



Cisco Content Security License Registration Portal User Guide

Welcome to the Cisco Software Licensing Operations: Email & Web Licensing Quick User Guide. This guide provides complete instructions to assist users with navigation and functionalities of the License Registration Portal. It provides detailed, step-by-step guidance to maximize the use of our self-help portal and improve the licensing experience overall.

Access the portal [HERE](#)

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Important Guidelines and Recommended Browsers

1. Have your CCO ID and password readily available for log-in
2. Recommended Browsers:

PC – Windows 7

- Internet Explorer (IE) - 10, 11
- Firefox (FF) - 43, 44, 45, 46
- Chrome (Google) - 47, 48, 49, 50

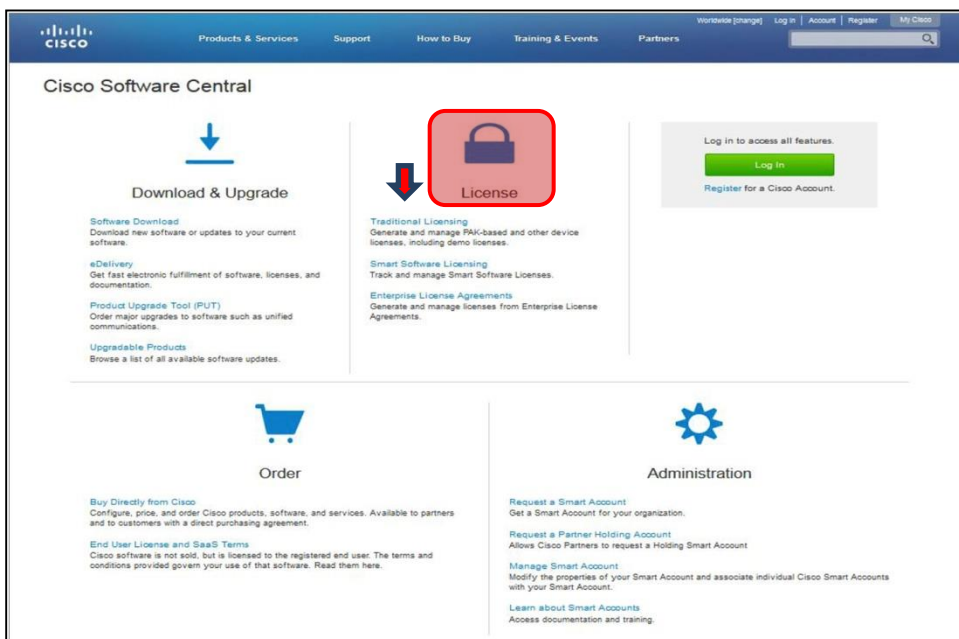
Mac – OSX

- Safari – 8, 9
- Chrome (Google) - 48, 49

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How To: Access the License Registration Portal (LRP)

1. Log in to the Cisco Software Central (software.cisco.com) page.
2. Select **Traditional Licenses** which is inside the License quadrant on the page. OR this link will take you directly to the [License Registration Portal \(LRP\)](#).



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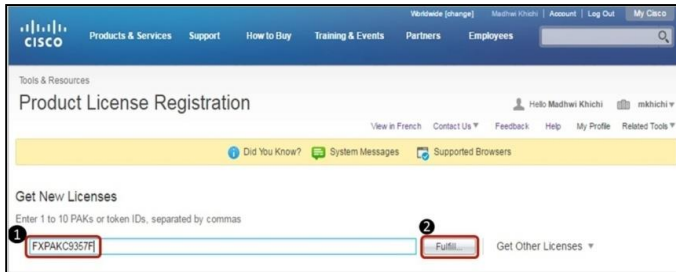
Support Information & Helpful Links

- i. Access the [Help section](#) with Videos on Demand, Documentation and more!
- ii. Contact us by [phone](#) or open a [support case](#)

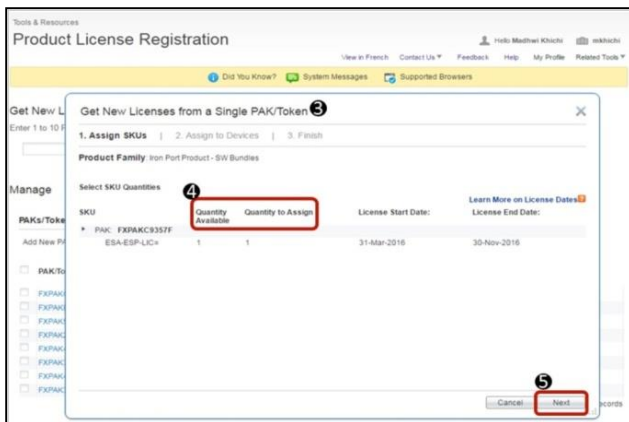
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How to Register and Fulfill a Product Authorization Key (PAK)

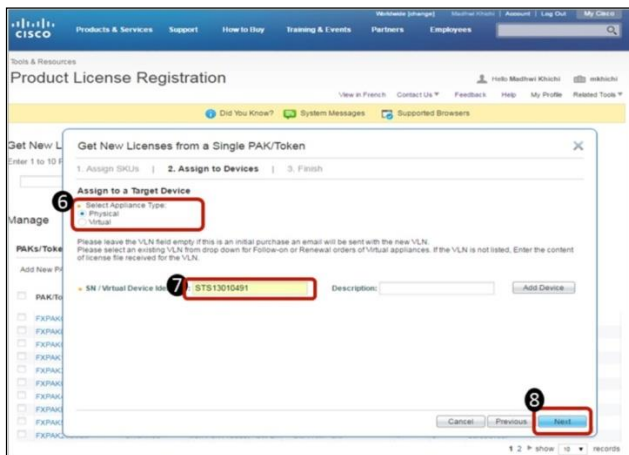
1. Enter your Product Authorization Key (PAK) in the Get New Licenses from PAKs or Tokens field.
2. Click on **Fulfill** button



3. A Pop up screen will display the license represented by your PAK
4. Click on **Next** to proceed further

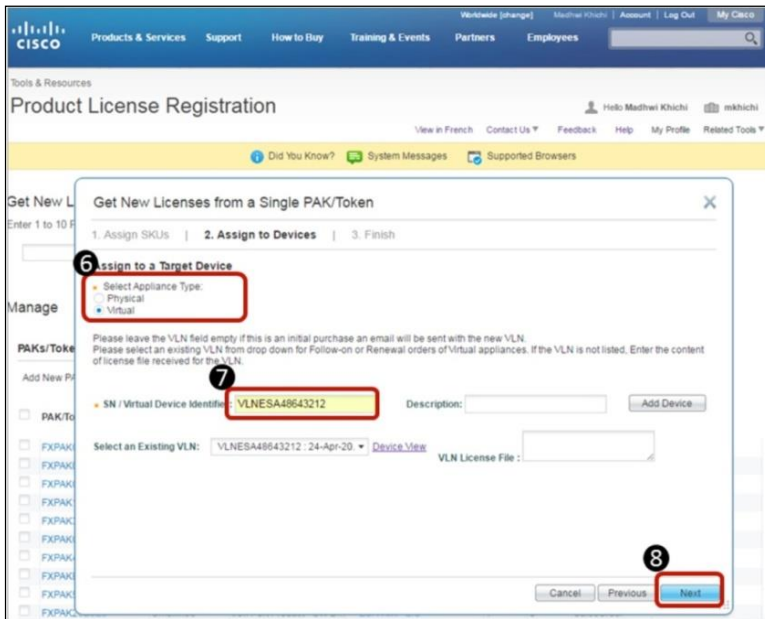


5. Select the Target Device Type (**Physical or Virtual**)
6. Enter the Serial No for the **Physical Device** that you want to host the license on
7. Click **Next**

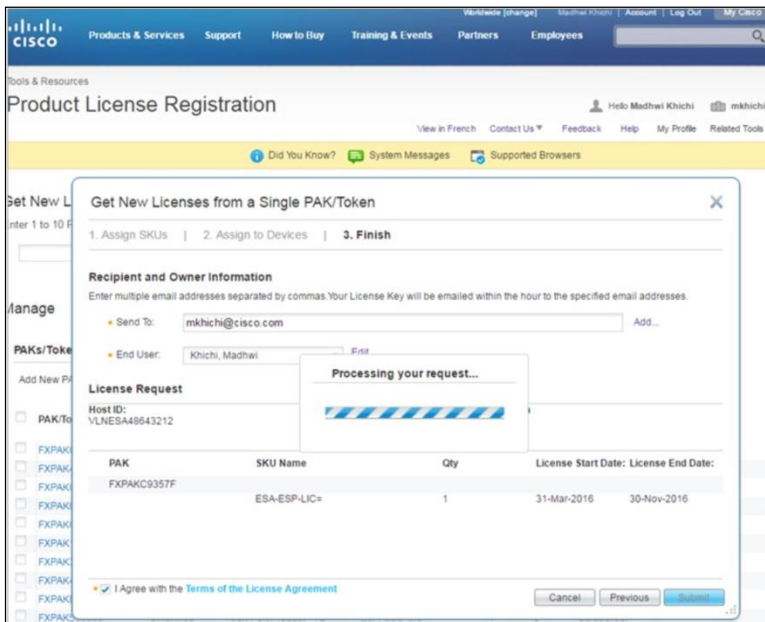


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8. Select the Target Device Type (**Physical or Virtual**)
9. If you are hosting the license on a **Virtual Device**, enter the VLN
10. Click **Next**



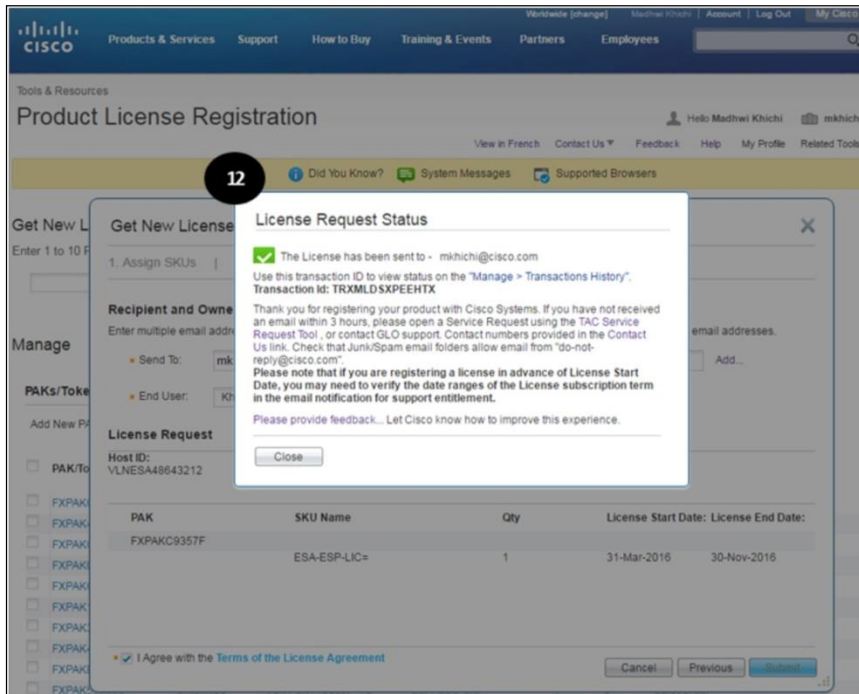
11. Agree to the **Terms and Conditions** and review the information on the page
12. Click **Submit**



13. The LRP will process your request designated by the progress bar

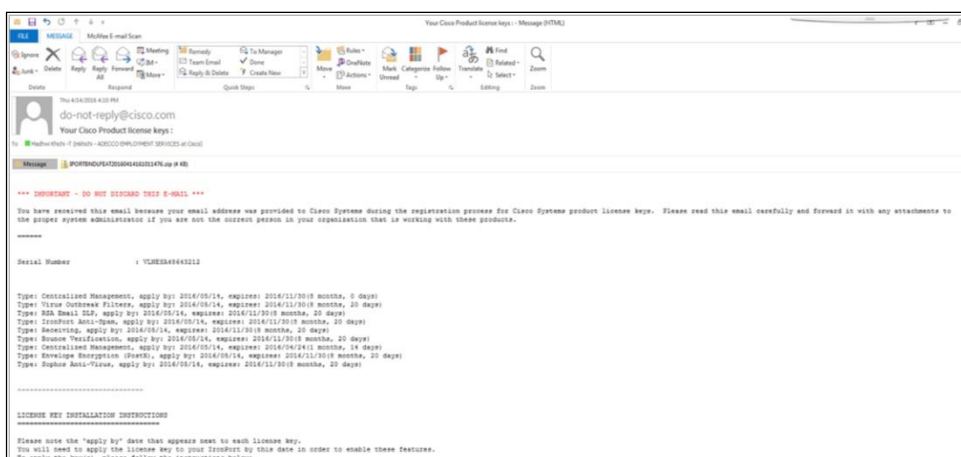
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When completed, you will receive a License Request Status message for confirmation the license has been sent to the email you designated. **Additionally, you are able to download the license just produced.**



Note: Along with the option of downloading a license, as mentioned, the license is also **emailed** to the user's email account. Users are able to specify additional email addresses as needed.

In many cases, opening the email will reveal a zip file which contains the License file as well as instructions on how to install the license.



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How to Associate a PAK to another CCO ID without Fulfilling It

If you need to associate an unfulfilled PAK to a certain [Cisco.com](http://www.cisco.com) ID so that it shows in their Licensing Registration Portal, but without fulfilling the PAK, You can achieve this by following the steps below:

1. Sign in to <http://www.cisco.com/go/licensing>
2. Under "Manage", "PAK/Token" tab, Click on "Add New PAKs/Token"

The screenshot shows the Cisco Product License Registration portal. The user is logged in as Madhwi Khichi. The 'Manage' section is active, and the 'PAKs/Tokens' tab is selected. The 'Add New PAKs/Tokens' button is highlighted with a red box and labeled with a '2'. Below the button is a table of existing PAKs/Tokens.

PAK/Token ID	Status	Product Family	SKU	Available	Used	Cisco SO#	Subscription id
<input type="checkbox"/> FXPAKC9357F	Fulfilled	Iron Port Product - SW B...	ESA-ESP-LIC=	0	1	SalesOrder	
<input type="checkbox"/> FXPAK48D3BE	Unfulfilled	Iron Port Product - SW B...	WSA-WSP-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAKC67320	Unfulfilled	Iron Port Product - SW B...	WSA-WSP-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAK035AE1	Unfulfilled	Iron Port Product - SW B...	SMA-EMGT-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAKC5734B	Fulfilled	Iron Port Product - SW B...	SMA-EMGT-LIC=	0	1	SalesOrder	

3. Enter up to 10 PAKs and click "Submit"

The screenshot shows the 'Add New PAKs/Tokens' dialog box. The user has entered 'FXPAK568850' in the input field. The 'Submit' button is highlighted with a red box and labeled with a '3'. The dialog box also contains the text 'Enter 1 to 10 PAKs or Token IDs separated by commas'.

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4. The PAKs will now show under "PAK/Token"

The screenshot displays the 'Product License Registration' page. At the top, there is a navigation bar with 'Tools & Resources' and 'Product License Registration'. The user is logged in as 'Hello Madhwi Khichi' with a profile icon. Below the navigation bar, there are links for 'View in French', 'Contact Us', 'Feedback', 'Help', 'My Profile', and 'Related Tools'. A yellow banner contains 'Did You Know?', 'System Messages', and 'Supported Browsers'. The main content area is titled 'Get New Licenses' and includes a text input field for entering PAKs or token IDs, a 'Fulfill' button, and a 'Get Other Licenses' dropdown. Below this is a 'Manage' section with tabs for 'PAKs/Tokens', 'Licenses', 'Devices', and 'Transactions History'. Under 'PAKs/Tokens', there are options for 'Add New PAKs/Tokens', 'Actions', 'Filters', and 'Export to CSV'. A table lists the following entries:

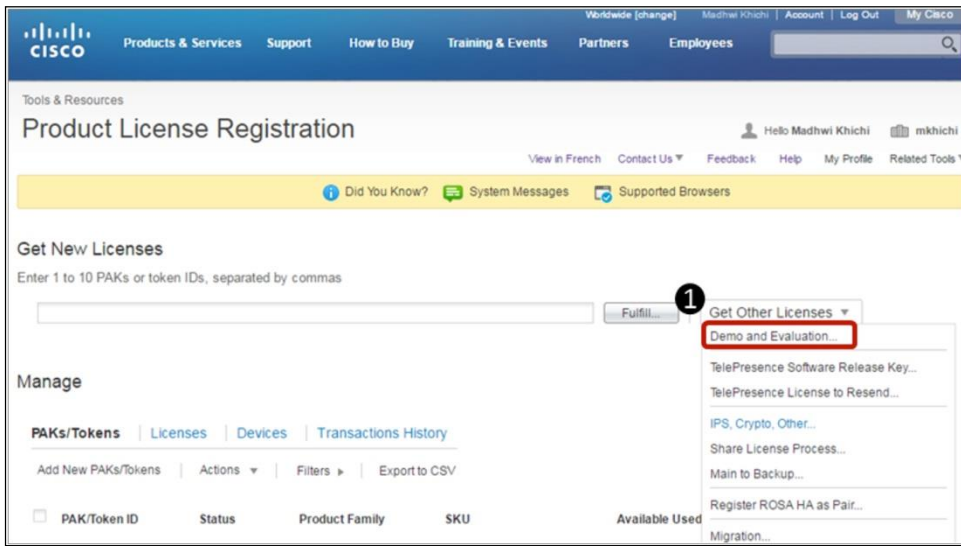
PAK/Token ID	Status	Product Family	SKU	Available	Used	Cisco SO#	Subscription id
<input type="checkbox"/> FXPAK568850	Unfulfilled	Iron Port Product - TC	ESA-GSU-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAK67320	Unfulfilled	Iron Port Product - SW B...	WSA-WSP-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAK48D3BE	Unfulfilled	Iron Port Product - SW B...	WSA-WSP-LIC=	1	0	SalesOrder	
<input type="checkbox"/> FXPAK9357F	Fulfilled	Iron Port Product - SW B...	ESA-ESP-LIC=	0	1	SalesOrder	
<input type="checkbox"/> FXPAK035AE1	Unfulfilled	Iron Port Product - SW B...	SMA-EMGT-LIC=	1	0	SalesOrder	

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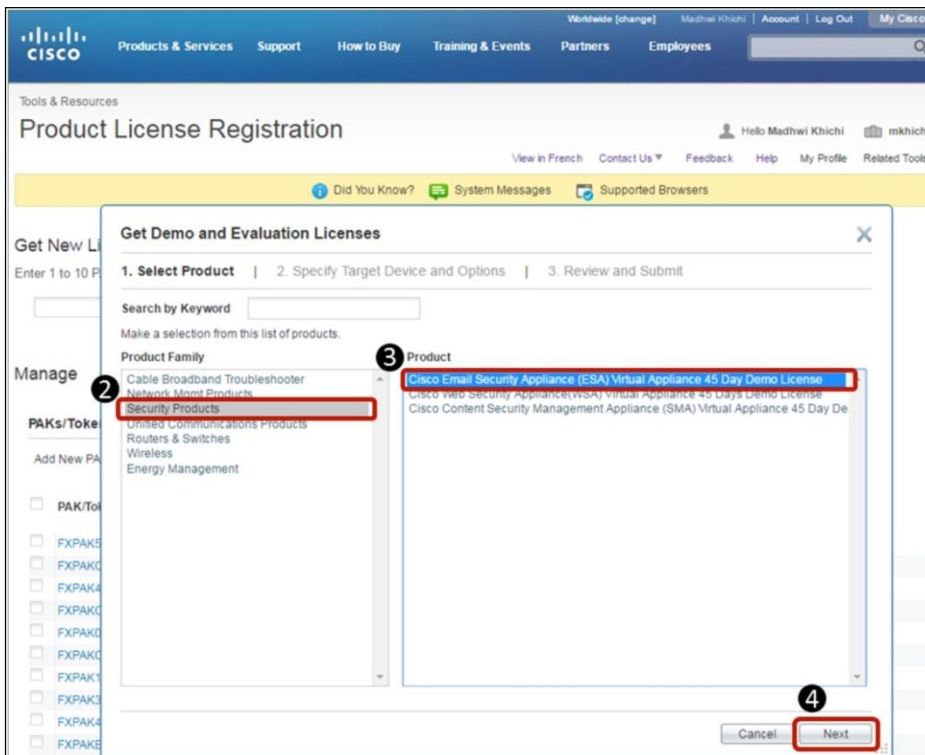
How to Request a Demo License

Please note that Demo/Evaluation license can be requested through self –Serve only for a Virtual Appliance. If you need Demo License for a Physical Appliance, you will need to open a case with [GLO](#) team

1. From the main page, under Get Other Licenses, select Demo and Evaluation from the drop down menu.



2. A pop-up window appears. Select the Product Family and Product. Note: You are able to search by keywords. Then, click **Next**.



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- Specify the Target Device's VLN (Virtual Device) and click **Next**. Most cases you will leave this blank.

Get Demo and Evaluation Licenses

1. Select Product | 2. Specify Target Device and Options | 3. Review and Submit

Cisco Email Security Appliance (ESA) Virtual Appliance 45 Day Demo License

ESA-ESP-45D: Email premium software bundle(Anti-Spam, Anti-Virus, Outbreak Filter, Encryption, Data Loss Prevention)
 ESA-ESI-45D: Email inbound software bundle(Anti-Spam, Anti-Virus, Outbreak Filter)
 ESA-ESP-AMP-45D=: Email Premium Software Bundle with AMP (File Analysis and File Rep)
 ESA-ESI-AMP-45D=: Email Inbound Software Bundle with AMP (File Analysis and File Rep)

During the 45-day evaluation period for the Cisco Web Security & Email Security Virtual Appliances, SEs, Partners, or End Customers can file a case with the Cisco PDI Help Desk to receive support. Virtual Appliance evaluations are not supported by TAC, only by PDI Help Desk. SEs and Partners can open a case at <http://www.cisco.com/go/pdihelpdesk>. End customers must email pdibn-customer@cisco.com with the organization's name, the name of their product (Cisco Web Security or Email Security Virtual Appliance), and a detailed description of the issue.

Demo license for Email Security Virtual Appliance
 Demo license for:
 On this page you can request for Demo license valid only for:
 SN / Virtual Device Identifier:

Please leave the VLN field empty if this is an initial purchase. Please select an existing VLN for Follow-on or Renewal orders of Virtual appliances. Enter the content of license file received for the VLN if it is not listed.

POV:

Cancel Previous **Next**

- Review the Send to & End User information, Agree to the Terms & Conditions & hit **Submit**

Get Demo and Evaluation Licenses

1. Select Product | 2. Specify Target Device and Options | 3. Review and Submit

Recipient and Owner information

Enter multiple email addresses separated by commas. Your License Key will be emailed within the hour to the specified email addresses.

Add...
 End User: Edit...

License Request

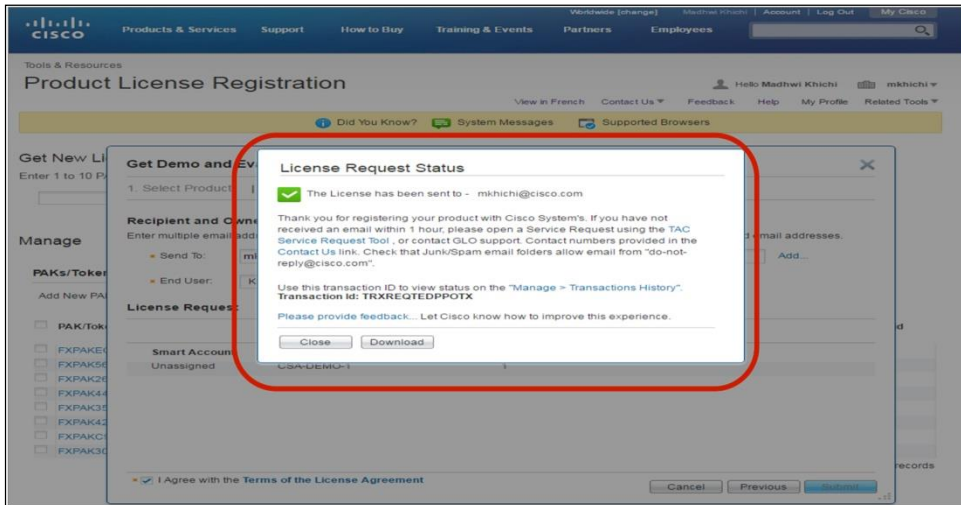
Smart Account	SKU Name	Qty
Unassigned	CSA-DEMO-1	1

I Agree with the Terms of the License Agreement

Cancel Previous **Submit**

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When completed, you will receive a License Request Status message for confirmation the license has been sent to the email you designated. Additionally, you are able to download the license just produced



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How to Retrieve/Resend Existing Licenses

1. Click on the **License** tab under the Manage section. This populates a list of all your registered licenses.

License ID	Used Device/Product Instance ID	Product Family	PAK/Token	Type	Created date	Valid until	Smart Account
CSA-DEMO-1	1	Security Agent Demo	None	Demo	04/06/2016	--	Unassigned
ESA-MFE-LIC=	1 STS13010390	Iron Port Product - TC	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
ESA-ESP-LIC=	1 STS13010390	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
SMA-WMG-LIC=	1 STS13010491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
SMA-EMGT-LIC=	1 STS13010491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
ESA-ESI-LIC=	200 STS13010217	Iron Port Product - SW Bu...	FXPAK307DBE	None	03/10/2016	12/31/2016	Unassigned
ESA-ESP-45D	1 VLNEA48643212	Iron Port Product - SW Bu...	None	Demo	03/10/2016	04/24/2016	Unassigned
ESA-BNDLPERP-LIC	1 VLNEA48643212	Iron Port Product - SW Bu...	None	Term/Sub...	03/10/2016	04/24/2016	Unassigned
ESA-ESI-LIC=	200 STS13010218	Iron Port Product - SW Bu...	FXPAK307DBE	Term/Sub...	03/10/2016	12/31/2016	Unassigned

2. To find all the licenses associated to a particular product, select the Filters option
2(a). Populate one of the query fields. In this example, we used a query on the Product Family, then, click on Apply to sort the results.

License ID	Used Device/Product Instance ID	Product Family	PAK/Token	Type	Created date	Valid until	Smart Account
CSA-DEMO-1	1	Security Agent Demo	None	Demo	04/06/2016	--	Unassigned
ESA-MFE-LIC=	1 STS13010390	Iron Port Product - TC	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
ESA-ESP-LIC=	1 STS13010390	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
SMA-WMG-LIC=	1 STS13010491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned

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- Once you click Apply, the list of all licenses appears for that device, sorted by date. The most current licenses are listed at the top.

The screenshot shows the Cisco Product License Registration interface. The 'Manage' section is active, and the 'Licenses' tab is selected. A red box highlights the 'Apply' button in the 'Actions' menu, with a circled '3a' next to it. Another red box highlights the 'Iron Port Product' column header in the table, with a circled '3' next to it. The table below lists several licenses with columns for License ID, Used, Device/Product Instance ID, Product Family, PAK/Token, Type, Created date, Valid until, and Smart Account.

License ID	Used	Device/Product Instance ID	Product Family	PAK/Token	Type	Created date	Valid until	Smart Account
<input type="checkbox"/> ESA-ESP-LIC=	1	STS13010390	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
<input type="checkbox"/> SMA-WMGT-LIC=	1	STS13010491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
<input type="checkbox"/> SMA-EMGT-LIC=	1	STS13010491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
<input type="checkbox"/> ESA-ESI-LIC=	200	STS13010217	Iron Port Product - SW Bu...	FXPAK307DBE	Term/Sub...	03/10/2016	12/31/2016	Unassigned
<input type="checkbox"/> ESA-ESP-45D	1	VLNESA48643212	Iron Port Product - SW Bu...	None	Demo	03/10/2016	04/24/2016	Unassigned
<input type="checkbox"/> ESA-BNDLPERP-LIC	1	VLNESA48643212	Iron Port Product - SW Bu...	None	Term/Sub...	03/10/2016	04/24/2016	Unassigned
<input type="checkbox"/> ESA-ESI-LIC=	200	STS13010218	Iron Port Product - SW Bu...	FXPAK307DBE	Term/Sub...	03/10/2016	12/31/2016	Unassigned

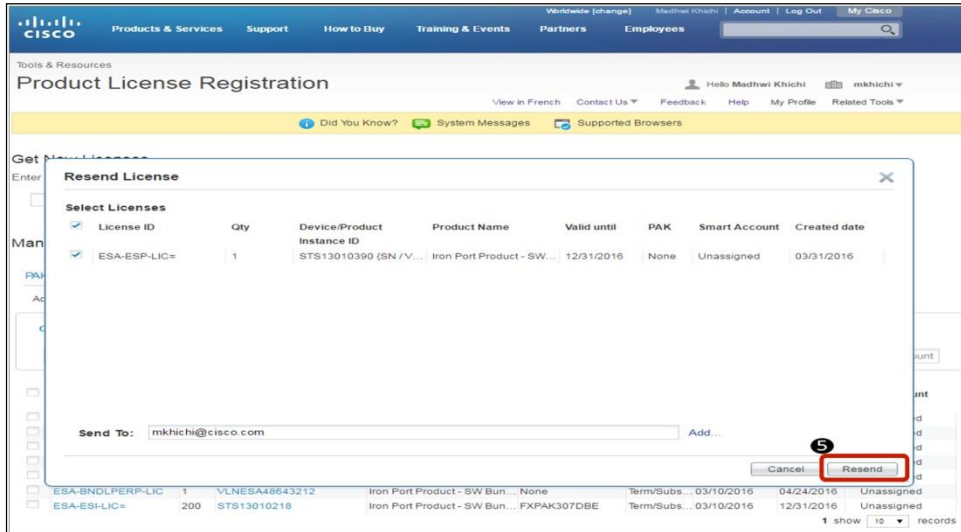
- Left clicking your mouse over a specific License ID provides a drop down menu that offers various options including **Download** or **Resend** the license. Selecting the Download option downloads the license to your Laptop or system.

The screenshot shows the same Cisco Product License Registration interface. A red box highlights the dropdown menu for the license ID 'ESA-ESP-LIC=' in the table, with a circled '4' next to it. The dropdown menu is open, and the 'Download License' option is selected and highlighted with a red box. Other options visible in the menu include 'License Info...', 'Resend License...', 'Rehost/Transfer...', and 'Assign to Smart/Virtual Accounts...'. The table below shows the same list of licenses as in the previous screenshot.

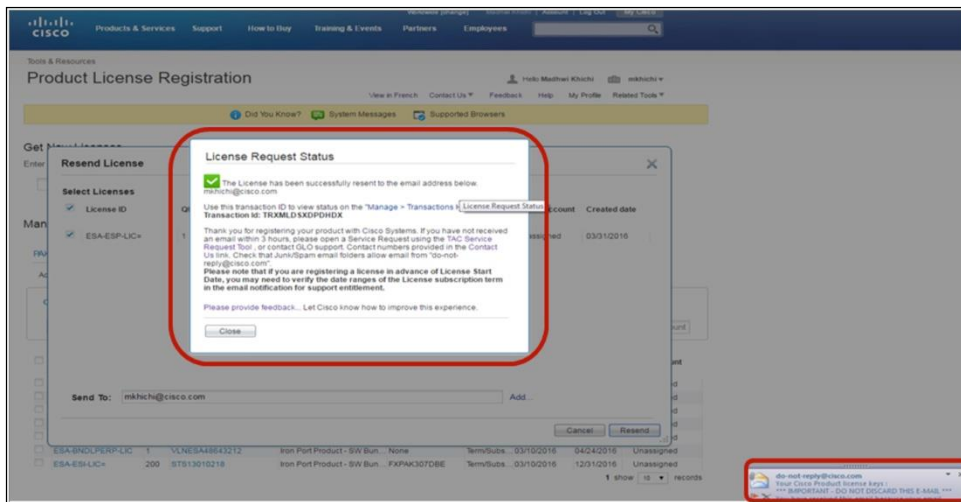
License ID	Used	Device/Product Instance ID	Product Family	PAK/Token	Type	Created date	Valid until	Smart Account
<input type="checkbox"/> CSA-DEMO-1	1	--	Security Agent Demo	None	Demo	04/06/2016	--	Unassigned
<input type="checkbox"/> ESA-MFE-LIC=	1	STS13010390	Iron Port Product - TC	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
<input type="checkbox"/> ESA-ESP-LIC=	1	STS13010390	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	12/31/2016	Unassigned
<input type="checkbox"/> License Info...		10491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
<input type="checkbox"/> Download License		10491	Iron Port Product - SW Bu...	None	Term/Sub...	03/31/2016	09/30/2016	Unassigned
<input type="checkbox"/> Resend License...		10217	Iron Port Product - SW Bu...	FXPAK307DBE	Term/Sub...	03/10/2016	12/31/2016	Unassigned
<input type="checkbox"/> Rehost/Transfer...		A48643212	Iron Port Product - SW Bu...	None	Demo	03/10/2016	04/24/2016	Unassigned
<input type="checkbox"/> Assign to Smart/Virtual Accounts...		A48643212	Iron Port Product - SW Bu...	None	Term/Sub...	03/10/2016	04/24/2016	Unassigned
<input type="checkbox"/>		10218	Iron Port Product - SW Bu...	FXPAK307DBE	Term/Sub...	03/10/2016	12/31/2016	Unassigned

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If we select the Resend option, the Resend License pop-up window will appear displaying the license ID. Clicking Resend sends the requested license to the user account's email address



A License Request Status message appears and a green check designates a successful operation. The License is sent to the registered email address right away.



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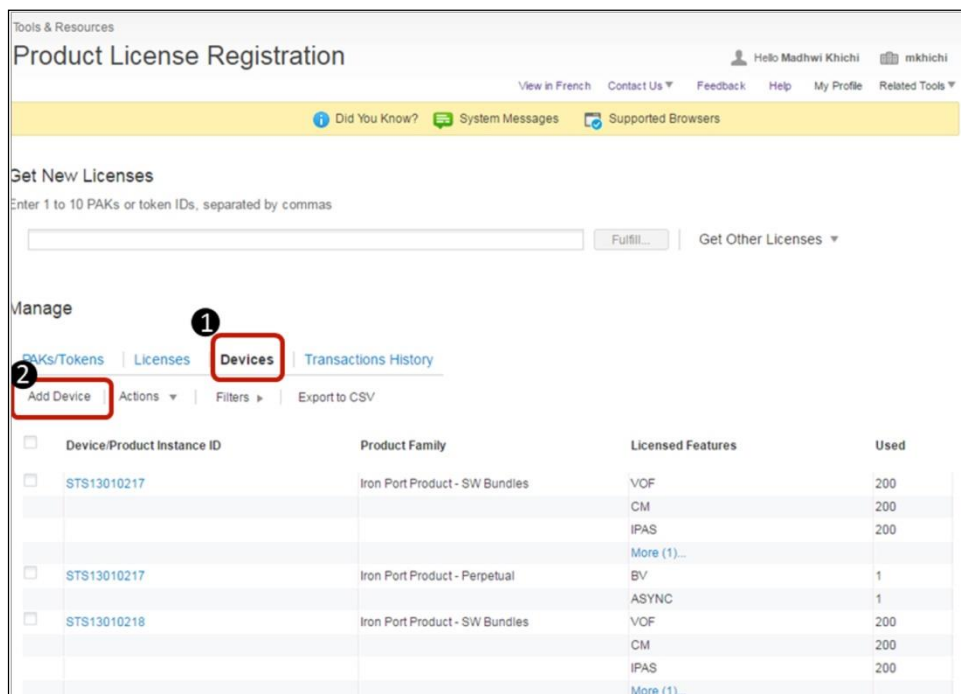
Manage Licenses

(I). How do I manage a license that was registered by a co-worker

(II). How do I manage a license that was registered by another company that were acquired by/merged with

You can add your device to your device table if you know the License Product family or the node lock information (Device Identifier) & Serial Number, Please have this information handy before starting this process

1. To add a Device to Your Device Table, Click the Devices Tab Under the Manage Section.
2. Select the Add Device option



The screenshot shows the 'Product License Registration' interface. At the top, there's a header with 'Tools & Resources', 'Product License Registration', and user information 'Hello Madhwi Khichi' and 'mkhichi'. Below the header, there are navigation links: 'View in French', 'Contact Us', 'Feedback', 'Help', 'My Profile', and 'Related Tools'. A yellow banner contains 'Did You Know?', 'System Messages', and 'Supported Browsers'. The main content area is titled 'Get New Licenses' and includes a text input field for 'Enter 1 to 10 PAKs or token IDs, separated by commas', a 'Fulfill...' button, and a 'Get Other Licenses' dropdown. Below this is the 'Manage' section with tabs for 'PAKs/Tokens', 'Licenses', 'Devices', and 'Transactions History'. The 'Devices' tab is selected and highlighted with a red box and a circled '1'. Under the 'Devices' tab, there are buttons for 'Add Device' (highlighted with a red box and a circled '2'), 'Actions', 'Filters', and 'Export to CSV'. Below the buttons is a table with columns: 'Device/Product Instance ID', 'Product Family', 'Licensed Features', and 'Used'. The table contains several rows of license data.

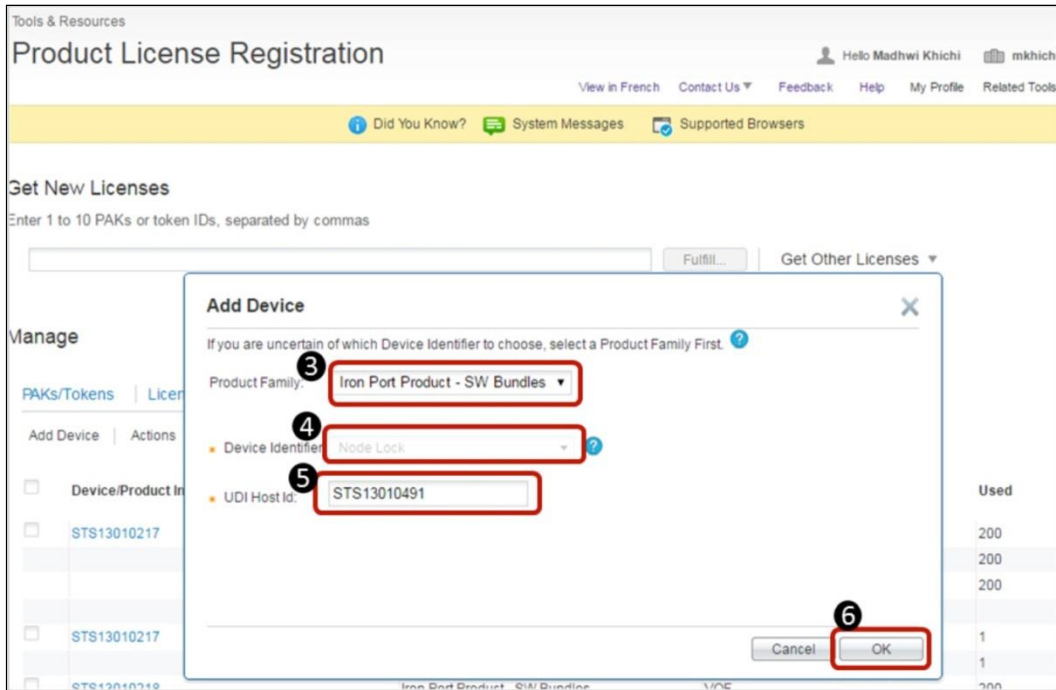
Device/Product Instance ID	Product Family	Licensed Features	Used
<input type="checkbox"/>	ST13010217	Iron Port Product - SW Bundles	VOF 200 CM 200 IPAS 200 More (1)...
<input type="checkbox"/>	ST13010217	Iron Port Product - Perpetual	BV 1 ASYNC 1
<input type="checkbox"/>	ST13010218	Iron Port Product - SW Bundles	VOF 200 CM 200 IPAS 200 More (1)...

3. Once you click Add Device, a pop-up window appears. Here, you can either enter the Product Family or Device Identifier.

Note: In case you choose the product family the System will automatically set the Device Identifier and prompt you for the Node lock information to be keyed in

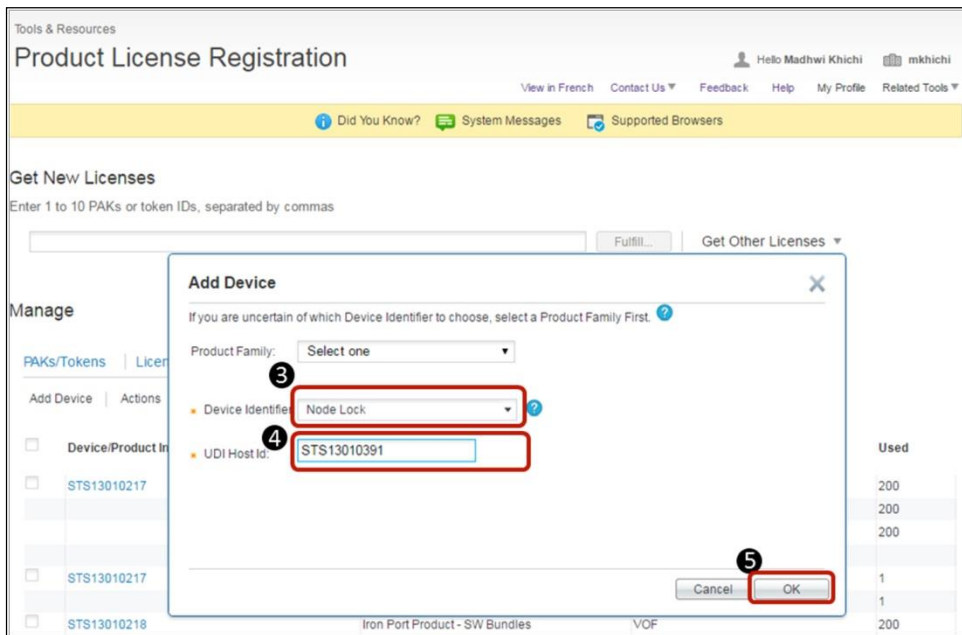
4. Once the Product Family is chosen, the Device Identifier defaults to Node Lock
5. Enter the Serial Number of the Device that you plan on adding to your list
6. Click on OK

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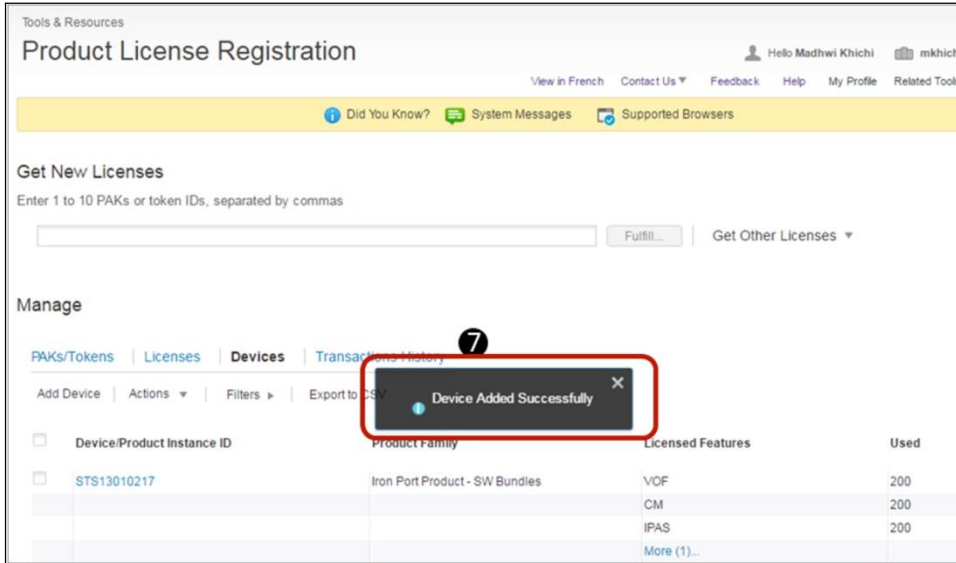
If you don't select the Product Family, the Device Identifier needs to be selected as Node Lock for all Content Security Products

7. Enter the Serial Number of the Device that you plan on adding to your list
8. Click on OK

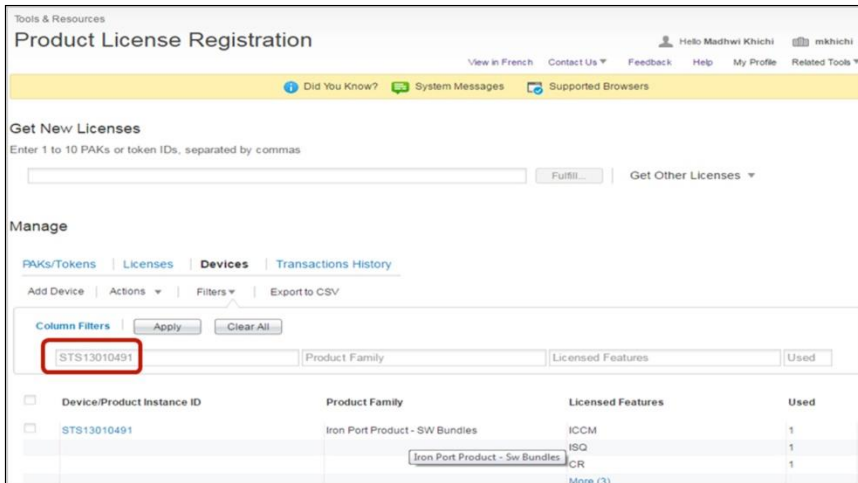


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- Once you click OK, a confirmation message appears that the device you specified has been added to your device table successfully.



To find the added device, use the Filter option and search for the Device ID.

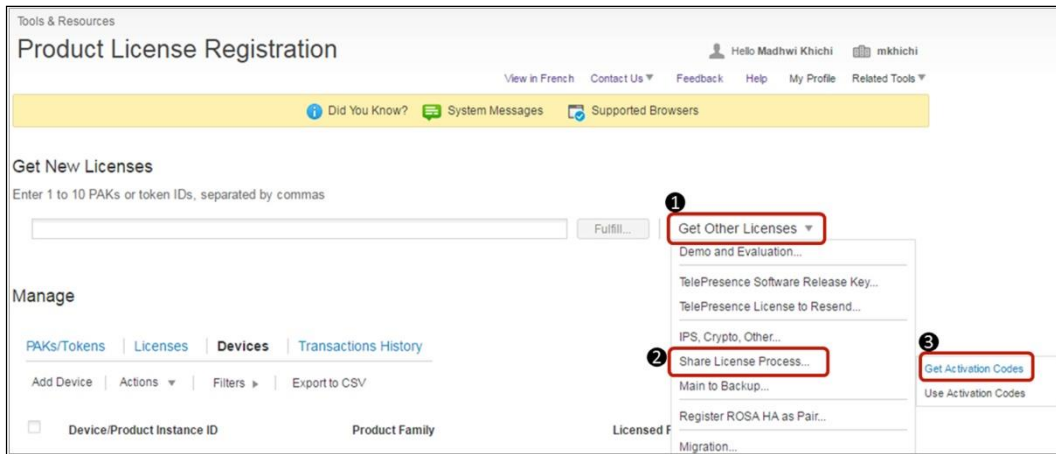


If you want another Co-Worker to manage the license that you originally registered, have THEM complete the above process of adding the device to their table.

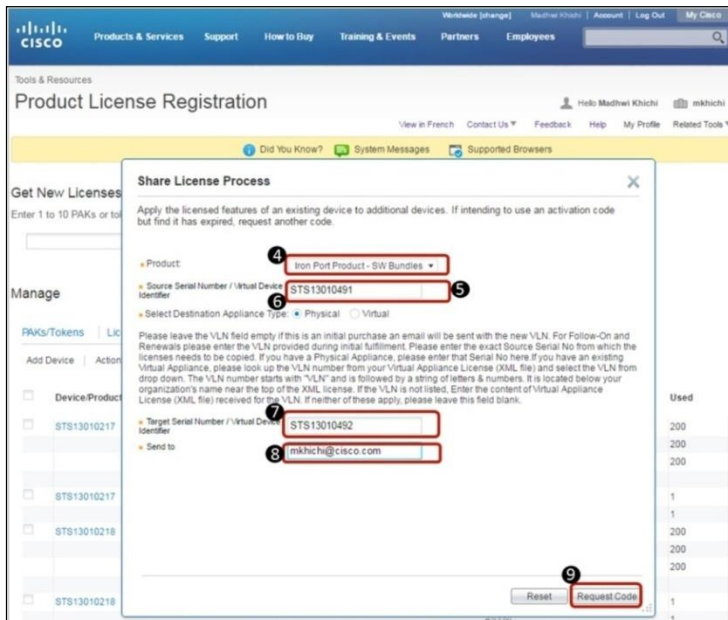
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How to share a Content Security License with an Additional Appliance

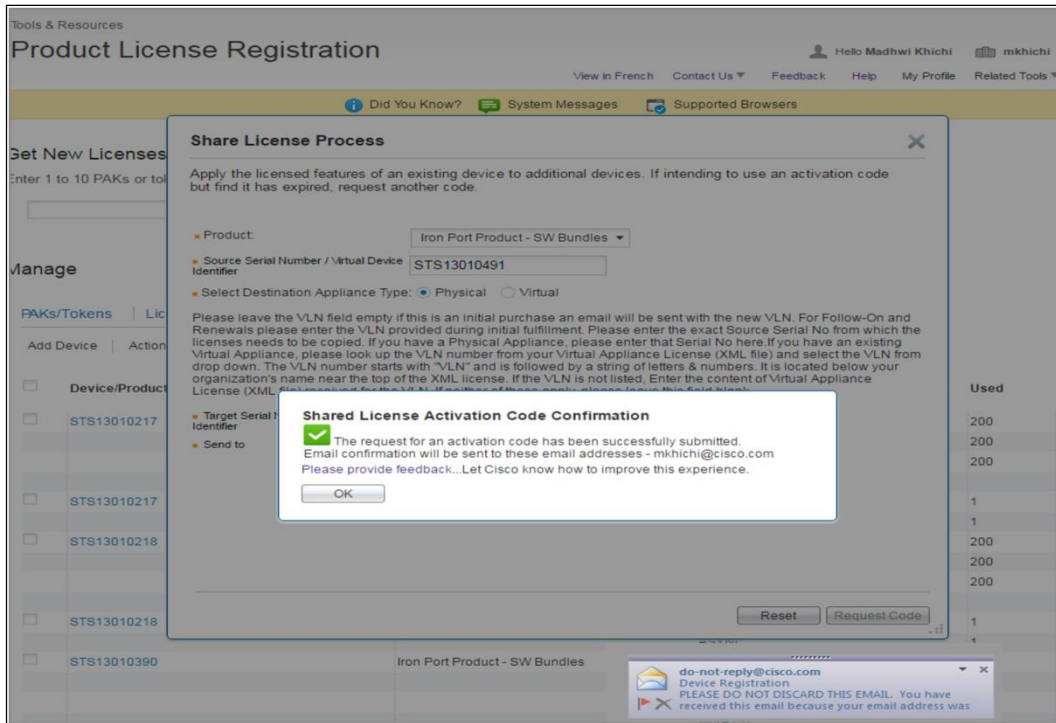
1. To share license with another Device, click on Get Other Licenses
2. Select Share License Process
3. Click on Get Activation Code



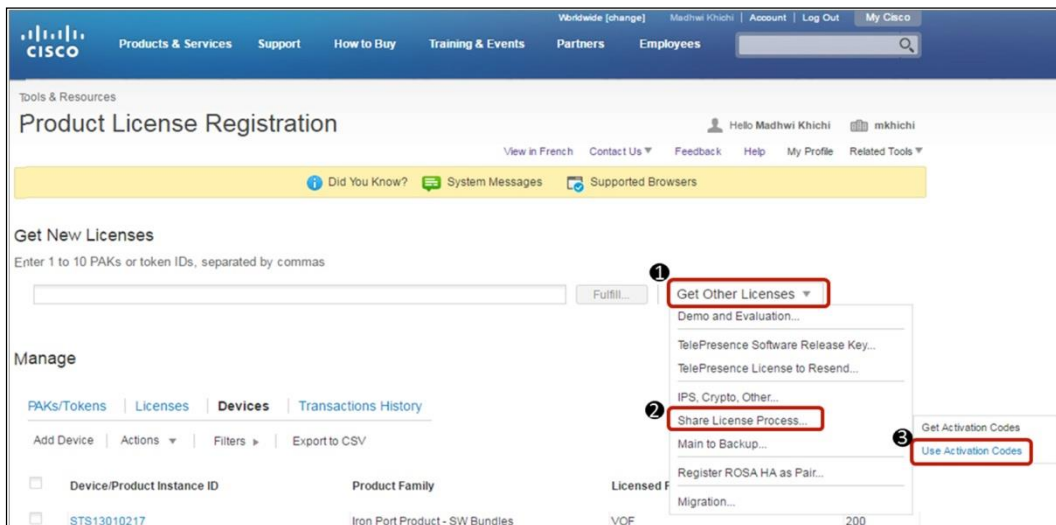
4. When you click on Get Activation Code, a new window appears where you need to select the Product Type from the drop down (IronPort Product – SW Bundle OR IronPort Product- TC)
5. Enter the Serial Number (Physical Appliance) OR VLN (Virtual Appliance) of the Source Device
6. Select the Destination Appliance Type
7. Enter the Serial Number (Physical Appliance) OR VLN (Virtual Appliance) of the Destination Device
8. Enter the email address where you want to receive the activation code
9. Hit “ Request Code”, A code is generated & sent to the email address that was provided in previous step



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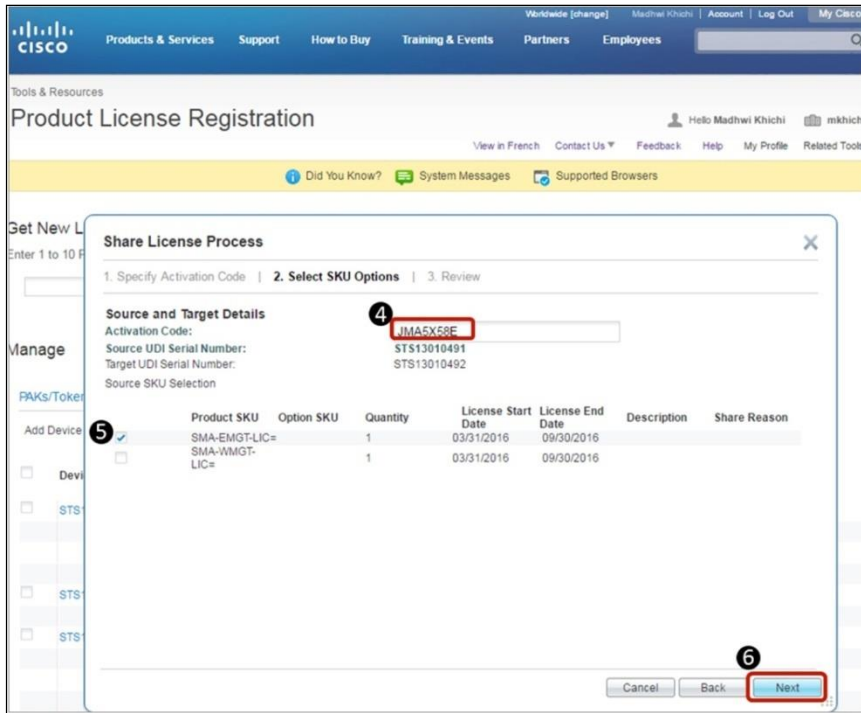


1. To share a license with another Device, click on Get Other Licenses
2. Select Share License Process
3. Click on Use Activation Code

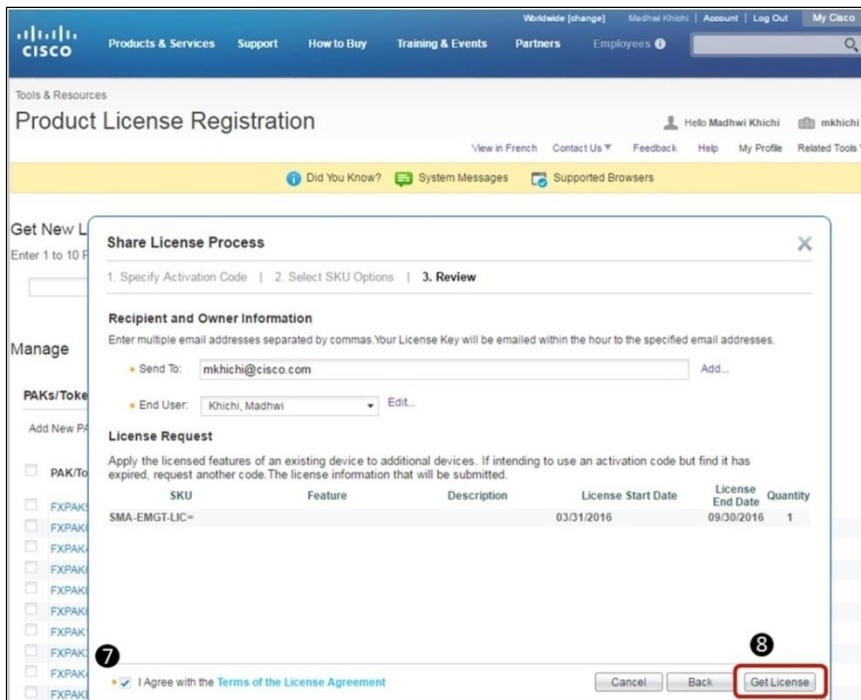


4. Enter the Activation code received in the email
5. Select the license/s that you want to share from source device to destination device
6. Click Next

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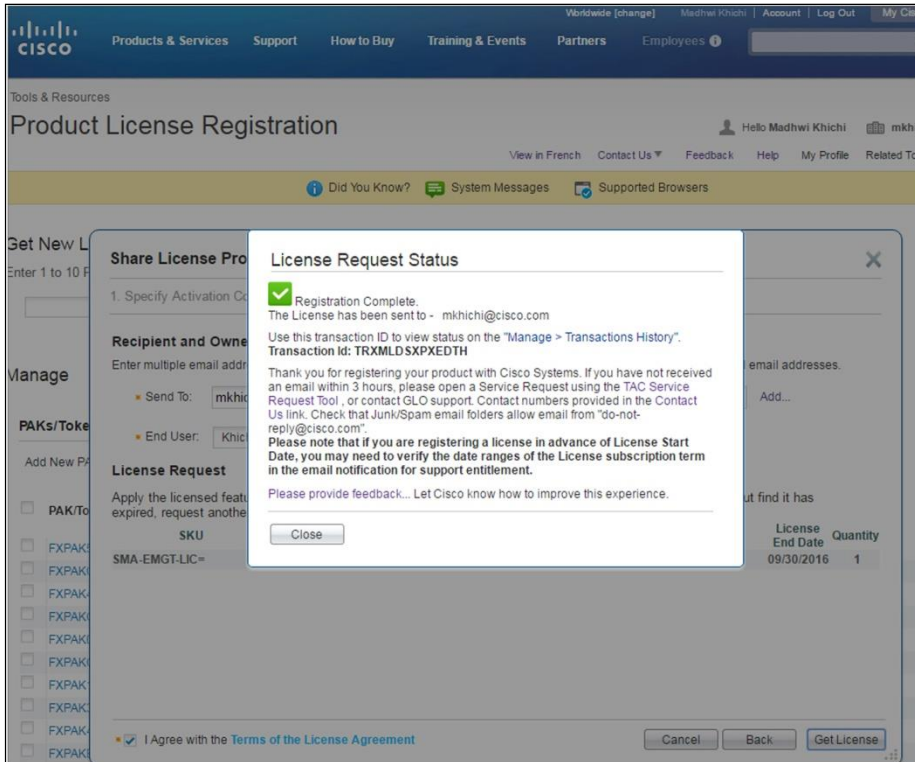


7. Agree to the terms of License Agreement
8. Review the information on this page & hit "Get License"

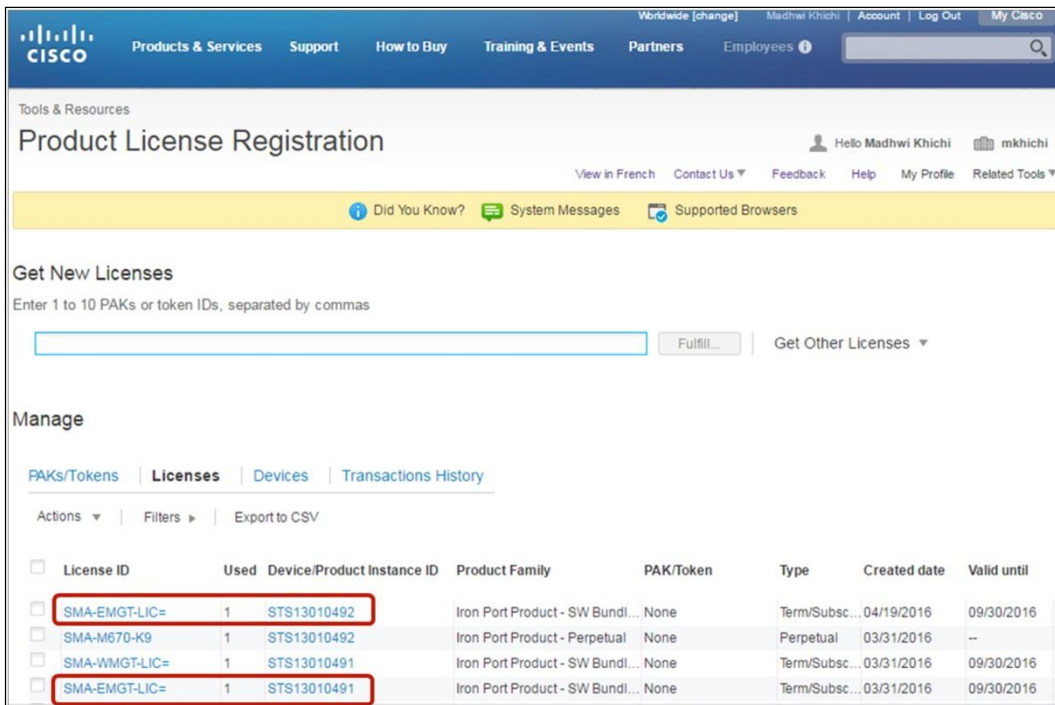


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An Email is sent to the email address provided



You will be able to see license on the source device appear on the destination device



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How to Transfer License from an RMA'd Device to a New Device – I

1. To transfer license from RMA'd device to a new device, Under “Manage”, go to “Devices” tab

The screenshot shows the Cisco Product License Registration interface. The 'Manage' section has four tabs: 'PAKs/Tokens', 'Licenses', 'Devices', and 'Transactions History'. The 'Devices' tab is selected and highlighted with a red box and a circled '1'. Below the tabs, there are buttons for 'Add Device', 'Actions', 'Filters', and 'Export to CSV'. A table lists device information with columns: Device/Product Instance ID, Product Family, Licensed Features, and Used. One device is listed with ID STS12051911, Product Family Iron Port Product - Perpetual, Licensed Features WP, and Used 1.

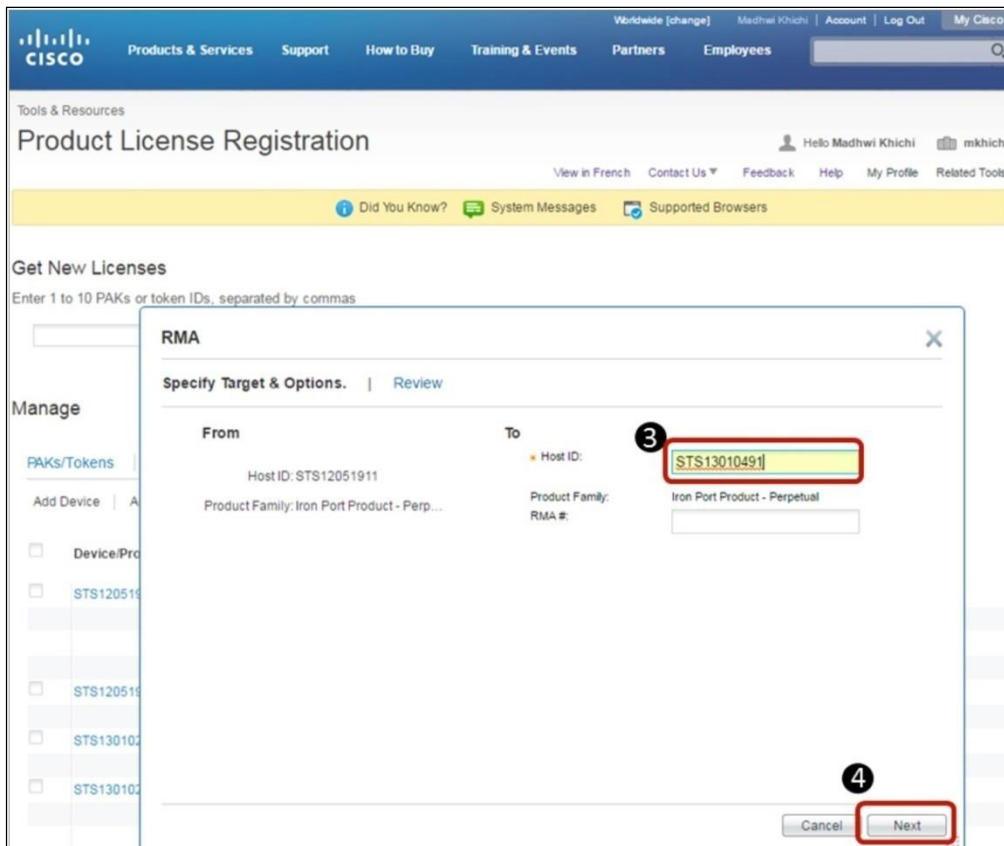
Device/Product Instance ID	Product Family	Licensed Features	Used
<input type="checkbox"/> STS12051911	Iron Port Product - Perpetual	WP	1

2. Go to RMA'd device, without selecting the device, left click & choose RMA option

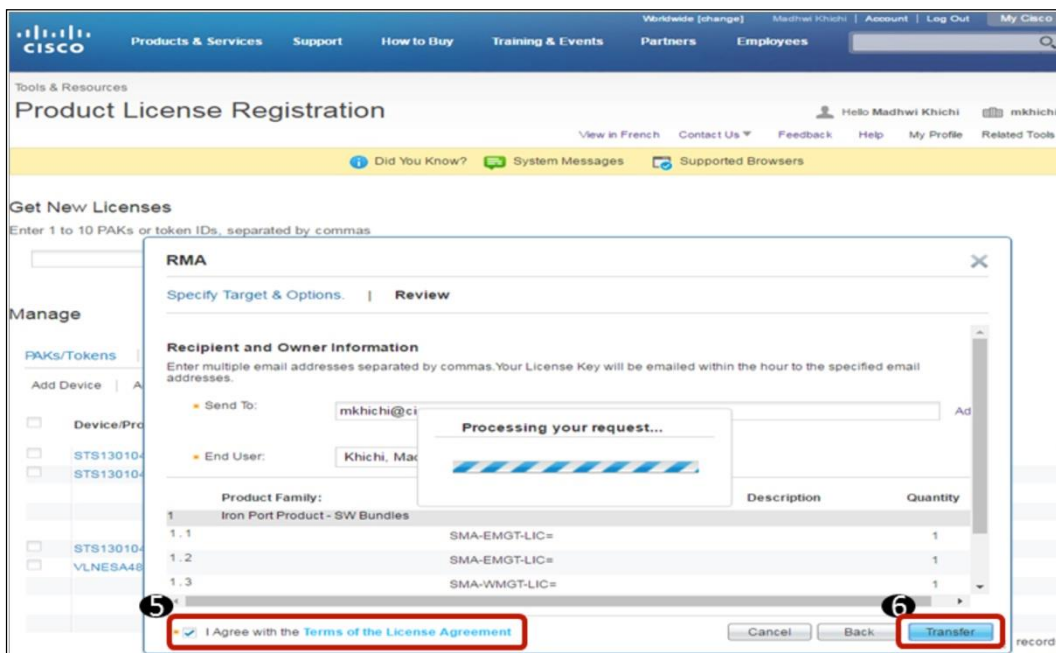
The screenshot shows the same Cisco Product License Registration interface, but now the 'Devices' tab is selected. A context menu is open over the first device row (STS12051911). The menu items are: 'Device Info...', 'Download License', 'RMA...', and 'Rehost/Transfer'. The 'RMA...' option is highlighted with a red box and a circled '2'. The table below shows multiple devices with various licensed features.

Device/Product Instance ID	Product Family	Licensed Features	Used
<input type="checkbox"/> STS12051911	Iron Port Product - Perpetual	WP	1
		SB	1
		MUS	1
		More (1)...	
<input type="checkbox"/> STS12051911	Iron Port Product - SW Bundles	WFR	1
		WFA	1
<input type="checkbox"/>	Iron Port Product - Perpetual	BV	1
		ASYN	1
<input type="checkbox"/>	Iron Port Product - SW Bundles	VOF	201
		PXE	1

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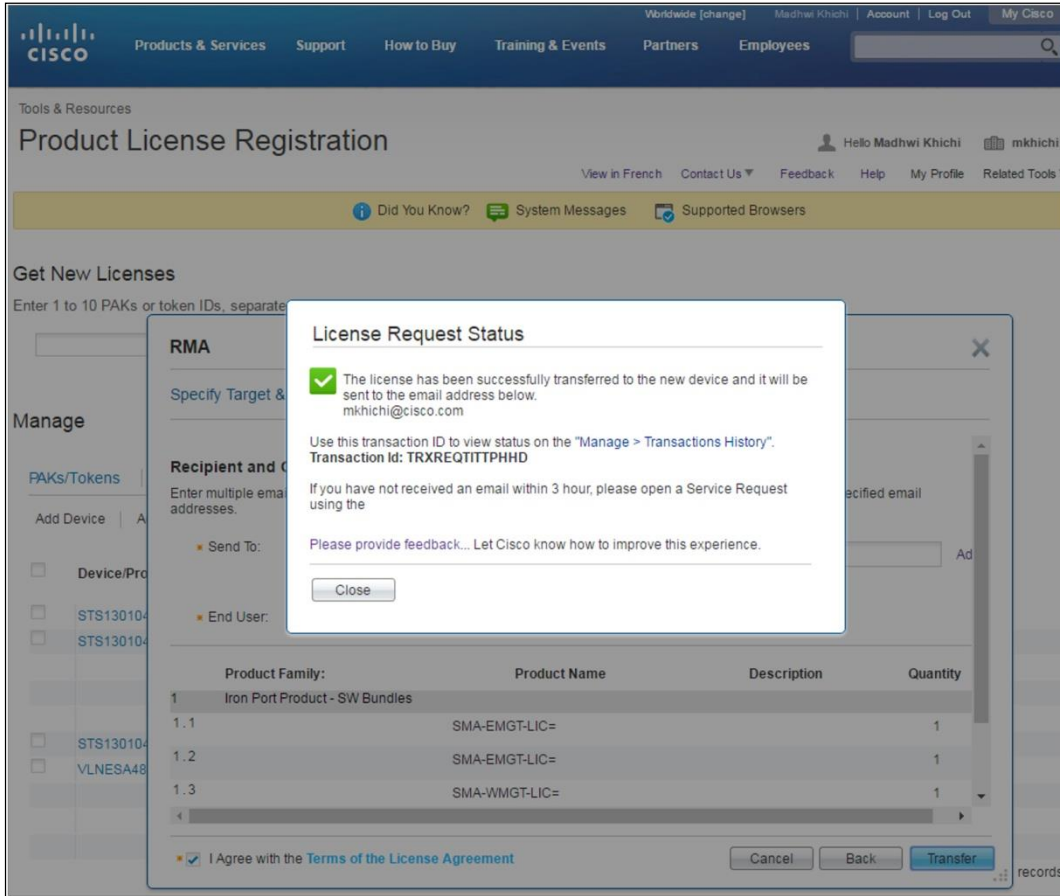


3. Enter the Serial no of the new device & Click on Next
4. Review information, Agree to the terms & Click on Transfer

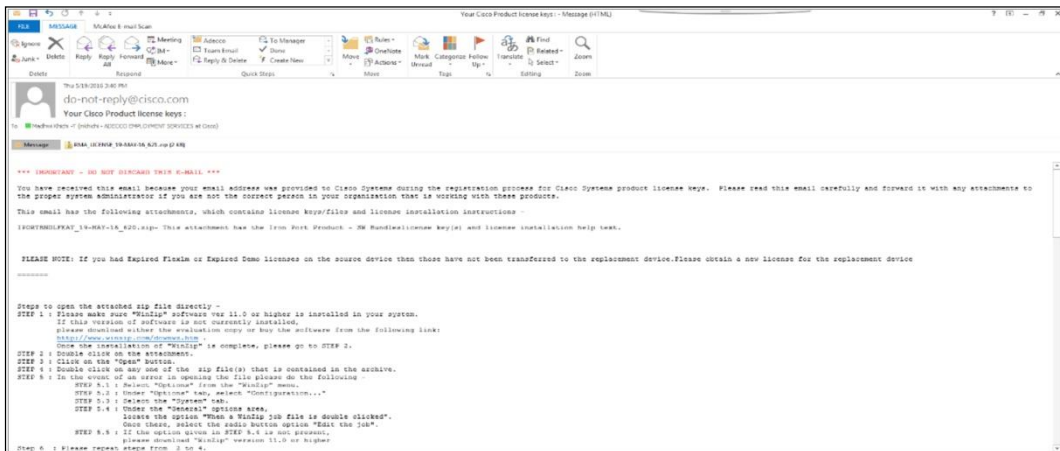


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- License is transferred from RMA'd device to the new device & an email is sent to the email address provided on previous step



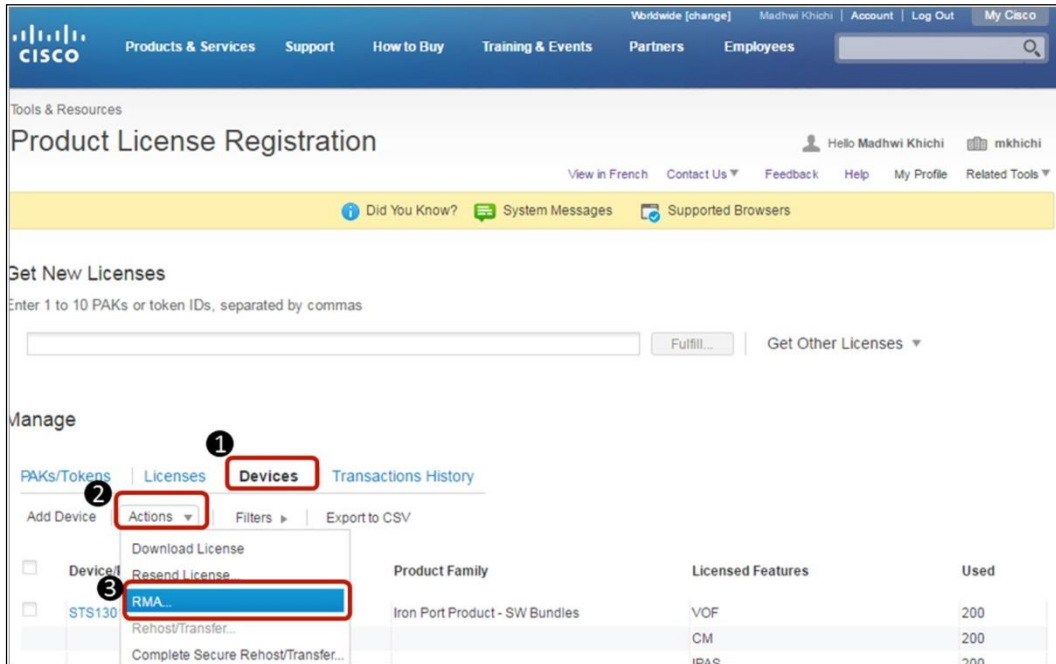
Email will look like this



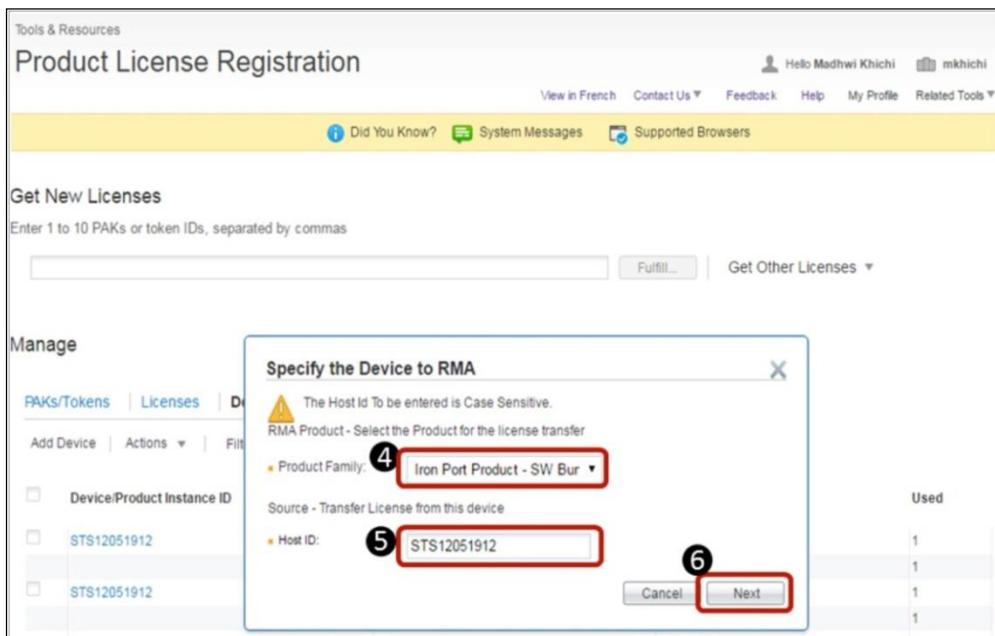
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How to Transfer License from a RMA'd Device to a New Device - II

1. To transfer license from RMA'd device to a new device, Under “Manage”, go to “Devices” tab
2. Go to “Actions”, then “RMA” without selecting any device

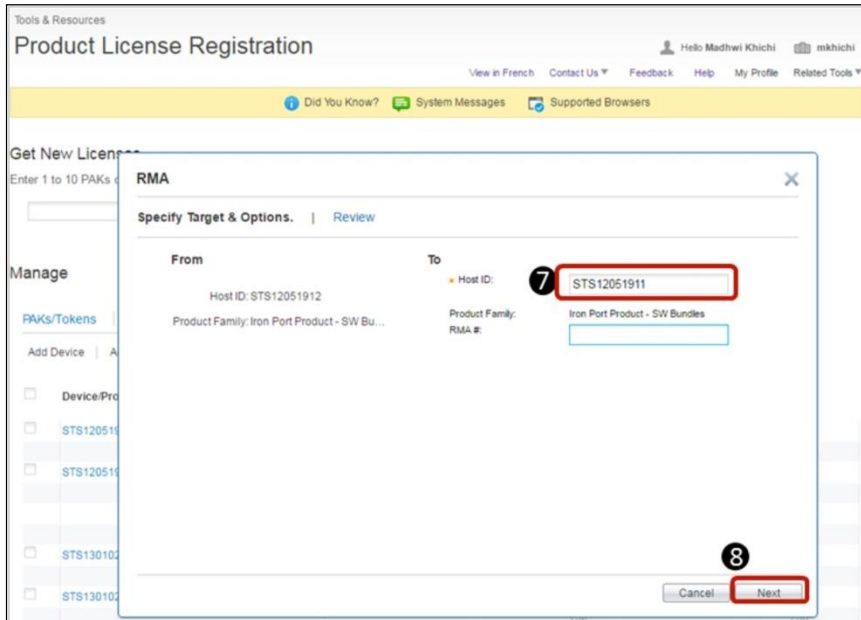


3. Select the Product Family applicable to your device (IronPort Product – SW Bundle/IronPort Product- T & C)
4. Enter the Serial No of the Source Device (RMA'd device) & click Next

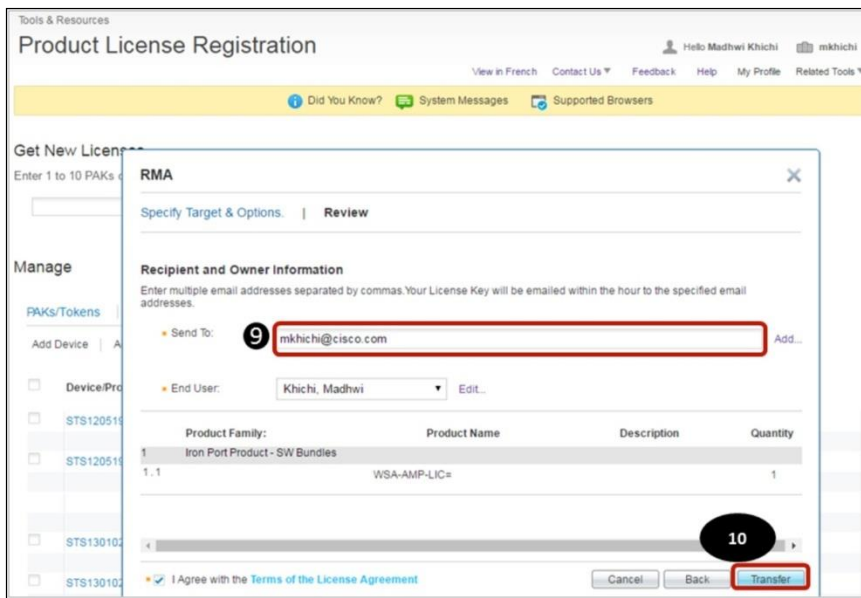


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5. Enter the Serial No of the Target Device & click Next

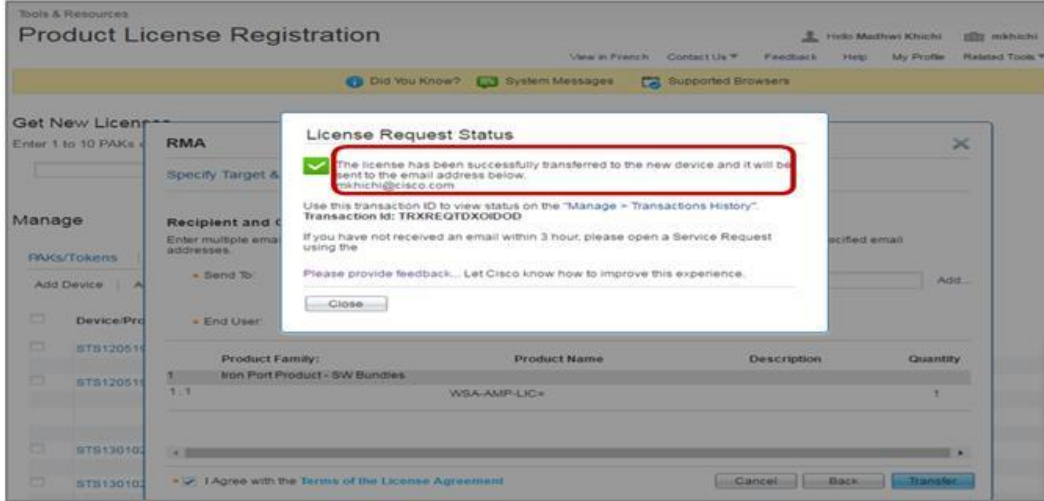


6. Confirm the Send to Email address & click Transfer

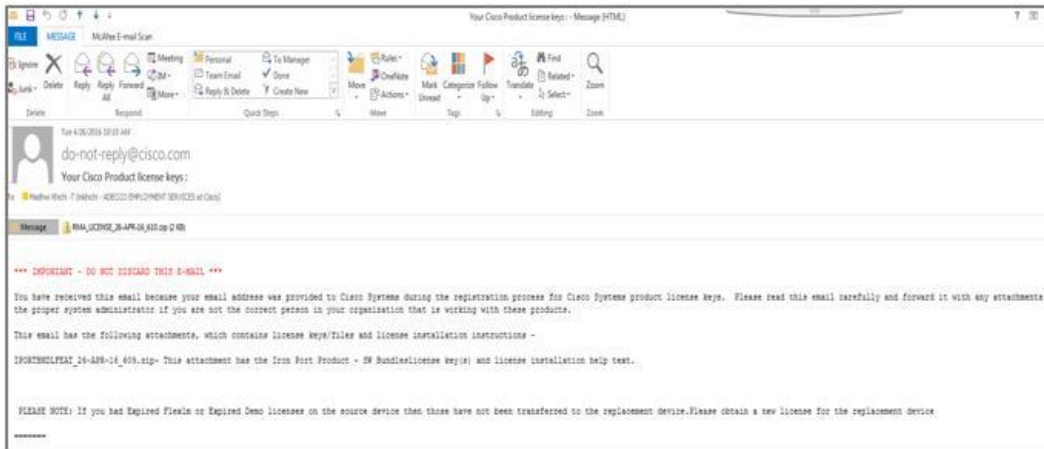


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- License is transferred from RMA'd device to the new device & an email is sent to the email address provided on previous step



The email will look like this



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How to locate Serial No & Virtual License No

To locate the VLN of your device, type “**showlicense**” in the command line or CLI line.

This will show the VLN for a virtual appliance

VLN

<u>vln</u>	VLNESA26655394
<u>begin_date</u>	Mon Jun 29 18:57:31 2015 GMT
<u>end_date</u>	Fri Jul 01 18:57:30 2016 GMT
<u>company</u>	Cisco SWIFT - Email: xyz@cisco.com
<u>seats</u>	1
<u>serial</u>	C4D5
<u>email</u>	xyz@cisco.com , abcl@cisco.com , jklmn@cisco.com ,
<u>issue</u>	a0910833bdc04e8c9d08a409f674ed7c
<u>license_version</u>	1.1

Serial Number

To get the serial number of physical device, the customer only needs to issue the version command:

Current Version =====
Product: Cisco IronPort X1070 Messaging Gateway(tm) Appliance
Model: X1070
Version: 7.6.3-019
Build Date: 2013-06-09
Install Date: 2016-05-19 15:18:26
Serial #: 782BCB5F7F6E-9WZNGS1
BIOS: 2.2.17C
RAID: 1.21.02-0528, 2.01.00, 1.02-014B
RAID Status: Optimal
RAID Type: 10
BMC: 1.61
airforce.rtp>

Contact Us

Customers and Partners: 1-800-553-6387

Technical Support: 1-800-553-2447 or 1-408-526-7209

Still Need Help?

[Initiate a Licensing case with us](#)

Thank You!

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Email & Web Security Licensing Quick User Guide

Created By	Version	Notes	Date
Madhwi Khichi	1.0	Created	6/7/2016




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