

Upgrading Polycom Video Software

V500 and VSX Systems, Version 8.5.x



By upgrading your Polycom software or by purchasing additional system options, your organization continues to benefit from the latest video conferencing technology. This document describes how to upgrade your software and system options.

To activate and install Polycom video conferencing software upgrades and options:

1. Collect your license numbers and system serial numbers.
2. Obtain key codes from the Polycom Resource Center.
3. Download the Softupdate file from the Polycom Resource Center.
4. Install the software and options.

Each of these steps is described in the following sections.

Collecting License Numbers and System Serial Numbers

Make a note of your system serial number and license number. You will need to provide them in order to get the key codes that activate your software upgrades and system options. If your software upgrades are covered by a software warranty or service agreement and you did not purchase additional system options, you only need to provide a serial number.

□ The 14-digit *serial number* is the unique number that identifies your system. You can find it on the System Information screen and on a label on the bottom of the system.

□ The *license number* is the number that you receive when you purchase a software upgrade or system option. License numbers have the following format:

Software upgrade license: U1000-0000-0000-0000-0000

System option license: K1000-0000-0000-0000-0000

If you want to upgrade multiple systems, you can obtain key codes from Polycom for all of the systems at one time. To obtain multiple key codes for purchased software upgrades or system options, create a text file that contains

the license numbers and serial numbers of the systems you want to upgrade. To obtain multiple key codes for software upgrades covered by a software warranty or service agreement, create a text file containing a list of serial numbers only.



Use uppercase letters when you type the serial numbers.

Use this format for text files that contain license numbers and serial numbers:

```
license number<TAB>system serial number
```

For example, a text file with upgrade license numbers and serial numbers might look like this:

```
U1000-000-000-0000<TAB>82040903F01AB1  
U1000-000-000-0000<TAB>82043604G18VR2
```

A text file with system option license numbers and serial numbers might look like this:

```
K1000-000-000-5001<TAB>82040903F01AB1  
K1000-000-000-5003<TAB>82043604G18VR2
```

A text file with serial numbers might look like this:

```
82040903F01AB1  
82043604G18VR2
```

Obtaining Key Codes for Software Upgrades and System Options

Before you run the Softupdate file, you need a key code. A *key code* is the number that activates software or options on a specific system. Polycom generates a key code when you submit the license number and system serial number information.

- A key code is valid only on the system for which it is generated.
- Software key codes are valid for the software release you are installing as well as for any patch releases that may later become available.
- Option key codes are valid across all software releases.

Obtaining Software and Option Key Codes for a Single System

To obtain software or option key codes for a single system:

1. Using a web browser, go to the Polycom Resource Center (PRC) at extranet.polycom.com.
2. Log in to the Polycom Resource Center.
Note that you will need to set up a PRC account, if you don't already have one.
3. Click **Product Activation** and do one of the following:
 - If your system is covered by a software warranty or service agreement, click **Retrieve Software Key Code**. Enter your system serial number and the version number of the software you want to install and click **Retrieve**.
 - If you purchased an upgrade license or system option, enter your system serial number and license number and click **Generate**.

The key code displays on the screen. Make a note of this number for use during installation.

Obtaining Software and Option Key Codes for Multiple Systems

To obtain software or option key codes for multiple systems:

1. Using a web browser, go to the Polycom Resource Center (PRC) at extranet.polycom.com.
2. Log in to the Polycom Resource Center.
Note that you will need to set up a PRC account, if you don't already have one.
3. Click **Product Activation**, and then click **Attach File**.
4. Browse to the text file that contains license numbers and serial numbers, or serial numbers only. These text files are described in [Collecting License Numbers and System Serial Numbers](#).

For each file you upload, Polycom will email you a text file that contains the key codes. The file, called a Key Code file, uses this format:

License Number<TAB>Serial Number<TAB>Option Key Code

The following example shows a Software Key Code file:

```
U1000-0000-0000-0000-0003<TAB>82041003E070B0<TAB>U8FB-0D4E-6E30-0000-0009
U1000-0000-0000-0000-0004<TAB>820327024193AK<TAB>U982-4507-5D80-0000-0009
```

The following example shows an Option Key Code file:

```
K1000-0000-0000-0000-0001<TAB>82041003F082B1<TAB>K15B-DC2D-E120-0000-0009
K1000-0000-0000-0000-0002<TAB>82041503E093B0<TAB>K27E-30F9-2D20-0000-0009
```

The following example shows a Software Key Code file for systems covered by a software warranty or service agreement:

```
U<TAB>82041003F082B1<TAB>U7B6-698E-1640-0000-02C1
U<TAB>82041503E093B0<TAB>UCC1-C9A6-FE60-0000-02C1
U<TAB>82041003E070B0<TAB>UEC6-FDA0-8F00-0000-02C1
U<TAB>820327024193AK<TAB>U7B7-D6BD-3610-0000-02C1
```

Activating Options on the System

If you want to activate system options without upgrading your software, you do not need to download or run Softupdate. To activate system options on a single system, go to **System > Admin Settings > General Settings > Options** and enter the option key. If you want to activate system options on multiple systems using a Windows batch file, Polycom Global Management System, or Polycom ReadManager, continue to the next section.

Downloading the Software

1. Using a web browser, go to the Polycom Resource Center (PRC) at extranet.polycom.com.
2. Log in to the Polycom Resource Center.
3. Click the **Downloads** tab and then click on the product family for which you want to obtain an upgrade.
4. Download the appropriate software release.

Installing Software and Options

Installing a Software Upgrade and System Options on a Single System

1. Run the Softupdate file that you downloaded.
2. Enter the information for the system you want to upgrade, and follow the prompts on the screen.

Setting	Description
IP Address or DNS Name	IP Address or DNS name of the system to upgrade.
Admin or Remote Access Password	If you are upgrading from version 8.0.3 or earlier, enter the admin password, if one is set. If you are upgrading from version 8.5 or later, enter the remote access password, if one is set.
Use Passive FTP	Specifies passive FTP connection to the system, if necessary, for systems behind a firewall.
Typical	Lets you upgrade your system software and enable system options.
Custom	Lets you upgrade your system software, enable system options, change system settings, and erase system flash memory.
Update Software	Lets you install new software on the system.
Enable System Options	Lets you enable optional features, such as Polycom People+Content IP, on the system.
Change System Settings	Lets you configure LAN properties, primary display properties, and security mode for the system. Custom install only.
Erase System Flash Memory	Erases the system flash memory, with the option to save system settings, directory entries, and software keys. Polycom recommends using this option only on the advice of your service provider. Custom install only.
System Settings	Saves all of the settings that are currently configured for the system.
All Directory Entries	Saves your entries for use after the upgrade.
Sample Site in Directory	Saves sample site entries for use after the upgrade.
Call Detail Report	Saves call detail reports that are currently on the system. Custom install only.
Software and Option Keys	Saves the software and option keys for the system. Custom install only.
Yes, I have an option key	Lets you manually type in your option key or browse to a text file that contains the option key.
No, I need to get an option key	The Polycom Resource Center does not currently support this option.

User Name	Polycom Resource Center login user ID.
Password	Polycom Resource Center login password.
Enter the option key manually	Lets you manually type in your option key.
Find the option key in a file	Lets you browse to a text file that contains the option key.

Installing Software Upgrades and System Options on Multiple Systems

If your organization includes a number of systems, you may decide to use a Windows batch file, Polycom Global Management System, or Polycom ReadManager to upgrade multiple systems at one time.

Updating multiple systems using a Windows batch file

You can upgrade multiple systems from the command line by creating a Windows batch file. The batch file should contain a line for each system to be upgraded. You can use command-line switches to customize the upgrade.

Use the following format for each line.

```
Softupdate_Version System_IP_address [switch:argument]
[switch:argument] ..
```

where `Softupdate_Version` is the name of the `Softupdate` executable file.

The following example uses `SoftupdateVSXSeries` to upgrade software and options on the system with IP address `10.11.12.13`. `Softupdate` retrieves the software key code from `software_keycodes.txt` and the options key code from `options_keycodes.txt`, both of which are located in the same directory as the `SoftupdateVSXSeries` executable.

```
SoftupdateVSXSeries 10.11.12.13 -kb:options_keycodes.txt
-ksb:software_keycodes.txt
```

Switch	Arguments	Systems	Description
-p	:password	All	Supplies admin or remote access password (if one is set). Example: -p:updA1T3
-f	:filename	All	Supplies the path and filename of the log file. Note that you must specify an existing directory for the log file. If no path is specified, the log file is created in the directory where <code>Softupdate</code> is located. Example: -f:c:\temp\log.txt Note: Paths should not contain spaces.
-fa		All	Deletes the Directory or Address Book entries.
-fs		All	Deletes the current system settings.

-q		All	Runs the upgrade in “quiet mode.” Instead of prompting you to enter information, the upgrade obtains all required data from the switches and files you specify using the command line.
-m		All	Runs Softupdate in “passive mode.” This option lets you run Softupdate on a system behind a NAT/firewall to upgrade a system outside the NAT/firewall.
-ks		VSX	Do not upgrade software on the system. Note: When you install system options, the software is automatically upgraded, unless you use this argument.
Software key codes			
-ksb	:SoftKeyCodeFile	VSX	Specifies the location of the Software Key Code file. If no path is specified, Softupdate looks in the current working directory. Example: -ksb:c:\temp\SWkeycodes.txt Note: Paths should not contain spaces. For information about Software Key Code files, see Obtaining Software and Option Key Codes for Multiple Systems .
-ksc	:SoftwareKeyCode	VSX	Specifies the software key code for a system. Example: -ksc:U3E4-7FED-A0A0-0000-0001
Option key codes			
-kb	:OptionKeyCodeFile	VSX	Specifies the location of the Option Key Code File generated by Polycom. If no path is specified, Softupdate looks in the current working directory. Example: -kb:c:\temp\keycodes.txt Note: Make sure that -kb argument precedes the -ksb argument, if you use both. Paths should not contain spaces. For information about Option Key Code files, see Obtaining Software and Option Key Codes for Multiple Systems .
-kc	:OptionKeyCode	VSX	Specifies the option key code generated by Polycom for a system. Example: -kc:KDE5-F4DF-55A0-0000-0001
PRC access			
-ku	:PRCUserName	VSX	The Polycom Resource Center does not currently support this option.
-kp	:PRCPassword	VSX	The Polycom Resource Center does not currently support this option.

Using Global Management System to upgrade multiple systems

If your organization uses the Polycom Global Management System to manage systems on your network, you can use it to upgrade multiple systems.



To upgrade multiple systems, the Global Management System must be running version 6.11 or later software.

1. Concatenate the Software Key Code file and the Option Key Code file to create a single text file that contains all of your key codes for software and options. You can do this by opening both files with a text editor (such as Notepad) and copying the contents of one file to the end of the other file. Then, save the combined file.

The following example shows a concatenated key code file:

```

K1000-0000-0000-0000-0001      82041003F082B1      K15B-DC2D-E120-0000-0009
K1000-0000-0000-0000-0002      82041503E093B0      K27E-30F9-2D20-0000-0009
K1000-0000-0000-0000-0003      82041003E070B0      K8FB-0D4E-6E30-0000-0009
K1000-0000-0000-0000-0004      820327024193AK      K982-4507-5D80-0000-0009
U                                82041003F082B1      U7B6-698E-1640-0000-02C1
U                                82041503E093B0      UCC1-C9A6-FE60-0000-02C1
U                                82041003E070B0      UEC6-FDA0-8F00-0000-02C1
U                                820327024193AK      U7B7-D6BD-3610-0000-02C1
    
```

2. Log on to the Global Management System screen.
3. Click **Software Update**.
4. Click **Configure SoftUpdate**.
5. Choose the Device Type and model, and click **Upload**.
6. Enter the following information, and then click **OK**.

Setting	Description
Update requires key file	Specifies that the upgrade requires a key code for each software and option upgrade.
Softupdate file to upload	Specifies the location of the software file to upload.
Softupdate key file to upload	Specifies the location of the concatenated Key Code file you created in step 1 of this procedure.
Description for uploaded file	Optional information about the Key Code file.

7. Start the Softupdate application, and click **Update**.

Using RediManager to upgrade multiple systems

If your organization uses the Polycom RediManager to manage systems on your network, you can use it to upgrade multiple systems.

1. Download Softupdate from the Polycom Resource Center.
2. In RediManager, select **Directory Setup > Software Update Profiles**.
3. Edit each software upgrade profile to specify the location of the software and of the Softupdate key file, if one is required. Click **OK**.
4. Select **Directory Setup > Software Update**.
5. Select the devices you want to upgrade, and click **Update**.
6. Specify when the upgrade should occur, and click **OK**.

For information about updating system software using Polycom RediManager, refer to the *Polycom RediManager Administrator's Guide* available at www.polycom.com.

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