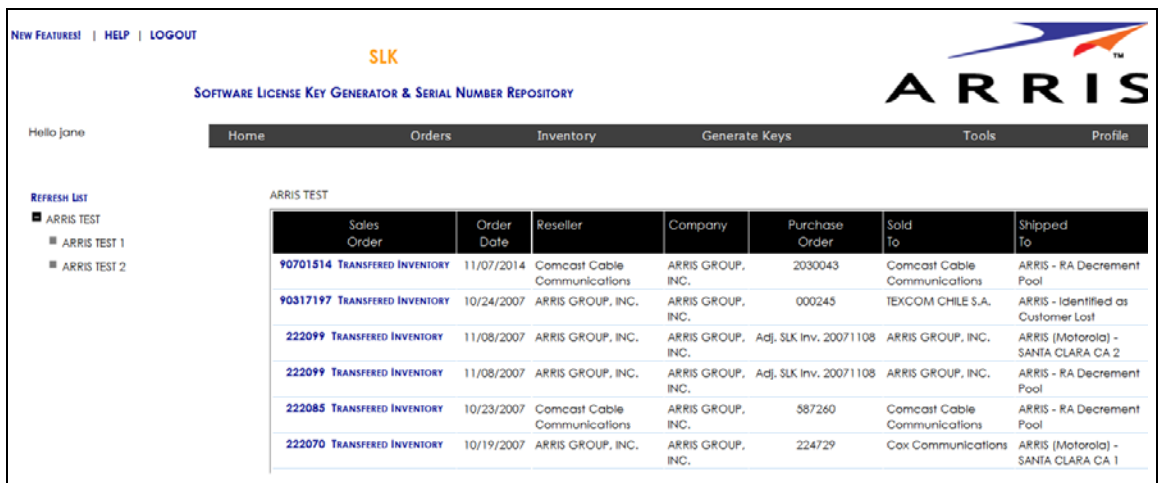
You can view historical sales order data using the Orders menu in SLK. The information includes the following:

- Sales order number
- Order date
- Reseller name
- Company name
- Purchase order number
- Sold to name
- Shipped to name

### To view:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Orders**.

The Orders page opens.



Sales Order	Order Date	Reseller	Company	Purchase Order	Sold To	Shipped To
90701514 TRANSFERED INVENTORY	11/07/2014	Comcast Cable Communications	ARRIS GROUP, INC.	2030043	Comcast Cable Communications	ARRIS - RA Decrement Pool
90317197 TRANSFERED INVENTORY	10/24/2007	ARRIS GROUP, INC.	ARRIS GROUP, INC.	000245	TECOM CHILE S.A.	ARRIS - Identified as Customer Lost
222099 TRANSFERED INVENTORY	11/08/2007	ARRIS GROUP, INC.	ARRIS GROUP, INC.	Adj. SLK Inv. 20071108	ARRIS GROUP, INC.	ARRIS (Motorola) - SANTA CLARA CA 2
222099 TRANSFERED INVENTORY	11/08/2007	ARRIS GROUP, INC.	ARRIS GROUP, INC.	Adj. SLK Inv. 20071108	ARRIS GROUP, INC.	ARRIS - RA Decrement Pool
222085 TRANSFERED INVENTORY	10/23/2007	Comcast Cable Communications	ARRIS GROUP, INC.	587260	Comcast Cable Communications	ARRIS - RA Decrement Pool
222070 TRANSFERED INVENTORY	10/19/2007	ARRIS GROUP, INC.	ARRIS GROUP, INC.	224729	Cox Communications	ARRIS (Motorola) - SANTA CLARA CA 1

### Orders

3. If you have more than one site, click the **Expand** button in the left panel.
4. Select the site you want.

Orders for the site display in tabular format.



5. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.

## Viewing License Pools

You can view unconsumed software inventory using the License Pool menu in SLK. The information includes the following:

- Site name
- Sales order number
- Key type
- License description
- Available unit quantity
- Platform

**To view:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Pool**.

The License Pool Inventory page opens.

The screenshot shows the SLK web application interface. At the top, there are navigation links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main header includes the 'SLK' logo and the full name 'SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The user is logged in as 'Hello jane'. A navigation menu contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. On the left, there is a 'REFRESH LIST' button and a tree view showing 'ARRIS TEST' expanded to include 'ARRIS TEST 1' and 'ARRIS TEST 2'. The main content area displays a table for 'ARRIS TEST' with the following data:

End User	Sales Order	Key Type	Description	Available Unit Qty	Platform		
Key Type: 1080P							
ARRIS (INFOSYS) - BANGALORE IN	90485014 Transferred Inventory Line 6	1080P	6XXX-SLK-1080P,6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	3	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - BASINGSTOKE GB UK 4	61013370 SO Line 1.1	1080P	6XXX-SLK-1080P,6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	5	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - SAN DIEGO CA US 1	90482858 Transferred Inventory Line 14	1080P	6XXX-SLK-1080P,6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	1	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - SAN DIEGO CA US 1	90485014 Transferred Inventory Line 1	1080P	6XXX-SLK-1080P,6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	22	SE-NE-SLK	GENERATE KEY	TRANSFER

License Pool

3. If you have access to more than one site, click the **Expand** button in the left panel.
4. Select the site you want.

The license pool for the site display in tabular format.

5. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.

## Comparing Software Inventory

SLK provides a function that enables you to compare software inventory among devices within a product platform. This function is useful when you need to verify what software is installed on two or more devices. The information includes the following:

- License key inventory
- End user
- Serial number
- Platform

### To compare:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Key Sets**.

The License Key Inventory and Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

REFRESH LIST

ARRIS TEST

ARRIS TEST 1

ARRIS TEST 2

ARRIS TEST | ARRIS TEST 1

Select	License Key Inventory I	End User	Serial Number	Platform	Transfer
<input type="checkbox"/>	159961	ARRIS TEST 1	103912j1103Q1226	DM	TRANSFER
<input type="checkbox"/>	171781	ARRIS TEST 1	437CTR75sk702sc00302	DM	TRANSFER
<input type="checkbox"/>	173408	ARRIS TEST 1	B8363195VJ310F179x00	DM	TRANSFER
<input type="checkbox"/>	183168	ARRIS TEST 1	3308680287037571	SE-4000	TRANSFER
<input type="checkbox"/>	198607	ARRIS TEST 1	34127542090001570211	NE-2500	TRANSFER
<input type="checkbox"/>	205967	ARRIS TEST 1	6543876578902764	SE-6000	TRANSFER

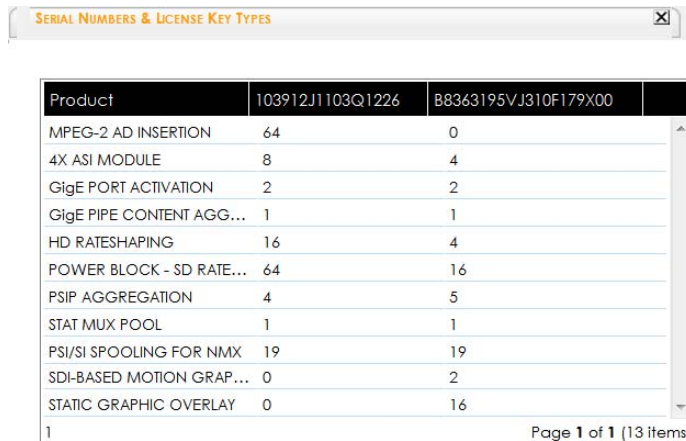
COMPARE

Page 1 of 1 (6 items)

### License Key Inventory and Serial Number

3. Under **Select**, select the check boxes associated with the device you want to compare.
4. Click **Compare**.

The Serial Numbers & License Key Types page opens. The serial numbers for the selected products appear in separate columns in the table.



Product	103912J1103Q1226	B8363195VJ310F179X00
MPEG-2 AD INSERTION	64	0
4X ASI MODULE	8	4
GigE PORT ACTIVATION	2	2
GigE PIPE CONTENT AGG...	1	1
HD RATESHAPING	16	4
POWER BLOCK - SD RATE...	64	16
PSIP AGGREGATION	4	5
STAT MUX POOL	1	1
PSI/SI SPOOLING FOR NMX	19	19
SDI-BASED MOTION GRAP...	0	2
STATIC GRAPHIC OVERLAY	0	16

Page 1 of 1 (13 items)

Serial Numbers & License Key Types

## Viewing Licensed Hardware

You can view licensed hardware inventory using the License Key Set menu in SLK. The information includes the following:

- License key inventory ID
- End user name
- Serial number
- Platform

### To view:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Key Sets**. The License Key Inventory and Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello Jane

Home Orders Inventory Generate Keys Tools Profile

REFRESH LIST

ARRIS TEST | ARRIS TEST 1

COMPARE

Select	License Key Inventory I	End User	Serial Number	Platform	Transfer
<input type="checkbox"/>	159961	ARRIS TEST 1	103912J1103Q1226	DM	TRANSFER
<input type="checkbox"/>	171781	ARRIS TEST 1	437CTR75sk702sc00302	DM	TRANSFER
<input type="checkbox"/>	173408	ARRIS TEST 1	B8363195VJ310P179X00	DM	TRANSFER
<input type="checkbox"/>	183168	ARRIS TEST 1	3308680287037571	SE-4000	TRANSFER
<input type="checkbox"/>	198607	ARRIS TEST 1	34127542090001570211	NE-2500	TRANSFER
<input type="checkbox"/>	205967	ARRIS TEST 1	6543876578902764	SE-6000	TRANSFER

1 Page 1 of 1 (6 items)

### License Key Inventory and Serial Number

3. If you have access to more than one site, click the **Expand** button in the left panel.
4. Select the site you want.

The licensed hardware for the site displays in tabular format.

5. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.

For information on transferring licensed hardware, refer to [Chapter 8, "Transferring Inventory."](#)

## Viewing License Mobility Product Pools

You can view license mobility service products for the CAP-1000 and DM 6400 using the License Mobility Product Pool menu in SLK. The information includes the following:

- End user name
- Sales order number
- License description
- Available unit quantity
- Platform

**To view:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Mobility Product Pool**.

The License Mobility Product Pool page opens.

The screenshot shows the SLK interface with the 'Inventory' menu selected. The main content area displays a table of license mobility service products. The table has columns for End User, Sales Order, Description, Available Unit Qty, and Platform. There are three rows of data, each with 'REVOKE LICENSES' and 'TRANSFER' buttons. A 'Refresh List' button is visible in the left sidebar.

End User	Sales Order	Description	Available Unit Qty	Platform		
ARRIS-ELK GROVE CA US	90641941 Transferred Inventory Line 1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	45	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara 95051-1303 US	20086482 SO Line 1.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	10	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara CA US	20105328 SO Line 3.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	1	CAP-1010	REVOKE LICENSES	TRANSFER

Page 1 of 1 (3 items)

**License Mobility Product Pool**

3. If you have access to more than one site, click the **Expand** button in the left panel.
4. Select the site you want.

The one-time license mobility licenses for the site display in tabular format.

5. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.

## Generating Reports

Using the Reports menu in SLK, you can generate many different types of useful reports. Depending on your user role and access, the types of reports that are available to you will differ.

**To generate:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Reports** and select the report you want.

The Reports page opens.

3. Enter the data required for the selected report.

This data can include Company Name, Site Selection, Sales Order, Serial Number, etc.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane123

Home Orders Inventory Generate Keys Tools Profile

SLK AVAILABLE INVENTORY REPORT

HIDE FILTER

Select a Company: ARRIS GROUP, INC.

Select Site(s):

- ARRIS (ACE) - Milton Keynes UK GB
- ARRIS (Air Import Customer Service) - SINGAPORE SG
- ARRIS (Bax Global) - SYDNEY AU
- ARRIS (Broadbus) - BOXBOROUGH MA
- ARRIS (EXPENSE INTERNAL MIXED) - SUWANEE GA US
- ARRIS (Flash Logistics) - ADVOCATE HARBOUR CN CA
- ARRIS (Flash Logistics) - AMSTERDAM NL NL
- ARRIS (Flash Logistics) - AZCAPOTZALCO DISTRITO FEDERAL M
- ARRIS (Flash Logistics) - FALL RIVER MA MA

Selected Site(s):

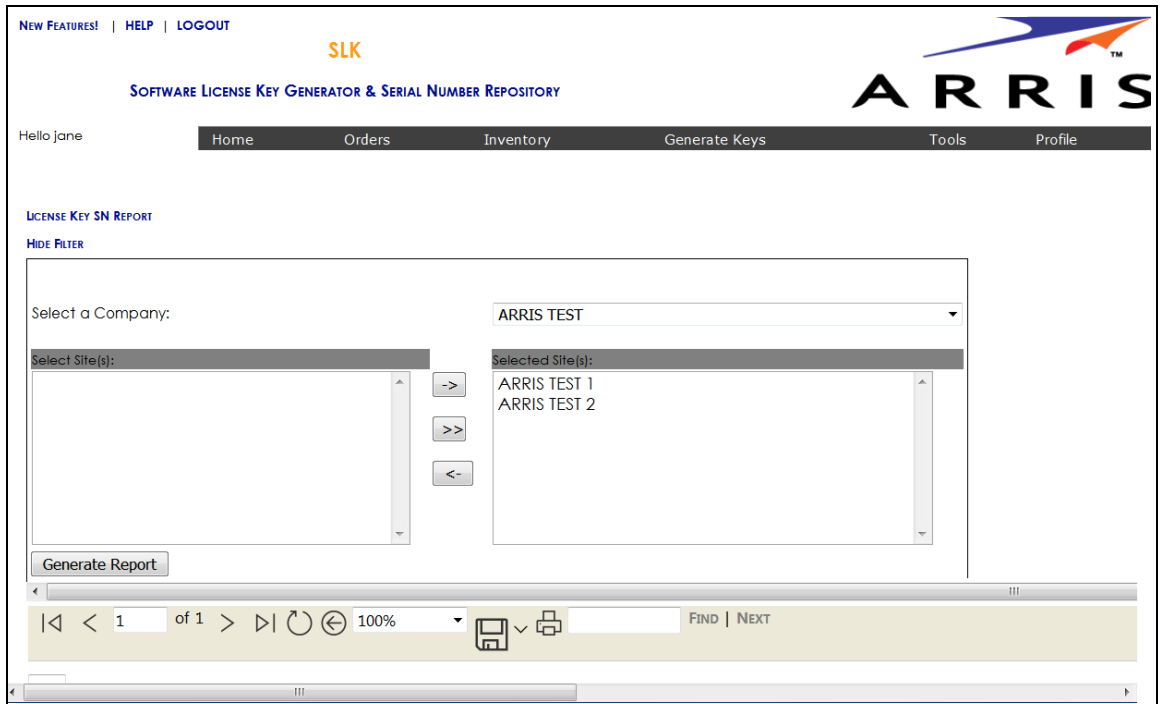
- ARRIS (Motorola) - PLEASANTON CA 1
- ARRIS (Motorola) - SAN DIEGO CA US 1
- ARRIS (Motorola) - SAN DIEGO CA US 2
- ARRIS (Motorola) - San Diego CA US 3
- ARRIS (Motorola) - SANTA CLARA CA 1
- ARRIS (Motorola) - SANTA CLARA CA 2
- ARRIS (Motorola) - SANTIAGO CL
- ARRIS (Motorola) - SAO PAULO SP BR

Generate Report

#### Reports

4. Click **Generate Report**.

After a few moments, the report is generated. Options to navigate, print, and export the report display at the bottom of the page.



Generated Report Options





# Chapter 5

## Generating Permanent Licenses

### In This Chapter

---

- [Overview](#)
- [Accessing the License Key Generation Wizard](#)
- [Generating Permanent Licenses for DM 6400 Devices](#)
- [Generating Permanent Licenses for CAP-1000 Devices](#)
- [Generating Permanent Licenses for SE-6000 Series and ST-6000 Series Devices](#)
- [Generating Permanent Licenses for NE2500 Devices](#)
- [Regenerating Permanent Licenses](#)

### Overview

---

This chapter explains how to generate and manage permanent licenses for the following devices:

- CAP-1000 CherryPicker Application Platform
- DM 6400 Digital Media Platform
- NE2500 Network Encryptor
- SE-6000 Series MPEG-4 AVC Encoder
- ST-6000 Series Multi-channel Video Transcoder

---

**Note:** *If you purchased your device through ARRIS, contact your sales or customer service representative to purchase additional licenses. If you purchased your device through a reseller, contact your reseller to purchase additional licenses.*

---

## Accessing the License Key Generation Wizard

This section explains how to access the License Key Generation Wizard in SLK. The wizard provides an easy-to-use and convenient method for generating permanent license keys for CherryPicker products.

Three options are available for accessing the License Key Generation Wizard:

- [Using the Generate Keys Option](#)
- [Using the License Pool Option](#)
- [Using the License Key Sets Option](#)

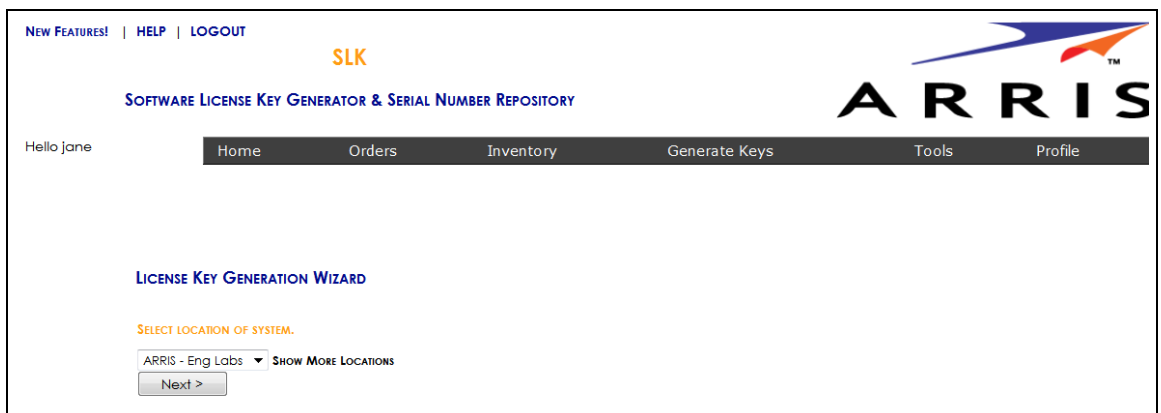
Choose the option you prefer.

### Using the Generate Keys Option

#### To use:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Generate Keys > Permanent**.

The License Key Generation Wizard opens.



#### License Key Generation Wizard

3. Do one of the following:
  - To generate permanent licenses for DM 6400 devices, go to [“Generating Permanent Licenses for DM 6400 Devices” on page 53](#) for more information.
  - To generate permanent licenses for CAP-1000 devices, go to [“Generating Permanent Licenses for CAP-1000 Devices” on page 63](#) for more information.

- To generate permanent licenses for SE and ST devices, go to [“Generating Permanent Licenses for SE-6000 Series and ST-6000 Series Devices” on page 73](#) for more information.
- To generate permanent license for NE2500 devices, go to [“Generating Permanent Licenses for NE2500 Devices” on page 78](#) for more information.

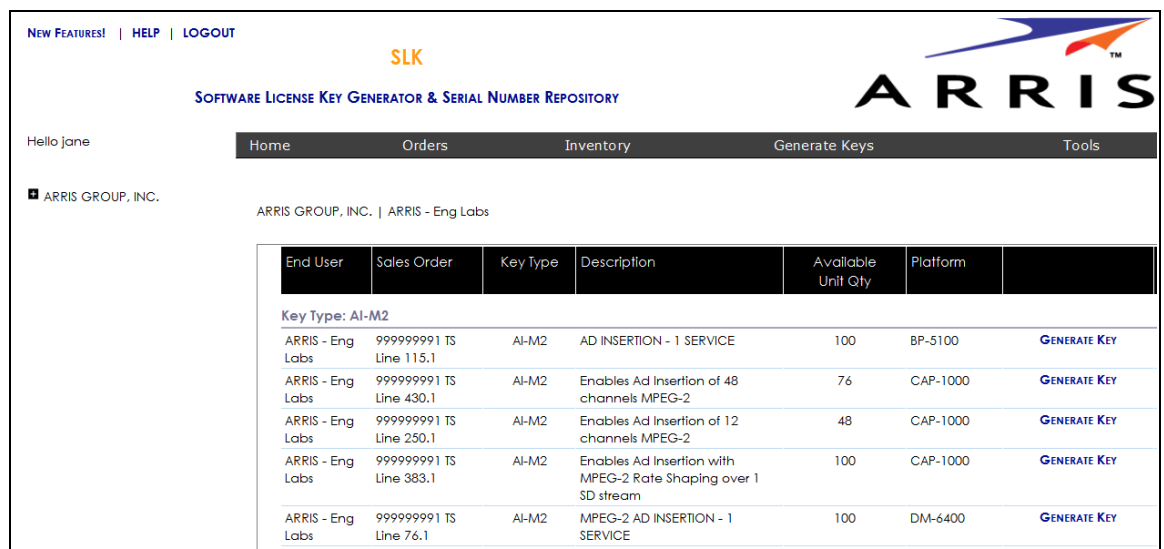
## Using the License Pool Option

The SLK License Pool is an inventory of unconsumed, purchased software by company and site location.

### To use:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Pool**.

License pool information displays in tabular format.



End User	Sales Order	Key Type	Description	Available Unit Qty	Platform	
<b>Key Type: AI-M2</b>						
ARRIS - Eng Labs	999999991 TS Line 115.1	AI-M2	AD INSERTION - 1 SERVICE	100	BP-5100	<a href="#">GENERATE KEY</a>
ARRIS - Eng Labs	999999991 TS Line 430.1	AI-M2	Enables Ad Insertion of 48 channels MPEG-2	76	CAP-1000	<a href="#">GENERATE KEY</a>
ARRIS - Eng Labs	999999991 TS Line 250.1	AI-M2	Enables Ad Insertion of 12 channels MPEG-2	48	CAP-1000	<a href="#">GENERATE KEY</a>
ARRIS - Eng Labs	999999991 TS Line 383.1	AI-M2	Enables Ad Insertion with MPEG-2 Rate Shaping over 1 SD stream	100	CAP-1000	<a href="#">GENERATE KEY</a>
ARRIS - Eng Labs	999999991 TS Line 76.1	AI-M2	MPEG-2 AD INSERTION - 1 SERVICE	100	DM-6400	<a href="#">GENERATE KEY</a>

### License Pool

3. Locate on the **Key Type** you want.
4. Select **Generate Key**.

The License Key Generation Wizard opens.



### License Key Generation Wizard

5. Do one of the following:
  - To generate permanent licenses for DM 6400 devices, go to [“Generating Permanent Licenses for DM 6400 Devices” on page 53](#) for more information.
  - To generate permanent licenses for CAP-1000 devices, go to [“Generating Permanent Licenses for CAP-1000 Devices” on page 63](#) for more information.
  - To generate permanent licenses for SE and ST devices, go to [“Generating Permanent Licenses for SE-6000 Series and ST-6000 Series Devices” on page 73](#) for more information.
  - To generate permanent license for NE2500 devices, go to [“Generating Permanent Licenses for NE2500 Devices” on page 78](#) for more information.

### Using the License Key Sets Option

License key sets include a list of all the data flash cards.

#### To use:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Key Sets**.  
License key set information displays in tabular format.

The screenshot shows the SLK (Software License Key Generator & Serial Number Repository) interface. At the top, there are navigation links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The SLK logo is prominently displayed in the center, with the ARRIS logo to the right. Below the logo, the user is greeted with 'Hello Jane' and a navigation bar with links for 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. A 'REFRESH LIST' button and a 'ARRIS TEST' link are visible on the left. The main content area shows 'ARRIS TEST | ARRIS TEST 2' and a 'COMPARE' button. A table lists three license keys with columns for 'Select', 'License Key Inventory', 'End User', 'Serial Number', 'Platform', and 'Transfer'.

Select	License Key Inventory	End User	Serial Number	Platform	Transfer
<input type="checkbox"/>	173408	ARRIS TEST 2	B8363195VJ310F179X00	DM	TRANSFER
<input type="checkbox"/>	194638	ARRIS TEST 2	616511200047	CAP	TRANSFER
<input type="checkbox"/>	205855	ARRIS TEST 2	8765385760496874	NE-2500	TRANSFER

Page 1 of 1 (3 items)

License Key Sets

3. Select the **Serial Number** you want.

The License Key Details page opens.

The screenshot shows the 'License Key Details' page in the SLK interface. It displays 'ARRIS TEST | ARRIS TEST 2' and 'DETAIL FOR LICENSE KEY ID: 194638, SERIAL NUMBER: 616511200047'. There are buttons for 'REGENERATE KEYS', 'DOWNLOAD XML DATA SET', 'RELATED SN', and 'CLONE SN TRANSFER'. A detailed table lists license key sets with columns for 'Key Type', 'Quan', 'Unit', 'License', 'License Key', 'Expira', 'Licen', and 'Model'. The table is divided into two sections based on expiration dates: 'Expiration Date:' and 'Expiration Date: 7/23/2017'. At the bottom, there are links for 'BACK TO LICENSE KEY SET INVENTORY LIST' and 'GO TO LICENSE POOL'.

	Key Type	Quan	Unit	License	License Key	Expira	Licen	Model	
<b>Expiration Date:</b>									
	EAS ALERTS	1	Cha...	1	AIRP26IQ23H2F...	Perp...		CAP-1000	In
	BISS ENCRYPTI...	1	Cha...	1	IEYEGWGF5FP...	Perp...		CAP-1000	In
	CHERRYPL... REDUNDA...	1	Cha...	1	TLCIEPLPD2HNX...	Perp...		CAP-1000	In
UPGRADE	MPEG-4/AVC HD RATECSHA	2	Cha...	16	CXXIH44PL5OX...	Perp...		CAP-1000	In
UPGRADE	MPEG-2 AD INSERTION	78	Cha...	384	AFPLVAQ3J2VRP...	Perp...		CAP-1000	In
UPGRADE	CALM Act Audio Leveling	100	Ser...	384	PIDEC4MXITY7J...	Perp...		CAP-1000	In
<b>Expiration Date: 7/23/2017</b>									
UPGRADE	EBIF FILTERING-MERGING	384	Cha...	384	FVLFPFNIFN56...	7/23/...	Eval	CAP-1000	In

Page 1 of 1 (9 items)

License Key Details

4. Locate the **Key Type** you want.

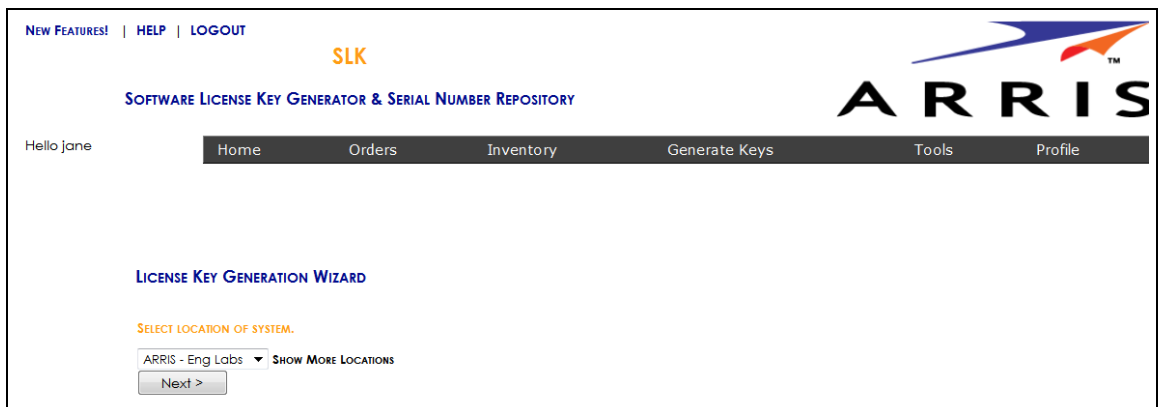
---

**Note:** Only key types that have inventory available to generate show in blue.

---

5. Click **Upgrade**.

The License Key Generation Wizard opens.



#### License Key Generation Wizard

6. Do one of the following:
  - To generate permanent licenses for DM 6400 devices, go to [“Generating Permanent Licenses for DM 6400 Devices” on page 53](#) for more information.
  - To generate permanent licenses for CAP-1000 devices, go to [“Generating Permanent Licenses for CAP-1000 Devices” on page 63](#) for more information.
  - To generate permanent licenses for SE and ST devices, go to [“Generating Permanent Licenses for SE-6000 Series and ST-6000 Series Devices” on page 73](#) for more information.
  - To generate permanent license for NE2500 devices, go to [“Generating Permanent Licenses for NE2500 Devices” on page 78](#) for more information.

## Generating Permanent Licenses for DM 6400 Devices

This section explains how to generate permanent license keys for feature and functions of the DM 6400 device. Refer to the procedure for your software version number.

- To generate a license without license mobility and software version less than 5.6, go to [“Generating Permanent Licenses for Software Version less than 5.6” on page 53](#).
- To generate a license with License Mobility and software version greater than or equal to 5.6, go to [“Generating Permanent Licenses for Software Version 5.6 or Greater” on page 58](#).

### Generating Permanent Licenses for Software Version less than 5.6

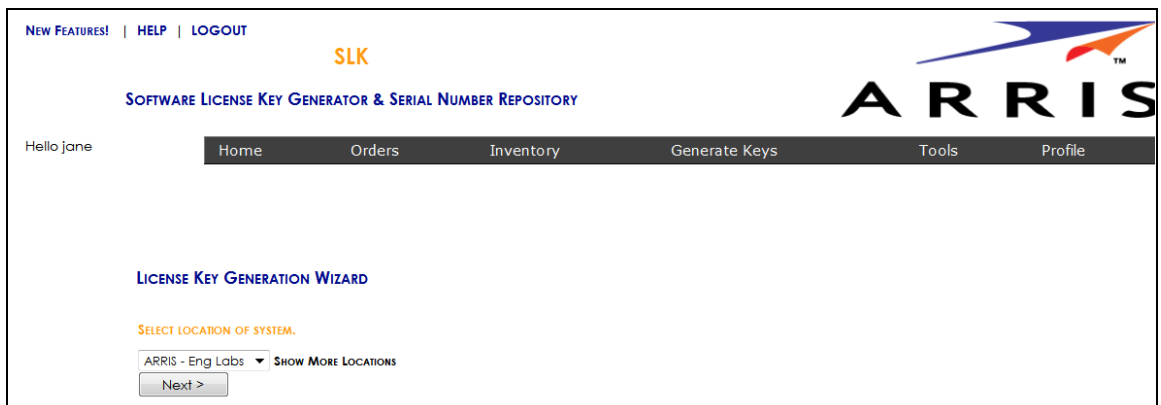
Use this procedure to generate permanent license keys for DM 6400 devices running software version less than 5.6.

#### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard” on page 48](#) for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



#### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 217368090026969- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

< First < Previous Next >

#### Select Serial Number

- In the **Select Serial Number** menu, select the serial number of the device on which you want to generate the license key.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

- Click **Next**.  
The Select DM 6400 Software Version Preference page opens.
- From the License Key Generation Wizard page, select the **Without License Mobility (Please select this option if the software version of your unit is below Version 5.6)** option.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

Generate license - Without License Mobility(Please select this option if the software version of your unit below Version 5.6)

Generate license - With License Mobility(Please select this option if the software version of your unit greater than or equal to Version 5.6)

« First < Previous Next >

Select DM 6400 Software Version Preference

7. Click **Next**.

The License Pool Inventory page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

SELECT LICENSE POOL INVENTORY TO BE USED.

Location: ARRIS TEST 1

DM-GIGE, GIGE PORT ACTIVATION (1 Port) Available Units: 1 SO:221578 LineNo:6

DM-AG-GPA, GIGPIPE AGGREGATION (1 Chassis) Available Units: 1 SO:221578 LineNo:3

DM-AI, MPEG-2 AD INSERTION (1 Channel) Available Units: 5 SO:90376033 LineNo:1

DM-AG-EXT, PSI/SI SPOOLING (19 Multiplex) Available Units: 1 SO:221578 LineNo:4

DM-AG-PSIP, PSIP AGGREGATION (1 Multiplex) Available Units: 4 SO:221578 LineNo:1

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:215916 LineNo:5

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:216918 LineNo:1

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:221578 LineNo:8

DM-AG-SMP, STAT MUX POOL (1 Chassis) Available Units: 1 SO:221578 LineNo:2

« First < Previous Next >

Select License Pool Inventory

8. Select the license pool inventory you want to generate and click **Next**.

The Calculate License Quantities page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: **DPSN: 437CTR75sk702sc00302- DM-6400**

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-2 AD INSERTION	1	1	1	2

(The unit qty per serial number for this license type must be between 1 and 64.)

< Previous Calculate

Generate Key/s

### Calculate License Quantities

9. Enter the quantity of licenses you want to generate.

10. Click **Calculate**.

SLK calculates the resulting quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to purchase additional license keys. Contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating license keys.

11. Click **Generate Keys**.

A confirmation page opens.

12. Click **OK** to submit the request.

After a few moments, a table displays with the license key(s).

**SLK**  
SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: **DPSN: 437CTR75sk702sc00302- DM-6400**

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-2 AD INSERTION	1	2	1	2

(The unit qty per serial number for this license type must be between 1 and 64.)

**License Keys Generated Successfully**

KeyType	TotalQuantity	LicenseKey
AI-M2	2	V3QUDIWJUNXZMPKWGGDJFVSAPE

< Previous Recalculate

Generate Key/s

RESTART WIZARD

Generated License Keys

- Under the **License Key** column, select the license key and paste it in the Accounts tab of the DM 6400 GUI.

CherryPicker®

ARRIS

Configuration Grooming Analysis Alarms Administration Help

Configure Setup Stream List Accounts Customiza...

File Editor View/Edit Program Options Log Out Exit

CherryPicker DM610060900092

User Accounts

User Name	Full Name	Description
Admin	The Admin	the user who can do everything

Add User... Edit User... Delete User

Product Licenses

Type	License Key	Enabled	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	OOOEWOXE6T2OEBCPHGEYY3RYWUR...	0	0	None	XXSIL3YIEC4VYWAEZ5RVMT5YTG2BBI0067E...
HD Recoding	TLN2KONMZDXDSPNBGPL23KD6OF33...	0	0	None	NZOUZDBHG235ALR4T3RZFW7KADP7SSKNH...
SD Recoding	ANMXUVXUNYRK7ADX86P74S06PERC...	64	15	None	
PSIP	MWKGMYVJXNKPMRCRN5HZ6YNLET4...	64	0	None	
Stat Mux Pool	MJ75GL7437TVZTG6YUPEJV2SHHU3D...	1	0	None	
GiqE Port Activation	LODTNKN5HCKZTLEGAD2SIMXZK4N...	4	2	None	
Horizontal Resolution Change	6YD5F7OANWNLW4BBNIKLB7FMH4Z...	16	0	None	
GiqPipe Aggregation	PYRGK75LWYTHY77PTW3LUP35U27P...	1	0	None	
ASI Outport Port Activation	540FLPGZF35DAFLOREKFMIZ450BDF...	19	1	None	
External PSI/SI Spooling	RBFY6HZBW6RAU6ZAMM4S2NYWBP3...	64	0	None	
SCFE 30 to 35 Conversion	IHR7KVAJMTZ5M63NODYNO44AHYD...	16	0	None	

Data Flash Serial # C948539520500F19L602

Enter License...

03-Feb-2017 11:11:44 PM UTC Site 1434053722355 User: Admin Mode:Normal CPR: NA Alarm: On

DM 6400—Accounts

Refer to the *DM 6400 Software Guide* for information on installing the license key.

## Generating Permanent Licenses for Software Version 5.6 or Greater

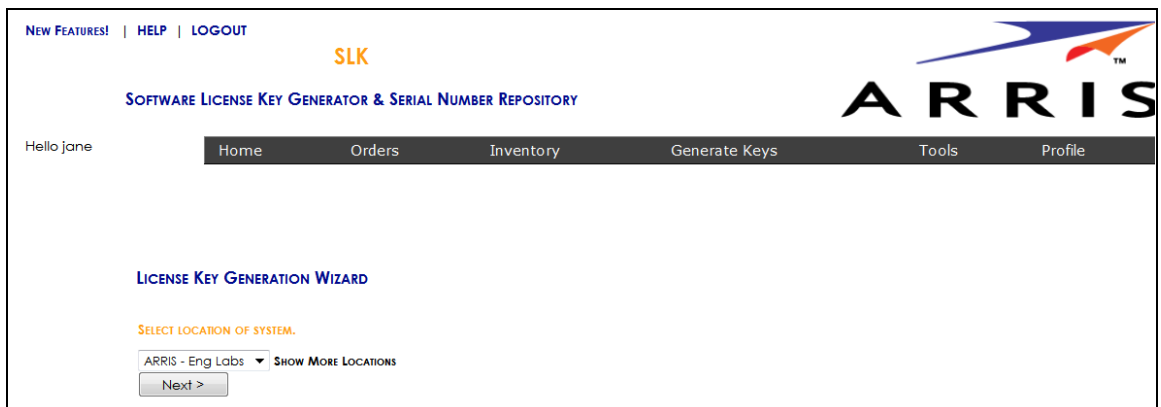
Use this procedure to generate permanent license keys for DM 6400 devices running software version 5.6 or greater.

### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard” on page 48](#) for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 217368090026949- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

< First < Previous Next >

### Select Serial Number

- In the **Select Serial Number** menu, select the serial number of the device on which you want to generate the license key.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- Click **Next**.

The Select DM 6400 Software Version Preference page opens.

- From the License Key Generation Wizard page, select the **With License Mobility (Please select this option if the software version of your unit is greater than or equal to Version 5.6)** option.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

Generate license - Without License Mobility (Please select this option if the software version of your unit below Version 5.6)

Generate license - With License Mobility (Please select this option if the software version of your unit greater than or equal to Version 5.6)

« First < Previous Next >

Select DM 6400 Software Version Preference

7. Click **Next**.

The Select License Pool Inventory page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

SELECT LICENSE POOL INVENTORY TO BE USED.

Location: ARRIS TEST 1

DM-GIGE, GIGE PORT ACTIVATION (1 Port) Available Units: 1 SO:221578 LineNo:6

DM-AG-GPA, GIGPIPE AGGREGATION (1 Chassis) Available Units: 1 SO:221578 LineNo:3

DM-AI, MPEG-2 AD INSERTION (1 Channel) Available Units: 5 SO:90376033 LineNo:1

DM-AG-EXT, PSI/SI SPOOLING (19 Multiplex) Available Units: 1 SO:221578 LineNo:4

DM-AG-PSIP, PSIP AGGREGATION (1 Multiplex) Available Units: 4 SO:221578 LineNo:1

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:215916 LineNo:5

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:216918 LineNo:1

DM-PB-4, SD RATESHAPING (16 Channel) Available Units: 1 SO:221578 LineNo:8

DM-AG-SMP, STAT MUX POOL (1 Chassis) Available Units: 1 SO:221578 LineNo:2

« First < Previous Next >

Select License Pool Inventory

8. Select the license pool inventory you want to generate and click **Next**.

The Calculate License Quantities page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: DPSN: B8363195VJ310P179X00- DM-6400

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
PSIP AGGREGATION	1	1	4	5

(The unit qty per serial number for this license type must be between 1 and 8.)

< Previous Calculate

Generate Key/s

### Calculate License Quantities

9. Enter the quantity of licenses you want to generate.

10. Click **Calculate**.

SLK calculates the resulting quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to purchase additional license keys. Contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating license keys.

11. Click **Generate Keys**.

A confirmation page opens.

12. Click **OK** to submit the request.

After a few moments, a table displays with the license key(s).

**SLK**  
SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane | Home | Orders | Inventory | Generate Keys | Tools | Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: **DFSN: B8363195VJ310P179X00- DM-6400**

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
PSIP AGGREGATION	( 1 × 1 )	+ 4	=	5

(The unit qty per serial number for this license type must be between 1 and 8.)

**License Keys Generated Successfully**

KeyType	TotalQuantity	LicenseKey
PSIP-AG	5	CKGKHLQ642RF5N53HZRXP2K7G55ITEYJH83TI

< Previous | Recalculate | Generate Key/s | RESTART WIZARD

Generated License Keys

- Under the **License Key** column, select the license key and paste it in the Accounts tab of the DM 6400 GUI.

CherryPicker®

Configuration | Grooming | Analysis | Alarms | Administration | Help

Configure | Setup | Stream | List | Accounts | Customizer

File Editor | View/Edit | Program | Options | Log Out | Exit

CherryPicker DM610060900092

User Accounts

User Name	Full Name	Description
Admin	The Admin	the user who can do everything

Add User... | Edit User... | Delete User

Product Licenses | Data Flash Serial # C948539520500F19LG02

Type	License Key	Enabled	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	OOEWOXE6T2OEBCPHGEY3RYWUR...	0	0	None	XXSIL3YIEC4VYWAPEZ5RVMT5YTG2BBI067E...
HD Recoding	TLN2KONMZDXDSPNBGPL23KD6OF33...	0	0	None	NZOUZDBHG235ALR4T3RZFW7KADP7SSKNH...
SD Recoding	ANMXUVXUNYRK7ADX86P74S06PERC...	64	15	None	
PSIP	MWKGMYVJXNKPMRCRN5HZ6YNLET4...	64	0	None	
Stat Mux Pool	MJ75GL7437TZT6YUPEJ25HHU3D...	1	0	None	
GigE Port Activation	LODTNKN5HCKZTLEGAD2S1MXZK4N...	4	2	None	
Horizontal Resolution Change	6YDSF70ANWNLW48B8NKL87FMH4Z...	16	0	None	
GigE Pipe Aggregation	PYRGKGT5LWYTHY77PTW3LUP35U27P...	1	0	None	
ASI Outout Port Activation	54OFLPGZF35DAFLOREKFM8IZ45OBDF...	19	1	None	
External PSI/SI Spooling	RBFY6HBW6RAU6ZAMM4S2NYWPB3...	64	0	None	
SCTE 30 to 35 Conversion	JHR7KVAIMT25M63NODYNO44AHYD...	16	0	None	

Enter License...

03-Feb-2017 | 11:11:44 PM UTC | Site 1434053722355 | User: Admin | Mode: Normal | CPR: NA | Alarm: On

DM 6400—Accounts



Refer to the *DM 6400 Software Guide* for information on installing the license key.

## Generating Permanent Licenses for CAP-1000 Devices

This section explains how to generate permanent license keys for feature and functions of the CAP-1000 device. Refer to the procedure for your software version number.

- To generate a license without license mobility and software version less 4.0, go to [“Generating Permanent Licenses for Software Version Less Than 4.0” on page 63.](#)
- To generate a license with license mobility and software version greater than or equal to version 4.0, go to [“Generating Permanent Licenses for Software Version 4.0 or Greater” on page 68.](#)

### Generating Permanent Licenses for Software Version Less Than 4.0

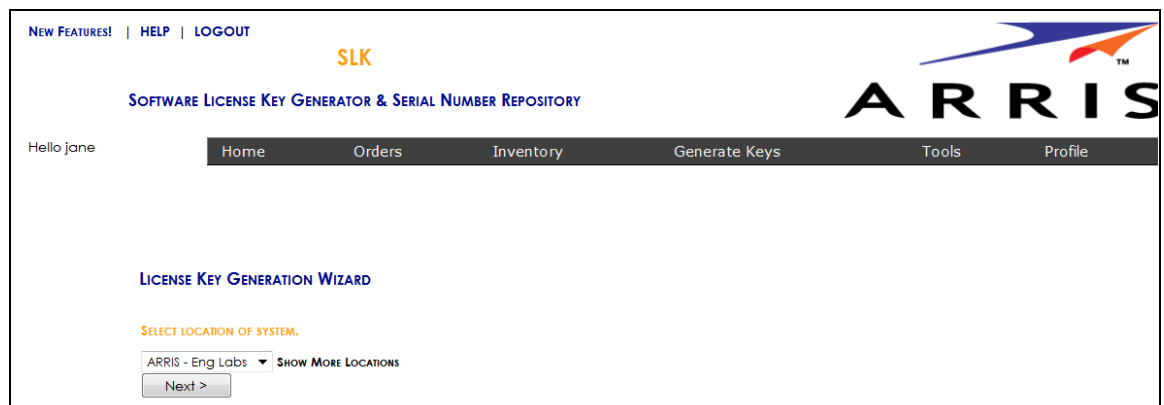
Use this procedure to generate permanent license keys for CAP-1000 devices running software version less than 4.0.

#### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard” on page 48](#) for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



#### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 217368090026949- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

<< First < Previous Next >

### Select Serial Number

- In the **Select Serial Number** menu, select the serial number of the device on which you want to generate the license key.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- Click **Next**.  
The Select CAP-1000 Software Version Preference page opens.
- From the License Key Generation Wizard page, select the **Without License Mobility (Please select this option if the software version of your unit is below Version 4.0)** option.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

Generate license - Without License Mobility(Please select this option if the software version of your unit below Version 4.0)

Generate license - With License Mobility(Please select this option if the software version of your unit greater than or equal to Version 4.0)

« First < Previous Next >

Select CAP-1000 Software Version Preference

7. Click **Next**.

The Select License Pool Inventory page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

SELECT LICENSE POOL INVENTORY TO BE USED.

Location: ARRIS TEST 1

CAP1-SLK-BISS, CHERRYPICKER BISS ENCRYPTION/DECRYPTION FG (1 Chassis) Available Units: 5 SO:90655091 LineNo:4

CAP1-SLK-EAS, CHERRYPICKER EAS ENCRYPTION/DECRYPTION FG (1 Chassis) Available Units: 1 SO:90619183 LineNo:1

CAP1-SLK-RS-384, M2 SD RS BUNDLE - 96 HD AND 384 SD CHANNELS (0 ) Available Units: 1 SO:999999991 LineNo:6

CAP1-SLK-RS-MP4, M4 RATE SHAPING BUNDLE - 1 HD CHANNEL (0 ) Available Units: 16 SO:999999991 LineNo:4

CAP1-SLK-AI-48, MPEG-2 AD INSERTION - 48 CHANNELS (48 Channel) Available Units: 1 SO:999999991 LineNo:5

CAP1-SLK-AI-MP4, MPEG-4/AVC AD INSERTION - 1 CHANNEL (1 Channel) Available Units: 2 SO:90655091 LineNo:2

« First < Previous Next >

Select License Pool Inventory

8. Select the license pool inventory you want and click **Next**.

The Calculate License Quantities page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: LicenseGuard: 616511200047

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-2 AD INSERTION	48	x 1	+ 130	= 178

(The unit qty per serial number for this license type must be between 1 and 384.)

< Previous Recalculate

Generate Key/s

### Calculate License Quantities

9. Enter the quantity of licenses you want to generate.
10. Click **Calculate**.

SLK determines the unit quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to purchase additional license keys. Contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating license keys.
11. Click **Generate Keys**.  
A confirmation page opens.
  12. Click **OK** to submit the request.  
After a few moments, a table displays with the license key(s).

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

GENERATE LICENSE KEY/S

Location: ARRIS TEST 1

Serial Number: LicenseGuard: 616511200047

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-2 AD INSERTION	48	1	130	178

(The unit qty per serial number for this license type must be between 1 and 384.)

License Keys Generated Successfully

Keytype	TotalQuantity	LicenseKey
AI-M2	178	AFPLVAQ3J2YRPMILIG7MFJ2BJI

< Previous Recalculate

Generate Key/s

RESTART WIZARD

Generated License Keys

- Under the **License Key** column, select the license key and paste it in the Licenses tab of the CAP-1000 GUI.

CherryPicker® Element Manager

Device: BEN-PRIMARY [10.77.1...]

User Admin Groups Logs Help About Logout

ARRIS

Setup Triggers Content Picking Alarms Analysis

System Licenses Permissions Redundancy Files DVB Simulcrypt Preferences

Product Licenses

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	0	0	None	TU4BWFMOEAD00K4XJWRGCPUOXBMWKMVYL240ESY	MQQB00STGOY373AFTWM4TKBKAHTCTATOUOLCA
MPEG-4/AVC HD Recoding	0	0	None	ZS30EWJIVJ46PQ06FOXSLWANRJV286DYSKY2JQ	52RJ2ZV5ZEJPFDDPDWDM46FST2WMFAGBQJLSEI
MPEG-2 HD Recoding	96	87	None	E4Y8WE6A4T34W5QNM0Q677PQ6SQJ7FRE3UBX4EI	
MPEG-2 SD Recoding	384	350	None	OTTR2NSVJNABAFMT7BJVK0M7HAZ5M6LGDQY	
MPEG-4/AVC Ad Insertion	256	256	None	6IUU4WMBAWMK04KJ54LYEEBBMGQY677VXKKA6I	
MPEG-2 Ad Insertion	384	384	None	HB3TJPDY2R2PHMGNG5MYOGSJH2FFNDE3XHUCWI	
CherryPicker Redundancy	1	0	None	5STC538FFAXJWSL6BLEVXDUX2ISWPF32CNVWIQ	
Ad Insertion Protection	1	1	None	OHODWTX8HTZ2NNG4L46E5KNSOJYXG0BLNDAUI	
EBIF Filtering/Merging	300	299	None	XUGSGDHFIO3E0HLKX76KHXPXKZKBLZBKHB53CSI	
BISS	1	1	None	U33QLBLJ7XSUKPS4TCIQWV6BIBYFB4K5JMC6Y5Y	
EAS Switching	1	1	None	NW4CKYPK242VJNDNA2VOVKIB56XQ0SOJ38FOA	
CALM	284	284	None	RVFNAZ7T6TAUW2THLTMX2TNDY5SRHCVPJPSDA	

Active License Guard Serial Number: 616090900005 Enter a new license key:  Apply License

0 11 1 live, PIDs:88 of 4096 | Output Muxes: 3, PIDs:25 of 2048 | Groomed Programs:9 | CPR: Primary:Protected Hot | 02/03/2017 11:37:17 PM UTC

CAP-1000—Licenses

Refer to the *CAP-1000 Software Guide* for information on installing the license key.

## Generating Permanent Licenses for Software Version 4.0 or Greater

Use this procedure to generate permanent license keys for CAP-1000 devices running software version 4.0 or greater.

### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard”](#) on page 48 for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 217368090026949- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

« First < Previous Next >

### Select Serial Number

- From the **Locations** menu, select the serial number of the device on which you want to generate the license key.
- Click **Next**.

The Select CAP-1000 Software Version Preference page opens.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See [“Getting Help” on page x](#) for more information.

- From the License Key Generation Wizard page, select the **With License Mobility (Please select this option if the software version of your unit is greater than or equal to Version 4.0)** option.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

Generate license - Without License Mobility(Please select this option if the software version of your unit below Version 4.0)

Generate license - With License Mobility(Please select this option if the software version of your unit greater than or equal to Version 4.0)

« First < Previous Next >

Select CAP-1000 Software Version Preference

7. Click **Next**.

The Select License Pool Inventory page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

SELECT LICENSE POOL INVENTORY TO BE USED.

Location: ARRIS TEST 1

CAP1-SLK-BISS, CHERRYPICKER BISS ENCRYPTION/DECRYPTION FG (1 Chassis) Available Units: 5 SO:90655091 LineNo:4

CAP1-SLK-EAS, CHERRYPICKER EAS ENCRYPTION/DECRYPTION FG (1 Chassis) Available Units: 1 SO:90619183 LineNo:1

CAP1-SLK-RS-384, M2 SD RS BUNDLE - 96 HD AND 384 SD CHANNELS (0 ) Available Units: 1 SO:999999991 LineNo:6

CAP1-SLK-RS-MP4, M4 RATE SHAPING BUNDLE - 1 HD CHANNEL (0 ) Available Units: 16 SO:999999991 LineNo:4

CAP1-SLK-AI-MP4, MPEG-4/AVC AD INSERTION - 1 CHANNEL (1 Channel) Available Units: 2 SO:90655091 LineNo:2

« First < Previous Next >

Select License Pool Inventory

8. Select the license pool inventory you want and click **Next**.

The Calculate License Quantities page opens.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

GENERATE LICENSE KEY/S

Location: ARRIS TEST 1

Serial Number: LicenseGuard: 616511200047

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-4/AVC HD RATESHAPING	1	1	0	1

(The unit qty per serial number for this license type must be between 1 and 16.)

< Previous Calculate

Generate Key/s

### Calculate License Quantities

9. Enter the quantity of licenses you want to generate.

10. Click **Calculate**.

SLK determines the unit quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to log on to the source device and revoke the license key you need. Revoking the license key on the source device makes it available for use on the destination device. Refer to the *CAP-1000 Software Guide* for information on revoking license keys.

- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating license keys.

11. Click **Generate Keys**.

A confirmation page opens.

12. Click **OK** to submit the request.

After a few moments, a table displays with the license key(s).

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

**ARRIS**

Hello jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: LicenseGuard: 616511200047

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
MPEG-4/AVC HD RATESHAPING	( 1 × <input type="text" value="2"/> )	+ 0	=	2 (The unit qty per serial number for this license type must be between 1 and 16.)

**License Keys Generated Successfully**

KeyType	TotalQuantity	LicenseKey
RS-M4-HD	2	CXXIH44PL5OXHXXW4VPEGVJYHRZZAT2NH6V4VPI

< Previous   Recalculate

Generate Key/s

**RESTART WIZARD**

### Generated License Keys

- Under the **License Key** column, select the license key and paste it in the Licenses tab of the CAP-1000 GUI.

CherryPicker® Element Manager

Device: BEN-PRIMARY [10.77.L] User: Admin Groups | Logs | Help | About | Logout

ARRIS

Setup   Triggers   Content Picking   Alarms   Analysis

System   Licenses   Permissions   Redundancy   Files   DVB Simulcrypt   Preferences

**Product Licenses**

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	0	0	None	TU4BWFMOEAD00K4XJWRGCPUOXBMWKMVYL240ESY	MQQBQ00STGOY373AFTWM4TKBKAHTCTATQUODLCA
MPEG-4/AVC HD Recoding	0	0	None	ZSISOEWJVJ48PQO6FOXSLWANRJV286DY SKY2JQ	52RJ22V5ZEJPFDDPOWDM68FST2WVFAGBQJLSEI
MPEG-2 HD Recoding	96	87	None	E4Y6WE6A4T34W5QNMGO677PQ8SQJ7FRE3UBX4EI	
MPEG-2 SD Recoding	384	350	None	OTTR2NSVJNJABAFMT7BJVKBM7HAZSM6LGDQY	
MPEG-4/AVC Ad Insertion	256	256	None	6IU4WMBAWMKO4KJ54LYEBBMGQY677WXLKAB8I	
MPEG-2 Ad Insertion	384	384	None	H83TJPD8Y2R2PHMGNQ5MYOG5JH2FFNDE3XHUCWI	
CherryPicker Redundancy	1	0	None	S57C538FFAXJWSL6BLEWDXUX2SIFP32CNVWID	
Ad Insertion Protection	1	1	None	OH0IDWTX8HTZ2NND4L46E5KNSQJYXG0BLNDAUI	
EBIF Filtering/Merging	300	299	None	XUG5GDHFIQ3E0HLKX76KHXPXKZKBLZBKHBS3CSI	
BISS	1	1	None	U33QL6LJ7XSUKPS4TCIQWVBIBYFB4KSJMC6YSY	
EAS Switching	1	1	None	NW4CKYPK24ZVJNDNA2V0VKIB56XQ0SOJ3BFOA	
CALM	284	284	None	RVFNAZ7T8TAUW2THLTMX2TNDYSSRHCVVJPSDA	

Active License Guard Serial Number: **616090900005** Enter a new license key:

0 11 1 Live. PIDs:88 of 4096 | Output Muxes: 3. PIDs:25 of 2048 | Groomed Programs:9 | CPR: Primary:Protected Hot | 02/03/2017 11:37:17 PM UTC

### CAP-1000—License Key Installation

Refer to the *CAP-1000 Software Guide* for information on installing the license key.

## Generating Permanent Licenses for SE-6000 Series and ST-6000 Series Devices

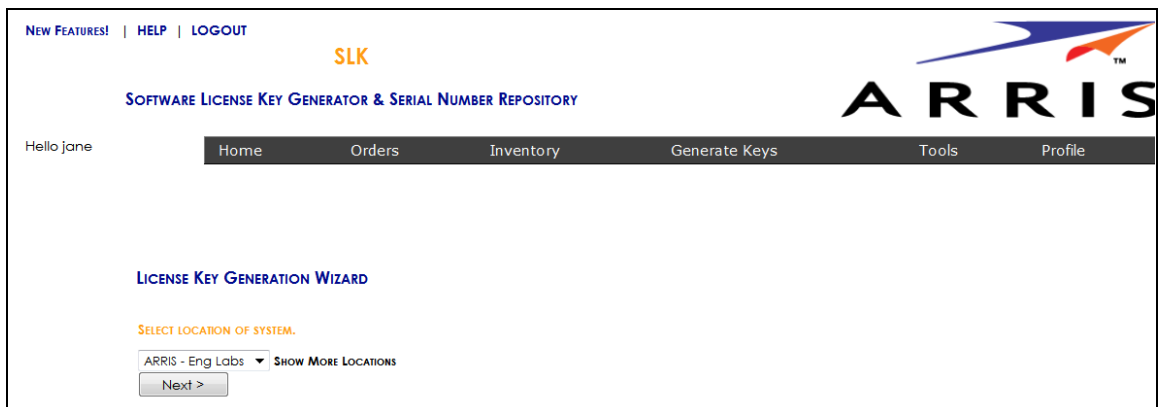
This procedure explains how to generate permanent license files for SE-6000 Series and ST-6000 Series devices running software version 3.1 or less or software version 4.1 or greater.

### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard” on page 48](#) for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.

***Note:** Illustrations in this procedure depict the SE-6000 Series device.*

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 2173689090024969- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

« First < Previous Next >

#### Select Serial Number

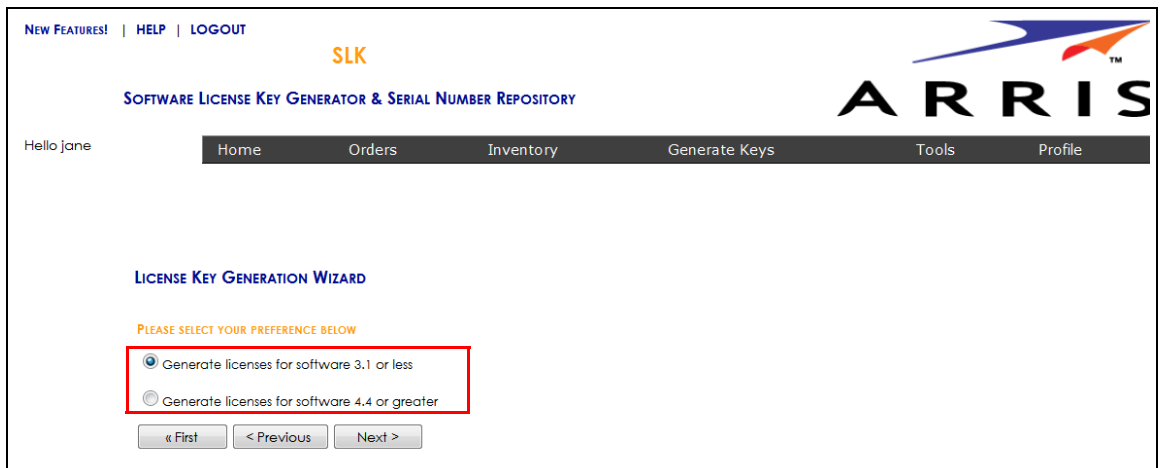
- In the **Select Serial Number** menu, select the serial number of the device on which you want to install the license file.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

- Click **Next**.

The Select SE/ST Software Version Preference page opens.

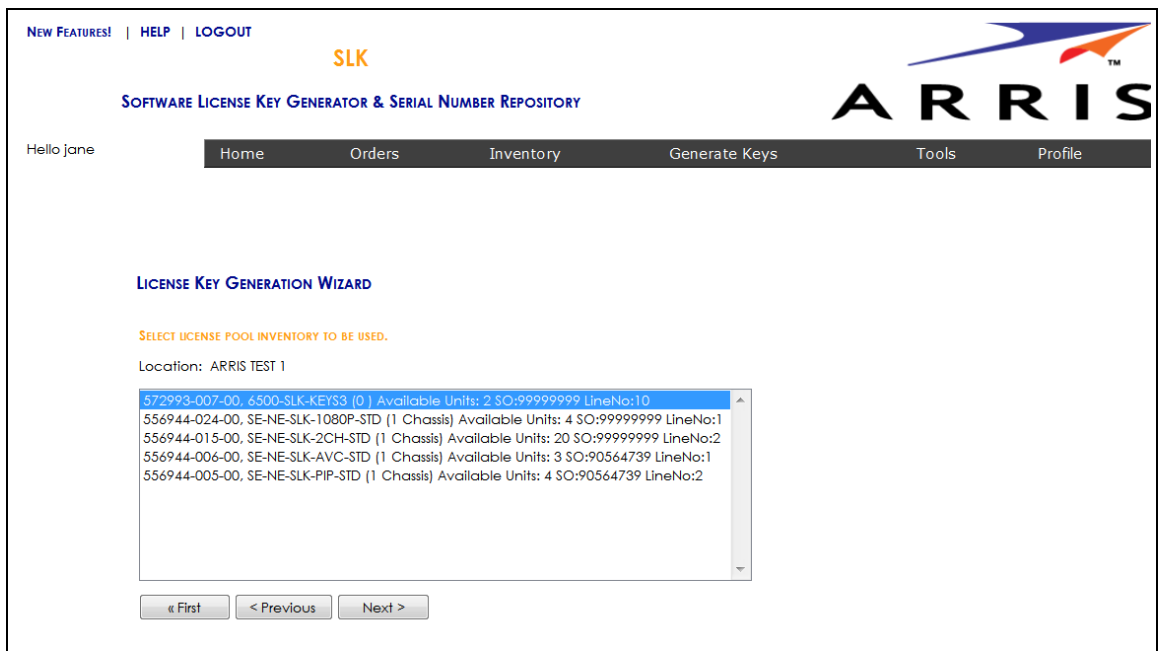
- Do one of the following:
  - Select the **Generate licenses for software 3.1 or less** option.
  - Select the **Generate licenses for software 4.4 or greater** option.



Select SE/ST Software Version Preference

7. Click **Next**.

The Select License Pool page opens.



Select License Pool Inventory

8. Select the license pool inventory you want and click **Next**.

The Calculate License Quantities page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: Chassis: 6543876578902764- SE-6501

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
2 CHANNEL SUPPORT	1	1	0	1

(The unit qty per serial number for this license type must be between 1 and 1.)

< Previous Calculate

Generate Key/s

### Calculate License Quantities

9. Enter the quantity of licenses you want to generate.

10. Click **Calculate**.

SLK determines the unit quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to purchase additional licenses. Contact the ARRIS Technical Assistance Center for more information. See ["Getting Help" on page x](#) for more information.

- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating the license file.

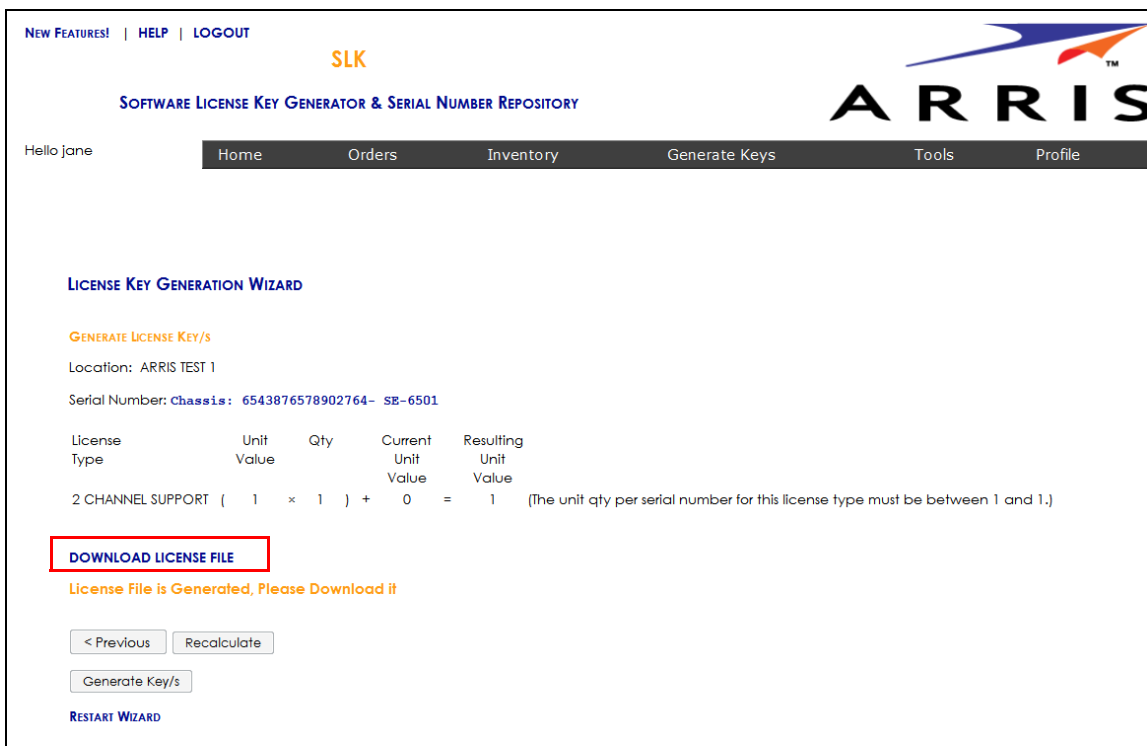
11. Click **Generate Keys**.

A confirmation page opens.

12. Click **OK** to submit the request.

After a few moments, the message, "License File is Generated. Please download it," displays.

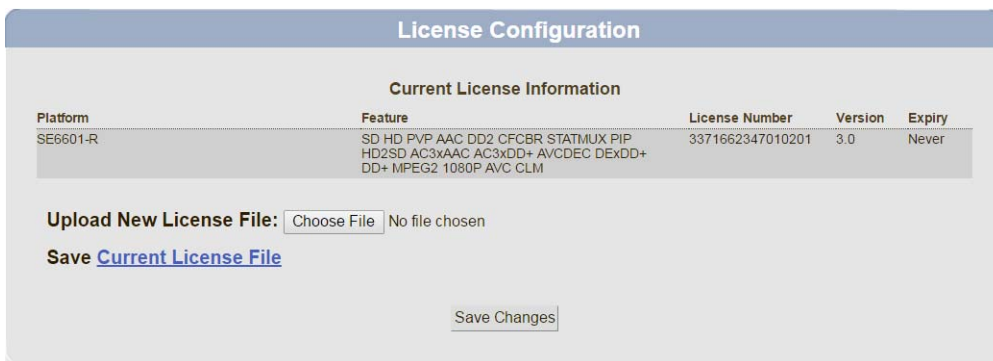
13. Click **Download License File**.



Download License File

- 14. Save the license file to a location of your choice.

The license file is now available to install on the destination device.



SE-6000—License File Installation

Refer to the *SE-6000 Series MPEG-4 AVC Encoders User Guide* for information on installing the license file

## Generating Permanent Licenses for NE2500 Devices

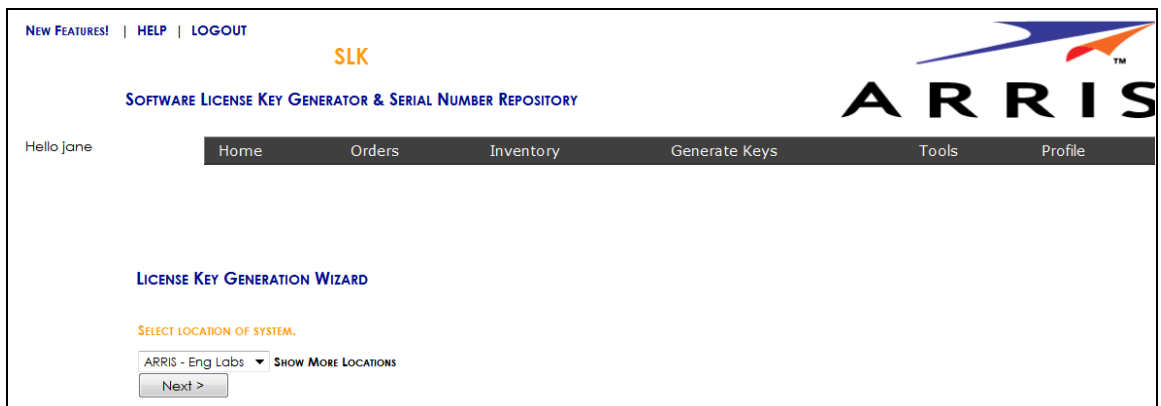
This procedure explains how to generate permanent license files for NE2500 Network Encryptor devices running software version 1.1.0 or below of any software version greater than 1.1.0.

### To generate:

1. Access the License Key Generation Wizard.

Go to [“Accessing the License Key Generation Wizard” on page 48](#) for information.

The License Key Wizard opens and the current system location displays in the Locations menu.



### Select Location

2. If you have more than one location, select **Show More Locations** and choose your location.
3. Click **Next**.

The Select Serial Number page opens.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS - Eng Labs

Chassis: 217368090026969- SE-6601\_01  
 Chassis: 2173689064000356- SE-6601R\_01  
 Chassis: 2173689064000400- SE-6601R\_01  
 Chassis: 2173689064000486- SE-6601R\_01  
 Chassis: 2173689064000509- SE-6601R\_01  
 Chassis: 2173689064000592- SE-6601R\_01  
 Chassis: 3375660225000210- SE-6601A\_02  
 Chassis: 3375660228000286- SE-6601A\_02  
 DFSN: 001921L0704P2815- DM-6400  
 DFSN: 003201H0902S0519- DM-6400  
 DFSN: 003306H0902X3220- DM-6400  
 DFSN: 003510L1604A0008- DM-6400  
 DFSN: 009318D2105Q2656- DM-6400  
 DFSN: 010617A2808I2316- DM-6400  
 DFSN: 011407D1604I2425- DM-6400

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center 888-944-HELP (4357).

<< First < Previous Next >

### Select Serial Number

- In the **Select Serial Number** menu, select the serial number of the device on which you want to generate the license file.

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See [“Getting Help”](#) on page x for more information.

- Click **Next**.  
The Select NE2500 Software Version Preference page opens.
- Do one of the following:
  - Select **File format 1 (select if NE 2500 is running software version 1.1.0 or below)** option.
  - Select **File format 2 (select if NE 2500 is running any software version greater than 1.1.0)** option.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

File format 1 (select if NE2500 is running SW version 1.1.0 or below)


File format 2 (select if NE2500 is running any SW version greater than 1.1.0)

« First < Previous Next >

Select NE2500 Software Version Preference

7. Click **Next**.

The License Pool Inventory page opens.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

LICENSE KEY GENERATION WIZARD

SELECT LICENSE POOL INVENTORY TO BE USED.

Location: ARRIS TEST 1

577992-003-00, NE-SLK-IPPV (1 Chassis) Available Units: 15 SO:99999999 LineNo:11

577992-004-00, NE-SLK-MPTS (1 Chassis) Available Units: 15 SO:99999999 LineNo:12

Select License Pool Inventory

8. Select the license pool inventory you want and click **Next**.

The Calculate License Quantities page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane123

Home Orders Inventory Generate Keys Tools Profile

**LICENSE KEY GENERATION WIZARD**

**GENERATE LICENSE KEY/S**

Location: ARRIS TEST 1

Serial Number: **Chassis:** 34127542090001570211- **NE-2500**

License Type	Unit Value	Qty	Current Unit Value	Resulting Unit Value
IPPV	( 1 x 1 )	+	0	= 1

(The unit qty per serial number for this license type must be between 1 and 1.)

< Previous Recalculate

Generate Key/s

RESTART WIZARD

### Generate License Keys

9. Enter the quantity of licenses you want to generate.
10. Click **Calculate**.

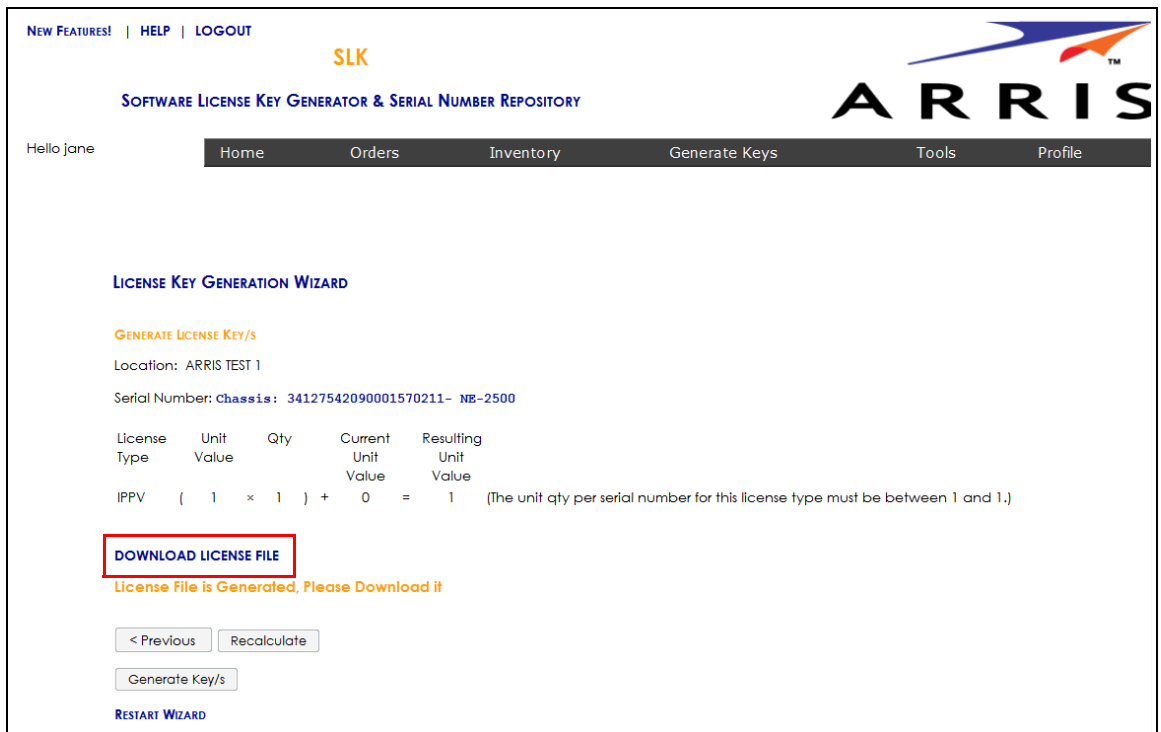
SLK determines the unit quantity per serial number for this license type.

- If the unit quantity is insufficient, you cannot continue. An error message similar to the following appears:

The Qty selected exceeded the maximum unit count of *nn* allowed for this license type

In this case, you need to purchase additional licenses. Contact the ARRIS Technical Assistance Center for more information. See ["Getting Help" on page x](#) for more information.

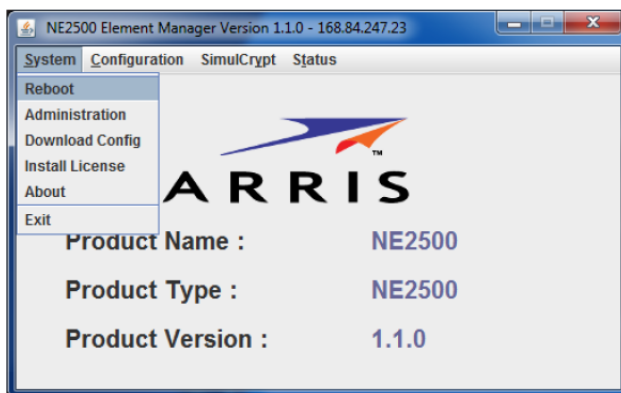
- If the unit quantity is sufficient, the **Resulting Unit Value** updates. You can continue with generating the license file.
11. Click **Generate Keys**.  
A confirmation page opens.
  12. Click **OK** to submit the request.  
After a few moments, the message, "License File is Generated. Please download it," displays.
  13. Click **Download License File**.



### Download License File

14. Save the license file to a location of your choice.

The license file is now available to install on the destination device.



### NE2500—License File Installation

Refer to the *NE2500 User Guide* for information on installing the license file.

## Regenerating Permanent Licenses

---

To successfully install a license key, it must use the correct format for the device and software version. Licenses that do not have the correct software format cannot be installed on a device.

Under certain circumstances; however, you may need to regenerate a license key for your CherryPicker product to ensure that the correct license key format is used. Depending on your device and software version, the license key format can vary in character length.

The regenerate function lets you regenerate existing license keys to the format needed based on the software version for your DM 6400 or CAP-1000 devices. Refer to the procedure that is appropriate for your device:

- [Regenerating Permanent Licenses for DM 6400 Devices](#)
- [Regenerating Permanent Licenses for CAP-1000 Devices](#)

---

**Note:** Only SLK administrators are authorized to regenerate permanent licenses for NE2500, SE-6000 Series, and ST-6000 Series devices. If you need to regenerate a license for any of these devices, contact the Technical Assistance Center. See "[Getting Help](#)" on page x for more information.

---

### Regenerating Permanent Licenses for DM 6400 Devices

---

Based on the current software version installed on a DM 6400 device, you may need to regenerate the license.

**To regenerate:**

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Search**.

The Search Options page opens.

The screenshot displays the SLK web application interface. At the top, there are navigation links for "NEW FEATURES!", "HELP", and "LOGOUT". The main title is "SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY". The ARRIS logo is in the top right corner. A navigation bar contains links for "Home", "Orders", "Inventory", "Generate Keys", "Tools", and "Profile". A user greeting "Hello jane" is visible. The "SEARCH OPTIONS" section contains two search forms:

- LICENSE KEY SEARCH:** Includes a "Serial Number" input field, a "Type" dropdown menu with radio button options: "DFSN - DM products, CAP products" (selected), "LicenseGuard and corresponding External DFSN - CAP products", "CFSN - Compact Flash - External DFSN, DM products", and "Chassis - MPEG-4 Encoders, Network Encrypters, DM products, CAP products". A "Search" button is at the bottom.
- SALES ORDER/PURCHASE ORDER SEARCH:** Includes a "Number" input field, a "Search By" dropdown menu set to "Sales Order", and a "Search" button.

### Search Options

3. In the **Serial Number** field, enter the serial number for the DM 6400 device.
4. Under **Type**, select the product type.
5. Click **Search**.  
A table displays with the search results.
6. Click **Regenerate Keys**.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

ARRIS TEST | ARRIS TEST 1

DETAIL FOR LICENSE KEY ID: 171781, SERIAL NUMBER: 437CTR75Sk702SC00302

REGENERATE KEYS

DOWNLOAD XML DATASET

REVOKE RELATED SN

CLONE SN

Key Type	Quant	Unit	License Key	License Key	Expiration	License T	Mode	INVENTORY DE
Urg... SDI-BASED MOTION GRAPHIC OVERLAY	1	Cha... 2	7YU4YA3EGGAOKTUNQVZ7UKVUTKLL...		Perpetual	DM-...	INVENTORY DE	
CHERRY... PROGRAM REDUND...	1	Cha... 1	4ISUW7ZJ3YWVWPKCE2UFQ7SDMCR...		Perpetual	DM-...	INVENTORY DE	
EVENT MANAGER	1	Cha... 1	TOAPSUNXRQ6HJK4F3374PYY3HBTM2...		Perpetual	DM-...	INVENTORY DE	
Urg... 4X ASI MODULE	1	Port 8	WQHCA2QC8FWKUZXKAWLHAUTCL...		Perpetual	DM-...	INVENTORY DE	
Urg... MPEG-2 AD INSERTION	2	Cha... 64	V3QUDIWJUNXZM7MGLLXZYX6VNF...		Perpetual	DM-...	INVENTORY DE	
Urg... GigE PORT ACTIVATION	2	Port 4	DR422TC3KTKA47LXMI047GOUZCH...		Perpetual	DM-...	INVENTORY DE	

1 Page 1 of 1 (9 items)

BACK TO LICENSE KEY SET INVENTORY LIST

GO TO LICENSE POOL

### License Key Search Details

The Choose Format page opens.

REGENERATE LICENSES - CHOOSE FORMAT

Regenerate Licenses for Serial Number: 437CTR75Sk702SC00302

Generate license - Without License Mobility(Please select this option if the software version of your unit below Version 5.6)

Generate license - With License Mobility(Please select this option if the software version of your unit greater than or equal to Version 5.6)

Regenerate

### Choose Format

- Do one of the following:
  - To generate a license key with software version below 5.6, select **Generate license - Without License Mobility (Please select this option if the software version of your unit is below Version 5.6)**.

- To generate a license key with software version 5.6 or greater, select **Generate license - With License Mobility (Please select this option if the software version of your unit is greater than or equal to Version 5.6)**.

If successful, a “Regenerate Successful” message appears. The license key(s) display in the page.

The regenerated license keys are now ready to be installed on Accounts tab of your DM 6400 GUI. Refer to the *DM 6400 Software Guide* for information on installing license keys.

## Regenerating Permanent Licenses for CAP-1000 Devices

Based on the current software version installed on a CAP-1000 device, you may need to regenerate the license.

### To regenerate:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Search**.

The Search Options page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SEARCH OPTIONS

**LICENSE KEY SEARCH**

Enter the serial number and select the appropriate serial number type you would like to search for license information on below.

Serial Number:

Type:

DFSN - DM products, CAP products

LicenseGuard and corresponding External DFSN - CAP products

CFSN - Compact Flash - External DFSN, DM products

Chassis - MPEG-4 Encoders, Network Encrypters, DM products, CAP products

**SALES ORDER/PURCHASE ORDER SEARCH**

Enter the Sales Order/Purchase Order Number you would like to search for information on below.

Number:

Search By: Sales Order

### Search Options

3. In the **Serial Number** field, enter the serial number for the CAP-1000 device.
4. Under **Type**, select the product type.
5. Click **Search**.



A table displays with the search results.

6. Click **Regenerate Keys**.

A table displays with the search results.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello Jane

Home Orders Inventory Generate Keys Tools Profile

ARRIS TEST | ARRIS TEST 1

DETAIL FOR LICENSE KEY ID: 194638, SERIAL NUMBER: 616511200047

**REGENERATE KEYS** REVOKE CLONE SN  
RELATED SN

DOWNLOAD XML DATASET

	Key Type	G	U	Lfca	License Key	Ex	Lt	I				
Expiration Date:												
	EAS ALERTS	1	Cf	1	AIRP26IQ2...	Pe	C					I
	BISS ENCRYPTIO...	1	Cf	1	IEYEGWGF...	Pe	C					I
	CHERRYPIC... REDUNDANCY	1	Cf	1	ILCIEPLD...	Pe	C					I
Up	MPEG-4/AVC HD RATESHAPING	2	Cf	16	CXXIH44PL...	Pe	C					I
	ASI PORT ACTIVATION	8	Pc	8	D5ZH3NW...	Pe	C					I
	MPEG-2 HD RATESHAPING	96	Cf	96	QZNPPC6...	Pe	C					I
Up	CALM Act Audio Leveling	10	Se	384	PIDEC4MX...	Pe	C					I
Up	MPEG-2 AD INSERTION	17	Cf	384	AFPLVAQ3...	Pe	C					I

1 Page 1 of 1 (11 items)

BACK TO LICENSE KEY SET INVENTORY LIST  
GO TO LICENSE POOL

### License Key Search Details

The Choose Format page opens.

REGENERATE LICENSES - CHOOSE FORMAT

Regenerate Licenses for Serial Number: DSNUAFF7VTRAR8GLWL2P

Generate license - Without License Mobility (Please select this option if the software version of your unit below Version 4.0)

Generate license - With License Mobility (Please select this option if the software version of your unit greater than or equal to Version 4.0)

Regenerate

### Choose Format

7. Do one of the following:

- To generate a license key with software version below 4.0, select **Generate license - Without License Mobility (Please select this option if the software version of your unit is below Version 4.0)**.
- To generate a license key with software version 4.0 or greater, select **Generate license - With License Mobility (Please select this option if the software version of your unit is greater than or equal to Version 4.0)**.

If successful, a “Regenerate Successful” message appears. The license key(s) display in the page.

The regenerates license keys are now ready to install in the Licenses tab of the CAP-1000 GUI. Refer to the *CAP-1000 Software Guide* for information on installing license keys.

## Chapter 6

# Using License Mobility with One-time Move Licenses

### In This Chapter

---

- [Overview](#)
- [Using License Mobility on DM 6400 Devices](#)
- [Using License Mobility on CAP-1000 Devices](#)

### Overview

---

This chapter explains how to use license mobility to consume one-time move licenses on DM 6400 or CAP-1000 devices. When you purchase a one-time move license, ARRIS requires that all licenses be removed from your device at time of use. You can then redeploy them as needed on any device of the same platform.

### Requirements

---

To use SLK, the following requirements apply:

- Administrator access to DM 6400, CAP-1000, CAP-1010, NE2500, SE-6000 Series, or ST-6000 Series device GUI.
- CAP-1000 units must be running software version 4.0 or greater.
- DM 6400 units must be running software version 5.6 or greater.

### Constraints

---

When using license mobility, the following constraints apply:

- License mobility does not enable the sharing of licenses between DM 6400 and CAP-1000 systems.
- Once a system has used license mobility, it cannot be downgraded.

- When DM 6400 or CAP-1000 devices are configured for CPR, the primary unit must be operating correctly and not in failover mode. License mobility cannot be used on an active backup system.

## Using License Mobility on DM 6400 Devices

To use the one-time move license option with a DM 6400, the device must be running software version 5.6 or greater. If it is running less than version 5.6, you need to upgrade the unit. Refer to the *DM 6400 Software Guide* for more information.

This section explains the following procedures:

- [Verifying License Availability](#)
- [Revoking All Licenses](#)
- [Managing Acknowledgement Codes](#)

To perform the procedures in this section, you will work with the DM 6400 Element Manager GUI and the License Mobility Wizard.

### Verifying License Availability

#### To verify:

1. Log on to the DM 6400 device on which you want to revoke licenses.
2. Click **Accounts**.
3. In the **Used** column, ensure that all license types show **0**.

The screenshot shows the DM 6400 Accounts page. The 'Product Licenses' table is displayed with the following data:

Type	License Key	Enabl...	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	4T4EMTECPU4FHAOUERFT...	64	0	None	
HD Recoding	4GYEBWV2FPSVOZN7JBXESTR...	16	0	None	
SD Recoding	HHXVHU5JCCALP5H4SOOOO...	64	0	None	
PSIP	VINVVHA2AGG54JDUAJGDM...	4	0	None	
GigE Port Activation	NXDZW2M4TEVGTCE5YU7VX...	2	0	None	
ASI Output Port Activation	XRRB5RGTC524TOZCOOMG2...	8	0	None	

#### DM 6400—Accounts

Next, you need to revoke all licenses on the device.

- Go to [“Revoking All Licenses” on page 91](#) to continue.

## Revoking All Licenses

### To revoke:

- Log in to SLK:  
<https://slk.arris.com>
- From the menu bar, click **Inventory > License Mobility Product Pool**.

The License Mobility Product Pool page opens.

The screenshot shows the SLK web application interface. At the top, there is a navigation bar with 'NEW FEATURES! | HELP | LOGOUT' and the SLK logo. Below the navigation bar, there is a menu bar with 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The 'Inventory' menu is expanded, showing 'License Pool', 'License Key Sets', 'License Mobility Product Pool', and 'Acknowledgement Code Entry'. The 'License Mobility Product Pool' option is selected, and a tooltip 'License Mobility Service Product Pool' is visible. Below the menu, there is a table with columns: End User, Sales Order, Description, Available Unit Qty, and Platform. The table contains one row with data: End User: ARRIS TEST 1, Sales Order: 20086482 SO Line 13.1, Description: DM-SLK-MOVE,ELECTRONICALLY XFR SW LIC, Available Unit Qty: 8, Platform: DM-6400. A 'REVOKE LICENSES' button is visible next to the row. The page footer indicates 'Page 1 of 1 (1 items)'.

### License Mobility Product Pool

- If more than one site is available, select the site you want.  
The one-time move licenses for the site display in tabular format.
- To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.
- Click **Revoke Licenses**.

NEW FEATURES! | HELP | LOGOUT

SLK  
SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

REFRESH LIST

ARRIS TEST | ARRIS TEST 1

ARRIS TEST

ARRIS TEST

ARRIS TEST

SHOW LICENSE MOBILITY SERVICE PRODUCTS

End User	Sales Order	Description	Available Unit Qty	Platform	
ARRIS TEST 1	20086482 SO Line 13.1	DM-SLK-MOVE,ELECTRONICALLY XFR SW LIC	8	DM-6400	<a href="#">REVOKE LICENSES</a>

1

Page 1 of 1 (1 items)

### Revoke Licenses

The License Mobility Wizard opens and the current system location displays in the Locations menu.

NEW FEATURES! | HELP | LOGOUT

SLK  
SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT LOCATION OF SYSTEM.

ARRIS TEST 2 SHOW MORE LOCATIONS

The selected site License Mobility Product Pool Inventory will automatically consumed as appropriate with the use of this wizard. To confirm your License Mobility Product inventory before beginning this transaction [CLICK HERE](#). Company/Sites with an active License Mobility SLA will not have inventory automatically consumed as this feature is enabled by the SLA.

Next >

### Select Location

- If you have more than one location, select **Show More Locations** and choose your location.
- Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS TEST 1

DFSN: 103912J1103Q1226-DM-6400

Serial numbers listed are applicable to the license service pool inventory selected.

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center at 888-944-HELP (4357).

<< First < Previous Next >

### Select Serial Number

- In the **Select Serial Number** menu, select the serial number of the device on which you want to revoke the license.

---

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

---

- Click **Next**.

The Select DM 6400 Software Version Preference page opens.

- Do one of the following:
  - If the software version of your unit is running version 5.6 or above, click **Yes**.
  - If the software version of your unit is running less than version 5.6, click **No**.

---

**IMPORTANT:** To use License Mobility, the DM 6400 device must be running software version 5.6 or greater. If it is running less than version 5.6, you need to upgrade the unit. Refer to the DM 6400 Software Guide for more information.

---

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**SLK LICENSE MOBILITY WIZARD**

PLEASE SELECT YOUR PREFERENCE BELOW

Is the software version of your unit running Version 5.6 or above?

Yes

No

« First < Previous Next >

Select DM 6400 Software Version Preference

11. Click **Next**.

The Select Licenses to Revoke page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**SLK LICENSE MOBILITY WIZARD**

SELECT LICENSES TO REVOKE

Licenses selected which were generated as part of a bundle will cause all licenses in the original bundle to be included in this transaction.

4xASI-4X ASI MODULE Quantity - 8
AI-M2-MPEG-2 AD INSERTION Quantity - 64
GIGE-GigE PORT ACTIVATION Quantity - 2
HD-HD RATESHAPING Quantity - 16

<< First < Previous Next >

Select Licenses to Revoke

12. Select all licenses to revoke and click **Next**.


The Inventory Data page opens.



NEW FEATURES! | HELP | LOGOUT

**SLK**

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY



Hello jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
 Serial Number: D#SN: 10391201103Q1226- DM-6400

HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	<input type="text" value="0"/>	4	8	8	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	<input type="text" value="0"/>	32	64	64	999999991	17	DM-AI-32
GigE PORT ACTIVATION	<input type="text" value="0"/>	1	2	2	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	<input type="text" value="0"/>	16	16	16	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	<input type="text" value="0"/>	48	64	64	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	<input type="text" value="0"/>	16	64	64	999999991	20	DM-PB-4
PSIP AGGREGATION	<input type="text" value="0"/>	1	4	4	999999991	21	DM-AG-PSIP

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

Inventory Data

13. For each licensed service, select the entire quantity of licenses to revoke.
14. Click **Calculate**.

SLK calculates the quantity of licenses to revoke and displays a table with the **Resultant Feature Value**. The **Resultant Feature Value** must equal to zero.

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

ARRIS

Hello jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
Serial Number: DPN: 103912J1103Q1226- DM-6400

HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	2	4	8	0	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	7	32	64	0	999999991	17	DM-AI-32
GigE PORT ACTIVATION	2	1	2	0	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	1	16	16	0	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	1	48	64	16	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	1	16	64	48	999999991	20	DM-PB-4
PSIP AGGREGATION	4	1	4	0	999999991	21	DM-AG-PSIP

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

< Previous   Recalculate

KeyType	Resultant feature Val
4X ASI MODULE	0
MPEG-2 AD INSERTION	0
GigE PORT ACTIVATION	0
HD RATESHAPING	1
POWER BLOCK - SD RATESHAPING	0
PSIP AGGREGATION	2

Submit

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

Inventory Data

15. Click **Submit**.

A confirmation page opens.

16. Click **OK** to submit the request.

After a few moments, a table displays with the revoked license key(s).

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

ARRIS

Hello Jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
Serial Number: **DP#N: 10391271103Q1226- DM-6400**

**HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.**

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	2	4	8	0	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	7	32	64	0	999999991	17	DM-AI-32
GigE PORT ACTIVATION	2	1	2	0	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	1	16	16	0	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	1	48	64	16	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	1	16	64	48	999999991	20	DM-PB-4
PSIP AGGREGATION	4	1	4	0	999999991	21	DM-AG-PSIP

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

< Previous   Recalculate

Submit

PLEASE INSTALL THE REVOKE LICENSE KEYS LISTED BELOW IN THE UNIT GUI TO RETRIEVE ACKNOWLEDGEMENT CODE.  
ONCE ACKNOWLEDGEMENT IS GENERATED IN THE GUI, PLEASE ENTER THE ACKNOWLEDGEMENT CODE IN **SLK ACKNOWLEDGEMENT CODE ENTRY HERE**:  
[HTTPS://SLK.ARRIS.COM/SLK/LicenseRevokeAck.aspx](https://slk.arris.com/SLK/LicenseRevokeAck.aspx)

KeyType	TotalQuantity	LicenseKey
HD	0	4GYEBWV2FSPVGRFQZBYJZ3DKR4WH4GSXE3OEQA
AI-M2	0	4T4EMTECSPU4ESFU38IOC3SOJCG5PAQIHI5P2Y
SD	0	HHXVHU5JCCALPMCZWYOD4SSSN4JS7OB6SAJXT4I
GIGE	0	NXDZW2M4TEVGTRYJ6ONWVCM3BNWCA3UOU6H3JDI
PSIP-AG	0	VINVMHA2AGG54OVXEWCUONECYRSQF252TJWLF3A
4xASI	0	XRRB5RGTC524TVNWO23MMM7U7OX2YZMN78M22NA

**RESTART WIZARD**  
After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

**Inventory Data**

After obtaining the revoke license keys, you need to enter them into the DM 6400 GUI to obtain acknowledgement codes.

- Go to "Managing Acknowledgement Codes" on page 109 to continue.

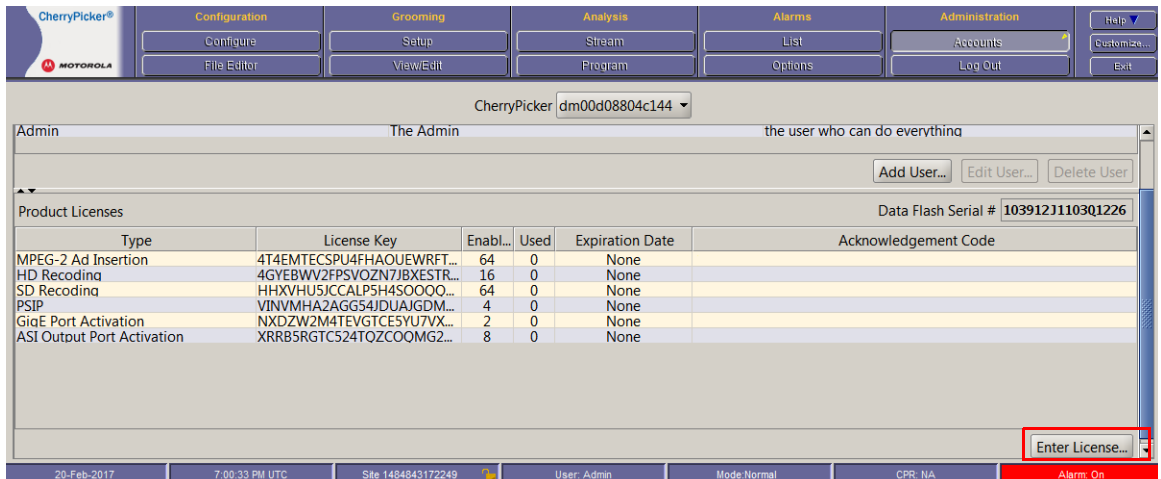
## Managing Acknowledgement Codes

After obtaining all revoke license keys from SLK, you need to copy them, one at a time, into the Accounts tab of the DM 6400 GUI. The system will generate one acknowledgement code for each revoke license key entered in the DM 6400 GUI.

Once an acknowledgement code is generated in the GUI, you need to copy it, return to SLK, and paste it in the SLK Acknowledgement Code Entry page. You'll need to repeat this procedure for each acknowledgement code that is generated in the DM 6400 GUI.

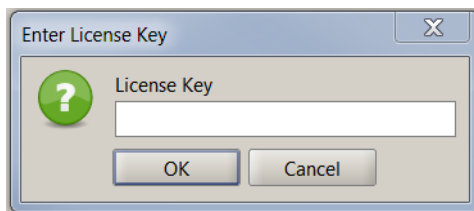
### To manage:

1. Log on to the DM 6400 device on which you want to enter the revoke license key.
2. In the Element Manager GUI, click **Accounts**.
3. Click **Enter License**.



### DM 6400—Accounts

The Enter License window opens.



### Enter License Key

4. In the **Enter License** field, paste the revoke license key.
5. Click **Apply License**.

An acknowledgement code displays in the Acknowledgement Code column of the Product Licenses table.

The screenshot shows the CherryPicker web interface. At the top, there are navigation tabs for Configuration, Grooming, Analysis, Alarms, and Administration. Below these is a user selection dropdown set to 'Admin'. The main content area displays a table of Product Licenses. The table has columns for Type, License Key, Enabl..., Used, Expiration Date, and Acknowledgement Code. The Acknowledgement Code for the 'MPEG-2 Ad Insertion' license is highlighted with a red box.

Type	License Key	Enabl...	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	4T4EMTECSPU4FHAOUIEWRFT...	64	0	None	GNTMNMVJSMULBJJ3KAKPWLVOFJU3WNZEYTKSZOXHFZCCMOM...
HD Recoding	4GYEBWV2FPSVOZN7JBXESTR...	16	0	None	
SD Recoding	HHXVHU5JCCALP5H4SOOOO...	64	0	None	
PSIP	VINVMA2AGG54IDUAJGDM...	4	0	None	
GigE Port Activation	NXDZW2M4TEVGTCE5YU7VX...	2	0	None	
ASI Output Port Activation	XRRB5RGTC524TOZCOOMG2...	8	0	None	

#### DM 6400—Accounts

- Copy the acknowledgement code you want to paste in SLK.

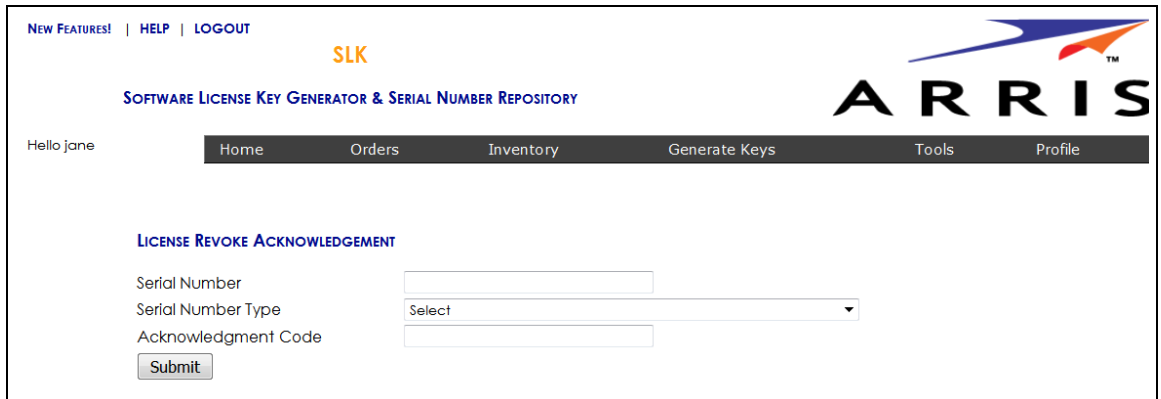
*Tip:* To copy the acknowledgement code, double-click the code and press **CTRL+C**. Ensure that you do not include blank spaces or extraneous characters.

*Note:* You can also obtain the acknowledgement code via telnet by using the `ConfigDisplay -1` command.

You are now ready to return to SLK and enter the acknowledgement code.

- Log in to SLK:  
<https://slk.arris.com>
- Click **Inventory > Acknowledgement Code Entry**.

The License Revoke Acknowledgement page opens.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

**LICENSE REVOKE ACKNOWLEDGEMENT**

Serial Number

Serial Number Type

Acknowledgment Code

### License Revoke Acknowledgement

9. In the **Serial Number** field, enter the serial number of the DM 6400 for which the acknowledgement code was generated.
10. From the **Serial Number Type** menu, select the **DFSN** option.
11. In the **Acknowledgement Code** field, paste the acknowledgement code obtained from the DM 6400 device.
12. Click **Submit**.

If successful, the message, "License Revoke Acknowledgement and inventory credit successful," displays.

Your revoked license inventory is returned to your SLK inventory pool.

13. Repeat steps 3 to 12 for each acknowledgement code provided in the GUI.
14. Verify your available license inventory in your license pool.

Go to "[Viewing License Pools](#)" on page 39 for information.

After all licenses are returned to the pool, you can select the type and quantity of licenses you need and redeploy them on one or more DM 6400 devices as needed.

## Using License Mobility on CAP-1000 Devices

To use the one-time move license option on a CAP-1000, the device must be running software version 4.0 or greater. If it is running less than version 4.0, you need to upgrade the unit. Refer to the *CAP-1000 Software Guide* for more information.

This section explains the following procedures:

- [Verifying License Availability](#)
- [Revoking All Licenses](#)
- [Managing Acknowledgement Codes](#)

To perform the procedures in this section, you will work with the CAP-1000 Element Manager GUI and the License Mobility Wizard.

### Verifying License Availability

#### To verify:

1. Log on to the CAP-1000 device on which you want to revoke licenses.
2. Click **Setup > Licenses**.
3. In the **Available** column, ensure that all license types are available to revoke.

The quantity in the **Available** column should match the quantity in the **Total** column.

The screenshot shows the CherryPicker Element Manager interface. The 'Licenses' tab is selected, and the 'Product Licenses' table is displayed. The table has columns for Type, Total, Available, Expiration Date, License Key, and Acknowledgement Code. A red box highlights the 'Total' and 'Available' columns, showing that for all license types, the 'Available' value matches the 'Total' value.

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	D5ZH3NWUF4XK4KSWK4JM3RFTTZC3ZJ50PGLHWA	
MPEG-4/AVC HD Recoding	2	2	None	CXXH44PL50XHYZ76SV05SFUNMV63BEBYZ3CJOI	
MPEG-2 HD Recoding	96	96	None	QZNPPO6UQWMP3W2H0WBDANUOX24BZE63KZY	
MPEG-2 SD Recoding	384	384	None	5NM3POB3SLDRWR42UC268FDY3XMZ4SU7E8YBEI	
MPEG-4/AVC Ad Insertion	1	1	None	FWK63UJSLWRT7JUCZAL60XXE7RV5VKUUC5M5A	
MPEG-2 Ad Insertion	178	178	None	AFPLVAQ3J2YRP5TLVFOFHPBAWU5G5BIBG7ELQ	
CherryPicker Redundancy	1	1	None	TLCEPLPD2HN06R0AFZ0RTFNZCPPVLK3W0Q5V0A	
Ad Insertion Protection	1	1	None	GUCLWV5APJV7WSSNISBCQQTMP5F6KHHTCNH3A	
EBIF Filtering/Merging	384	384	None	FYVLFPPNF56SE36B8GAT3ITVBM2PM7RIEYBYI	
BISS	1	1	None	IEYEGWFRSPPA4NZE4Z3B4NCCOKDSQUCGHNLBY	
EAS Switching	1	1	None	AIRP26IQ23HFHULTLDRNM7HXVE4YN7P76G4OQ	
CALM	100	100	None	PDEC4MXITY7JHDELFX42YVUTHOUPMARN7A56Y	

Active License Guard Serial Number: **616511200047** Enter a new license key:

2 7 11 PIDs:406 of 4096 | Output Muxes: 15. PIDs:70 of 2048 | Groomed Programs:14 | CPR: Primary:Unprotected | 02/15/2017 10:05:24 AM PST

#### CAP-1000—Licenses

Next, you need to revoke all licenses on the device.

4. Go to [“Revoking All Licenses”](#) on page 102 to continue.

## Revoking All Licenses

### To revoke:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Mobility Product Pool**.  
The License Mobility Product Pool page opens.

The screenshot shows the SLK interface with the following elements:

- Header: SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY
- Navigation: Home, Orders, Inventory, Generate Keys, Tools, Profile
- User: Hello Jane
- Left Panel: Refresh List, ARRIS TEST, ARRIS TEST 1, ARRIS TEST 2
- Main Content: ARRIS TEST, SHOW LICENSE MOBILITY SERVICE PRODUCTS
- Table:

End User	Sales Order	Description	Available Unit Qty	Platform		
ARRIS-ELK GROVE CA US	90641941 Transferred Inventory Line 1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	45	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara 95051-1903 US	20086482 SO Line 1.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	10	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara CA US	20105328 SO Line 3.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	1	CAP-1010	REVOKE LICENSES	TRANSFER

Page 1 of 1 (3 items)

### License Mobility Product Pool

3. If more than one site is available, select the site you want.  
The mobile licenses for the site display in tabular format.
4. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.
5. Click **Revoke Licenses**.



The screenshot shows the SLK Software License Key Generator & Serial Number Repository interface. The user is logged in as Jane. The main navigation bar includes Home, Orders, Inventory, Generate Keys, Tools, and Profile. The left sidebar shows a 'REFRESH LIST' button and a list of locations under 'ARRIS TEST'. The main content area displays a table of licenses with columns for End User, Sales Order, Description, Available Unit Qty, and Platform. Three rows of licenses are visible, each with a 'REVOKE LICENSES' button highlighted in a red box. The table data is as follows:

End User	Sales Order	Description	Available Unit Qty	Platform	REVOKE LICENSES	TRANSFER
ARRIS-ELK GROVE CA US	90641941 Transferred Inventory Line 1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	45	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara 95051-1303 US	20086482 SO Line 1.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	10	CAP-1000	REVOKE LICENSES	TRANSFER
ARRIS EXPENSE INTERNAL MIXED - Santa Clara CA US	20105328 SO Line 3.1	CAP1-SLK-MOVE.ELECTRONICALLY XFR SW LIC	1	CAP-1010	REVOKE LICENSES	TRANSFER

Page 1 of 1 (3 items)

### Revoke Licenses

The License Mobility Wizard opens and the current system location displays in the Locations menu.

The screenshot shows the SLK License Mobility Wizard interface. The user is logged in as Jane. The main navigation bar includes Home, Orders, Inventory, Generate Keys, Tools, and Profile. The left sidebar shows a 'REFRESH LIST' button and a list of locations under 'ARRIS TEST'. The main content area displays the 'SLK LICENSE MOBILITY WIZARD' with a 'SELECT LOCATION OF SYSTEM' dropdown menu. The dropdown menu is currently set to 'ARRIS TEST 2' and has a 'SHOW MORE LOCATIONS' link next to it. Below the dropdown, there is a paragraph of text explaining the wizard's functionality and a 'Next >' button.

**SLK LICENSE MOBILITY WIZARD**

**SELECT LOCATION OF SYSTEM.**

ARRIS TEST 2 [SHOW MORE LOCATIONS](#)

The selected site License Mobility Product Pool Inventory will automatically be consumed as appropriate with the use of this wizard. To confirm your License Mobility Product inventory before beginning this transaction [CLICK HERE](#). Company/Sites with an active License Mobility SLA will not have inventory automatically consumed as this feature is enabled by the SLA.

[Next >](#)

### Select Location

- If you have more than one location, select **Show More Locations** and choose your location.
- Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS TEST 2

LicenseGuard: 616511200047- CAP-1000

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center at 888-944-HELP (4357).

<< First < Previous Next >

### Select Serial Number

8. In the **Select Serial Number** menu, select the serial number of the device on which you want to revoke the license key.

---

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

---

9. Click **Next**.

The Select CAP-1000 Software Version Preference page opens.

10. Do one of the following:
  - If the software version of your unit is running version 4.0 or above, click **Yes**.
  - If the software version of your unit is running less than version 4.0, click **No**.

---

**IMPORTANT:** To use License Mobility, the CAP-1000 device must be running software version 4.0 or greater. If it is running less than version 4.0, you need to upgrade the unit. Refer to the CAP-1000 Software Guide for more information.

---

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

PLEASE SELECT YOUR PREFERENCE BELOW

Is the software version of your unit running Version 4.0 or above?

Yes

No

<< First < Previous Next >

Select CAP-1000 Software Version Preference

11. Click **Next**.

The Select Licenses to Revoke page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT LICENSES TO REVOKE

Licenses selected which were generated as part of a bundle will cause all licenses in the original bundle to be included in this transaction.

AI-M2-MPEG-2 AD INSERTION Quantity - 178	<input checked="" type="checkbox"/>
AI-M4-MPEG-4/AVC AD INSERTION Quantity - 256	<input checked="" type="checkbox"/>
ASI-ASI PORT ACTIVATION Quantity - 8	<input checked="" type="checkbox"/>
BISS-BISS ENCRYPTION/DECRYPTION Quantity - 1	<input checked="" type="checkbox"/>

<< First < Previous Next >

Select Licenses to Revoke


12. Select all licenses to revoke and click **Next**.

The Inventory Data page opens.

NEW FEATURES! | HELP | LOGOUT

**SLK**

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY



Hello jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

**REVOKE SELECTED LICENSES**

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS - Eng Labs  
Serial Number: LicenseGuard: 616021000012- CAP-1000

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
MPEG-4/AVC AD INSERTION	<input type="text" value="4"/>	1	4	4	999999991	211.1	CAP1-SLK-AI-MP4
AD INSERTION PROTECTION	<input type="text" value="0"/>	1	1	1	999999991	212.1	CAP1-SLK-AIP
AD INSERTION PROTECTION	<input type="text" value="0"/>	1	1	1	999999991	219.1	CAP1-SLR
CHERRYPICKER REDUNDANCY	<input type="text" value="0"/>	1	1	1	999999991	219.1	CAP1-SLR
BISS ENCRYPTION/DECRYPTION	<input type="text" value="0"/>	1	1	1	999999991	537.2	CAP1-SLK-BISS

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

< Previous   Recalculate

Submit

### Inventory Data

13. For each licensed service, select the entire quantity of licenses to revoke.
14. Click **Calculate**.

SLK calculates the quantity of licenses to revoke and displays a table with the **Resultant Feature Value**. The **Resultant Feature Value** must equal to zero.

NEW FEATURES! | [HELP](#) | [LOGOUT](#)

# SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home
Orders
Inventory
Generate Keys
Tools
Profile

### SLK LICENSE MOBILITY WIZARD

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS - Eng Labs  
 Serial Number: LicenseGuard: 616021000012- CAP-1000

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
MPEG-4/AVC AD INSERTION	4	1	4	0	999999991	211.1	CAP1-SLK-AI-MP4
AD INSERTION PROTECTION	1	1	1	0	999999991	212.1	CAP1-SLK-AIP
AD INSERTION PROTECTION	1	1	1	0	999999991	219.1	CAP1-SLR
CHERRYPICKER REDUNDANCY	1	1	1	0	999999991	219.1	CAP1-SLR
BISS ENCRYPTION/DECRYPTION	1	1	1	0	999999991	537.2	CAP1-SLK-BISS

WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.

< Previous
Recalculate

KeyType	Resultant feature Val
MPEG-4/AVC AD INSERTION	0
AD INSERTION PROTECTION	0
CHERRYPICKER REDUNDANCY	2
BISS ENCRYPTION/DECRYPTION	0

Submit

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

**Inventory Data**

15. Click **Submit**.

A confirmation page opens.

16. Click **OK** to submit the request.

After a few moments, a table displays with the revoked license keys.

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

Hello jane

ARRIS

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

**REVOKE SELECTED LICENSES**

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS - Eng Labs  
Serial Number: LicenseGuard: 616021000012- CAP-1000

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
MPEG-4/AVC AD INSERTION	4	1	4	0	999999991	211.1	CAP1-SLK-AI-MP4
AD INSERTION PROTECTION	1	1	1	0	999999991	212.1	CAP1-SLK-AIP
AD INSERTION PROTECTION	1	1	1	0	999999991	219.1	CAP1-SLR
CHERRYPICKER REDUNDANCY	1	1	1	0	999999991	219.1	CAP1-SLR
BISS ENCRYPTION/DECRYPTION	1	1	1	0	999999991	537.2	CAP1-SLK-BISS

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

< Previous   Recalculate

Submit

PLEASE INSTALL THE REVOKE LICENSE KEYS LISTED BELOW IN THE UNIT GUI TO RETRIEVE ACKNOWLEDGEMENT CODE.  
ONCE ACKNOWLEDGEMENT IS GENERATED IN THE GUI, PLEASE ENTER THE ACKNOWLEDGEMENT CODE IN **SLK ACKNOWLEDGEMENT CODE ENTRY HERE**:  
[HTTPS://SLK.ARRIS.COM/SLK/LICENSEREVOKEACK.ASPX](https://slk.arris.com/SLK/LICENSEREVOKEACK.ASPX)

KeyType	TotalQuantity	LicenseKey
MPEG-4	0	KL7VTNI6FAISQ2IBXSHIBZSFTH745VBP5JNYLSM2
AIP	0	BXHWDRDKITHECGKIQMAUVJGZQD5F2ZBBHDL7QI
BISS	0	BZSFTH745VBP5JNYLSM2EX6KLYMU5ZNUMEDX7PQ
CPR	0	X5JHM7TRBJRIT6ZX2ONKL7VTNI6FAISQ2IBXSHI

**RESTART WIZARD**  
After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

### Inventory Data

After obtaining the revoke license keys, you need to enter them into the CAP-1000 GUI to obtain acknowledgement codes.

- Go to “Managing Acknowledgement Codes” on page 109 to continue.

## Managing Acknowledgement Codes

After obtaining all revoke license keys from SLK, you need to copy them, one at a time, on the Licenses tab of the CAP-1000 GUI. The system will generate one acknowledgement code for each revoke license key entered in the CAP-1000 GUI.

Once an acknowledgement code is generated in the GUI, you need to copy it, return to SLK, and paste it in the SLK Acknowledgement Code Entry page. You'll need to repeat this procedure for each acknowledgement code that is generated in the CAP-1000 GUI.

### To manage:

1. Log on to the CAP-1000 device on which you want to enter the revoke license key.
2. In the Element Manager GUI, click **Setup > Licenses**.
3. In the **Enter a New License Key** field, enter the revoke license key.

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	D5ZH3MWUF4XK4KSWK4JM3RFTTZCX3ZJ5OPLHWA	
MPEG-4/AVC HD Recoding	2	2	None	CXX0H44PL50XHYZ76SV055FUNMV63BEBYZ3CJ0I	
MPEG-2 HD Recoding	96	96	None	QZNP0C0UWWMPE3WZHOVBDANUOEK24B2E63KZY	
MPEG-2 SD Recoding	384	384	None	5NM3POB3SXLDRWR42UC26BFDY3XMZ4SU7E6YBEI	
MPEG-4/AVC Ad Insertion	1	1	None	PWK63UUSLLWR7JUICZAL60XXE7RV5VKUKUC5M5A	
MPEG-2 Ad Insertion	178	178	None	AFPLVAQ3J2YVRP5TLVFOFHP8AWU5G5BIBIG7ELQ	
CherryPicker Redundancy	1	1	None	TLCEPLPD2HN06ROAFZORTFN2CPPVLX3W0Q5VUA	
Ad Insertion Protection	1	1	None	GUCLWV5APJV7WSSINISBCQGTMT2P5F6KVHTCNH3A	
EBIF Filtering/Merging	384	384	None	FYVLFPPFRF56SE38BGAT3I7VBMEMP7RIEYBYI	
BISS	1	1	None	EYEGWGRSFPA4N2E4ZK3B4NCOKDSOUCGHNLBY	
EAS Switching	1	1	None	AIRP26IQ23HFHULTLDRNM7HXVE4YN7P76G40Q	
CALM	100	100	None	PDEC4MIXITY7JHDELFX42YVUTHOUPMARN7A56Y	

Active License Guard Serial Number: 616511200047

Enter a new license key:

Apply License

2 7 11 PIDs:406 of 4096 | Output Muxes: 15. PIDs:70 of 2048 | Groomed Programs:14 | CPR: Primary:Unprotected | 02/15/2017 10:05:24 AM PST

### CAP-1000—Licenses

4. Click **Apply License**.

An acknowledgement code displays in the Acknowledgement Code column of the License table.

CherryPicker® Element Manager

Device: BEN-PRIMARY [10.77.1...]

User: Admin | Groups | Logs | Help | About | Logout

ARRIS

System | Licenses | Permissions | Redundancy | Files | DVB Simulcrypt | Preferences

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	TU4BWFMOEAD00K4XJWRGCPJ0XBMMKVMYLYL24OESY	HQQBQOSTGOY373AFTWIMTKBKAHTCTATQUODLCA
MPEG-4/AVC HD Recoding	2	2	None	ZS00EJVJVJ46PQ08FQXSLWANRJVZB8DYSKY2JQ	52RJ2ZV5ZEJPFDDPDWDMARFSTZVMFA8BQJLSEI
MPEG-2 HD Recoding	96	96	None	E4Y8WE6A4T34W50NMQ0677P06SQJ7FRE3UBX4EI	
MPEG-2 SD Recoding	384	384	None	OTTR2NSVJNJABAFMT7BJVK0XM7HAZ5M6LGDQY	
MPEG-4/AVC Ad Insertion	1	1	None	6IUU4WMBAWMKO4KJ54LYEEBBMGQY677WXLKAB1	
MPEG-2 Ad Insertion	178	178	None	HB3TJPD8Y2R2PHMGNQ5MYOG5JH2FFNDE3XHUCW1	
CherryPicker Redundancy	1	1	None	S57C538FFAJJWSL6BLEWDXUX2ISWPF32CNVW1Q	
Ad Insertion Protection	1	1	None	OH0IDWTX8HTZ2NNG4L46E5KNSQJYXIGOBLNDAUI	
EBIF Filtering/Merging	384	384	None	XUG5GDHFJ03EQHLKX78KHXPXKZKBLZBKHB53CSI	
BISS	1	1	None	U33QL6LJ7XSJUKPS4TCIQWVBIBYFB4K5JMCGYSY	
EAS Switching	1	1	None	NW4CKYPK24ZVJNDNA2VOVKIB56XQDSQJ3BFDA	
CALM	100	100	None	RVFHAZ7T8TAUW2HTLTMX2TNDY5SRHCVVPJSDA	

Active License Guard Serial Number: 616511200047 Enter a new license key:

0 11 1 live. PIDs:88 of 4096 | Output Muxes: 3. PIDs:25 of 2048 | Groomed Programs:9 | CPR: Primary:Protected Hot | 02/03/2017 11:37:17 PM UTC

### CAP-1000—Licences

- Copy the acknowledgement code you want to paste in SLK.

*Tip:* To copy the acknowledgement code, double-click the code and press **CTRL+C**. Ensure that you do not include blank spaces or extraneous characters.

*Note:* You can also obtain an acknowledgement code via telnet by using the `ConfigDisplay -1` command.

You are now ready to return to SLK and enter the acknowledgement code.

- Log in to SLK:  
<https://slk.arris.com>
- Click **Inventory > Acknowledgement Code Entry**.

The License Revoke Acknowledgement page opens.



The screenshot shows the SLK web interface. At the top, there are links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main title is 'SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The ARRIS logo is in the top right. A navigation bar contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The user is logged in as 'jane'. The main content area is titled 'LICENSE REVOKE ACKNOWLEDGEMENT' and contains the following form fields:

- Serial Number:
- Serial Number Type:
- Acknowledgment Code:
- Submit:

### License Revoke Acknowledgement

8. In the **Serial Number** field, enter the serial number of the CAP-1000 requiring the revoke license key.
9. From the **Serial Number Type** menu, select the **License Guard** option.
10. In the **Acknowledgment Code** field, paste the acknowledgement code obtained from the CAP-1000.
11. Click **Submit**.

If successful, the message, "License Revoke Acknowledgement and inventory credit successful," displays.

Your revoked license inventory is returned to your SLK inventory pool.

12. Repeat steps 3 to 11 for each acknowledgement code provided in the GUI.
13. Verify your available license inventory in your license pool.

Go to "[Viewing License Pools](#)" on page 39 for information.

After all licenses are returned to the pool, you can select the type and quantity of licenses you need and redeploy them on one or more CAP-1000 devices as needed.



## Chapter 7

# Using License Mobility with an SLA

### In This Chapter

---

- [Overview](#)
- [Using License Mobility on DM 6400 Devices](#)
- [Using License Mobility on CAP-1000 Devices](#)

### Overview

---

This chapter explains how to use license mobility with a purchased support-level agreement (SLA). With an SLA, you can choose the licenses you want to revoke on a DM 6400 or CAP-1000 device, return them to the license inventory pool, and redeploy them on any device of the same platform as needed.

### Requirements

---

To use SLK, the following requirements apply:

- Administrator access to DM 6400, CAP-1000, CAP-1010, NE2500, SE-6000 Series, or ST-6000 Series device GUI.
- CAP-1000 units must be running software version 4.0 or greater.
- DM 6400 units must be running software version 5.6 or greater.

### Constraints

---

When using license mobility, the following constraints apply:

- License mobility does not enable the sharing of licenses between DM 6400 and CAP-1000 systems.
- Once a system has used license mobility, it cannot be downgraded.

- When DM 6400 or CAP-1000 devices are configured for CPR, the primary unit must be operating correctly and not in failover mode. License mobility cannot be used on an active backup system.

## Using License Mobility on DM 6400 Devices

To use license mobility with an SLA on a DM 6400, the device must be running software version 5.6 or greater. If it is running less than version 5.6, you need to upgrade the unit. Refer to the *DM 6400 Software Guide* for more information.

This section explains the following procedures:

- [Verifying License Availability](#)
- [Revoking Licenses](#)
- [Managing Acknowledgement Codes](#)

To perform the procedures in this section, you will work with the DM 6400 Element Manager GUI and the License Mobility Wizard.

### Verifying License Availability

#### To verify:

1. Log on to the DM 6400 device on which you want to revoke licenses.
2. Click **Accounts**.
3. In the **Used** column, ensure that the licenses types you want **to revoke are available**. The **Enable Qty Minus Used Qty equals the Qty Available To Revoke**.

Type	License Key	Enabl...	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	4T4EMTECSPU4FHAOU EWRF...	64	0	None	
HD Recoding	4GYEBWV2FPSVOZN7JBXESTR...	16	0	None	
SD Recoding	HHXVHU5JCCALP5H45O000...	64	0	None	
PSIP	VINVVHA2AGG54JDUAJGDM...	4	0	None	
GigE Port Activation	NXDZW2M4TEVGTCE5YU7VX...	2	0	None	
ASI Output Port Activation	XRRB5RGTC524TOZCOOMG2...	8	0	None	

#### DM 6400—Accounts

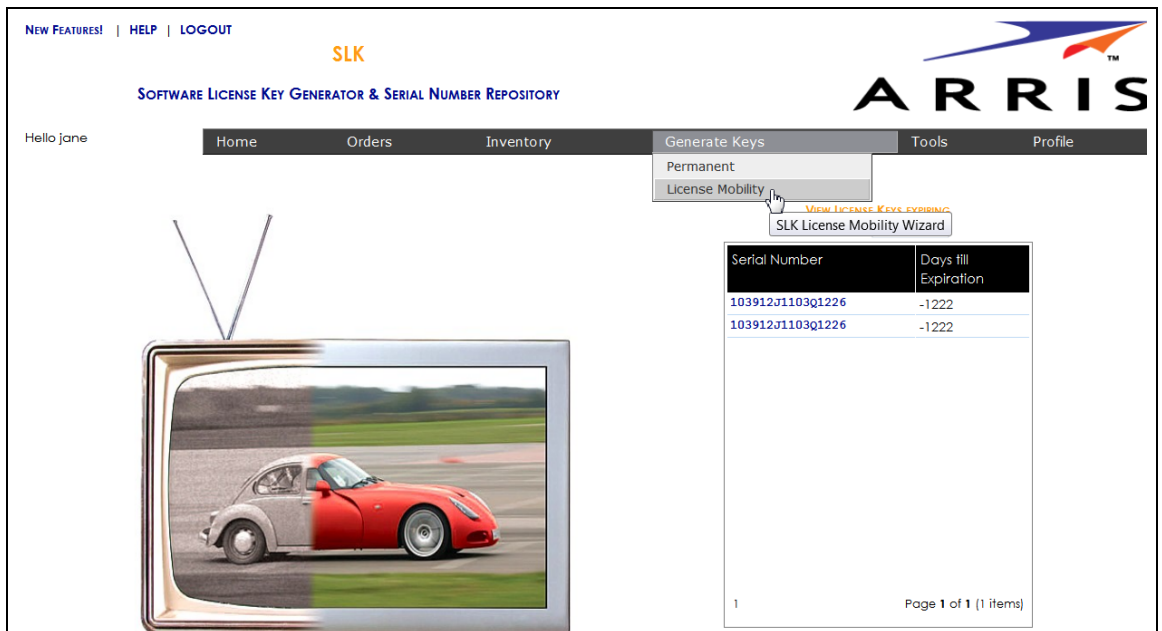
Next, you need to revoke the selected licenses on the device.

- 4. Go to **“Revoking Licenses”** on page 115 to continue.

## Revoking Licenses

### To revoke:

- 1. Log in to SLK:  
<https://slk.arris.com>
- 2. From the menu bar, click **Generate Keys > License Mobility**.



### SLK Account Home

The License Mobility Wizard opens and the current system location displays in the Locations menu.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT LOCATION OF SYSTEM.

ARRIS TEST 2 SHOW MORE LOCATIONS

The selected site License Mobility Product Pool Inventory will automatically be consumed as appropriate with the use of this wizard. To confirm your License Mobility Product inventory before beginning this transaction [CLICK HERE](#). Company/Sites with an active License Mobility SLA will not have inventory automatically consumed as this feature is enabled by the SLA.

Next >

### Select Location

3. If you have more than one location, select **Show More Locations** and choose your location.
4. Click **Next**.

The Select Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.

Location: ARRIS TEST 1

DFSN: 103912J1103Q1226-DM-6400

Serial numbers listed are applicable to the license service pool inventory selected.

If you do not see your serial number listed in the drop down above, please contact the ARRIS Technical Assistance Center at 888-944-HELP (4357).

<< First < Previous Next >

### Select Serial Number

5. In the **Select Serial Number** menu, select the serial number of the device on which you want to revoke the license.

---

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

---

6. Click **Next**.

The Select DM 6400 Software Version Preference page opens.

## 7. Do one of the following:

- If the software version of your unit is running version 5.6 or above, click **Yes**.
- If the software version of your unit is running less than version 5.6, click **No**.

---

**IMPORTANT:** To use License Mobility, the DM 6400 device must be running software version 5.6 or greater. If it is running less than version 5.6, you need to upgrade the unit. Refer to the DM 6400 Software Guide for more information.

---

The screenshot shows the SLK (Software License Key Generator & Serial Number Repository) interface. At the top, there are links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main title is 'SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The user is logged in as 'Hello jane'. A navigation bar contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The page title is 'SLK LICENSE MOBILITY WIZARD'. Below the title, it says 'PLEASE SELECT YOUR PREFERENCE BELOW'. The question is 'Is the software version of your unit running Version 5.6 or above?'. There are two radio buttons: 'Yes' and 'No'. At the bottom, there are navigation buttons: '« First', '< Previous', and 'Next >'.

Select DM 6400 Software Version Preference

8. Click **Next**.

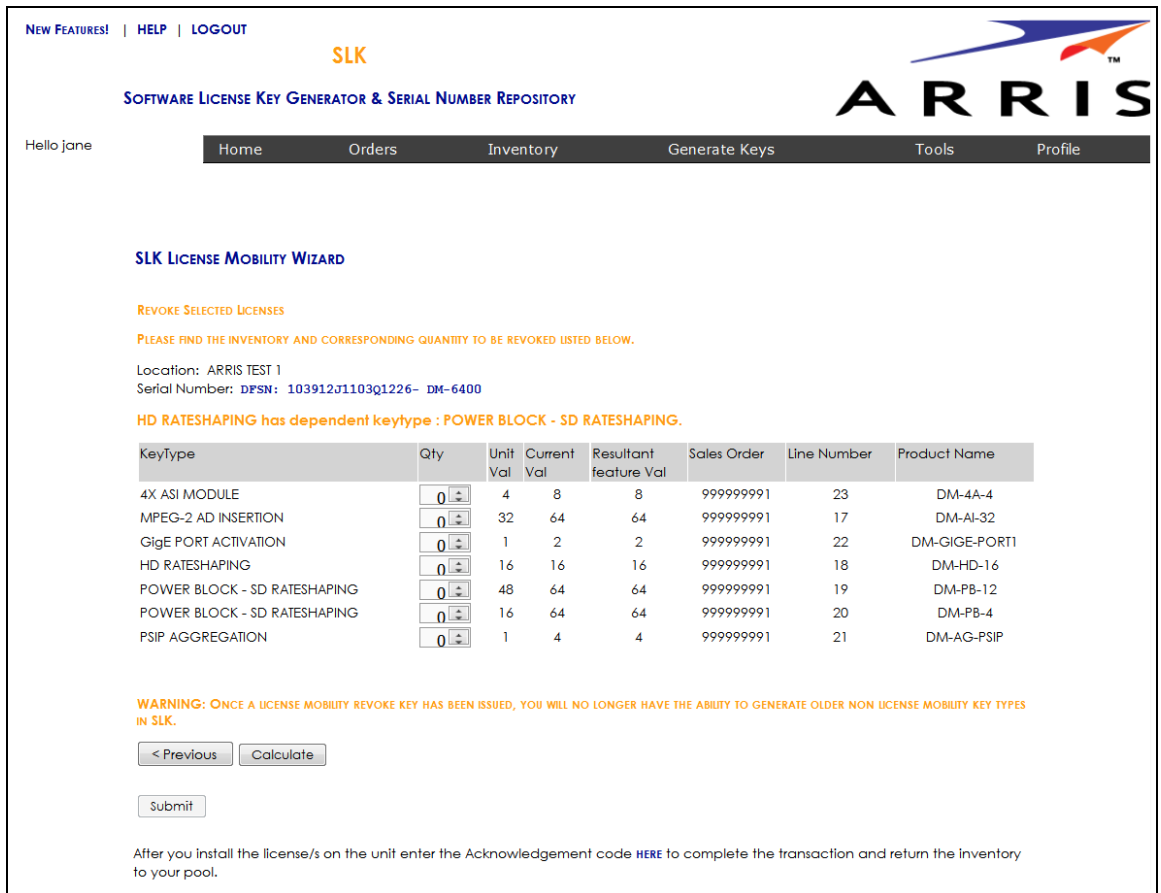
The Select Licenses to Revoke page opens.

The screenshot shows the SLK interface at the 'SELECT LICENSES TO REVOKE' step. The navigation bar and user information are the same as in the previous screenshot. The page title is 'SLK LICENSE MOBILITY WIZARD'. Below the title, it says 'SELECT LICENSES TO REVOKE'. A note states: 'Licenses selected which were generated as part of a bundle will cause all licenses in the original bundle to be included in this transaction.' Below the note is a list of licenses with their quantities: '4xASI-4X ASI MODULE Quantity - 8', 'AI-M2-MPEG-2 AD INSERTION Quantity - 64', 'GIGE-GigE PORT ACTIVATION Quantity - 2', and 'HD-HD RATESHAPING Quantity - 16'. At the bottom, there are navigation buttons: '<< First', '< Previous', and 'Next >'.

Select Licenses to Revoke

- Select the licenses to revoke and click **Next**.

The Inventory Data page opens.



NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane

Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
Serial Number: **DPSN: 103912J1103Q1226- DM-6400**

HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	0	4	8	8	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	0	32	64	64	999999991	17	DM-AI-32
GigE PORT ACTIVATION	0	1	2	2	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	0	16	16	16	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	0	48	64	64	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	0	16	64	64	999999991	20	DM-PB-4
PSIP AGGREGATION	0	1	4	4	999999991	21	DM-AG-PSIP

WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.

< Previous Calculate

Submit

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.


### Inventory Data


- For the licensed **Key Type**, select the quantity of licenses to revoke.
- Click **Calculate**.

SLK calculates the quantity of licenses to revoke and displays a table with the **Resultant Feature Value**. The **Resultant Feature Value** shows the quantity that will remain on the device.



NEW FEATURES! | [HELP](#) | [LOGOUT](#)





SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane Home Orders Inventory Generate Keys Tools Profile

SLK LICENSE MOBILITY WIZARD

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
 Serial Number: **DFSN: 103912J1103Q1226- DM-6400**

HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	2	4	8	0	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	7	32	64	0	999999991	17	DM-AI-32
GigE PORT ACTIVATION	2	1	2	0	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	1	16	16	0	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	1	48	64	16	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	1	16	64	48	999999991	20	DM-PB-4
PSIP AGGREGATION	4	1	4	0	999999991	21	DM-AG-PSIP

WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.

< Previous
Recalculate

KeyType	Resultant feature Val
4X ASI MODULE	0
MPEG-2 AD INSERTION	0
GigE PORT ACTIVATION	0
HD RATESHAPING	1
POWER BLOCK - SD RATESHAPING	0
PSIP AGGREGATION	2

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

**Inventory Data**

- Click **Submit**.

A confirmation page opens.

- Click **OK** to submit the request.

After a few moments, a table displays with the revoked license key(s).

NEW FEATURES! | HELP | LOGOUT

**SLK**

**SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY**

ARRIS

Hello Jane

Home   Orders   Inventory   Generate Keys   Tools   Profile

**SLK LICENSE MOBILITY WIZARD**

**REVOKE SELECTED LICENSES**

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS TEST 1  
Serial Number: **DP#N: 10391271103Q1226- DM-6400**

**HD RATESHAPING has dependent keytype : POWER BLOCK - SD RATESHAPING.**

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
4X ASI MODULE	2	4	8	0	999999991	23	DM-4A-4
MPEG-2 AD INSERTION	3	32	64	0	999999991	17	DM-AI-32
GigE PORT ACTIVATION	2	1	2	0	999999991	22	DM-GIGE-PORT1
HD RATESHAPING	1	16	16	0	999999991	18	DM-HD-16
POWER BLOCK - SD RATESHAPING	1	48	64	16	999999991	19	DM-PB-12
POWER BLOCK - SD RATESHAPING	1	16	64	48	999999991	20	DM-PB-4
PSIP AGGREGATION	4	1	4	0	999999991	21	DM-AG-PSIP

**WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.**

< Previous   Recalculate

Submit

PLEASE INSTALL THE REVOKE LICENSE KEYS LISTED BELOW IN THE UNIT GUI TO RETRIEVE ACKNOWLEDGEMENT CODE.  
ONCE ACKNOWLEDGEMENT IS GENERATED IN THE GUI, PLEASE ENTER THE ACKNOWLEDGEMENT CODE IN **SLK ACKNOWLEDGEMENT CODE ENTRY HERE**:  
[HTTPS://SLK.ARRIS.COM/SLK/LicenseRevokeAck.aspx](https://slk.arris.com/SLK/LicenseRevokeAck.aspx)

KeyType	TotalQuantity	LicenseKey
HD	0	4GYEBWV2FSPVGRFQZBYJZ3DKR4WH4GSXE3OEQA
AI-M2	0	4T4EMTECSPU4ESFU38IOC3SOJCG5PAQIHI5P2Y
SD	0	HHXVHU5JCCALPMCZWYOD4SSSN4JS7OB6SAJXT4I
GIGE	0	NXDZW2M4TEVGTRYJ6ONWVCM3BNWCA3UOU6H3JDI
PSIP-AG	0	VINVMHA2AGG54OVXEWCUONECYRSQF252TJWLF3A
4xASI	0	XRRB5RGTG524TVNWO23MMM7U7OX2YZ2MN78M22NA

**RESTART WIZARD**  
After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

**Inventory Data**

After obtaining the revoke license keys, you need to enter them into the DM 6400 GUI to obtain acknowledgement codes.

- Go to "Managing Acknowledgement Codes" on page 131 to continue.

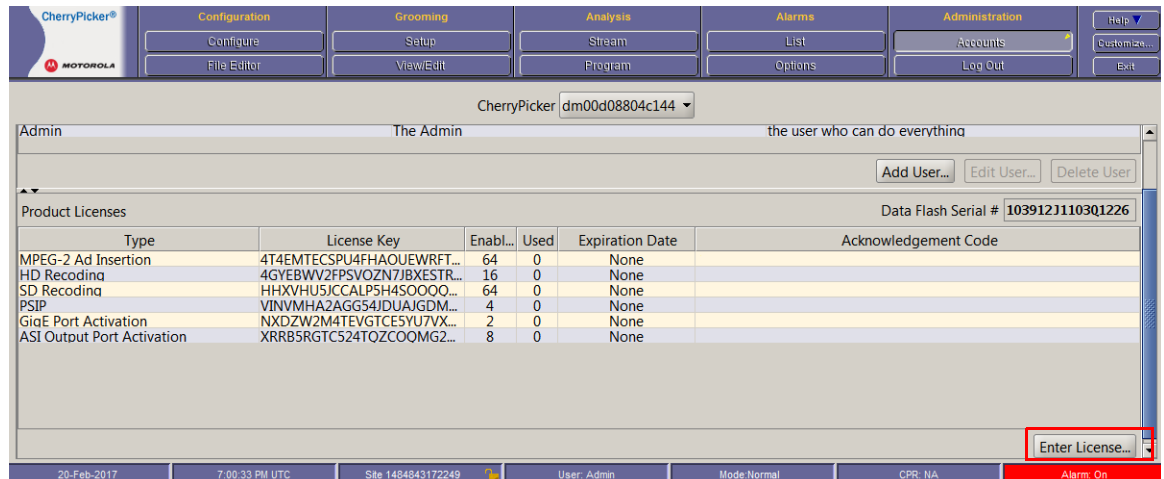
## Managing Acknowledgement Codes

After obtaining the revoke license keys from SLK, you need to copy them, one at a time, into the Accounts tab of the DM 6400 GUI. The system will generate one acknowledgement code for each revoke license key entered in the DM 6400 GUI.

Once an acknowledgement code is generated in the GUI, you need to copy it, return to SLK, and paste it in the SLK Acknowledgement Code Entry page. You'll need to repeat this procedure for each acknowledgement code that is generated in the DM 6400 GUI.

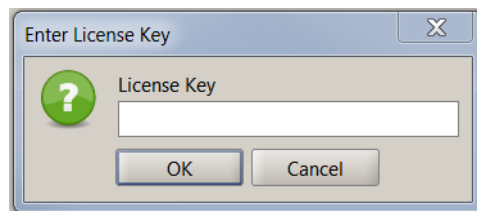
### To manage:

1. Log on to the DM 6400 device on which you want to enter the revoke license key.
2. In the Element Manager GUI, click **Accounts**.
3. Click **Enter License**.



### DM 6400—Accounts

The Enter License window opens.



### Enter License Key

4. In the **Enter License** field, paste the revoke license key.
5. Click **Apply License**.

An acknowledgement code displays in the Acknowledgement Code column of the Product Licenses table.

The screenshot shows the CherryPicker web interface. At the top, there are navigation tabs for Configuration, Grooming, Analysis, Alarms, and Administration. Below these is a user selection dropdown set to 'Admin'. The main content area displays a table of Product Licenses. The table has columns for Type, License Key, Enabl..., Used, Expiration Date, and Acknowledgement Code. The Acknowledgement Code for the first row is highlighted with a red box.

Type	License Key	Enabl...	Used	Expiration Date	Acknowledgement Code
MPEG-2 Ad Insertion	4T4EMTECSPU4FHAOUIEWRFT...	64	0	None	GNTMNMVJSMULBJJ3KAKPWLVOFJU3WNZEYTKSZOXHFZCCMOM...
HD Recodinq	4GYEBWV2FPSVOZN7JBXESTR...	16	0	None	
SD Recodinq	HHXVHU5JCCALP5H4SOOOO...	64	0	None	
PSIP	VINVVHA2AGG54IDUAJGDM...	4	0	None	
GigE Port Activation	NXDZW2M4TEVGTCE5YU7VX...	2	0	None	
ASI Output Port Activation	XRRB5RGTC524TOZCOOMG2...	8	0	None	

#### DM 6400—Accounts

- Copy the acknowledgement code you want to paste in SLK.

*Tip:* To copy the acknowledgement code, double-click the code and press CTRL+C. Ensure that you do not include blank spaces or extraneous characters.

*Note:* You can also obtain the acknowledgement code via telnet by using the `ConfigDisplay -1` command.

You are now ready to return to SLK and enter the acknowledgement code.

- Log in to SLK:  
<https://slk.arris.com>
- Click **Inventory > Acknowledgement Code Entry**.

The License Revoke Acknowledgement page opens.

The screenshot shows the SLK web interface. At the top, there are links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main title is 'SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The ARRIS logo is in the top right. A navigation bar contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The user is logged in as 'jane'. The 'LICENSE REVOKE ACKNOWLEDGEMENT' form includes:

- Serial Number:
- Serial Number Type:
- Acknowledgment Code:
- Submit:

### License Revoke Acknowledgement

9. In the **Serial Number** field, enter the serial number of the DM 6400 for which the acknowledgement code was generated.
10. From the **Serial Number Type** menu, select the **DFSN** option.
11. In the **Acknowledgement Code** field, paste the acknowledgement code obtained from the DM 6400 device.
12. Click **Submit**.

If successful, the message, "License Revoke Acknowledgement and inventory credit successful," displays.

Your revoked license inventory is returned to your SLK inventory pool.

13. Repeat steps 3 to 12 for each acknowledgement code provided in the GUI.
14. Verify your available license inventory in your license pool.

Go to "[Viewing License Pools](#)" on page 39 for information.

After the licenses are returned to the pool, you can select the type and quantity of licenses you need and redeploy them on one or more DM 6400 devices as needed.

## Using License Mobility on CAP-1000 Devices

To use license mobility with an SLA on a CAP-1000, the device must be running software version 4.0 or greater. If it is running less than version 4.0, you need to upgrade the unit. Refer to the *CAP-1000 Software Guide* for more information.

This section explains the following procedures:

- [Verifying License Availability](#)
- [Revoking Licenses](#)
- [Managing Acknowledgement Codes](#)

To perform the procedures in this section, you will work with the CAP-1000 Element Manager GUI and the License Mobility Wizard.

### Verifying License Availability

#### To verify:

1. Log on to the CAP-1000 device on which you want to revoke licenses.
2. Click **Setup > Licenses**.
3. In the **Available** column, ensure that the license types you want are available to revoke.

The screenshot shows the CherryPicker Element Manager interface. The 'Licenses' tab is selected, and the 'Available' column in the 'Product Licenses' table is highlighted with a red box. The table lists various license types, their total counts, and their availability status. All licenses shown are marked as 'Available'.

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	D5ZH3NWUF4XK4KSWK4JM3RFTTZCX3ZJ50PLHWA	
MPEG-4/AVC HD Recoding	2	2	None	CXXH44PLSOXHYZ765VD55FUNMV63BEBYZ3CJOI	
MPEG-2 HD Recoding	96	96	None	QZNPPOBQWWMPE3W2HOWBDANUOEK24BZE63KZY	
MPEG-2 SD Recoding	384	384	None	5NM3POB3SXLDRWR42UC28BFDY3XMZ4SU7E8YBEI	
MPEG-4/AVC Ad Insertion	1	1	None	PWK63UJSLVWR7JUICZAL60XXE7RV5VKUIC5MSA	
MPEG-2 Ad Insertion	178	178	None	AFRLVAQ3J2YRPSTLVDFHFBWAU5O58IBG7FLQ	
CherryPicker Redundancy	1	1	None	TLCEPLPQ2HNX6ROAFZORTFN2CPVVLX3W0Q5VUA	
Ad Insertion Protection	1	1	None	GUCLWV5APJV7WSSNWSBCQTM2P5F6KVHTCNH3A	
EBIF Filtering/Merging	384	384	None	FYVLFPPNFNS6SE38BGAT3IVBMEPM7RIEYBYI	
BIS	1	1	None	IEYEGWGRFSPA4N2E4Z3B4NCKDSDQUCGHNLBY	
EAS Switching	1	1	None	AIRP2BQ23H2FHULTDKRNM7HXVE4YN7P76G4OQ	
CALM	100	100	None	PDEC4MXITY7JHDELFX42YVUTHOUPMARNTA56Y	

Active License Guard Serial Number: **616511200047** Enter a new license key:

2 7 11 PIDs:406 of 4096 | Output Muxes: 15, PIDs:70 of 2048 | Groomed Programs:14 | CPR: Primary:Unprotected | 02/15/2017 10:05:24 AM PST

#### CAP-1000—Licenses

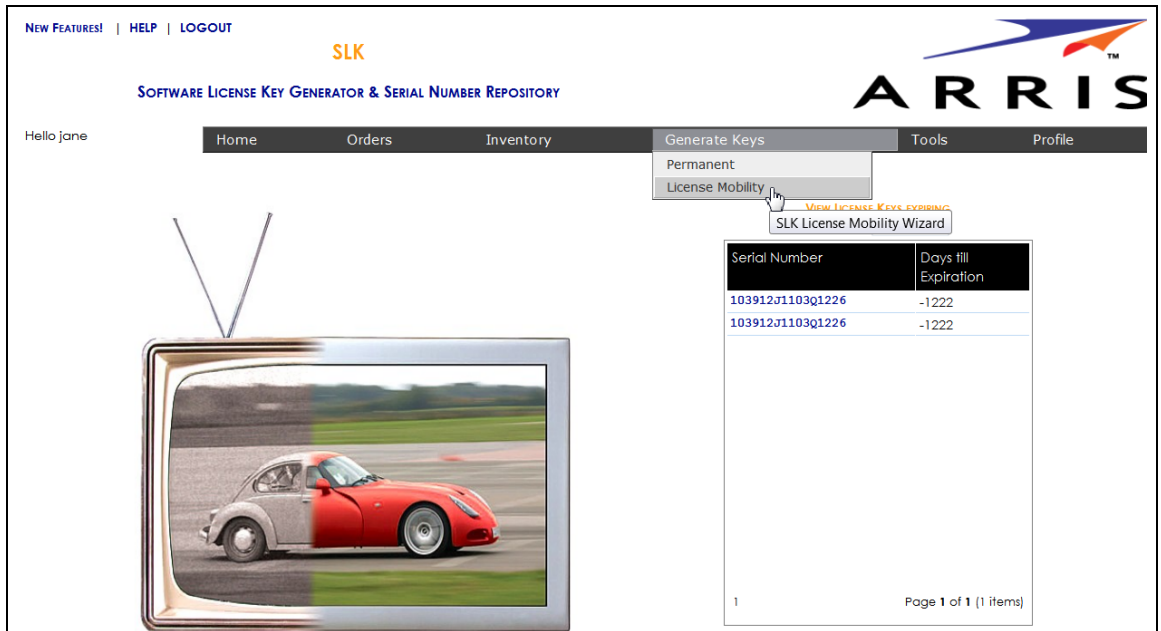
Next, you need to revoke the selected licenses on the device.

4. Go to [“Revoking Licenses” on page 125](#) to continue.

## Revoking Licenses

### To revoke:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Generate Keys > License Mobility**.



SLK Account Home

The License Mobility Wizard opens and the current system location displays in the Locations menu.

The screenshot shows the 'SLK License Mobility Wizard' interface. At the top, there are navigation links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main title is 'SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY' with the ARRIS logo on the right. A user greeting 'Hello jane' is on the left. A horizontal menu contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The wizard title 'SLK LICENSE MOBILITY WIZARD' is centered. Below it, the instruction 'SELECT LOCATION OF SYSTEM.' is followed by a dropdown menu showing 'ARRIS TEST 2' and a 'SHOW MORE LOCATIONS' link. A paragraph explains that the selected site's License Mobility Product Pool Inventory will be automatically consumed. A 'Next >' button is at the bottom.

### Select Location

3. If you have more than one location, select **Show More Locations** and choose your location.
4. Click **Next**.

The Select Serial Number page opens.

The screenshot shows the 'SLK License Mobility Wizard' interface at the 'Select Serial Number' step. The top navigation and header are identical to the previous screenshot. The wizard title 'SLK LICENSE MOBILITY WIZARD' is centered. Below it, the instruction 'SELECT SERIAL NUMBER WHERE NEW LICENSE WILL BE INSTALLED.' is followed by 'Location: ARRIS TEST 2'. A dropdown menu shows 'LicenseGuard: 616511200047- CAP-1000'. A paragraph explains that if the serial number is not listed, users should contact the ARRIS Technical Assistance Center at 888-944-HELP (4357). Navigation buttons '<< First', '< Previous', and 'Next >' are at the bottom.

### Select Serial Number

5. In the **Select Serial Number** menu, select the serial number of the device on which you want to revoke the license key.

---

**Note:** If you do not see your serial number listed in the menu, contact the ARRIS Technical Assistance Center for help. See ["Getting Help"](#) on page x for more information.

---



6. Click **Next**.

The Select CAP-1000 Software Version Preference page opens.

7. Do one of the following:

- If the software version of your unit is running version 4.0 or above, click **Yes**.
- If the software version of your unit is running less than version 4.0, click **No**.

---

**IMPORTANT:** To use License Mobility, the CAP-1000 device must be running software version 4.0 or greater. If it is running less than version 4.0, you need to upgrade the unit. Refer to the CAP-1000 Software Guide for more information.

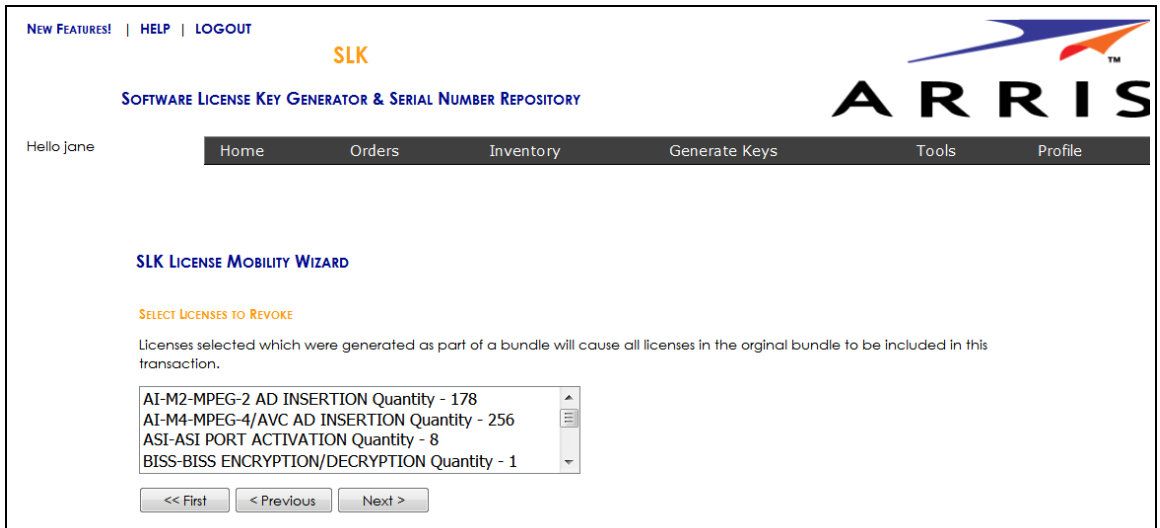
---

The screenshot shows a web interface for the SLK License Mobility Wizard. At the top, there are links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main header includes 'SLK' and 'SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The ARRIS logo is in the top right corner. A navigation bar contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The user is logged in as 'Hello jane'. The wizard title is 'SLK LICENSE MOBILITY WIZARD' with the instruction 'PLEASE SELECT YOUR PREFERENCE BELOW'. The question is 'Is the software version of your unit running Version 4.0 or above?'. The 'Yes' radio button is selected. At the bottom, there are three buttons: '<< First', '< Previous', and 'Next >'.

Select CAP-1000 Software Version Preference

8. Click **Next**.

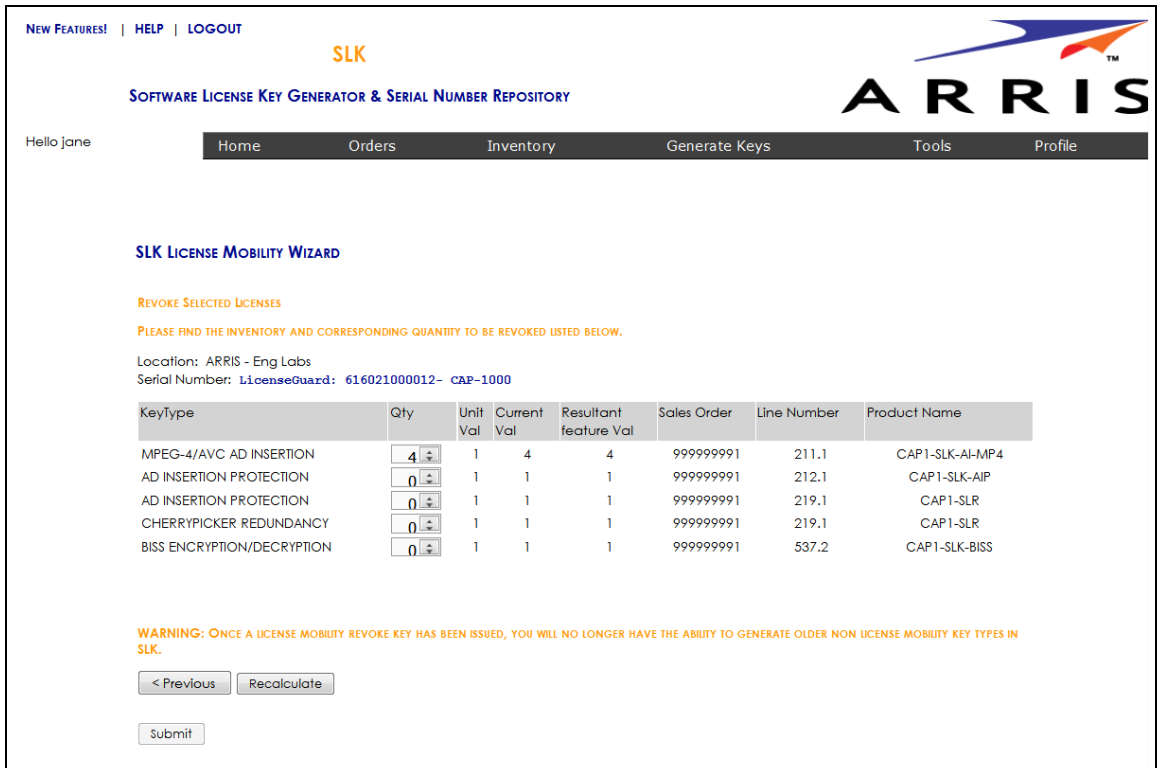
The Select Licenses to Revoke page opens.



Select Licenses to Revoke

9. Select the licenses to revoke and click **Next**.

The Inventory Data page opens.



Inventory Data

10. For each licensed **Key Type**, select the quantity of licenses to revoke.
11. Click **Calculate**.

SLK calculates the quantity of licenses to revoke and displays a table with the **Resultant Feature Value**. The **Resultant Feature Value** shows the quantity that will remain on the device.

NEW FEATURES! | HELP | LOGOUT

## SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello Jane

Home
Orders
Inventory
Generate Keys
Tools
Profile

### SLK LICENSE MOBILITY WIZARD

REVOKE SELECTED LICENSES

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS - Eng Labs  
Serial Number: **LicenseGuard: 616021000012- CAP-1000**

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
MPEG-4/AVC AD INSERTION	4	1	4	0	999999991	211.1	CAP1-SLK-AI-MP4
AD INSERTION PROTECTION	1	1	1	0	999999991	212.1	CAP1-SLK-AIP
AD INSERTION PROTECTION	1	1	1	0	999999991	219.1	CAP1-SLR
CHERRYPICKER REDUNDANCY	1	1	1	0	999999991	219.1	CAP1-SLR
BISS ENCRYPTION/DECRYPTION	1	1	1	0	999999991	537.2	CAP1-SLK-BISS

WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.

< Previous
Recalculate

KeyType	Resultant feature Val
MPEG-4/AVC AD INSERTION	0
AD INSERTION PROTECTION	0
CHERRYPICKER REDUNDANCY	2
BISS ENCRYPTION/DECRYPTION	0


Submit

After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

### Inventory Data

12. Click **Submit**.  
A confirmation page opens.
13. Click **OK** to submit the request.  
After a few moments, a table displays with the revoked license keys.

NEW FEATURES! | [HELP](#) | [LOGOUT](#)



**ARRIS**

**SLK**

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home
Orders
Inventory
Generate Keys
Tools
Profile

**SLK LICENSE MOBILITY WIZARD**

**REVOKE SELECTED LICENSES**

PLEASE FIND THE INVENTORY AND CORRESPONDING QUANTITY TO BE REVOKED LISTED BELOW.

Location: ARRIS - Eng Labs  
 Serial Number: LicenseGuard: 616021000012- CAP-1000

KeyType	Qty	Unit Val	Current Val	Resultant feature Val	Sales Order	Line Number	Product Name
MPEG-4/AVC AD INSERTION	4	1	4	0	999999991	211.1	CAP1-SLK-AI-MP4
AD INSERTION PROTECTION	1	1	1	0	999999991	212.1	CAP1-SLK-AIP
AD INSERTION PROTECTION	1	1	1	0	999999991	219.1	CAP1-SLR
CHERRYPICKER REDUNDANCY	1	1	1	0	999999991	219.1	CAP1-SLR
BISS ENCRYPTION/DECRYPTION	1	1	1	0	999999991	537.2	CAP1-SLK-BISS

WARNING: ONCE A LICENSE MOBILITY REVOKE KEY HAS BEEN ISSUED, YOU WILL NO LONGER HAVE THE ABILITY TO GENERATE OLDER NON LICENSE MOBILITY KEY TYPES IN SLK.

PLEASE INSTALL THE REVOKE LICENSE KEYS LISTED BELOW IN THE UNIT GUI TO RETRIEVE ACKNOWLEDGEMENT CODE. ONCE ACKNOWLEDGEMENT IS GENERATED IN THE GUI, PLEASE ENTER THE ACKNOWLEDGEMENT CODE IN SLK ACKNOWLEDGEMENT CODE ENTRY HERE: [HTTPS://SLK.ARRIS.COM/SLK/LICENSEREVOKEACK.ASPX](https://slk.arris.com/slk/licenserevokeack.aspx)

KeyType	TotalQuantity	LicenseKey
MPEG-4	0	KL7VTNI6FAISQ2IBXSHIBZSFTH745VBP5JNYLSM2
AIP	0	BXHWDRDKITHECGKIQMAUVJGZQD5F2ZBBHDL7QI
BISS	0	BZSFTH745VBP5JNYLSM2EX6KLYMU5ZNUMEDX7PQ
CPR	0	X5JHM7TRBJRIT6ZX2ONKL7VTNI6FAISQ2IBXSHI

**RESTART WIZARD**  
 After you install the license/s on the unit enter the Acknowledgement code [HERE](#) to complete the transaction and return the inventory to your pool.

### Inventory Data

After obtaining the revoke license keys, you need to enter them into the CAP-1000 GUI to obtain acknowledgement codes.

14. Go to “Managing Acknowledgement Codes” on page 131 to continue.

## Managing Acknowledgement Codes

After obtaining the revoke license keys from SLK, you need to copy them, one at a time, on the Licenses tab of the CAP-1000 GUI. The system will generate one acknowledgement code for each revoke license key entered in the CAP-1000 GUI.

Once an acknowledgement code is generated in the GUI, you need to copy it, return to SLK, and paste it in the SLK Acknowledgement Code Entry page. You'll need to repeat this procedure for each acknowledgement code that is generated in the CAP-1000 GUI.

### To manage:

1. Log on to the CAP-1000 device on which you want to enter the revoke license key.
2. In the Element Manager GUI, click **Setup > Licenses**.
3. In the **Enter a New License Key** field, enter the revoke license key.

The screenshot shows the CherryPicker Element Manager interface. The top navigation bar includes 'Device' (Cap-06-7A-8A [10.77.1...]), 'User Admin', 'Groups', 'Logs', 'Help', 'About', and 'Logout'. The main menu has 'Setup', 'Triggers', 'Content Picking', 'Alarms', and 'Analysis'. Below this is a sub-menu with 'System', 'Licenses', 'Permissions', 'Redundancy', 'Files', 'DVB Simulcrypt', and 'Preferences'. The 'Licenses' tab is active, displaying a table of product licenses.

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	D5ZH3MWUF4XK4KSWK4JM3RFTTZCX3ZJ5OPLHWA	
MPEG-4/AVC HD Recoding	2	2	None	CXX0H44PL50XHYZ76SV055FUNMV63BEBYZ3CJ0I	
MPEG-2 HD Recoding	96	96	None	QZNP0C0QWWMPE3WZHOVBDANUOEK24B2E63KZY	
MPEG-2 SD Recoding	384	384	None	5NM3POB3SLLDRWR42UC26BFDY3XMZ4SU7E6YBEI	
MPEG-4/AVC Ad Insertion	1	1	None	PWK63UUSLLWR7JUICZAL60XXE7RV5VKUKUC5M5A	
MPEG-2 Ad Insertion	178	178	None	AFPLVAQ3J2YVRP5TLVFOFHP8AWU5G5BIBIG7ELQ	
CherryPicker Redundancy	1	1	None	TLCEPLPD2HX06ROAFZORTFN2CPPVLX3W0Q5VUA	
Ad Insertion Protection	1	1	None	GUCLWV5APJV7WSSINISBCQGTMT2P5F6KVHTCNH3A	
EBIF Filtering/Merging	384	384	None	FYVLFPPNFS6SE38BGAT3I7VBMEMP7RKEYBYI	
BISS	1	1	None	EYEGWGRSFPA4N2E4ZK3B4NCOKDSOUCGHNLBY	
EAS Switching	1	1	None	AIRP26IQ23H2FHULTLDRNM7HXVE4YN7P76G4OQ	
CALM	100	100	None	PDEC4MIXITY7JHDELFX42YVUTHOUPMARN7A56Y	

At the bottom of the table, there is a section for license management. It includes 'Active License Guard Serial Number: 616511200047' and an input field labeled 'Enter a new license key:' which is highlighted with a red box. An 'Apply License' button is located to the right of the input field.

### CAP-1000—Licenses

4. Click **Apply License**.

An acknowledgement code displays in the Acknowledgement Code column of the License table.

CherryPicker® Element Manager

Device: BEN-PRIMARY [10.77.1...]

User: Admin | Groups | Logs | Help | About | Logout

ARRIS

System | Licenses | Permissions | Redundancy | Files | DVB Simulcrypt | Preferences

Type	Total	Available	Expiration Date	License Key	Acknowledgement Code
DVB ASI Output Port Activation	1	1	None	TU4BWFMOEAD00K4XJWRGCPJ0XBMMKVMYLYL24OESY	M0Q0B00STGOY373AFTWIM4TKBKAHTCTATQUODLCA
MPEG-4/AVC HD Recoding	2	2	None	ZS00EJVJV46PQ08FQXSLWANRJVZB8DYSKY2JQ	52RJ2ZV5ZEJPFDDPDWDMARFSTZVMFA8BQJLSEI
MPEG-2 HD Recoding	96	96	None	E4Y8WE6A4T34W50NMQ0677P06S0J7FRE3UBX4EI	
MPEG-2 SD Recoding	384	384	None	OTTR2NSVJNJABAFMT7BJVK0M7HAZ5M6L0GDQY	
MPEG-4/AVC Ad Insertion	1	1	None	6IU4WMBAWMKO4KJ54LYEEBMIGQY677WXLKAB1	
MPEG-2 Ad Insertion	178	178	None	HB3TJPD0Y2R2PHMGN05MYOG5JH2FFNDE3XHUW1	
CherryPicker Redundancy	1	1	None	S57C538FFAJWLSL6BLEWDXU2SISWPF32CNVW1Q	
Ad Insertion Protection	1	1	None	OH0IDWTX8HTZ2NNG4L46E5KNSQJYXIGOBLNDAUI	
EBIF Filtering/Merging	384	384	None	XUG5GDHFJ03EQHLKX78KHXPXKZKBLZBKHB53CSI	
BISS	1	1	None	U33QL6LJ7XSUQPS4TQVWVIBYFB4K5JMCGYSY	
EAS Switching	1	1	None	NW4CKYPK24ZVJNDNA2V0VKIB56XQ0S0J3BFDA	
CALM	100	100	None	RVFNAZ7T8TAUW2HTLTMX2TNDY5SRHCVVPJSDA	

Active License Guard Serial Number: 616511200047 Enter a new license key:

0 11 1 live. PIDs:88 of 4096 | Output Muxes: 3. PIDs:25 of 2048 | Groomed Programs:9 | CPR: Primary:Protected Hot | 02/03/2017 11:37:17 PM UTC

### CAP-1000—Licences

- Copy the acknowledgement code you want to paste in SLK.

*Tip:* To copy the acknowledgement code, double-click the code and press CTRL+C. Ensure that you do not include blank spaces or extraneous characters.

*Note:* You can also obtain an acknowledgement code via telnet by using the `ConfigDisplay -1` command.

You are now ready to return to SLK and enter the acknowledgement code.

- Log in to SLK:  
<https://slk.arris.com>
- Click **Inventory > Acknowledgement Code Entry**.

The License Revoke Acknowledgement page opens.

The screenshot shows the SLK web interface. At the top, there are links for 'NEW FEATURES!', 'HELP', and 'LOGOUT'. The main title is 'SLK SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY'. The ARRIS logo is in the top right. A navigation bar contains 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. The user is logged in as 'jane'. The 'LICENSE REVOKE ACKNOWLEDGEMENT' form includes:

- Serial Number:
- Serial Number Type:
- Acknowledgment Code:
- Submit:

### License Revoke Acknowledgement

8. In the **Serial Number** field, enter the serial number of the CAP-1000 requiring the revoke license key.
9. From the **Serial Number Type** menu, select the **License Guard** option.
10. In the **Acknowledgement Code** field, paste the acknowledgement code obtained from the CAP-1000.
11. Click **Submit**.

If successful, the message, "License Revoke Acknowledgement and inventory credit successful," displays.

Your revoked license inventory is returned to your SLK inventory pool.

12. Repeat steps 3 to 11 for each acknowledgement code provided in the GUI.
13. Verify your available license inventory in your license pool.

Go to "[Viewing License Pools](#)" on page 39 for information.

After the licenses are returned to the pool, you can select the type and quantity of licenses you need and redeploy them on one or more CAP-1000 devices as needed.





# Chapter 8

# Transferring Inventory

## In This Chapter

---

- [Overview](#)
- [Transferring Serial Numbers](#)
- [Transferring Software Licenses](#)

## Overview

---

This chapter explains how to transfer inventory in SLK from one pool to another. This includes both licensed hardware and unconsumed licensed inventory. To generate licenses, both the purchased license and serial number must be in the same site. Use the procedures in this chapter to transfer licenses and serial numbers to the same site, if needed.

## Transferring Serial Numbers

---

### To transfer:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Key Sets**.  
The License Hardware Serial Number page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home Orders Inventory Generate Keys Tools Profile

REFRESH LIST

ARRIS TEST | ARRIS TEST 1

COMPARE

Select	License Key Inventory	End User	Serial Number	Platform	Transfer
<input type="checkbox"/>	159961	ARRIS TEST 1	103912J1103Q1226	DM	TRANSFER
<input type="checkbox"/>	171781	ARRIS TEST 1	437CTR75sk702sc00302	DM	TRANSFER
<input type="checkbox"/>	173408	ARRIS TEST 1	B8363195VJ310P179Z00	DM	TRANSFER
<input type="checkbox"/>	183168	ARRIS TEST 1	3308680287037571	SE-4000	TRANSFER
<input type="checkbox"/>	198607	ARRIS TEST 1	34127542090001570211	NE-2500	TRANSFER
<input type="checkbox"/>	205967	ARRIS TEST 1	6543876578902764	SE-6000	TRANSFER

1 Page 1 of 1 (6 items)

### License Hardware Serial Number

- Under **Select**, select the check box associated with the device you want.
- Click **Transfer**.

The Serial Number & License Key Transfer page opens.

SERIAL NUMBER & LICENSE KEY TRANSFER

License Key ID: 159961  
 Serial Number: 103912J1103Q1226  
 Serial Number Type: 404  
 Current Site: ARRIS TEST 1  
 New Site: ARRIS TEST 2

Show More Locations

If you do not see the location you are looking for, please contact Technical Support to request access to the location.

\*\* Warning: this Serial Number is associated with other hardware. Check this if you wish to move associated hardware with it.

Submit

### Serial Number & License Key Transfer

- Review the warning:
 

**\*\* Warning: This Serial Number is associated with other hardware. Check this if you wish to move associated hardware with it.**
- To proceed with the transfer, select the **Warning** check box.
- Select **Show More Locations**.
- Select the site you want.
- Enter the quantity you want.
- Click **Submit**.

If successful, the message, "Transfer Successful" displays.

**SERIAL NUMBER & LICENSE KEY TRANSFER**

License Key ID: 173408  
Serial Number: B8363195VJ310F179X00  
Serial Number Type: 404  
Current Site: ARRIS TEST 1  
New Site: ARRIS TEST 2

\*\* Warning: this Serial Number is associated with other hardware. Check this if you wish to move associated hardware with it.

**Transfer Successful**

Transfer Successful

## Transferring Software Licenses

### To transfer:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Inventory > License Pool**.

The License Pool Inventory page opens.

The screenshot shows the SLK interface with a navigation menu (Home, Orders, Inventory, Generate Keys, Tools, Profile) and a table of license keys. The table has columns for End User, Sales Order, Key Type, Description, Available Unit Qty, and Platform. The table is filtered for 'ARRIS TEST' and shows four rows of license keys.

End User	Sales Order	Key Type	Description	Available Unit Qty	Platform		
<b>Key Type: 1080P</b>							
ARRIS (INFOSYS) - BANGALORE IN	90485014 Transferred Inventory Line 6	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	3	SE-NE-SLK	<a href="#">GENERATE KEY</a>	<a href="#">TRANSFER</a>
ARRIS (Motorola) - BASINGSTOKE GB UK 4	61013370 50 Line 1.1	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	5	SE-NE-SLK	<a href="#">GENERATE KEY</a>	<a href="#">TRANSFER</a>
ARRIS (Motorola) - SAN DIEGO CA US 1	90482858 Transferred Inventory Line 14	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	1	SE-NE-SLK	<a href="#">GENERATE KEY</a>	<a href="#">TRANSFER</a>
ARRIS (Motorola) - SAN DIEGO CA US 1	90485014 Transferred Inventory Line 1	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	22	SE-NE-SLK	<a href="#">GENERATE KEY</a>	<a href="#">TRANSFER</a>

### License Pool

3. If you have more than one site, click the **Expand** button in the left panel.
4. Select the site you want.  
Orders for the site display in tabular format.

5. To view the table, do the following:
  - To expand the entire table, click **Refresh List** in the left panel (if available).
  - To expand a column, select and drag it to the width you want.
  - To sort a column in alphanumeric order, click the column title.
6. Under the **Description** column, locate the license you want.
7. Click **Transfer**.

The screenshot shows the ARRIS SLK interface. At the top, there's a navigation bar with 'Home', 'Orders', 'Inventory', 'Generate Keys', 'Tools', and 'Profile'. Below this, a table lists licenses. The first row is highlighted, and its 'TRANSFER' button is circled in red.

End User	Sales Order	Key Type	Description	Available Unit Qty	Platform	GENERATE KEY	TRANSFER
ARRIS (INFOSYS) - BANGALORE IN	90485014 Transferred Inventory Line 6	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	3	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - BASINGSTOKE GB UK 4	61013370 SO Line 1,1	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	5	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - SAN DIEGO CA US 1	90482858 Transferred Inventory Line 14	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	1	SE-NE-SLK	GENERATE KEY	TRANSFER
ARRIS (Motorola) - SAN DIEGO CA US 1	90485014 Transferred Inventory Line 1	1080P	6XXX-SLK-1080P.6XXX SERIES ENCODER 1080P 50/60 OPTIONAL FEATURE LICENSE FINISHED GOOD	22	SE-NE-SLK	GENERATE KEY	TRANSFER

### Transfer

The License Pool Inventory Transfer page opens.

The screenshot shows a form titled 'LICENSE POOL INVENTORY TRANSFER'. It contains the following fields and controls:

- Software Inventory ID: 110747
- Product: 556944-024-00
- Current Site: ARRIS TEST 1
- Available Qty: 4
- New Site: ARRIS TEST 2 (dropdown menu)
- Show More Locations button
- Quantity to Transfer: 1 (input field)
- Submit button

Below the form, there is a note: "If you do not see the location you are looking for, please contact Technical Support to request access to the location."

### License Pool Inventory Transfer

8. In the **New Site** menu, select the site you want.
  9. Click **Submit**.
- If successful, the message, "Transfer Successful" displays.

The screenshot shows a web application window titled "LICENSE POOL INVENTORY TRANSFER". The window contains the following information and controls:

- Software Inventory ID: 110747
- Product: 556944-024-00
- Current Site: ARRIS TEST 1
- Available Qty: 4
- New Site: ARRIS TEST 2 (selected from a dropdown menu)
- A "Show More Locations" button is located below the New Site dropdown.
- A message below the button reads: "If you do not see the location you are looking for, please contact Technical Support to request access to the location."
- Quantity to Transfer: 1 (entered in a text input field)
- A red-bordered box containing the text "Transfer Successful" is positioned to the left of the "Submit" button.
- A "Submit" button is located at the bottom right of the form area.

Transfer Successful



## Chapter 9

# Decoding Licenses and Acknowledgement Codes

## In This Chapter

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- [Overview](#)
- [Decoding License Keys](#)
- [Decoding Acknowledgement Codes](#)

## Overview

---

SLK provides a function that enables you to decode license keys. License keys are associated with licensed key type on a device. You might need to decode a license key in the following circumstances:

- Verify if the license key number you have written down or cut/pasted as a reference is associated with a particular device
- Verify if a license key is valid
- Troubleshoot invalid key errors

SLK also lets you decode acknowledgement codes. These are codes provided to you during the License Mobility revoke process. You might need to decode an acknowledgement code in the following circumstances:

- Verify if an acknowledgement code is valid
- Troubleshoot invalid acknowledgement code errors

## Decoding License Keys

---

### To decode:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Decode License**.

The Decode License page opens.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home Orders Inventory Generate Keys Tools Profile

Decode License

Serial Number

Serial Number Type

Model

License Key

License Mobility

Decode

Search  
Decode License  
Decode Ack Code  
Reports

### Decode License

3. In the **Serial Number** field, enter the serial number of the device requiring the decode license.
4. From the **Serial Number Type** menu, select the type you want.
5. From the **Model** menu, select the device model.
6. In the **License Key** field, paste the license key of the device.
7. If the license key is in **License Mobility** software format, select the check box.
8. Click **Decode**.

The decoded license key information displays.

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SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home Orders Inventory Generate Keys Tools Profile

Decode License

Serial Number

Serial Number Type

Model

License Key

License Mobility

Decode

LICENSE KEY DETAILS

Serial Number :	103912J1103Q1226
License Key :	NXDZW2M4TEVGTCE5YU7VXT54MWSLFJLJ54IT07Y
Quantity :	2
License Type :	Perpetual
License Key Type :	GIGE
Product :	GigE PORT ACTIVATION
Feature :	Port
Expiration Date :	No-expiration-date
Sequence Number :	10

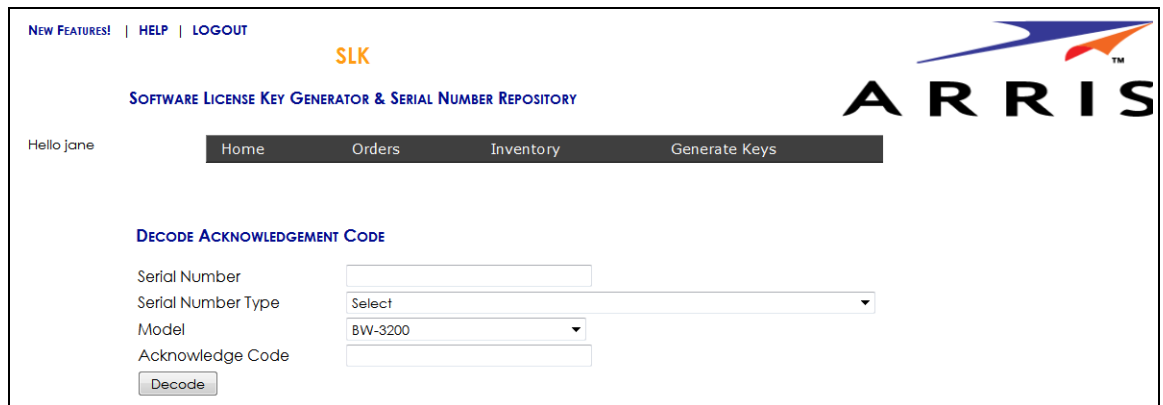
### Decoded License Details



## Decoding Acknowledgement Codes

### To decode:

1. Log in to SLK:  
<https://slk.arris.com>
2. From the menu bar, click **Tools > Decode Ack Code**.  
The Decode Acknowledgement Code page opens.



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SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

Hello jane

Home Orders Inventory Generate Keys

DECODE ACKNOWLEDGEMENT CODE

Serial Number

Serial Number Type

Model

Acknowledge Code

Decode

### Decode Acknowledgement Code

3. In the **Serial Number** field, enter the serial number of the device requiring the decode license.
4. From the **Serial Number Type** menu, select the type you want.
5. From the **Model** menu, select the device model.
6. In the **Acknowledgement Code** field, enter the acknowledgement code.  
On the DM 6400, you can obtain this code in the Accounts tab of the GUI. On a CAP-1000, you can obtain the code in the Setup > Licenses tab of the GUI.
7. Click **Decode**.

The decoded acknowledgement code information displays.

NEW FEATURES! | HELP | LOGOUT

SLK

SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

ARRIS

Hello jane123

Home Orders Inventory Generate Keys Tools Profile

**DECODE ACKNOWLEDGEMENT CODE**

Serial Number: 616511200047

Serial Number Type: LicenseGuard and corresponding External DFSN - CAP products

Model: CAP-1000

Acknowledge Code: G7QLMCD4LZEHH2HAJOLXXZS2CCFKASJ;

Decode

**LICENSE KEY DETAILS**

Serial Number: 616511200047

Acknowledgement Code: G7QLMCD4LZEHH2HAJOLXXZS2CCFKASJSB3DPUYCAPAUYKBVRQC537IWZK63RAYXM6SMAGNK6LFDHB6ABXN6FSV7UA

Quantity: 48

Processed Date: 12/7/2016

Sequence Number: 2

License Key Type: AI-M2

Product: MPEG-2 AD INSERTION

Feature: Channel

Decoded Acknowledgement Code Details





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