



# Software Licensing Operations

## Cisco License Registration Portal (LRP) 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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## I. Important Guidelines and Recommended Browsers

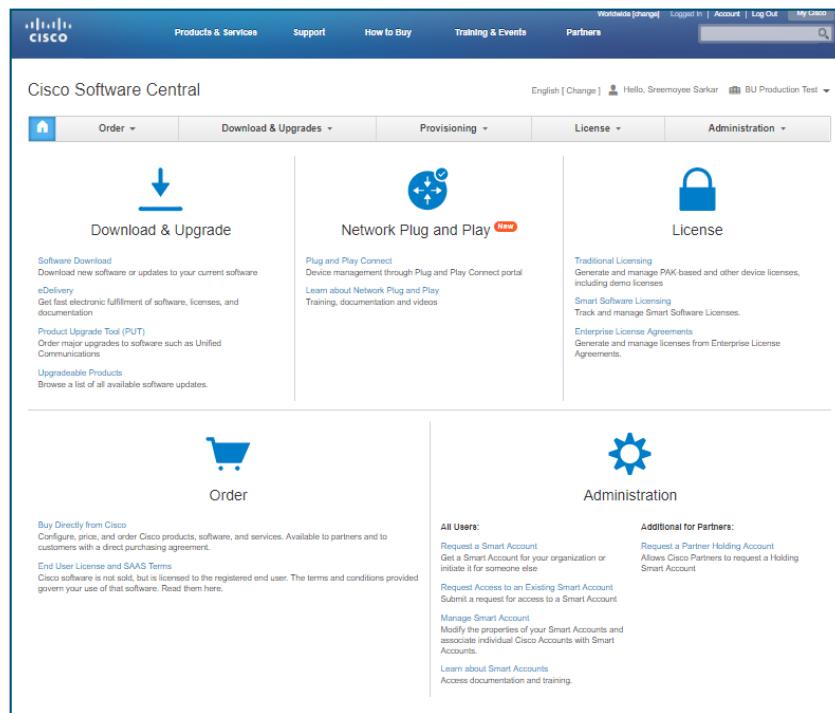
1. Have your Cisco.com ID and password readily available for login.
2. Recommended Browsers:
  - Internet Explorer (IE) v. 10 & 11
  - Mozilla Firefox v. 28 & 29
  - Google Chrome v. 33 & 34
  - Safari v. 5 and up

## II. Support Information and Helpful Links

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

## III. How To: Access the License Registration Portal (LRP)

1. Log in to the Cisco Software Central (software.cisco.com) page. Click **Traditional Licensing**, which is inside the **License** quadrant on the page, OR click on the image below. This will take you directly to the [License Registration Portal \(LRP\)](#).



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## IV. Smart Account and Virtual Account Highlights

### What is a Smart Account?



This is a new capability that **enhances** the Product License Registration portal experience. It allows users to **view and control** access to licensing and entitlements across their entire organization. Users in a particular Smart Account have access to all license data, enabling them to flexibly store, manage or move licensing assets. In addition, users within the Smart Account share same views within the Product License Registration Portal.



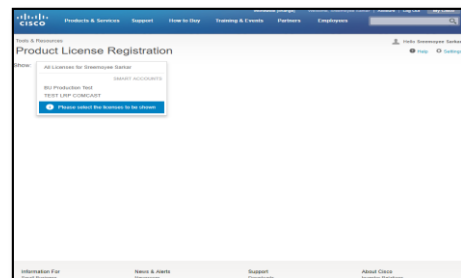
### What is a Virtual Account?

A **Default** Virtual Account is automatically assigned to every Smart Account. It allows you to allocate licenses and distribute licenses at an organizational level by regions, teams, departments, etc. You can **create multiple** Virtual Accounts under your Smart Account so that users associated with it can have visibility of all licenses linked to that Virtual Account.

When you are logged in to the [License Registration Portal \(LRP\)](#), you have two options to manage your licensing assets from your Smart Account(s) and Virtual Account(s).

The first option is logging in with your personal Cisco.com ID. This means you are initiating and requesting changes and updates to both Smart Accounts and Virtual Accounts.

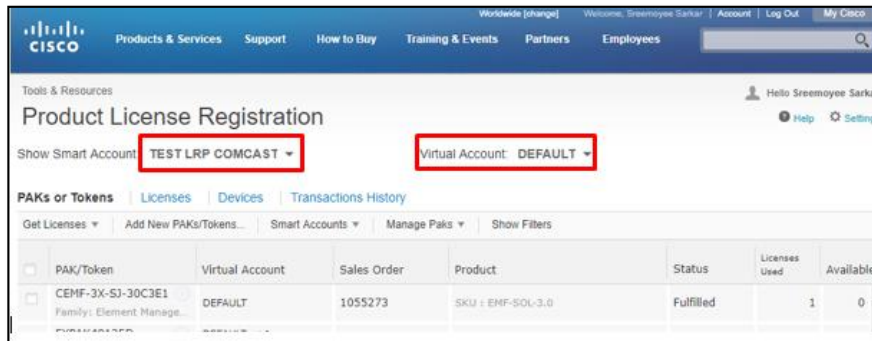
The second option is logging in as a Smart Account Administrator. After logging in with your Cisco.com ID, choose the Smart Account you have access to *(as shown on this image)*. You can manage all your licensing assets from a Smart Account perspective, including any Virtual Accounts under that particular Smart Account.



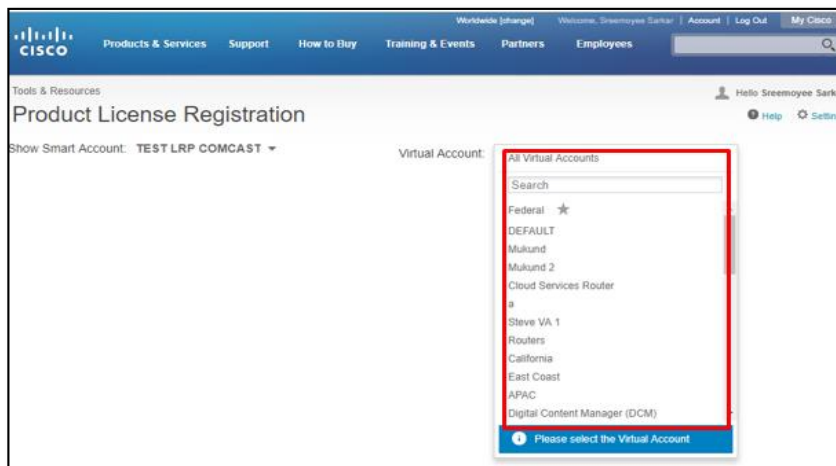
Access to Smart Accounts and Virtual Accounts varies among each user, depending on what they are assigned. The LRP functionalities are the same in both scenarios. The only difference is executing the options from a Smart Account or Virtual Account.

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- In this example, the **Test LRP Comcast** Smart Account displays a list of Virtual Accounts.

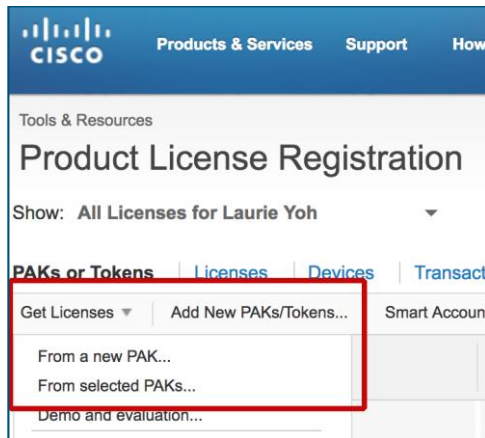


## V. How to Register, Load, and Assign PAKs in LRP

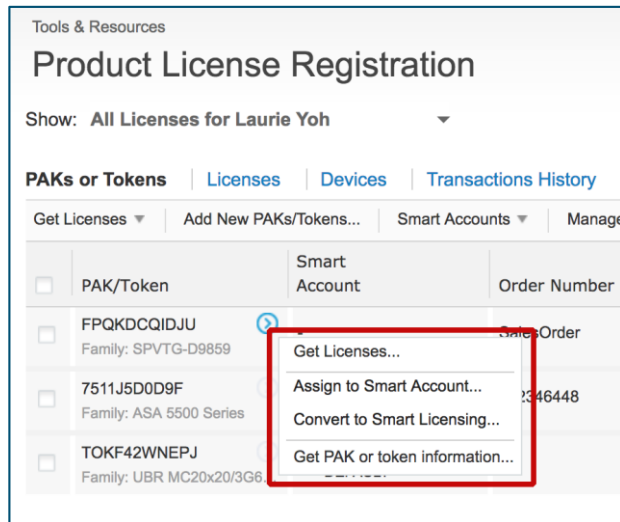
### a) PAK Enhanced Authentication

- Whether you're getting licenses from a new PAK, from selected PAKs, or adding new PAKs or Tokens...

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...or getting licenses, assigning to Smart Accounts, converting to Smart Licensing, or getting PAK or token information...



Validating ownership of the licenses is a one-time requirement, per PAK/per user.

2. You may be asked to enter the **PIN Number** or you may be asked for additional **Security Identifiers**, such as the **Sales Order Number**, **Line Number**, and **Ship Set**. You may also be asked to upload the **Claim Certificate** in pdf format. For select PAKs, you may also be asked to enter the **Service Request Number**.

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**Validate License ownership**

For your security, please validate your ownership of these licenses by providing the information requested below.  
 This information can be found in the Claim Certificate that contained the PAK or Token ID.  
 The certificate was either sent by email, or was packaged with the hardware.  
 If you are unable to locate the PIN number, please [open a support case](#)

PAK or Token	Security Identifier
X FP1JNIGRWW6	PIN Number: <input type="text"/>
X 1156J7870E1	Claim Certificate PDF: <input type="text"/> <input type="button" value="Upload"/>
X 3224J79B1E4	Sales Order Number (SO#): <input type="text"/>
	Line Number: <input type="text"/>
	Ship Set: <input type="text"/>
X FPYUBFZOQJ4	Service Request number (SR#) <input type="text"/>
X FPGKCCQIDJU	No security identifier is available for this PAK. Please open a support case to validate your ownership of it.

Licenses associated to a Smart Account at the time of purchase do not require this authentication

If a Smart Account was specified at the time of order, these validation steps will not be required because your PAK will have been securely preassigned to your Smart Account.

- The security identifiers can be found on your claim certificate. Here you can find either the **PIN Number** or the other security identifiers such as the **Sales Order Number, Line Number and Ship Set**.

**CISCO**

**Software License Claim Certificate**

Dear Customer,

Thank you for your purchase of Cisco Software and/or Licenses. The information in this document is needed to claim your license. Retain this document for your records.

**Registration Instructions**

- Log on to <http://www.cisco.com/go/license> and follow the registration instructions to obtain the license authorization key/file.
- The Product Authorization Key (PAK) number(s) and PIN found below are required for the registration process.

Product Name	Product Description	Entitlement Qty
PNR-80-DD-UP2M	Prime Network Registrar DHCP/DNS UPG 8.0, 2M IP nodes	
<b>Features</b>		
PNR-80-DNS-UPS0K	Cisco Prime Network Registrar DNS UPG 8.0, 50K IP nodes	
PNR-80-DNS-UP5K	Cisco Prime Network Registrar DNS UPG 8.0, 5K RRAs	
PNR-80-DNS-UP1M	Cisco Prime Network Registrar DNS UPG 8.0, 1M IP nodes	
PNR-80-DNS-UP2M	Cisco Prime Network Registrar DNS UPG 8.0, 2M IP nodes	
PNR-80-DDI-UIK-K9	Cisco Prime Network Registrar DDI UPG 8.0 Base 1K IP nodes	

**Product Authorization Key (PAK):** **SAMPLE-PAK - PIN: 123456**

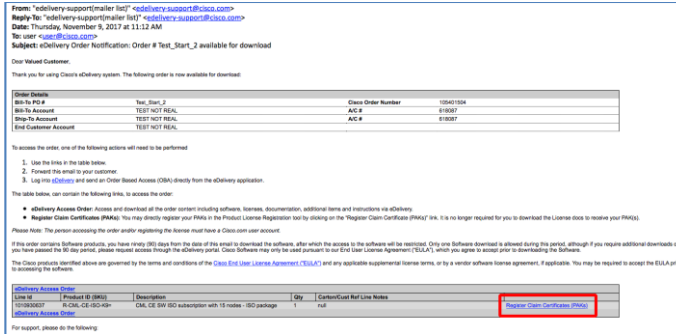
Order Number: 123456 - Line#: 01 - Ship Set: 02

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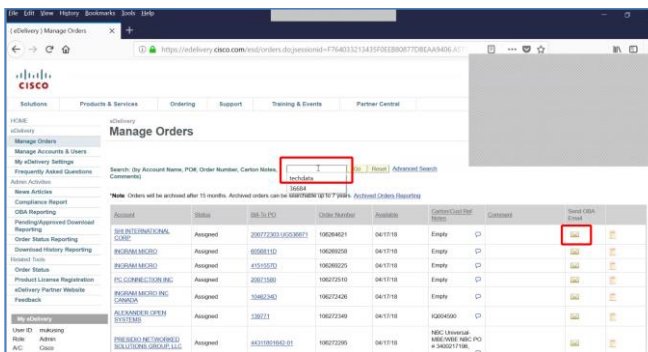
- If your claim certificate cannot be found, refer to your eDelivery Order Notification email and click the Register Claim Certificate s link to initiate your PAK registration in LRP. No PIN number will be required.

If you purchased your licenses through a partner and you do not have your claim certificate or the eDelivery Order Notification email, contact your partner.

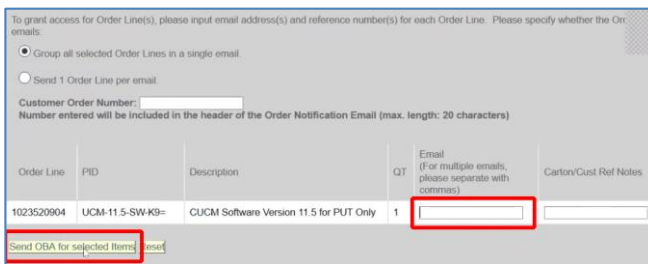


- Partners and direct customers can generate the eDelivery Order Notification to one or more email addresses.

Simply log in to [edelivery.cisco.com](https://edelivery.cisco.com), locate your order, click the mail icon...



...enter the email addresses, then click the **Send OBA for selected items** button.



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6. For Service Request Numbers, refer to your replacement PAK email and copy/paste the SR number here.

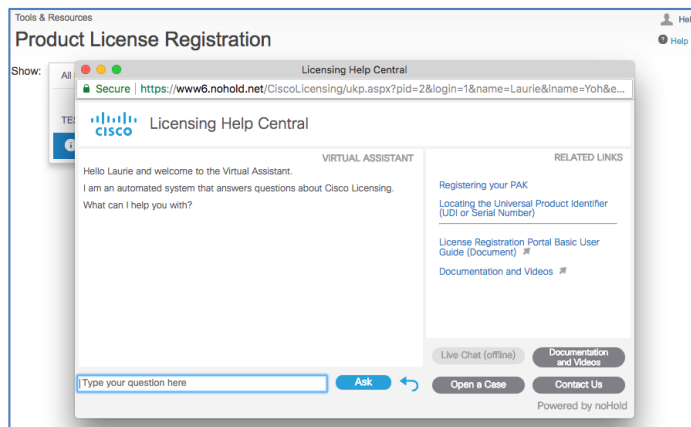
PAK or Token	Security Identifier
FP1JNISKRW6	PIN Number: <input type="text"/>
1156J7870E1	Claim Certificate PDF: <input type="text"/> <input type="button" value="Upload"/>
3224J79B1E4	Sales Order Number (SO#): <input type="text"/>
	Line Number: <input type="text"/>
	Ship Set: <input type="text"/>
FPYUBFZOQJ4	Service Request number (SR#) <input type="text"/>
FPQKDCQIDJU	No security identifier is available for this PAK. Please open a support case to validate your ownership of it

Licenses associated to a Smart Account at the time of purchase do not require this authentication

For some PAKs, you may need to open a case.

7. Contact Global Licensing Operations (GLO) if you have any other issues validating license ownership.

Log in to LRP, and under Help, click Open a Case or Contact Us.

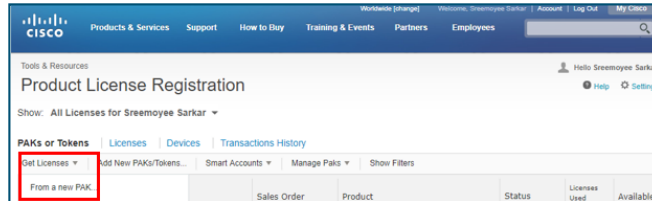


For more information, visit our [FAQs page](#).

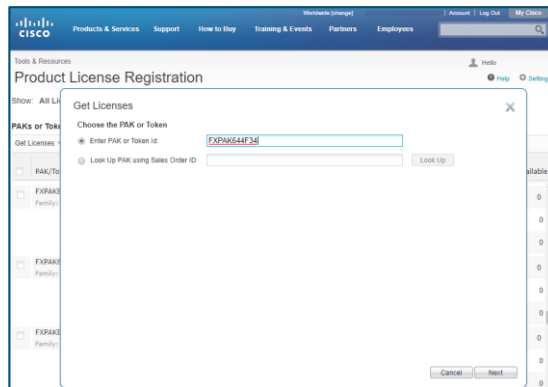
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## b) Register and Fulfill a Product Authorization Key (PAK)

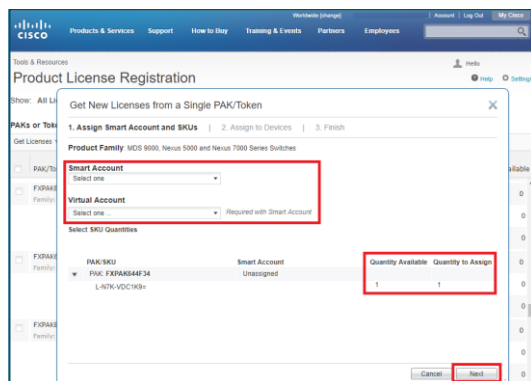
1. Under the **Get Licenses** tab, select the **From a new PAK** option.



2. Enter the Product Authorization Key (PAK) or Sales Order (SO) number.
3. Click **Next**.



4. A pop-up window displays information from the PAK or SO entered. You can assign both the Smart Account and Virtual Account for this PAK.
5. Verify the quantity to assign. If it is a partial fulfillment, you have the option to choose the quantity.
6. Click **Next**.



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7. Enter the device information. **Note:** Depending on the product license you are trying to register, you will need to enter the Serial Number (SN). This could be the Universal Device Identifier (UDI) SN and UDI Product ID.
8. Click **Next**.

The screenshot shows the 'Product License Registration' page in the Cisco My Cisco portal. The main heading is 'Get New Licenses from a Single PAK/Token'. The progress bar indicates three steps: '1. Assign Smart Account and SKUs', '2. Assign to Devices', and '3. Finish'. The current step is 'Assign to a Target Device'. A 'Serial Number' field is highlighted with a red box and contains the text 'TEST1234999'. Below the field is a list of PAK/Token entries, each with a checkbox and the text 'FXPAKE Family:'. At the bottom right, the 'Next' button is highlighted with a red box.

9. Enter the email address(es) and owner information.
10. Review the information on the screen and check the **Agree with the Terms of the License Agreement** check box.
11. Click **Submit**.

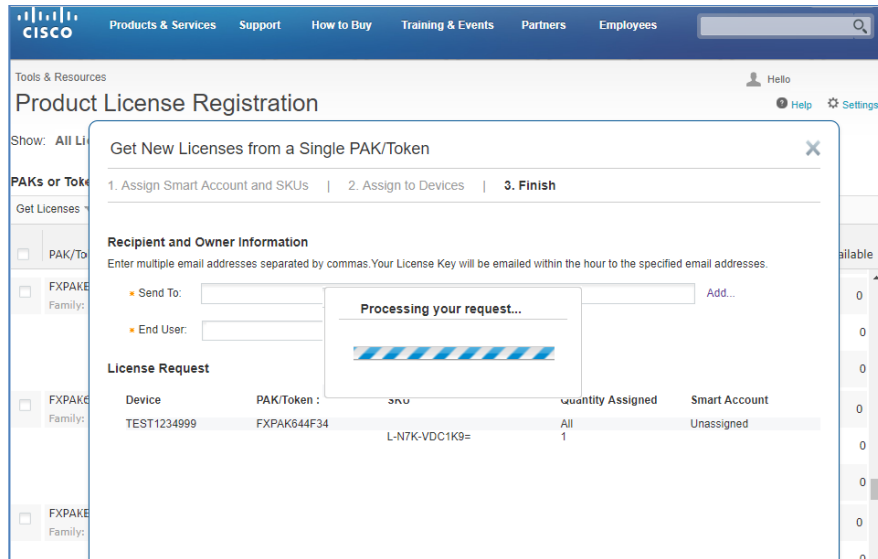
The screenshot shows the 'Product License Registration' page in the Cisco My Cisco portal. The main heading is 'Get New Licenses from a Single PAK/Token'. The progress bar indicates three steps: '1. Assign Smart Account and SKUs', '2. Assign to Devices', and '3. Finish'. The current step is '3. Finish'. The 'Recipient and Owner Information' section is visible, with a 'Send To' field and an 'End User' dropdown. Below this is a 'License Request' table with the following data:

Device	PAK/Token	SKU	Quantity Assigned	Smart Account
TEST1234999	FXPAK644F34	L-N7K-VDC1K9=	All 1	Unassigned

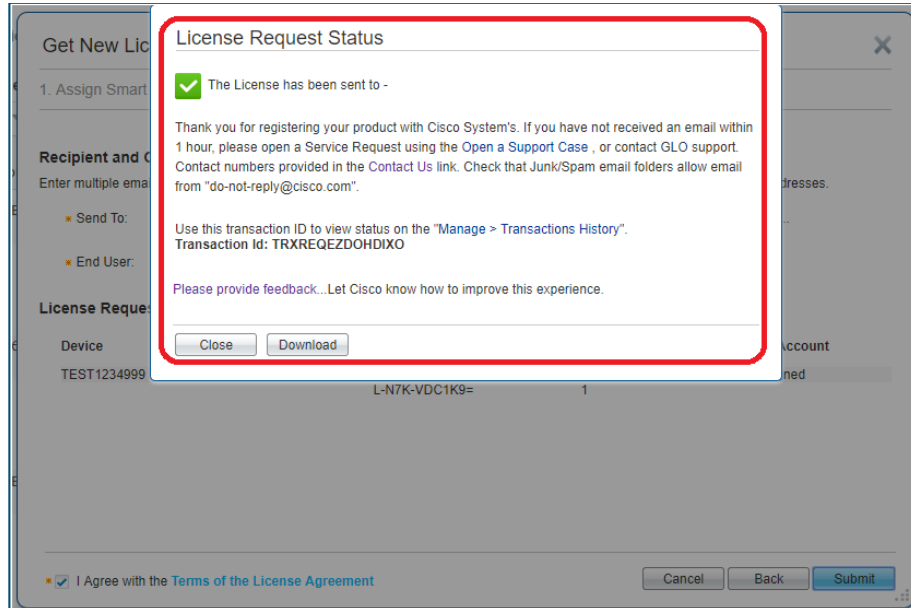
At the bottom left, the 'Agree with the Terms of the License Agreement' checkbox is checked and highlighted with a red box. At the bottom right, the 'Submit' button is highlighted with a red box.

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12. LRP will process the request indicated by the progress bar.



13. When completed, you will receive a confirmation **License Request Status** message. The license has been sent to the email you designated. You have the option to download the license here by clicking the **Download** button.

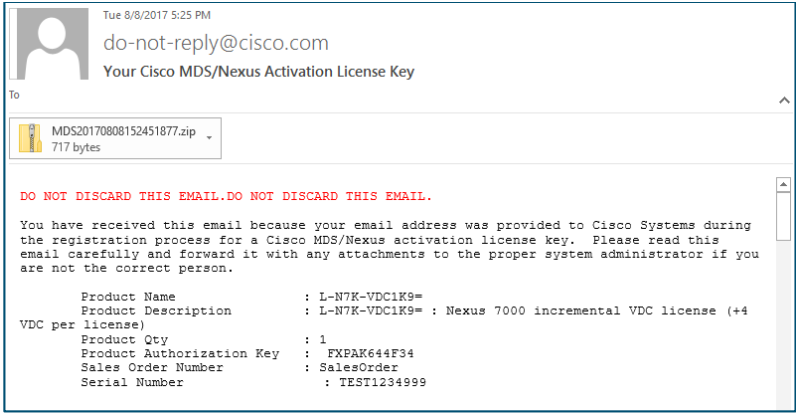


In addition to the option of downloading a license, the license is also sent via **email** to the address(es) entered earlier.

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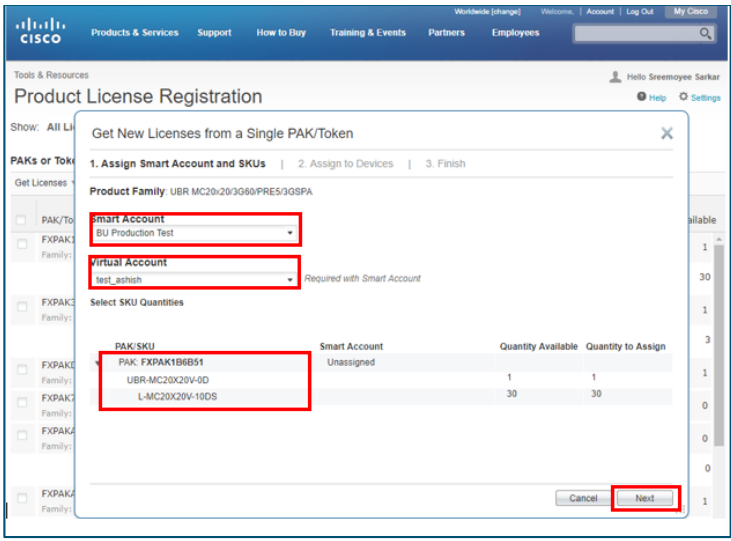
**Date: Today**  
 **do-not-reply... Your Cisco MDS/Nexus Activation License Key**

The email contains a zip file (attachment) which includes the license file as well as the instructions on how to install the license.



**c) Load and Assign a New Product Authorization Key (PAK) to a Smart Account**  
**Smart Account View**

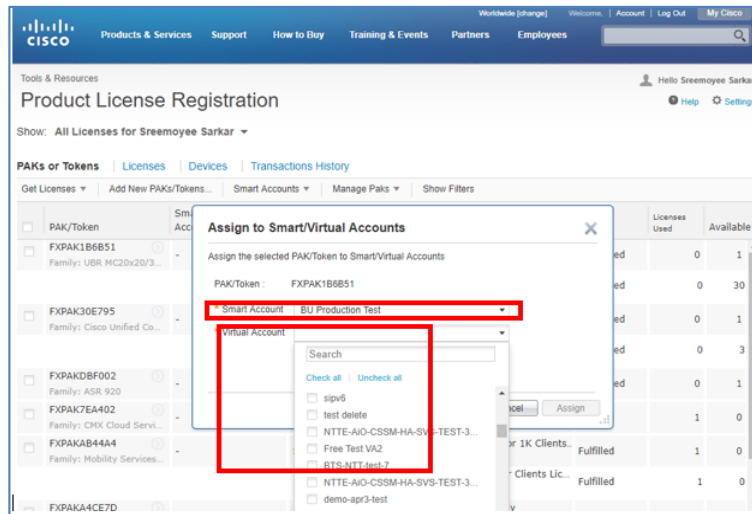
1. To register one or more PAKs, choose the PAKs and click **Get Licenses**.
2. Once the pop-up window appears, choose the Smart Account and Virtual Account.
3. Click **Next**.



4. Enter the UDI SN information.
5. Click **Submit**.

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- When completed, you will receive a confirmation **License Request Status** message. The license has been sent to the email you designated. You have the option to download the license here by clicking the **Download** button.



#### d) Assign an Existing Product Authorization Key (PAK) to a Smart Account and Virtual Account

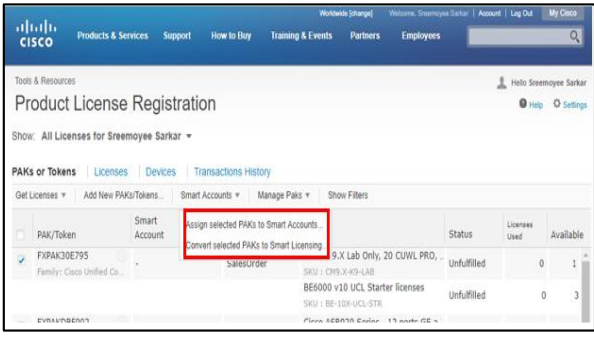
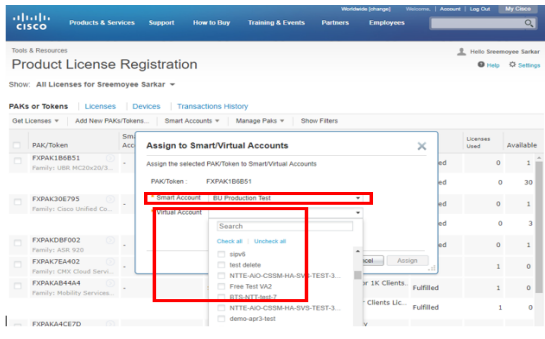
##### Cisco.com ID View

There are two ways to associate a PAK with a Smart/Virtual Account:

- Find the correct PAK and from the **Smart Accounts** drop-down list, choose **Assign selected PAKs to Smart Account**.

Check the check box next to an existing (partially fulfilled or unfulfilled PAK) and from the **Smart Accounts** drop-down list, choose **Assign selected PAKs to Smart Account**.

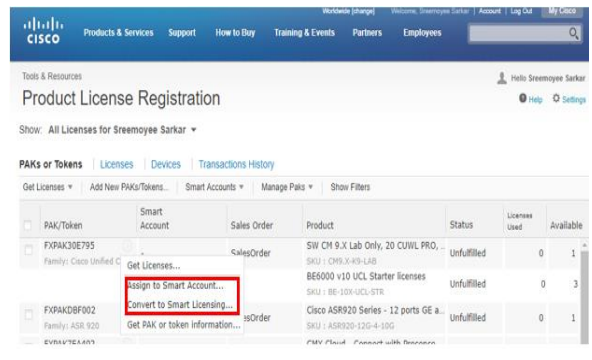
Choose the **Smart Account** and **Virtual Account** to associate the PAK.

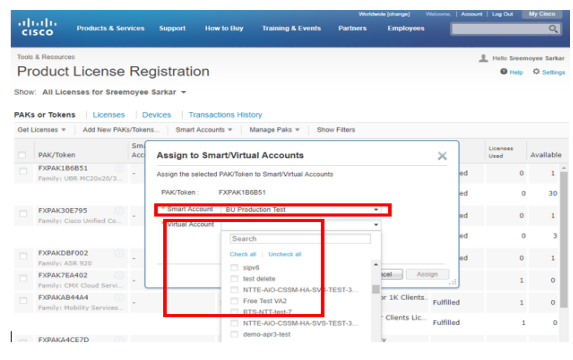
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2. Hover near the arrow at the end of the PAK to display a list of options. Choose **Assign to Smart Accounts**.

Hover near the arrow at the end of the PAK to display a list of options. Choose **Assign to Smart Accounts**.



Choose the **Smart Account** and **Virtual Account** to associate with the PAK.



### e) Assign a PAK to a Smart Account and Virtual Account during fulfillment

1. After entering the PAK number, click **Next**.

Get Licenses ✕

**Choose the PAK or Token**

Enter PAK or Token Id:

Look Up PAK using Sales Order ID:  Look Up

2. Choose the Smart/Virtual Account that you want the PAK, License, or Device to be associated with.

Get New Licenses from a Single PAK/Token ✕

1. Assign Smart Account and SKUs | 2. Assign to Devices | 3. Finish

Product Family: Cisco Unified Communications

**Smart Account**  
Select one

**Virtual Account**  
Select one ... Required with Smart Account

Select SKU Quantities

SKU	Smart Account	Quantity Available	Quantity to Assign
PAK: FXPAK84F856	Unassigned	1	1
LIC-UC-ENC			

Cancel Next

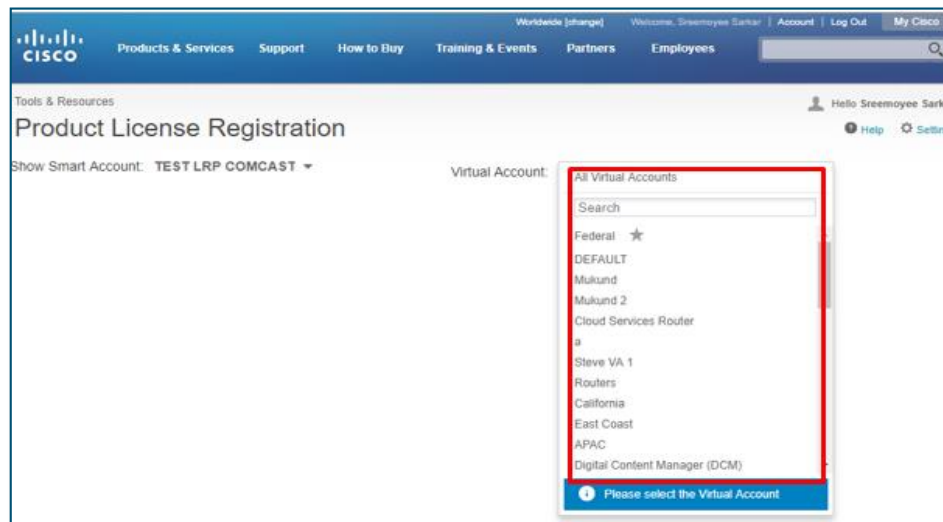
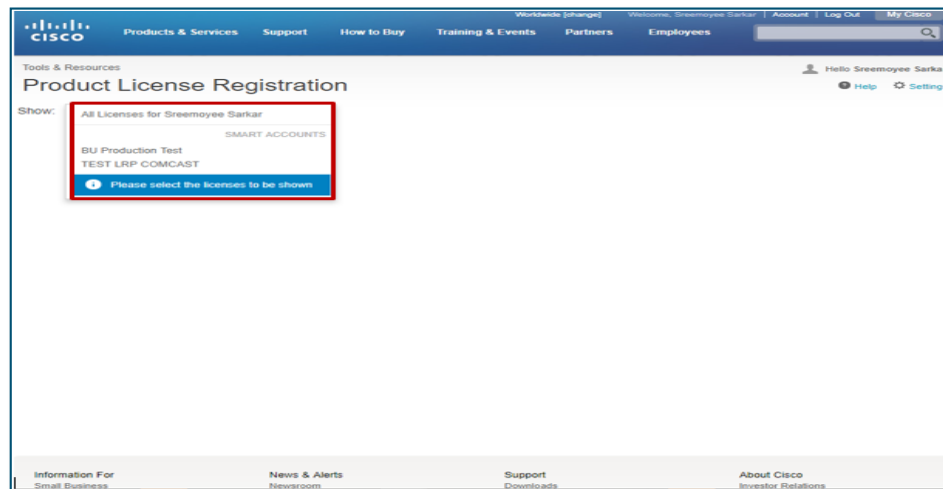
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## VI. How to: Manage and Assign Smart Accounts, Virtual Accounts, and Smart Entitlements

### Overview

1. After logging in to the License Registration Portal (LRP), you have the option to view all your licenses from the **Personal User** perspective or the licenses associated only with a particular **Smart Account** and **Virtual Account**.
  - a. **Personal User** – you will see all the licensing information available to you, which includes all the Smart Accounts and Virtual Accounts you have access to.
  - b. **Smart Account/Virtual Account** – you will see the licensing information associated **only** to that specific Smart Account or Virtual Account.

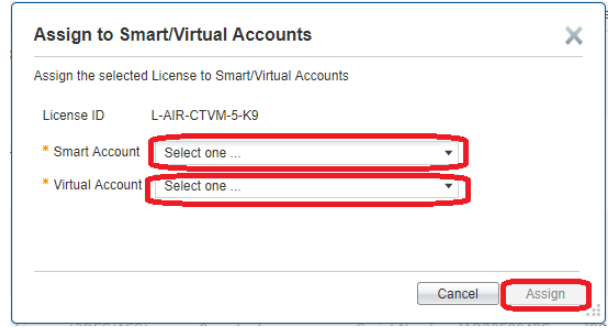
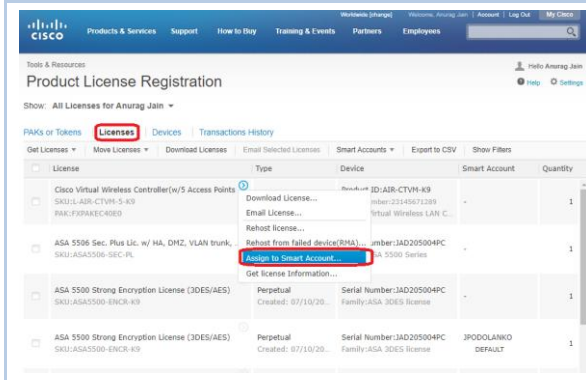


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## a) Add Smart/Virtual Account to the Assign/Reassign Workflow in the Licenses Tab

1. Log in with your Cisco.com ID and click on the **Licenses** tab.
2. Hover around the arrow at the end of the appropriate license to display a list of options. Choose **Assign to Smart Account**.

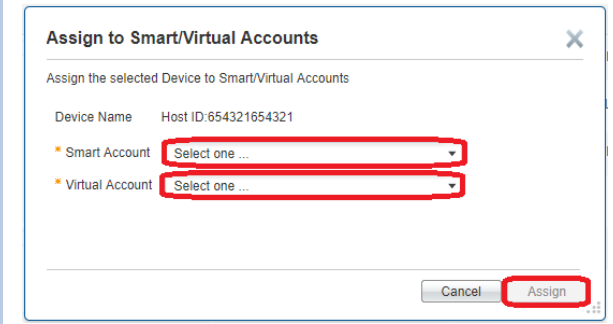
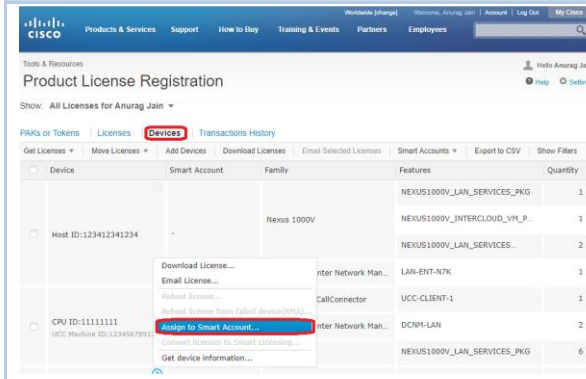
3. Choose the **Smart Account** and **Virtual Account**.
4. Click **Assign**. You will receive a confirmation message.



## b) Add Smart/Virtual Account to the Assign/Reassign Workflow in the Devices Tab

1. Log in with your Cisco.com ID (or Smart Account) and locate the device from the **Devices** tab.
2. Hover around the arrow at the end of the appropriate device to display a list of options. Choose **Assign to Smart Account**.

3. Choose the **Smart Account** and **Virtual Account**.
4. Click **Assign**. You will receive a confirmation message.

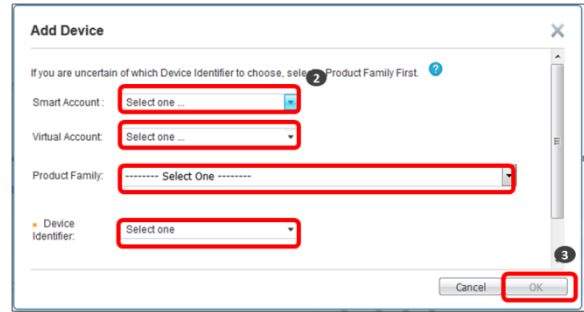
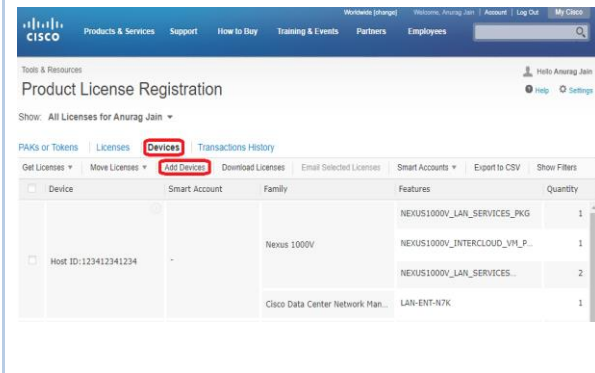


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### c) Assign Smart Account/Virtual Account during Add Device Workflow

1. Log in with your Cisco.com ID (or Smart Account) and from the **Devices** tab, click **Add Devices**.

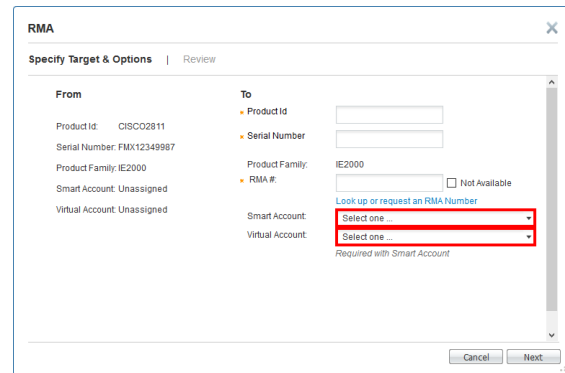
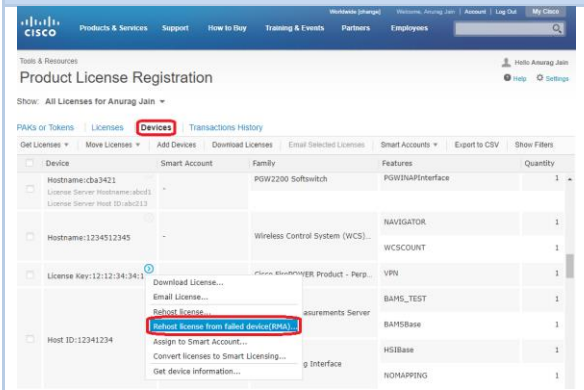
2. Choose the **Smart Account**, **Virtual Account**, **Product Family**, and **Device Identifier**.  
3. Click **OK**.



### d) Assign Smart Account and Virtual Account during Return Material Authorization (RMA) and Rehost

1. Log in with your Cisco.com ID (or Smart Account) and locate the device from the **Devices** tab.  
2. Hover around the arrow at the end of the appropriate device to display a list of options. Choose **Rehost license from failed device (RMA)**.

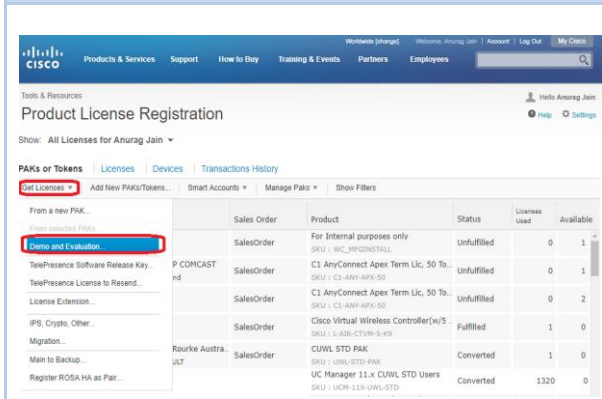
3. Enter the information for the destination device and choose the **Smart Account** and **Virtual Account**.  
4. Click **Next**. You will receive a confirmation message.



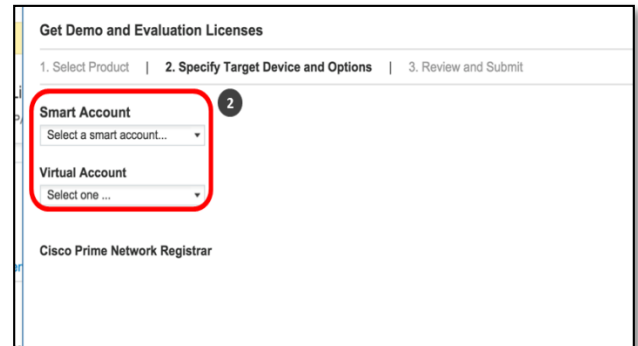
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## e) Assign Smart Account and Virtual Account in Demo during Evaluation License Requests

1. From the **PAKs/Tokens** tab, click **Get Licenses** and choose **Demo and Evaluation**.

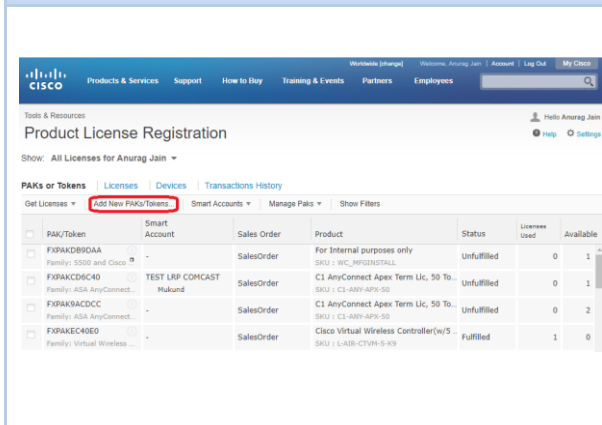


2. After choosing the product, click **Next** to move on to the next step. Associate the license to the desired **Smart Account** and **Virtual Account**.



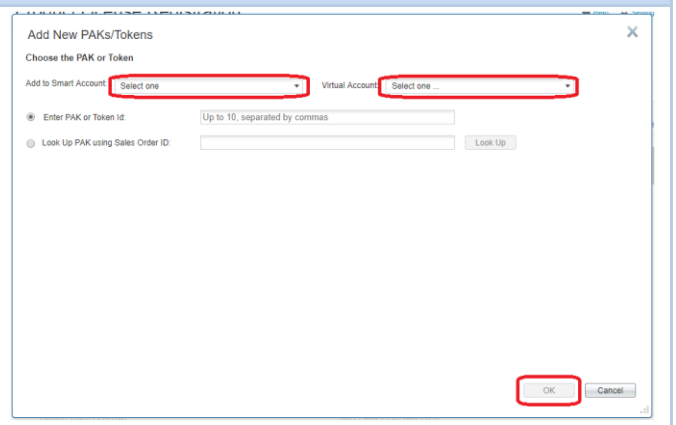
## f) Assign Smart/Virtual Account during Add New PAKs/Tokens Workflow

1. From the **PAKs/Tokens** tab, click **Add New PAKs/Tokens**.



2. Choose the **Smart Account** and **Virtual Account**. Enter between 1-10 PAKs or Token IDs (separated by a comma) or find the PAKs by the Sales Order ID.

3. Click **OK**.

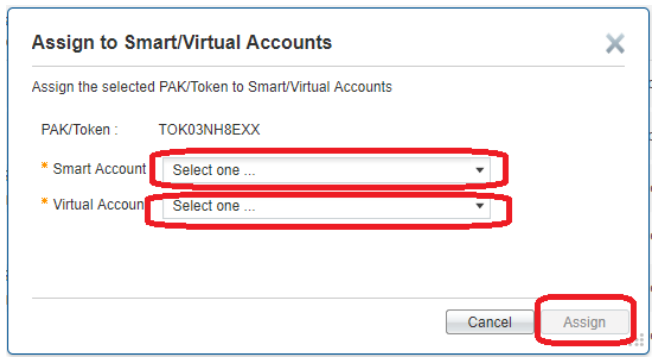
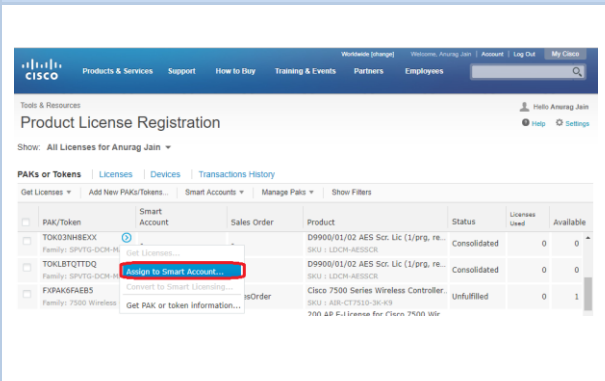


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## g) Assign/Reassign Smart/Virtual Account for Token

1. From the **PAKs/Tokens** tab, find the token you want to Assign/Reassign.
2. Hover around the arrow at the end of the appropriate token to display a list of options. Choose **Assign to Smart Account**.

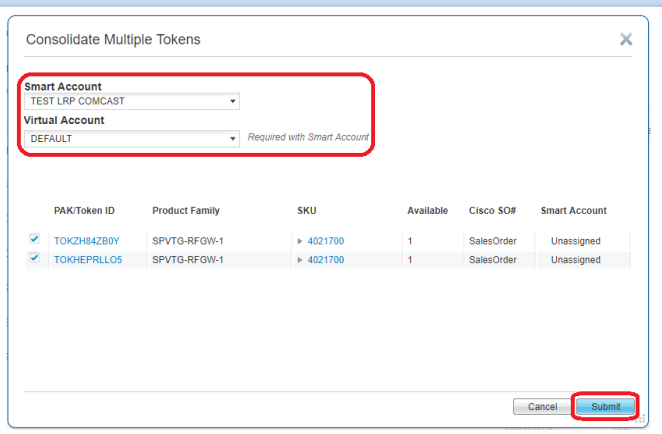
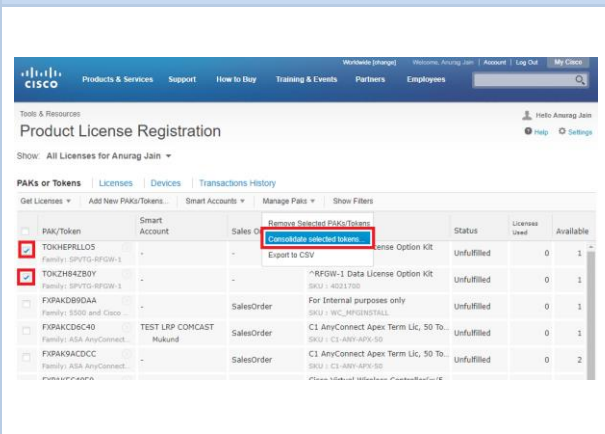
2. Choose the **Smart Account** and **Virtual Account**.
3. Click **Assign**.



## h) Assign Smart/Virtual Account during Token Consolidation Workflow

1. From the **PAKs/Tokens** tab, find the tokens you want to consolidate. Ensure they are from the same product family and are **not** already fulfilled.
2. Under **Manage PAKs**, choose **Consolidate Selected Tokens**.

3. Choose the **Smart Account** and **Virtual Account**.
4. Click **Submit**.



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## i) Assign Smart/Virtual Account during Token Fulfillment

1. On the **Get Licenses** window, enter 1-10 tokens, separated by commas.
2. Click **Next**.
3. Choose the **Smart Account** and **Virtual Account**.

Get Licenses

Choose the PAK or Token

Enter PAK or Token Id: TOKHEPRLLO5

Look Up PAK using Sales Order ID: [ ] Look Up

Cancel Next

4. Enter the **Quantity to Assign**.
5. Click **Next**.
6. Complete the process with the **Assign to Devices** (enter the Serial Number) and **Finish** steps.

Get New Licenses from a Single PAK/Token

1. Assign Smart Account and SKUs | 2. Assign to Devices | 3. Finish

Product Family: SPVTG-RFGW-1

Smart Account: Select one

Virtual Account: Select one... Required with Smart Account

Select SKU Quantities

All Quantities | Specific Quantities

SKU	Quantity Available	Quantity to Assign
TOKEN-TOKHEPRLLO5	1	0
4021700		

Cancel Next

## j) Convert Device Licenses in LRP to Smart License Entitlements in Smart Software Manager (SSM)

1. Click the **Devices** tab.
2. Locate the device you want to migrate to Smart Entitlements.
3. Click on the arrow to the right of the Device S/N to display the list of options and choose **Convert Licenses to Smart Licensing**.

Worldwide [change] | Welcome, Anurag Jain | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners | Employees

Tools & Resources | Hello Anurag Jain

### Product License Registration

Show: All Licenses for Anurag Jain

PAKs or Tokens | Licenses | **Devices** | Transactions History

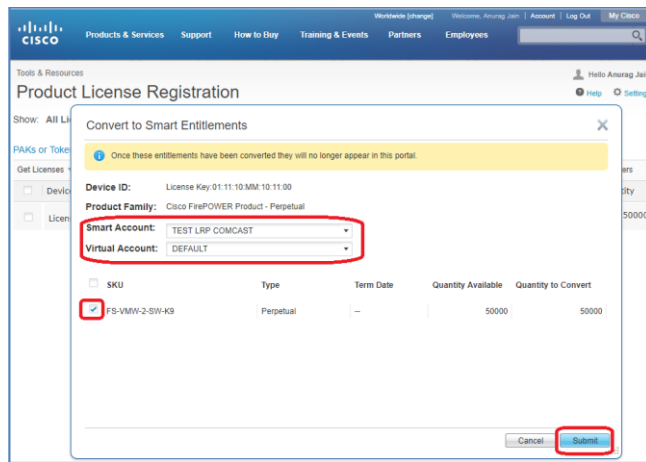
Get Licenses | Move Licenses | Add Devices | Download Licenses | Email Selected Licenses | Smart Accounts | Export to CSV | Show Filters

Device	Smart Account	Family	Features	Quantity
License Key:01:11:10:MM:...		Cisco FirePOWER Product - Perp...	FIRESIGHT	50000

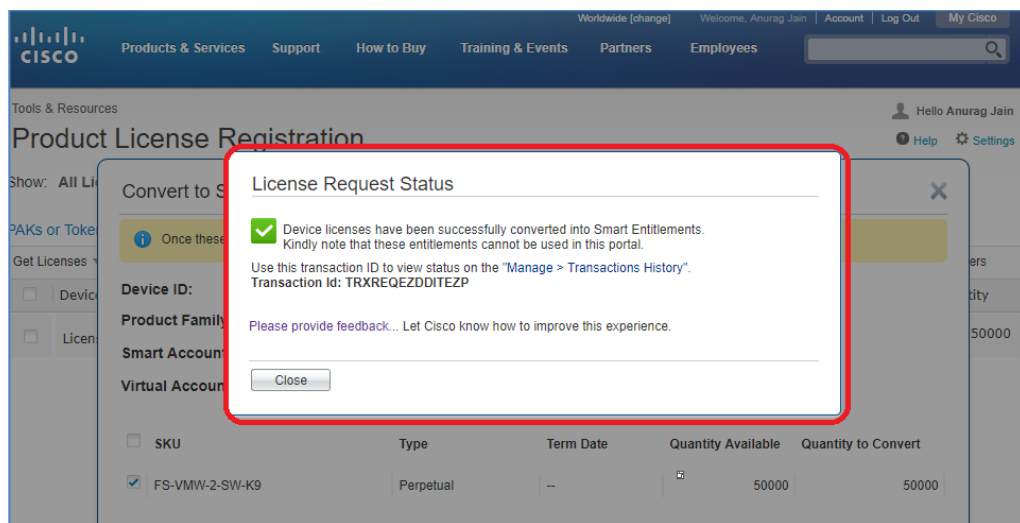
Download License...  
Email License...  
Rehost license...  
Rehost license from failed device(RMA)...  
Assign to Smart Account...  
**Convert licenses to Smart Licensing...**  
Get device information...

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4. Choose the **Virtual Account** you want to deposit the Smart Entitlements to.
  - **Note:** If you have access to more than one Virtual Account, you can **only** select one from the list as the multiple selection option is not available.
5. Click **Submit**.

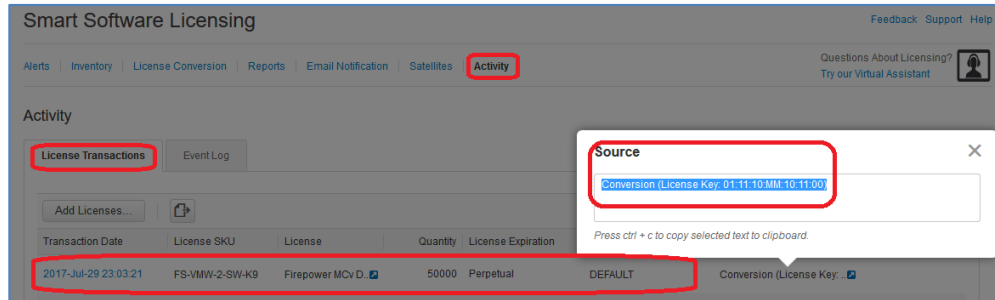


6. Once the licenses have been successfully converted, you will see a confirmation message.
  - **Note:** This process removes the licenses from the selected device in LRP and deposits them into your Smart Account. You will no longer be able to see them in LRP.



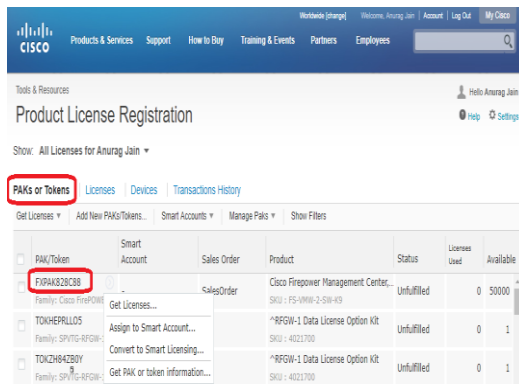
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- The (converted) Smart Licenses are now in the specified Smart Account/Virtual Account in Cisco Smart Software Manager (CSSM).

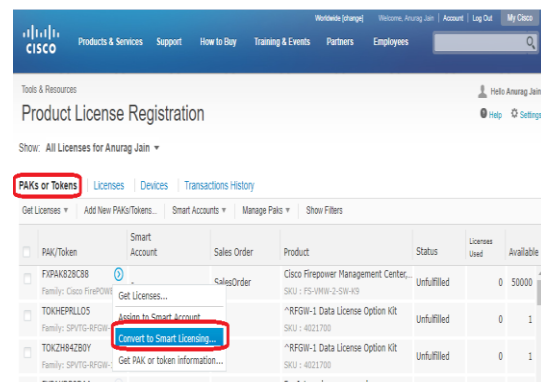


### k) Convert PAK License SKUs in LRP to Smart License Entitlements in Smart Software Manager (SSM)

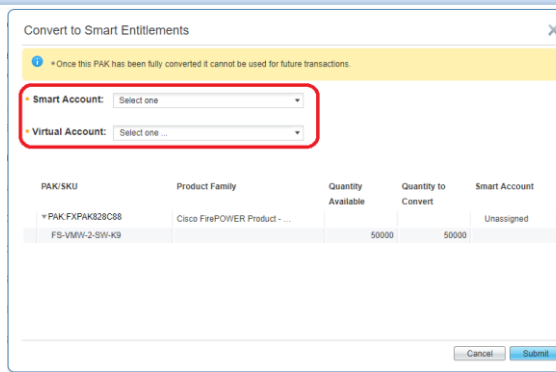
- Choose the PAK you want to convert under **PAK or Tokens**.



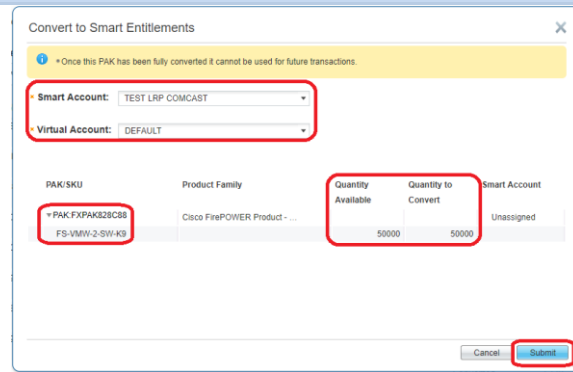
- Hover a round the arrow at the end of the appropriate PAK to display a list of options. Choose **Convert to Smart Licensing**.



- Choose the **Smart Account** and **Virtual Account**.

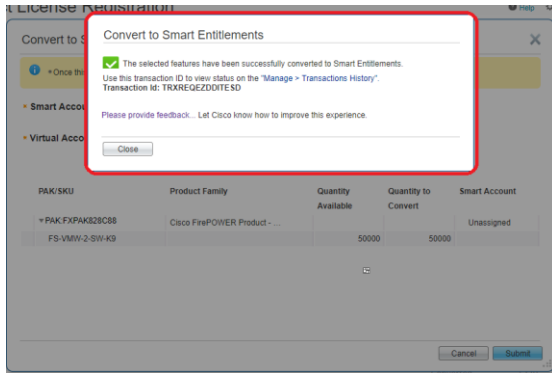


- Review the information and click **Submit**.

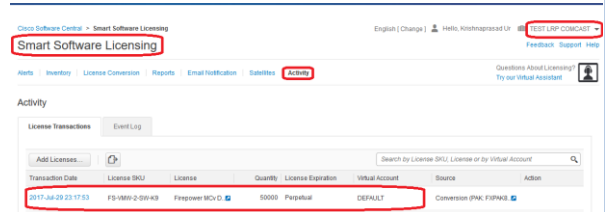




5. This message appears once conversion has been successfully completed.

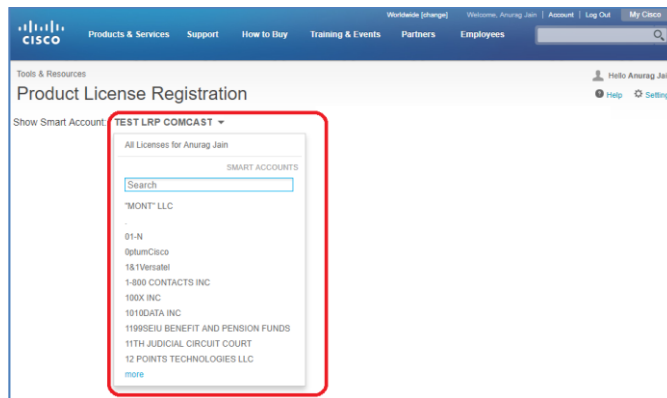


6. Log in to **Smart Software Manager** and click the **Activities** tab to view the converted Smart Entitlements.

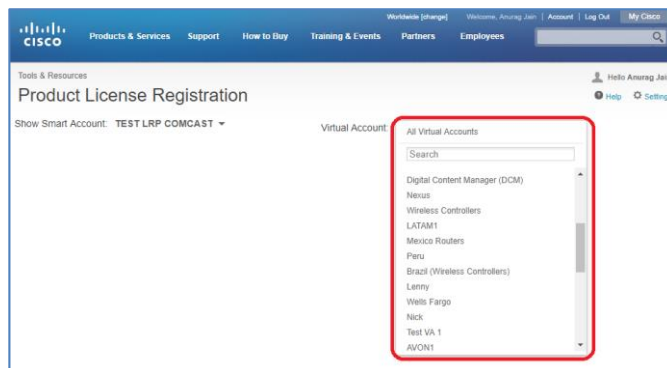


## I) Convert Classic Device Licenses to Smart Licenses (LRP)

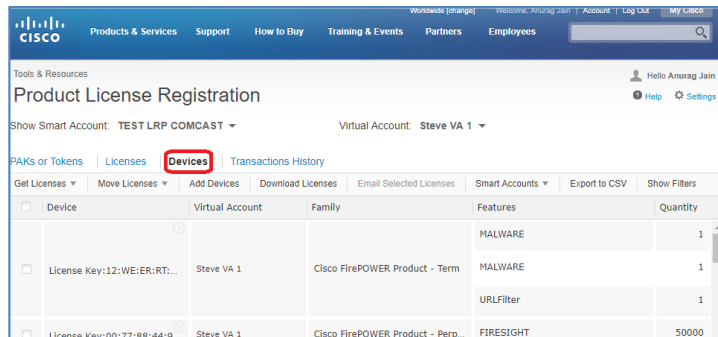
1. Choose the appropriate **Smart Account**.



2. Choose the **Virtual Account** associated to the Smart Account.

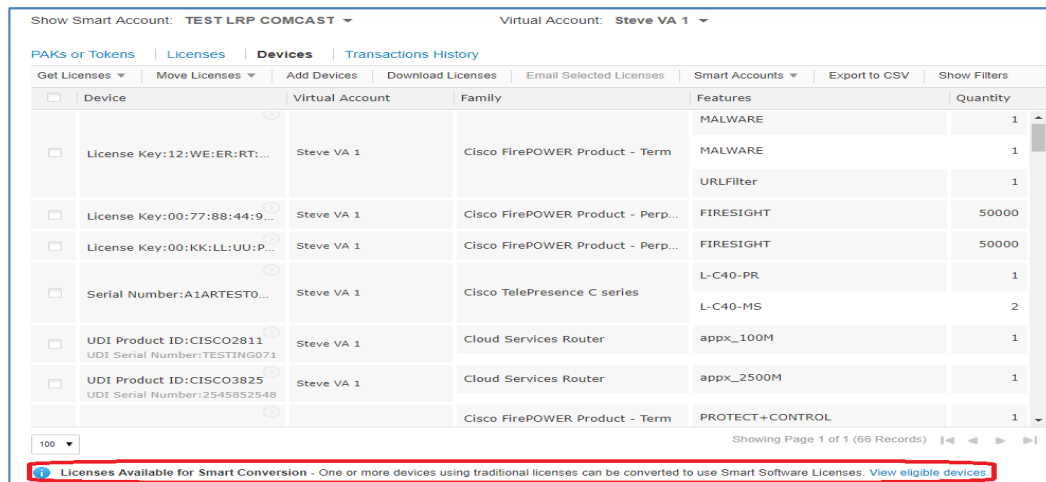


3. Click the **Devices** tab.



4. Choose the device and the **Convert to Smart Licensing** option.

- **Note:** If the licenses for the device(s) are available to be converted to Smart Licenses, a message will appear at the bottom of the screen or an error message appears if the licenses cannot be converted.

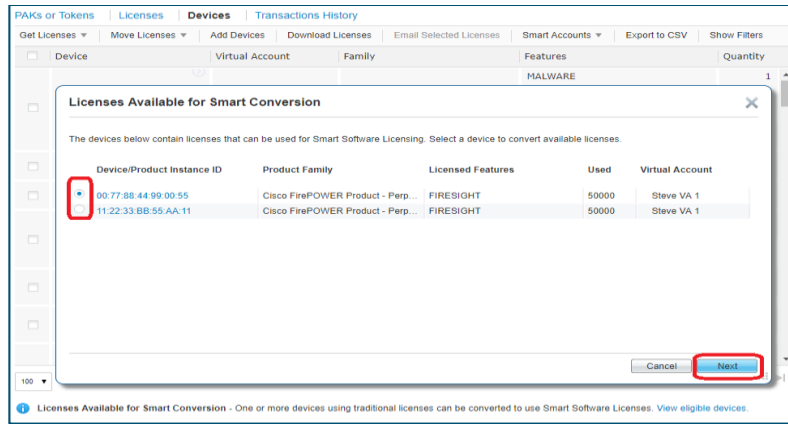


5. Check the check box next to each license you want converted.

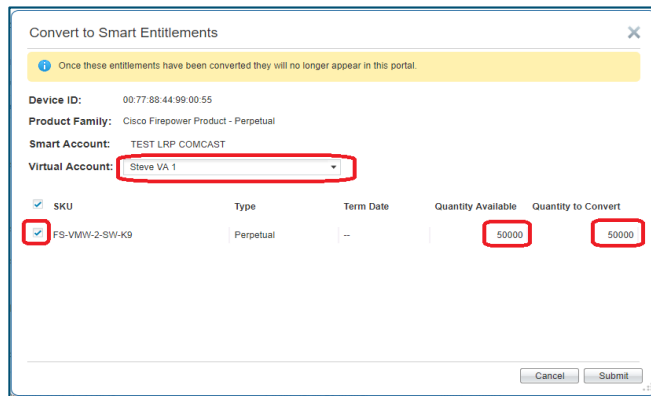
**Note:** More than one license can be checked at a time.

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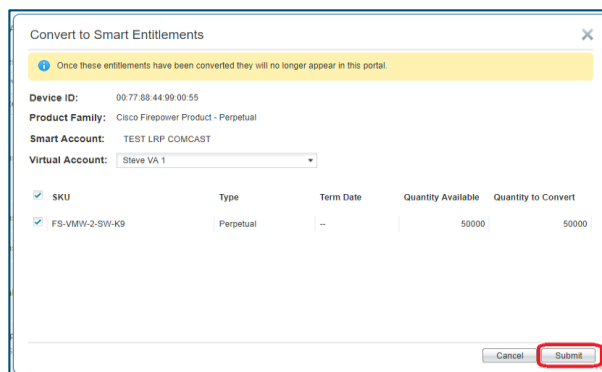
6. Click **Next**.



7. Enter the number of licenses to convert.

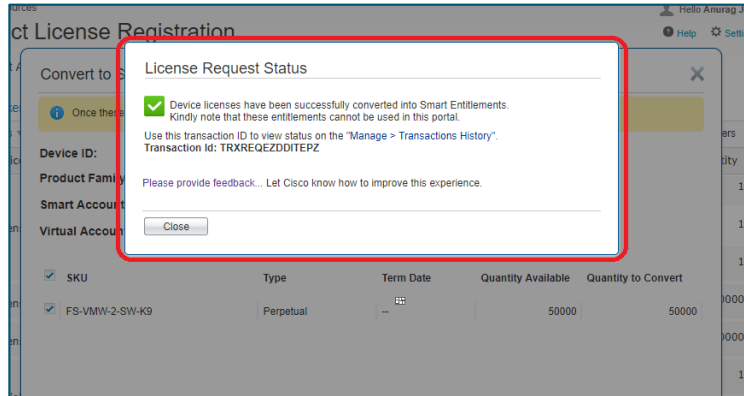


8. Click **Submit**.



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9. A message appears once the license has successfully converted to a Smart License.
  - **Note:** The license will **no longer** appear in LRP. You can find it in Cisco Smart Software Manager (CSSM).

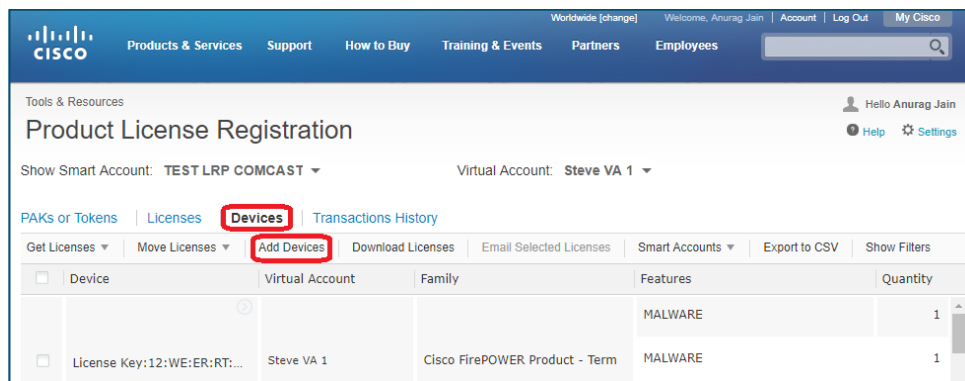


## VII. Add a Device to your Device Table

*This is for non-Smart Account users who have yet to set up their Smart Accounts and Virtual Accounts in the License Registration Portal (LRP).*

When you need to either retrieve an existing license or move licenses through Rehost or RMA associated to a device (not visible in your **Licenses/Devices** tab view of LRP), you can do so by **Adding the Device** to your device table.

1. Click the **Devices** tab.
2. Click **Add Devices**.



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3. Choose the **Device Identifier** and/or the **Product Family**.

**Add Device**

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Select one

\* Device Identifier: Select one ?

Cancel OK

4. If you choose the **Product Family**, the system automatically determines the **Device Identifier**. Enter the license key (node lock).
5. Click **OK**.

**Add Device**

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Cisco FirePOWER Product - Perpetual

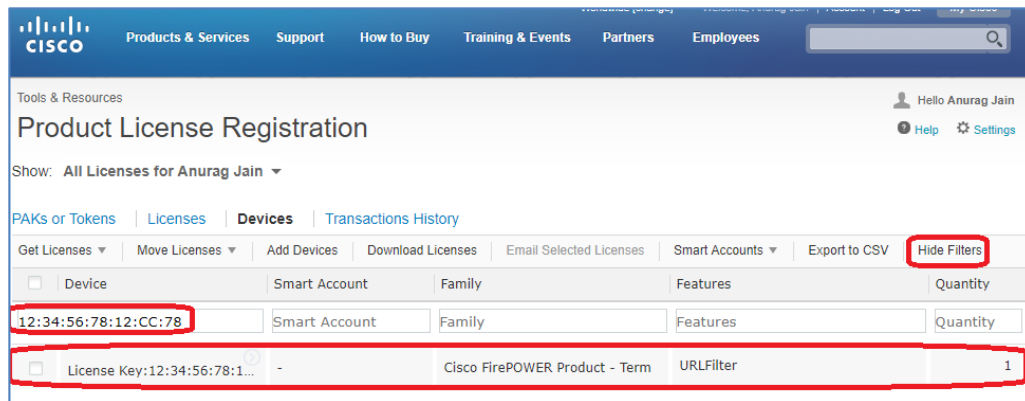
\* Device Identifier: Cisco FirePOWER License Key ?

\* License Key: 12:34:56:78:12:CC:78

Cancel OK

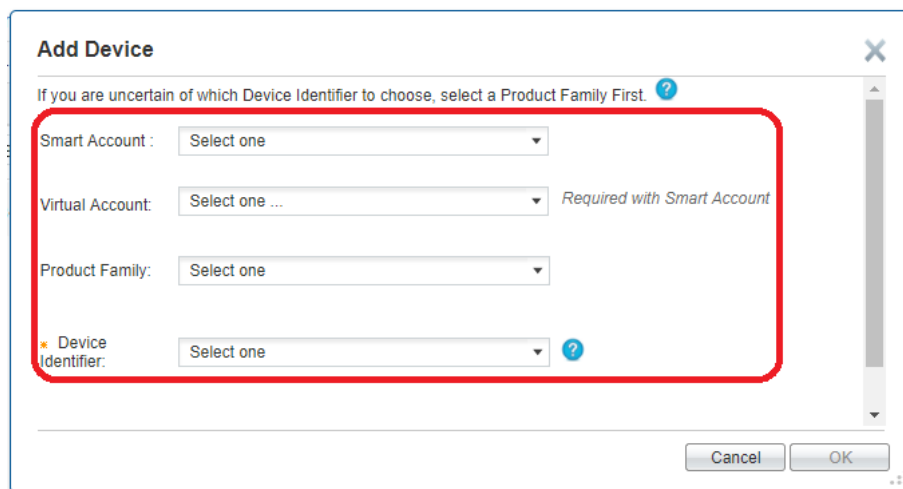
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6. The device has been successfully added.



### Available Device Identifiers and Product Family Mapping

The process to **Add a Device** for Smart Account users is the **same** as the steps listed in the previous two pages for non-Smart Account users. The difference is having the two options to choose a **Smart Account** and **Virtual Account**.



If you are adding a device using the **Device Identifier** option instead of the **Product Family** option, please refer to the list below to find which **Device Identifier** is to be used for the product.

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## Device Credential Definitions

- **License File:** Choose this option if you are using a FlexLM product (Flexera Technology). This license file would have been received via an email when the PAK was fulfilled.
- **Device Credential:** Choose this option if you are using a Sentinel product (SAFENET Technology). This credential is provided by the device via the admin function.
- **UDI PID/SN:** This option is used for IOS/Sentinel devices in case the device credential is not available. Choose the Device Identifier as UDI PID/SN and key in the UDI PID and Serial Number of the device. Click OK.
- **DCM/D9036/D9859/RFGW/ROSA:** Choose this option if you are using a Legacy ScientificAtlanta product (now known as SPVTG). This requires the UDI to be entered in the **UDI Host ID** field.
- **Node Lock:** This option is used for **ASA 5500 Series, NEXUS, or Email & Web Security (formerly IronPort)** products. Choose the Device Identifier as Serial Number/Device Identifier located on the device (for ASA devices, it is the PCB serial number).
  - For the **Inspur 12000 Series Switch**, the Serial Number should be in this format: **Chassis Type:Serial Number** (for example, **CN12706:FHODRTLXXXX**).
  - For **Crossbow**, the Serial Number should be in this format: **Chassis Type:Serial Number** (for example, **C7010:FHODRTLXXXX**).
- **License Request:** Choose this option if you are using a FNE product (Flexera Technology). This credential will be received in XML format from the PLM server.
- **ASR5000/ASR5500:** Choose this option if you are using ASR5K. This represents the device identifier.
- **TelePresence SN (formerly Tandberg SN):** Choose this option if you are using a Tandberg device. This will require the Universal Device Serial number.
- **Cisco FirePOWER License Key:** Choose this option if you are using a FirePOWER Product. This represents the License Key of the Defense Center.
- **Cisco UCS Invicta:** Choose this option if you are using a Cisco UCS Invicta product. It represents the serial number/device identifier located on the device.

a) **The following Sentinel products can be added via following Device Identifier: Device Credentials or UDI PID/SN**

Choose either the appropriate **Sentinel** product and the **Device Identifier** will default to **UDI PID/SN**...

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**Add Device** [X]

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: 800 Fixed

\* Device Identifier: UDI PID/SN ?

\* UDI PID

\* UDI SN

Cancel OK

...or choose **UDI PID/SN** in the **Device Identifier** field and enter the **UDI PID** and **UDI SN** information...

**Add Device** [X]

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Select one

\* Device Identifier: UDI PID/SN ?

\* UDI PID

\* UDI SN

Cancel OK

...or choose **Device Credential** in the **Device Identifier** field and enter the **Credentials** information in the field provided.

**Add Device** [X]

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Select one

\* Device Identifier: Device Credential ?

\* Credentials:

Cancel OK

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To obtain the **Device Credential**, please enter the command on the device.

**Device Credentials** ✕

**What is a Device Credential?**  
 A device credential is encrypted information encoded on a ROM chip within Cisco IOS devices (e.g. switches and routers) to uniquely identify the device.

**How do I retrieve the Device Credentials on a Cisco device running IOS?**  
 Retrieve Source Device Credentials by issue the following IOS commands in exec mode:

- license save credential flash0:CredentialFileName
- more flash0:CredentialFileName
- The source device has rehostable licenses.

b) **The following Flex LM products can be added via following Device Identifier: Node Lock or License File**

Product Family
1861 ISR
5500 and Cisco One (PAK based) Wireless LAN Controllers
7500 WIRELESS CONTROLLERS
800 FIXED
APPLICATION EXTENSION PLATFORM (AXP) AND UCSE
ASR 900
ASR 920
ASR1001
ASR901 SERIES ROUTERS
CARRIER PACKET TRANSPORT & 15454
CATALYST 2960
CATALYST 31XX (CBS30XX/CBS31XX)
CATALYST 3560E/X AND 3750E/X
CATALYST 4500E & 4500-X SERIES
CGR1000
CISCO 2504 WIRELESS CONTROLLERS
CISCO 5921 EMBEDDED SERVICES ROUTER
CISCO ASR9000
CISCO IOS XR SOFTWARE
CISCO MXE 5000 SERIES MEDIA EXPERIENCE ENGINE
CISCO NETWORK ANALYSIS MODULE (NAM)
CISCO NETWORK ANALYSIS MODULE VIRTUAL (VNAM)
CISCO UNIFIED MESSAGE GATEWAY
CISCO UNIFIED SIP PROXY (CUSP)

CISCO UNITY EXPRESS
CISCO VIDEO ANALYTICS
CISCO WIRELESS CONTROLLER ON SRE FOR ISR G2
CISCO WISM2 WIRELESS CONTROLLERS
CISCO5921ESR
CIVS-APPS
CLOUD SERVICES ROUTER
CRS
ES3 ETHERSWITCH
GATEKEEPER AND AMR
IE2000
IPS ISR LICENSING
IPS SERVICE LICENSE - 4270/4300/4500 SERIES, AIM-IPS-K9, OR VERSION 6.1+
ISA 500 SERIES SECURITY APPLIANCE
ISR G2
ISR4300
ISR4400
ME3600X/3800X
ONS 15454 MSTP
RFGW-10 DS384
SA 500 SERIES SECURITY APPLIANCES
SA540 SSL LICENSE
SRE WLC BASE LICENSE (FREE)
SURVIVABLE REMOTE SITE VOICEMAIL (SRSV)
UBR MC20X20/3G60/PRE5/3GSPA
UNIFIED COMMUNICATIONS 320
UNIFIED COMMUNICATIONS 500 SERIES
VIRTUAL DESKTOP SWITCHING
VIRTUAL WIRELESS LAN CONTROLLERS
VMSS

Choose the specific Flex LM product and the **Device Identifier** will default as **Node Lock**. Enter the **UDI Host ID** information.

**Add Device** [X]

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: CS-MARS

Device Identifier: Node Lock ?

UDI Host Id:

Cancel OK

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You can also choose **License File** in the **Device Identifier** field. Enter the **License File** information in the field provided.

**Add Device**

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Select one

\* Device Identifier: License File ?

\* License File:

Cancel OK

Product Family
ASA - DUCATI
BILLING AND MEASUREMENTS SERVER
BUSINESS VIDEO COLLECTOR
CABLE BROADBAND TROUBLESHOOTER
CARIDEN
CGNMS
CISCO 3GBPS GUARD/2GBPS DETECTOR
CISCO AON SOFTWARE
CISCO APPLICATION CONTROL ENGINE
CISCO APPLICATION CONTROL ENGINE (ACE) XML GATEWAY - CRO
CISCO APPLICATION CONTROL ENGINE (ACE) XML GATEWAY - NONCRO
CISCO APPLICATION NETWORKING MANAGER
CISCO DATA CENTER NETWORK MANAGER
CISCO DATA VIRTUALIZATION - CIS
CISCO EMERGENCY RESPONDER
CISCO EXTENDED CARE 1.0
CISCO HEALTHPRESENCE
CISCO HEALTHPRESENCE 2.1 AND LATER
CISCO HEALTHPRESENCE EXTENDED REACH
CISCO INTERCOMPANY MEDIA ENGINE
CISCO IP INTEROPERABILITY AND COLLABORATION SYSTEM
CISCO IP INTEROPERABILITY AND COLLABORATION SYSTEM 4.5(X), 4.6(X) AND LATER
CISCO WAE DEDICATED
CISCO WAE DEDICATED – TNC SUBSCRIPTION

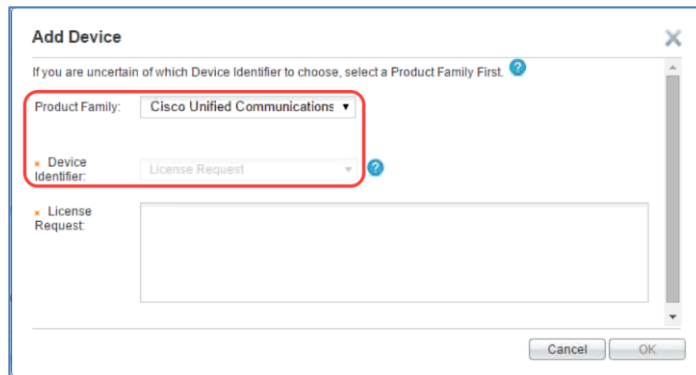
CISCO WAE FLOATING
CISCO WAE FLOATING – TNC SUBSCRIPTION
CISCO MEDIA EXPERIENCE ENGINE (MXE)
CISCO MEDIA EXPERIENCE ENGINE V 3.1 AND LATER
CISCO MEDIA EXPERIENCE ENGINE V 3.1 MIGRATION
CISCO MODELING LABS
CISCO MODELING LABS TNC SUBSCRIPTION
CISCO MULTICAST MANAGER (V3.2 AND LATER)
CISCO NETMANAGER - IP INFRASTRUCTURE 1.0
CISCO NETMANAGER - UNIFIED COMMUNICATIONS
CISCO NETWORK ASSET COLLECTOR 1.2
CISCO NETWORK BUILDING MEDIATOR
CISCO NETWORK BUILDING MEDIATOR - MEGATRON
CISCO NEXUS 9000 SERIES SWITCHES
CISCO PHYSICAL ACCESS MANAGER
CISCO PRIME COLLABORATION MANAGER
CISCO PRIME NETWORK
CISCO PRIME SECURITY MANAGER
CISCO QUANTUM
CISCO SECURE ACCESS CONTROL SYSTEM
CISCO SECURE ACS VIEW SERVER
CISCO SECURITY AUDITOR
CISCO SECURITY MANAGER
CISCO SMART BUSINESS PORTAL
CISCO TELEPRESENCE
CISCO TELEPRESENCE EXCHANGE
CISCO TELEPRESENCE READINESS ASSESSMENT MANAGER
CISCO TELEPRESENCE READINESS ASSESSMENT MANAGER 1.0
CISCO TELEPRESENCE SATELLITE
CISCO TELEPRESENCE UPGRADE
CISCO UCS DIRECTOR (FORMERLY CLOUPIA) OFFERINGS
CISCO UCSD EXPRESS
CISCO UNIFIED APPLICATION ENVIRONMENT
CISCO UNIFIED APPLICATION ENVIRONMENT - V8 AND LATER
CISCO UNIFIED CALLCONNECTOR
CISCO UNIFIED COMMUNICATIONS MANAGER - ARMY
CISCO UNIFIED COMMUNICATIONS MANAGER - PARTIAL
CISCO UNIFIED COMMUNICATIONS MANAGER - SINGLE
CISCO UNIFIED COMMUNICATIONS MANAGER - UPGRADE
CISCO UNIFIED COMMUNICATIONS MANAGER AND CUPS - VMWARE
CISCO UNIFIED COMMUNICATIONS MANAGER BUSINESS EDITION 3000
CISCO UNIFIED CUSTOMER VOICE PORTAL STUDIO
CISCO UNIFIED CUSTOMER VOICE PORTAL(FLEX)
CISCO UNIFIED EXPERT ADVISOR
CISCO UNIFIED INTELLIGENCE CENTER
CISCO UNIFIED INTELLIGENCE CENTER 2
CISCO UNIFIED INTELLIGENCE SUITE

CISCO UNIFIED OPERATIONS MANAGER
CISCO UNIFIED PERSONAL COMMUNICATOR
CISCO UNIFIED PROVISIONING MANAGER
CISCO UNIFIED SERVICE MONITOR
CISCO UNIFIED SERVICE STATISTICS MANAGER
CISCO UNIFIED VIDEOCONFERENCING
CISCO VDS IS
CISCO VFRAME DATA CENTER - HA
CISCO VFRAME DATA CENTER - NON HA
CISCO VIDEO SURVEILLANCE MANAGER
CISCO VIDEOSCAPE MEDIA SUITE
CISCO VIRTUAL SECURITY GATEWAY
CISCOWORKS LAN MANAGEMENT SOLUTION
CLEAN ACCESS
CLEAN ACCESS FAILOVER
CLEAN ACCESS FAILOVER MANAGER
CLEAN ACCESS PROFILER
COLLABORATION SERVER
CROSSBOW
CRS CRO VERSION
CRS SOFTWARE (ICD)
CRS SOFTWARE (IVR)
CRS SOFTWARE (NASR)
CRS SOFTWARE (NTTS)
CRS SOFTWARE (QM)
CS-MARS
CVP UPGRADE
DATA CENTER NETWORK MANAGEMENT (BASE LICENSE)
DATA CENTER NETWORK MANAGEMENT (INCREMENTAL LICENSE)
DATAINMOTION
ECLAT
E-MAIL MANAGER
EMSP
EMSP - TNC SUBSCRIPTION
ENHANCED DEVICE INTERFACE
FALCON - T AND C SUBSCRIPTION
FIBER CHANNEL STORAGE SWITCH FOR ALL
FISHBOWL
GENERIC FLEXLM
GLOBAL SITE SELECTOR
GLOBAL SITE SELECTOR (NODE-LOCKED)
H323 SIGNALING INTERFACE
ICSUNTY 4.X NEW
ICSUNTY 4.X UPGRADE
IDENTITY SERVICES ENGINE
IDENTITY SERVICES ENGINE - TNC SUBSCRIPTION
INSPUR CN8000 SERIES SWITCHES

INSPUR CN12000 SERIES SWITCHES
IP IVR - V4.X TO V7.X
IP IVR - V8.X AND GREATER (NODE LOCKED)
IPCC EXPRESS - V8.X AND GREATER (NODE LOCKED)
IPS SENSOR
MDS 9000, NEXUS 5000 AND NEXUS 7000 SERIES SWITCHES
MEETINGPLACE - V7 AND V8
MEETINGPLACE (FLEXLM)
MEETINGPLACE EXPRESS
MEETINGPLACE - V8.5 AND LATER
MOBILITY SERVICES ENGINE
NCS 1.0
NCS-WAN
NETWORK BUILDING MEDIATOR
NUOVA SWITCH PRODUCT
ORION MANAGED SERVICES SOLUTION
PGW2200 SOFTSWITCH
PGW2200 SOFTSWITCH (PF)
PNCV12
PRIME ASSURANCE MANAGER (PAM)
PULSE
QMOG
QOS POLICY MANAGER (QPM)X
RED HAT ENTERPRISE LINUX SUBSCRIPTION ACTIVATION REQUEST
REMOTE EXPERTMANAGER
RESOURCE MANAGER ESSENTIALS AND PERFORMANCE MONITOR
SECURE IDS HOST SENSOR
SECURITY AGENT
SECURITY AGENT STARTER KIT
SMALL BUSINESS NETWORK MANAGEMENT
UCS 6100 SERIES FABRIC INTERCONNECT
UCS CENTRAL
UNIFIED COMMUNICATIONS AUDIT TOOL
UNIFIED COMMUNICATIONS DEPLOYMENT TOOL
UNIFIED CONNECTIONS
UNIFIED PRESENCE SERVER
UNITY BRIDGE
UNITY CONNECTION HA
UNITY CONNECTION NEW
UNITY CONNECTION WITH SIGNATURE
UNITY NEW
UNITY POOLING LICENSE
UNITY UPGRADE
VMS (COMMON SERVICES)
WIRELESS CONTROL SYSTEM (WCS) NAVIGATOR
WIRELESS CONTROL SYSTEM (WCS) SITE
WIRELESS CONTROL SYSTEM SOFTWARE

c) The following FNE products can be added via following Device Identifier: License Request

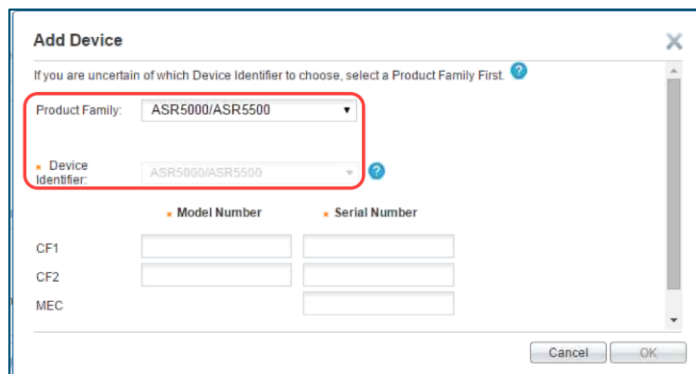
Choose the appropriate FNE product and the **Device Identifier** will default to **License Request**. Enter the **License Request** information in the field provided.



Product Family
CISCO UNIFIED COMMUNICATIONS
CISCO UNIFIED COMMUNICATIONS - 2
CISCO UNIFIED COMMUNICATIONS - CWMS
FNE TERM AND CONTENT

d) The following ASR5K products can be added via following Device Identifier: ASR5000/ASR5500

Choosing the appropriate ASR5K product will automatically fill in the **Device Identifier** as **ASR5000/ASR5500**. Enter a valid **Model Number** and **Serial Number** combination or the MEC Serial Number as applicable.



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Product Family
ASR5000/ASR5500

- e) **The following legacy Scientific Atlantic (now known as SPVTG) products can be added via Device Identifier: DCM/D9036/D9859/RFGW/ROSA**

Choose the desired **SPVTG** product (formerly **Scientific Atlantic**) and the **Device Identifier** is **DCM/D9036/D9859/RFGW/ROSA**. Enter the **UDI Host ID** information.

Product Family
SPVTG-D9036-BU
SPVTG-D9036-MAIN
SPVTG-D9600
SPVTG-D9859
SPVTG-DCM-BU
SPVTG-DCM-MAIN
SPVTG-RFGW-1
SPVTG-ROSA-EM
SPVTG-ROSA-NMS
SPVTG-ROSA-NMS-NG
SPVTG-ROSA-SIM
SPVTG-ROSA-VSM

- f) **The following SourceFire products can be added via Device Identifier: Cisco FirePOWER License Key**

Choose the appropriate **SourceFire** product and the **Device Identifier** is **Cisco FirePOWER License Key**. Enter the **License Key**.

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Product Family
CISCO FIREPOWER PRODUCT - PERPETUAL
CISCO FIREPOWER PRODUCT - TERM

- g) The following TelePresence (formerly known as Tandberg) products can be added via Device Identifier: TelePresence SN

Choose the **TelePresence** product and the **Device Identifier** is **TelePresence SN**. Enter the **Serial Number**.

Product Family
CISCO TELEPRESENCE
CISCO TELEPRESENCE C SERIES
CISCO TELEPRESENCE CONDUCTOR
CISCO TELEPRESENCE CONFERENCING DEMO
CISCO TELEPRESENCE CONTENT SERVER

CISCO TELEPRESENCE DEMO
CISCO TELEPRESENCE EX SERIES
CISCO TELEPRESENCE EXCHANGE
CISCO TELEPRESENCE INTEGRATOR PACKAGE
CISCO TELEPRESENCE IP GW 3500 SERIES
CISCO TELEPRESENCE IP VCR 2200 SERIES
CISCO TELEPRESENCE ISDN AND SERIAL GW
CISCO TELEPRESENCE MANAGER (CTS-MAN)
CISCO TELEPRESENCE MCU 4200 SERIES
CISCO TELEPRESENCE MCU 4500 SERIES
CISCO TELEPRESENCE MCU 5300 SERIES
CISCO TELEPRESENCE MPS
CISCO TELEPRESENCE MSE 8000 BLADES
CISCO TELEPRESENCE MSE 8000 SERIES CHASSIS
CISCO TELEPRESENCE MX SERIES
CISCO TELEPRESENCE MXP SERIES
CISCO TELEPRESENCE PRODUCT UPGRADE
CISCO TELEPRESENCE PROFILE SERIES
CISCO TELEPRESENCE QUICK SET
CISCO TELEPRESENCE RMA
CISCO TELEPRESENCE SATELLITE
CISCO TELEPRESENCE SOFTWARE UPGRADE RELEASE KEYS
CISCO TELEPRESENCE SOFTWARE VERSION UPGRADE - PAK
CISCO TELEPRESENCE SOFTWARE VERSION UPGRADE - SERVICE CONTRACT
CISCO TELEPRESENCE T1 AND T3
CISCO TELEPRESENCE TMS OPTIONS ACTIVATION
CISCO TELEPRESENCE TS 7000 SERIES TELEPRESENCE SERVER
CISCO TELEPRESENCE UPGRADE
CISCO TELEPRESENCE VCS CONTROL, EXPRESSWAY AND STARTER PACK
CISCO TELEPRESENCE VCS-EXPRESSWAY
CISCO TELEPRESENCE VIRTUAL FOR OPTIONS
CISCO TELEPRESENCE VIRTUAL TCS
CISCO TMS DEMO

h) **Adding Cisco Meeting Server via the Cisco Meeting Server (Acano) option**

After clicking the **Add a Device** tab, go to the **Product Family** field...

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**Add Device**

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Smart Account: Select one ...

Virtual Account: Select one ... *Required with Smart Account*

**Product Family:** Select one

Device Identifier: Select one ?

Cancel OK

...and choose the **Cisco Meeting Server (Acano)** option.

**Add Device**

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Smart Account: Select one ...

Virtual Account: Select one ... *Required with Smart Account*

**Product Family:** Cisco Meeting Server (Acano)

Device Identifier: ACANO MAC Address ?

MAC Address:

Cancel OK

Note: The **Device Identifier** field is already pre-populated and you need to enter the **MAC address**. Click [here](#) for guidance on how to locate the MAC address.

i) **The following products can be added via Device Identifier: Node Lock**

Choose the appropriate product and the **Device Identifier** is **Node Lock**. Enter the **UDI Host ID** information.

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**Add Device** ✕

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Iron Port Product - SW Bundles ▼

\* Device Identifier: Node Lock ▼ ?

\* UDI Host Id:

**Add Device** ✕

If you are uncertain of which Device Identifier to choose, select a Product Family First. ?

Product Family: Nexus 3000 ▼

\* Device Identifier: Node Lock ▼ ?

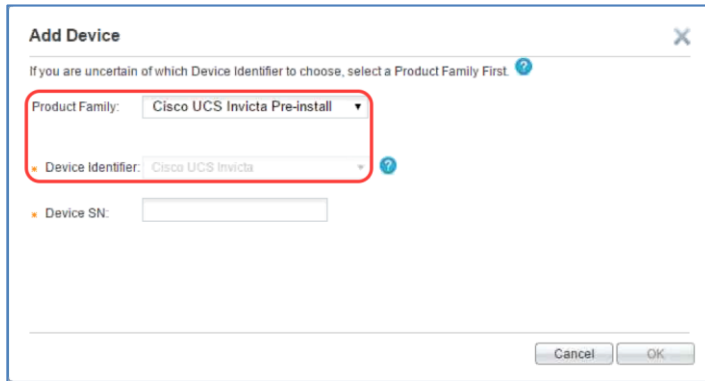
\* UDI Host Id:

Product Family
ASA 5500 SERIES
Cisco NEXUS 9000 SERIES SWITCHES
CITRIX NETSCALER
IRON PORT
MDS 9000, NEXUS 5000 AND NEXUS 7000 SERIES SWITCHES
NEXUS 1000V
NEXUS 3000
NEXUS 4000 SERIES SWITCHES

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- j) **The following Cisco UCS Invicta product can be added via Device Identifier: Cisco UCS Invicta**

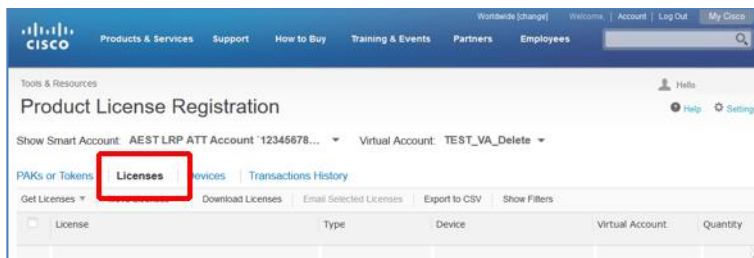
Choose the **Cisco UCS Invicta** product and the **Device Identifier** is **Cisco UCS Invicta**. Enter the **Device SN** information.



Product Family
CISCO UCS INVICTA

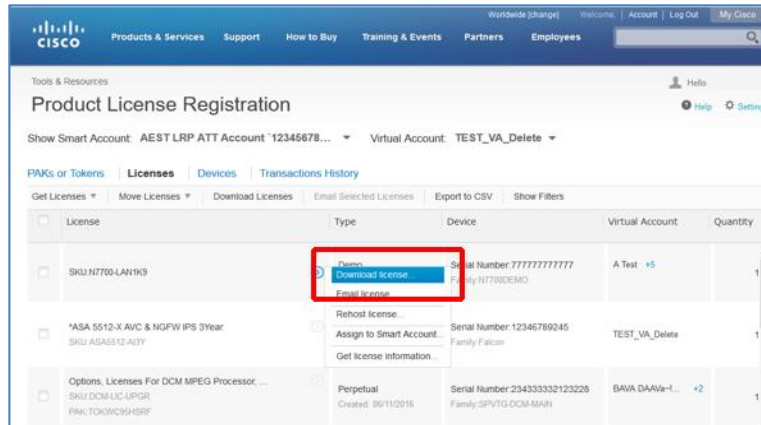
## VIII. How To: Retrieve Existing Licenses

1. Click the **Licenses** tab as this shows a list of all your registered licenses.

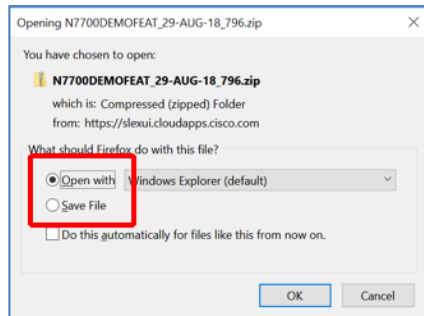


2. Hover the mouse over a specific license which will display a blue arrow to the right that provides a drop-down list. Choose **Download License**.

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### 3. Choose to open or save the zip file.



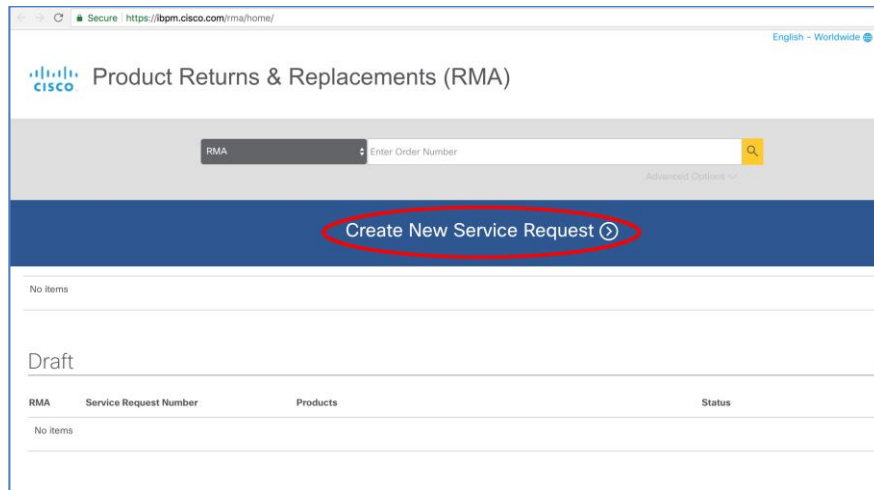
## IX. License Rehost from Failed Device – Return Material Authorization (RMA)

In order to rehost a license from a failed device, you must first create a Return Material Authorization (RMA).

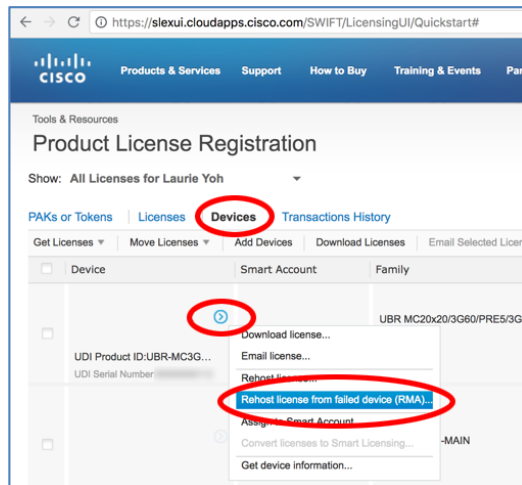
1. For product returns and replacements, go to the [Product Returns & Replacements \(RMA\) page](#), click **Create New Service Request**, and follow the prompts to open a new case.

NOTE: You must create an RMA in order to transfer licenses to your replacement device.

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2. After receiving your replacement device, perform an RMA license transfer.
  - a. In LRP, click the **Devices** tab.
  - b. Locate your device; hover over the **Device** name and click the blue arrow icon.
  - c. Choose **Rehost license from failed device (RMA)** from the menu.



3. Enter the **Product ID, Serial Number, and RMA Number**. A link is provided to **Look Up or Request an RMA number**. If you do not have an RMA number, see Step 7 below. After you enter the required data, click **Next**.

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**RMA** [Close]

Specify Target & Options | Review

**From**

Product Id: [Redacted]  
 Serial Number: [Redacted]  
 Product Family: IE2000  
 Smart Account: Unassigned  
 Virtual Account: Unassigned

**To**

Product Id: [Redacted]  
 Serial Number: [Redacted]  
 Product Family: IE2000  
 RMA #: [Redacted]  Not Available  
 Look up or request an RMA Number  
 Smart Account: Select one ...  
 Virtual Account: Select one ...  
 Required with Smart Account

[Cancel] [Next]

4. Review the information and click **Transfer**.

**RMA** [Close]

Specify Target & Options | **Review**

**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.

Send To: user@cisco.com Add...

End User: user Edit...

	Product Family:	Product Name	Description	Quantity
1	ITP Cisco 2504 Wireless Controllers			
1.1		PLIC-CT2504-1A	*1 AP Adder Licenses for 2504 WLAN Controller	12
1.2		ITPCisco2504_P		1

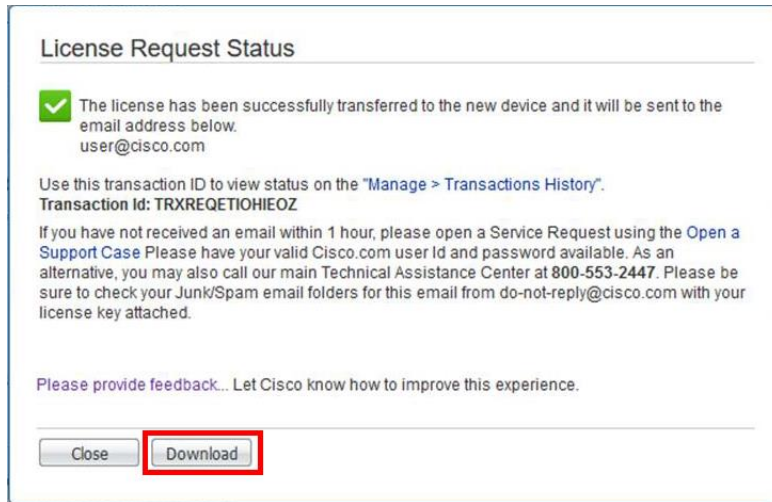
By clicking Submit you indicate that you agree with the terms of the [License Agreement](#)

[Cancel] [Back] [Transfer]

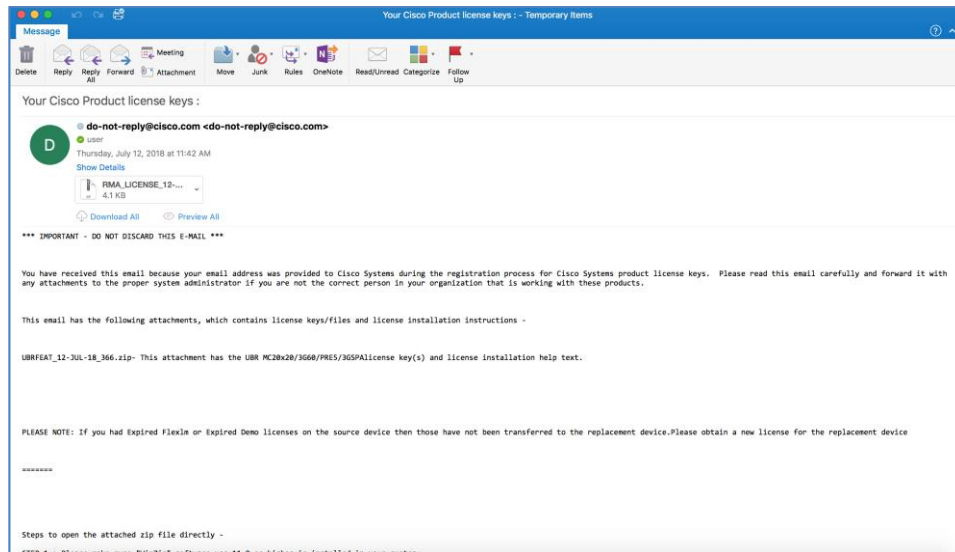
5. A message will display confirming that the license was successfully transferred to the new device. You can download the license from here or from your confirmation email.

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6. Your confirmation email includes your RMA license keys, files, and installation instructions.



7. There may be situations where you do not have an RMA number, for example, you use a replacement device from your own inventory. Check the **Not Available** check box and click **Next**.

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**RMA**

Specify Target & Options | Review

**From**

Product Id: [Redacted]  
 Serial Number: [Redacted]  
 Product Family: IE2000  
 Smart Account: Unassigned  
 Virtual Account: Unassigned

**To**

Product Id: [Redacted]  
 Serial Number: [Redacted]  
 Product Family: IE2000  
 RMA #: [Redacted]  Not Available  
 Look up or request an RMA Number  
 Smart Account: Select one ...  
 Virtual Account: Select one ...  
 Required with Smart Account

Cancel Next

- An approval will be required. Choose a **Reason** from the drop-down list, enter notes for the approver in the field provided, and click **OK**.

**Approval Required**

Since you have not provided an RMA number, this request must be approved. Please provide the reason why you do not have an RMA number. You will be informed by email when the request is approved or denied.

Optional Reason: I can't locate my RMA number  
 The RMA is on a coworker's Cisco account  
 Moving licenses to a spare device, I'll create an RMA later  
 Other...

Notes for Approver:  
 Using a replacement device from my own inventory.

OK Cancel

- A **Request Pending Approval** message will display. Click **OK**.

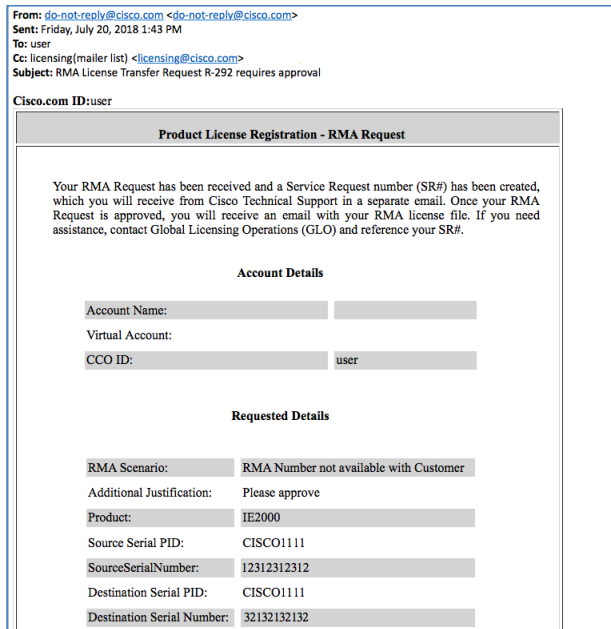
**Request Pending Approval**

Your request to rehost licenses to another device has been submitted. You will receive an email when it is approved or denied.

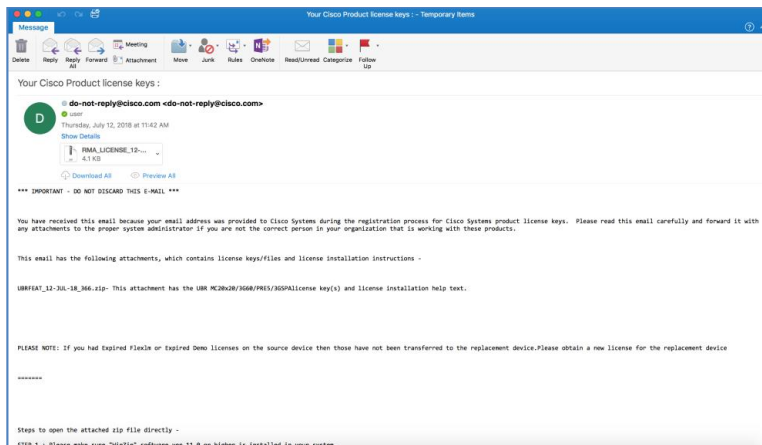
OK

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10. After your request is submitted, you will receive a confirmation email.



11. Upon approval, the email you receive will contain your new RMA license files and installation instructions.



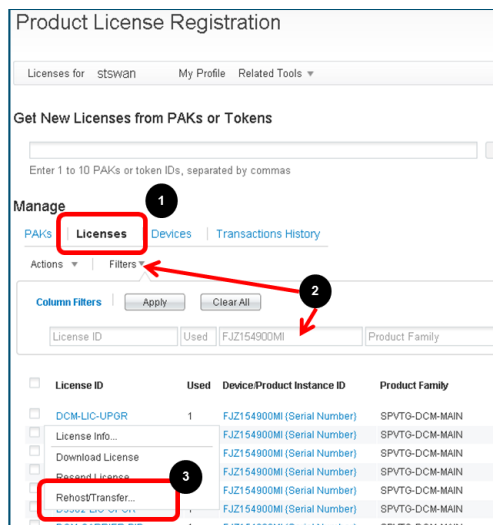
You may be contacted by GLO (Global Licensing Operations) if further verification is needed for approval.

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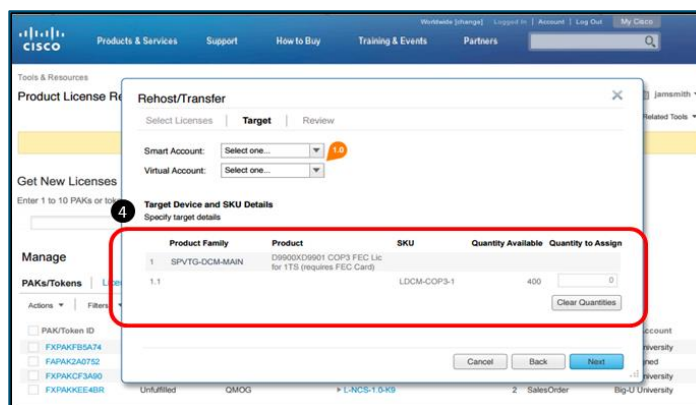
## X. How To: Transfer Features to a Token

A secure transfer of features to a Token can be initiated from either the **Licenses** tab or the **Devices** tab under the **Manage** section. For this example, we will use the **Licenses** tab.

1. Click on the **Licenses** tab.
2. Choose the specific license. In this case, we chose the most recent generated license, which is at the top of the list (by default).
3. Hover over the License ID and click. From the drop-down list, choose **Rehost/Transfer**.



4. A pop-up window appears with a list of available features for transfer. Enter the quantity for each feature you want to transfer. For this example, we are transferring a quantity of 200 from LDCM-COP3. Click **Next**.



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Check the **I Agree with the Terms of the License** check box. Make sure both the **Send To** and **End User** fields are populated. Review the summary. Click **Submit**.

Source	Serial Number	Product ID
Target	Token	
Sku Name	Quantity	
1.1	LDCM-COP3	200

Once successfully completed, the **License Request Status** window appears with a green check mark. A new downgraded license has been created and the 200 features have been transferred onto a Token.

You can either download the license from here or from the email that was sent.

**License Request Status**

✔ The License has been successfully sent to the email address below.  
stswan@cisco.com

Use this transaction ID to view status on the "Manage > Transactions History".  
**Transaction ID: TRXREOEOEHXPDI**

If you have not received an email within 1 hour, please open a Service Request using the TAC Service Request Tool. Please have your valid Cisco.com user Id and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447. Please be sure to check your Junk/Spam email folders for this email from licensing@cisco.com with your license key attached.

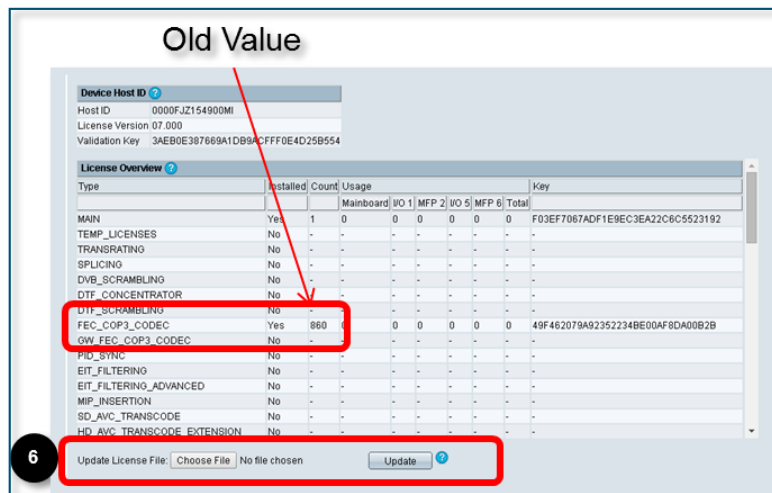
Please provide feedback... Let Cisco know how to improve this experience.

Close Download

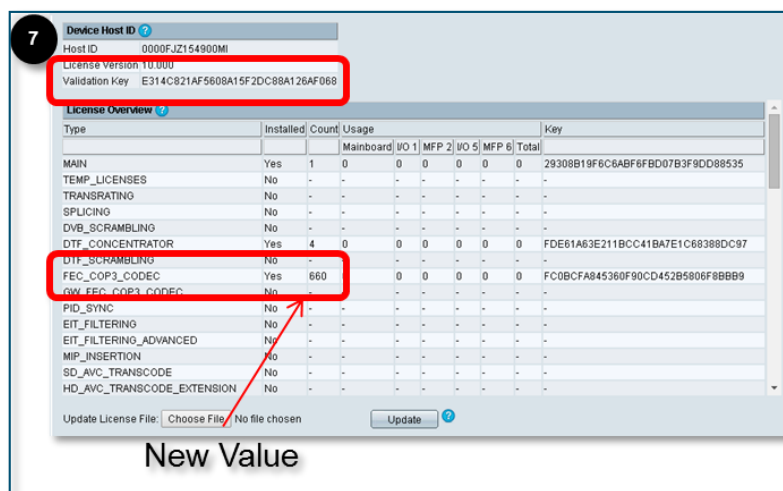
In order to receive the Token with the transferred features and prove you have downgraded the license, you need to upload the downgraded license to the device/product.

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- In the **Update License File** field, click **Choose File**. After choosing the downgraded license, click **Update**. The license will reload and the new license will be displayed.

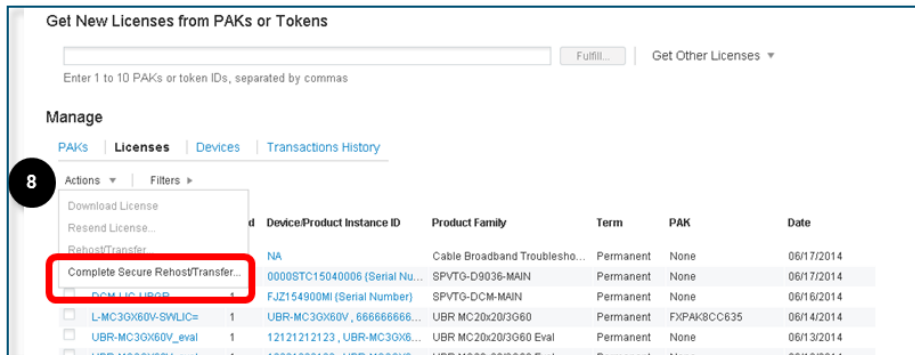


- Notice the new count of 660 for the selected feature. Next, copy and paste the **Validation Key**. You will need this to complete the secure transfer process in order to receive the Token in LRP.

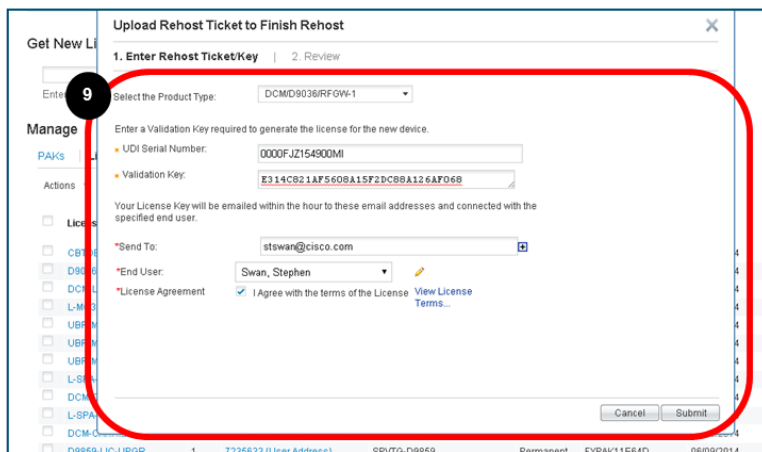


- Under the **Actions** drop-down list from the **Licenses** tab, click the **Complete Secure Rehost/Transfer** option.

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- Choose the **Product Type** and enter the **UDI Serial Number** and the new **Validation Key** (paste). Make sure the **Send To** and **End User** fields are populated. Check the **I Agree with the Terms of the License** check box and click **Submit**.

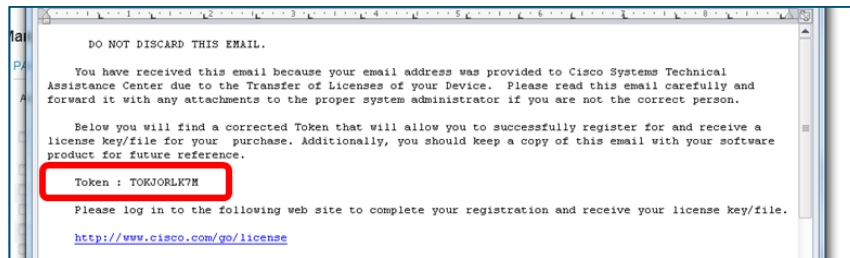


This message appears once the validation has been completed successfully.

Your License Key will be emailed within the hour to these email addresses and connected with the specified end user.

An email is sent to the designated email address(es) with the Token ID.

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## XI. How To: Find your Transaction History

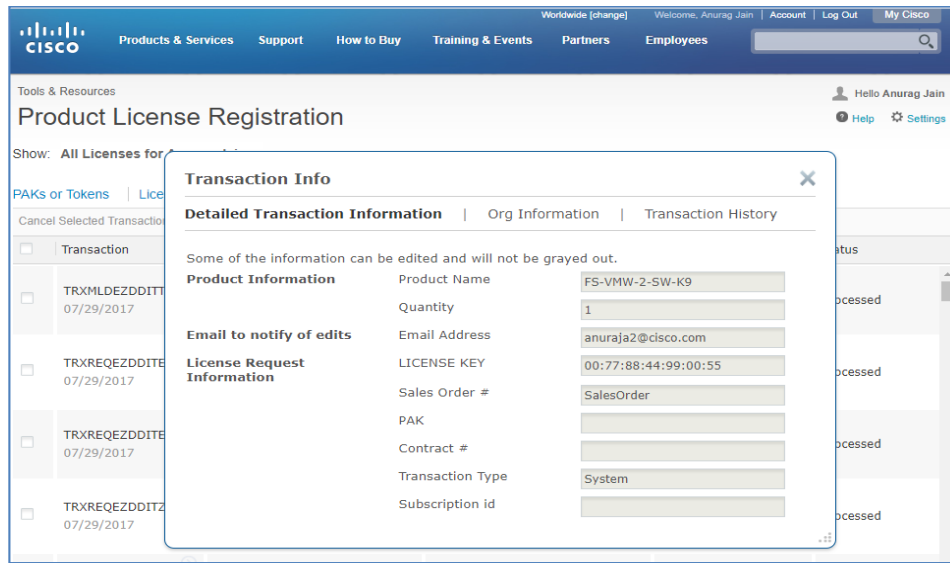
1. Choose the **Transactions History** tab.
2. Hover over the desired Transaction ID until you see a blue arrow and choose **Get transaction information**.

Transaction	Description	Device	Smart Account	Status
<input type="checkbox"/> TRXMLDEZDDITHT 07/29/2017	FULFILLMENT	License Key:01:11:10:MM:10:...	-	Processed
<input checked="" type="checkbox"/> TRXREQZDDITEPZ 07/29/2017	DEVICE_LED_SMART_CONVERS...	License Key:00:77:88:44:99:...	TEST LRP COMCAST Steve VA 1	Processed
<input type="checkbox"/> TRXREQZDDITESD 07/29/2017	CONVERT_TO_SMART_LICENSE	-	TEST LRP COMCAST DEFAULT	Processed

3. The **Transaction Info** screen provides information regarding the selected transaction based on three categories: **Detailed Transaction Information**, **Org Information**, and **Transaction History**.

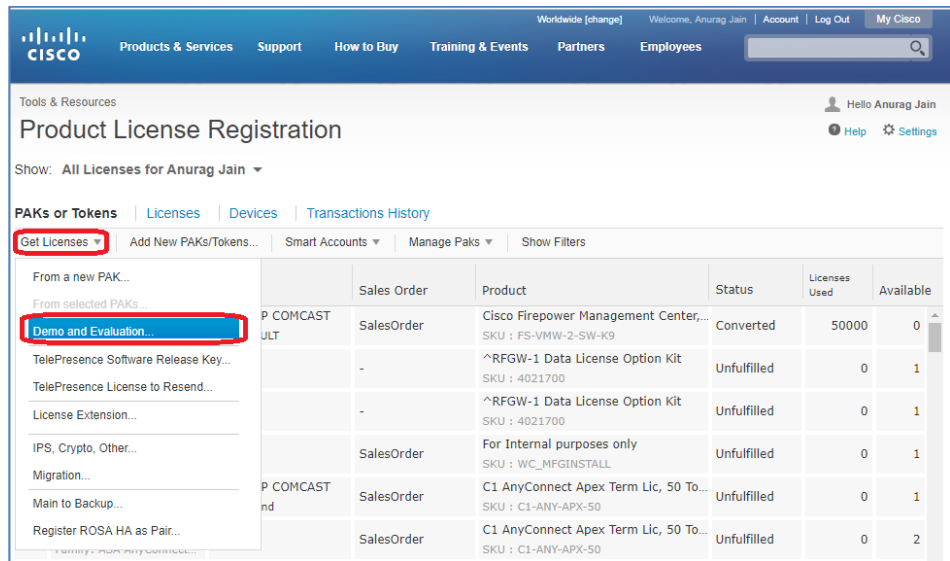
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## XII. How To: Produce a Demo or Evaluation License

1. Under **Get Licenses** from the **PAKs or Tokens** tab, choose **Demo and Evaluation**.



2. Choose the **Product Family** and **Product** (option to search by keyword) and click **Next**.

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**Get Demo and Evaluation Licenses**

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

Search by Keyword

Make a selection from this list of products.

**Product Family**

- Cable Broadband Troubleshooter
- Network Mgmt Products
- Security Products
- Unified Communications Products
- Routers & Switches
- Wireless
- Energy Management

Cancel Next

3. Choose the **Smart Account** and **Virtual Account** and click **Next**.

**Get Demo and Evaluation Licenses**

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

**Smart Account**

Select one

**Virtual Account**

Select one ...  Required with Smart Account

**Cable Broadband Troubleshooter 60-Day Demo License**

Cancel Previous **Next**

4. Check the **I Agree with the Terms of the License Agreement** check box and click **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.

Send To:  Add...

End User:  Edit...

**License Request**

Device Identifier: Not Applicable

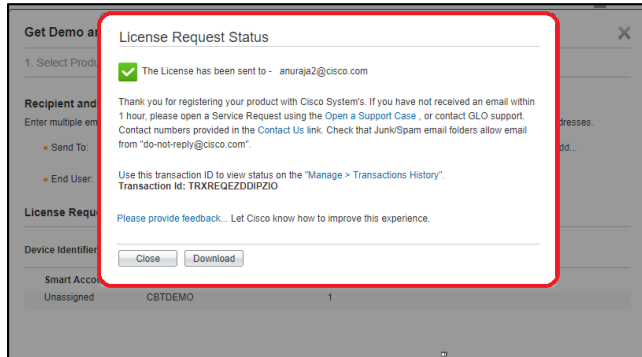
Smart Account	SKU Name	Qty
Unassigned	CBTDEMO	1

Agree with the Terms of the License Agreement

Cancel Previous **Submit**

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5. The **Demo/Evaluation** license is sent via email and is also available for immediate download.



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## Document Versions/Edits

Name	Version	Notes	Date
Donna Bugarin	0.1/0.2	Document outline	6/24/14
Donna Bugarin	0.3/0.4	Updated Add a Device/RMA Sections	7/15/14
Donna Bugarin	0.5	Updated Add a Device Section	8/4/14
Donna Bugarin	0.6	Updated Tandberg name to Telepresence	10/28/14
Sharlene Brown (Central CM Team)	0.7	Section Addition: Set up Manual Device Migration of Classic Licenses to Smart Entitlements	4/24/2015
Sharlene Brown & Pawan Vohra (Central CM Team)	0.8	Revised Section: Load and Assign a New Product Authorization Key (PAK) to a Smart Account	6/08/2015
Jagrup Sidhu & Pawan Vohra (Central CM Team)	0.9	Revised Section: Revision of User Guide for Virtual Accounts in the License Registration Portal (LRP)	8/14/2015
Lenny Montano (SWSC PM)	10.0	Revised Sections: Entire document including – template formatting, Smart Account/Virtual Account highlights, Register, Load and Assign PAKs and conduct SA/VA functions (RMA/rehost, demo/evaluation and converting to Smart Entitlements)	8/18/2015
Lenny Montano (SWSC PM)	11.0	Added and revised sections: <ol style="list-style-type: none"> <li>1. Add Smart/Virtual Account to the Assign / Reassign Workflow in the Licenses Tab</li> <li>2. Add Smart/Virtual Account to the Assign / Reassign Workflow in the Devices Tab</li> <li>3. Assign Smart Account / Virtual Account during Add Device Workflow</li> <li>4. Assign Smart/Virtual Account During "Add Token" Workflow</li> <li>5. Assign / Reassign Smart/Virtual Account for Token</li> <li>6. Assign Smart/Virtual Account During Token Consolidation Workflow</li> <li>7. Assign Smart/Virtual Account During Token Fulfillment</li> <li>8. Assign Smart Account / Virtual Account during Add Device Workflow</li> </ol>	9/26/15
James Au (SWSC PM)	12.0	<ol style="list-style-type: none"> <li>1. Updated Add a Device section (screens and tables)</li> <li>2. Added Convert Licenses from Device to Smart Licenses</li> </ol>	4/5/16
James Au	13.0	Added Cisco Meeting Center section under Add a Device	9/21/16
James Au	14.0	Added Inspur and Crossbow text under Node Lock and table	2/2/17
Sreemoyee Sarkar	15.0	Revised the LRP Document	7/17/17
Krishna Prasad U R	15.1	Updated all the screenshots	7/29/17
James Au	15.2	Cleaned up formatting and edited text to align with new screenshots	8/25/17
Laurie Yoh	15.3	Cleaned up formatting, grammar, punctuation, and spelling.	1/25/18

Name	Version	Notes	Date
Laurie Yoh	16.0	Added and revised sections: <ol style="list-style-type: none"> <li>1. New Section: License Rehost from Failed Device – Return Material Authorization (RMA)</li> <li>2. Transfer Features to a Token               <ol style="list-style-type: none"> <li>a. Revised Section: Offline Device and Unable to Provide the Required Credentials, use the RMA Process</li> </ol> </li> </ol>	7/17/18
Laurie Yoh	16.1	Combined sections VII-Add a Device to your Device Table and X-Available Device Identifiers and Product Family Mapping. Updated screenshots.	9/1/18