

# Quick Guide to Cisco Licensing

## Self-Registration Licensing Portal

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## Contact the Cisco Licensing Team

- How do I contact the licensing team?
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- If customer used to have 50 licenses file installed, they are now requesting to combine them together, will the new license file invalidate those old 50 ones, or their licensed unit was actually doubled via this?

- If the customer’s MAC address was changed like CUCM, can they follow the same self-service procedure like RMA or they have to open to TAC case to follow with?
- Useful Links

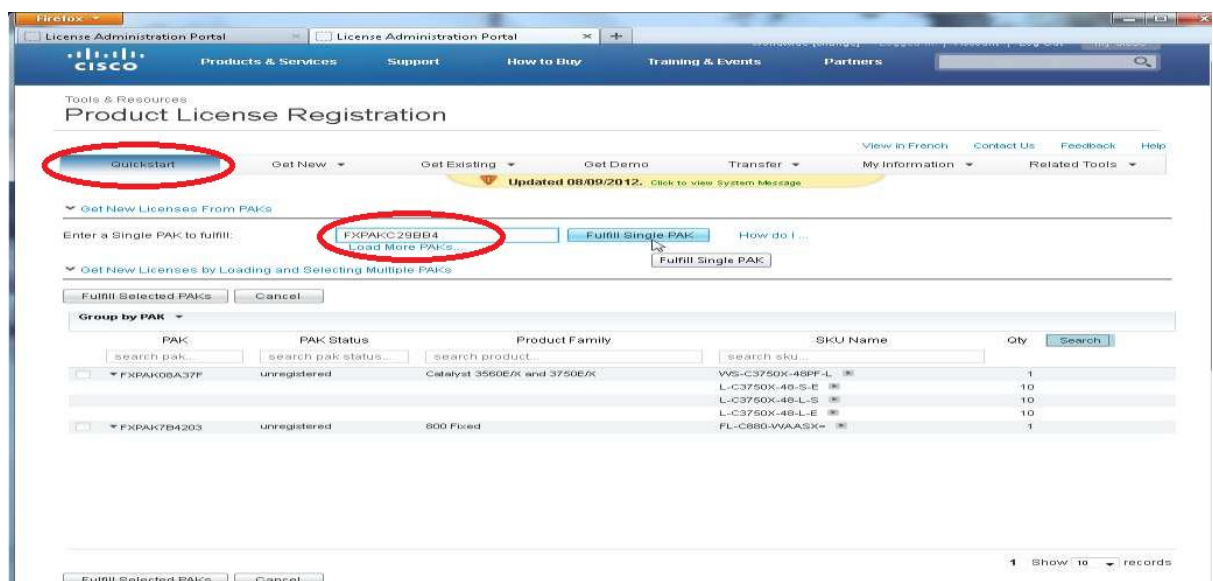
✓ **How do I access the Licensing Portal?**

Go to: <http://www.cisco.com/go/license>. Upon request, enter your Cisco.com user ID and password to access the site

✓ **How do I register for license from a PAK number?**

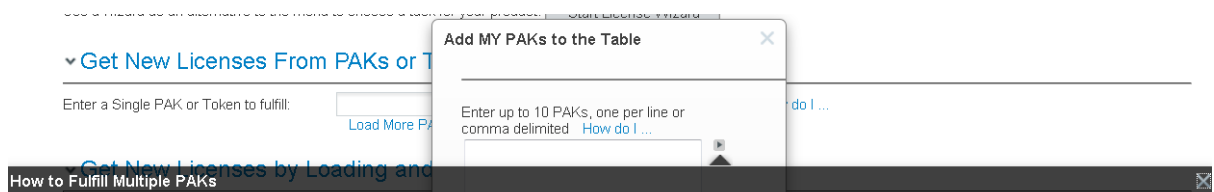
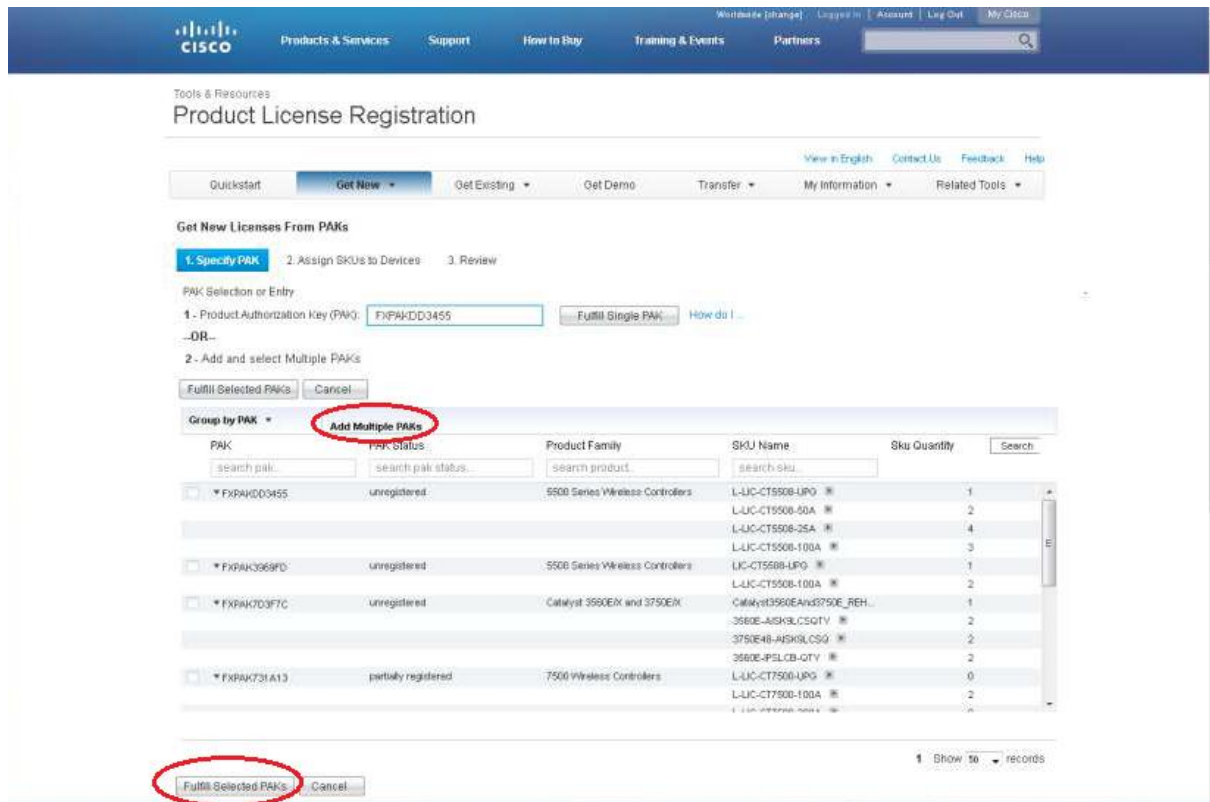
PAK stands for Product Authorization Key. The PAK is a sticker included with the Cisco Claim Certificate from your license purchase.

To register for license using PAK numbers, go to the Quickstart page or the Get New menu to fulfil a single PAK or multiple PAKs. Fulfil a single PAK by entering the PAK name in the PAK field.



✓ **How do I register for license from multiple PAK numbers?**

To fulfil multiple PAKs use the button “Load More PAKs” and enter up to 10 PAKs at a time, one per line. Repeat this as many times as needed. The new PAKs will be displayed in the PAK list. Select the PAKs to fulfil by selecting the check boxes, then clicking the button “Fulfil Selected PAKs”.



The PAK is provided on a Cisco Claim Certificate.

Example 1: 1075JEF78FE

Example 2: UNTY-2X-SJ-XXXXXX

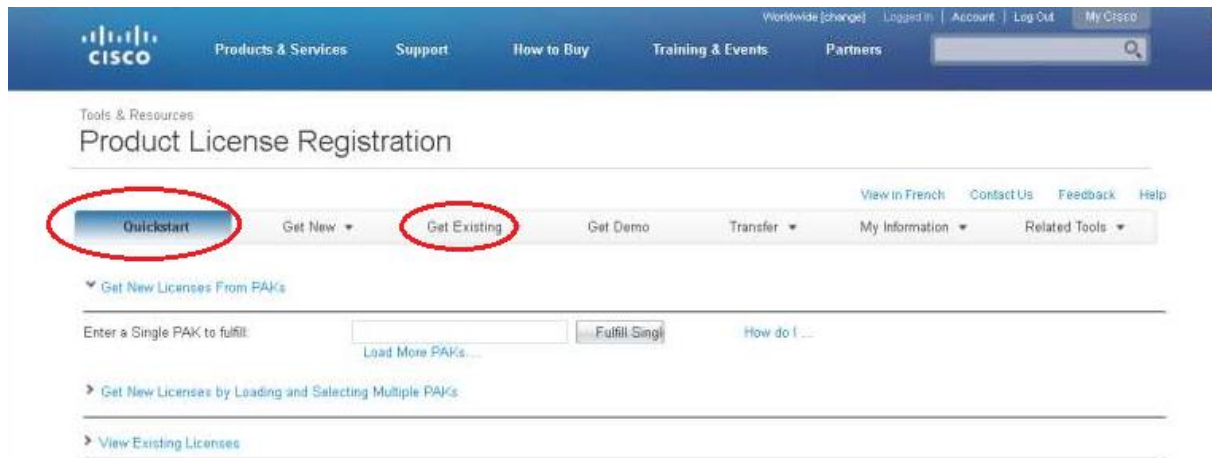
Enter the PAKs in the field, either comma separated or one per line and press return key.

Then click okay to save the PAKs as entries in the PAK list. The most recently added will be the first in the list.

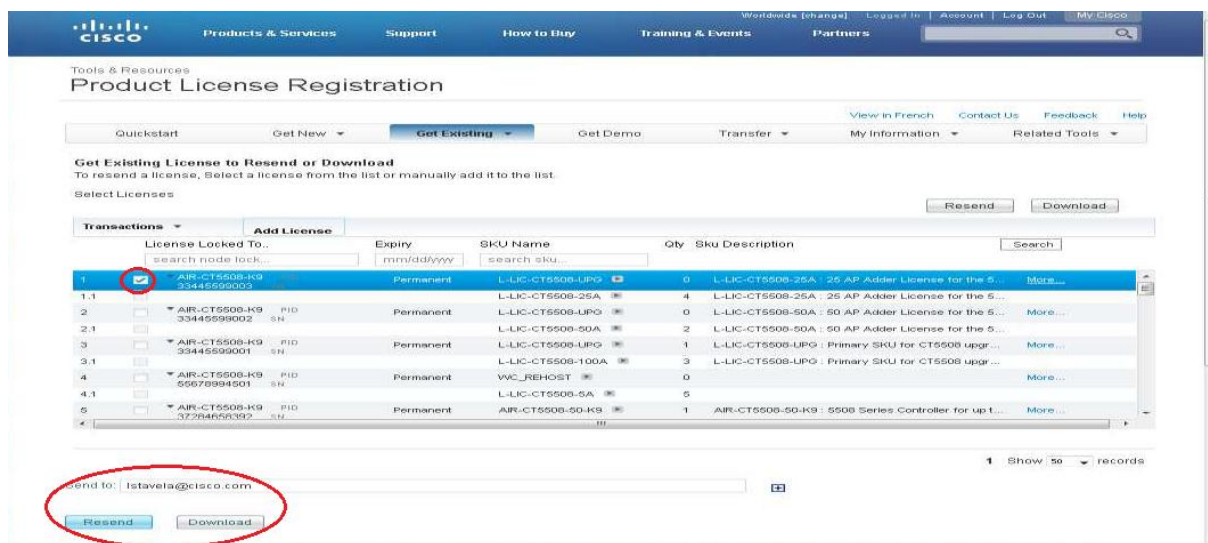
You can only enter up to 10 PAKs at one time in this field, but you can repeat this as many times as you want to load as many as you need.

✓ **I have misplaced my license file, how do I get my license files resent?**

To view, resend, or download existing licenses that are registered to your cisco.com login, go to the Quickstart page or the “Get Existing” menu.



Select one or more licenses in the list and then select Resend or Download. You can specify addresses to resend the license and file locations to download the license zip files.



✓ **My device was replaced in a RMA, how do I get license transferred to the new device?**

To view and select licenses to transfer from one device to another, such as Rehost and RMA, go to the “Transfer” dropdown menu. Use RMA to transfer all licenses when a device fails and use Rehost to transfer specific licenses.

The screenshot shows the Cisco Product License Registration interface. At the top, there are navigation tabs: Quickstart, Get New, Get Existing, Get Demo, Transfer, My Information, and Related Tools. The 'Transfer' dropdown menu is open, showing options: License for RMA, License for Request - Initiate (highlighted with a red circle), and License for Request - Finish. Below this, the 'Initiate a Rehost' section is visible, with a progress indicator showing '1. Specify License Source' as the current step. A table titled 'Source Device Selection' lists various license transactions with columns for License Locked To, SKU Name, Qty, Term, Trans. Date, and PAK.

License Locked To...	SKU Name	Qty	Term	Trans. Date	PAK
AIR-CT5508-K9 58678894604	L-LIC-CT5508-LPG	0	Permanent	08/22/2012	NA
AIR-CT7510-500-K9 47362541324	L-LIC-CT5508-5A	10	Permanent	08/22/2012	FXPAK968937
AIR-CT5508-K9 12689456925	L-LIC-CT7500-200A	1	Permanent	08/21/2012	FXPAK3959FD
AIR-CT5508-K9 12689456925	L-LIC-CT7500-100A	4	Permanent	08/21/2012	FXPAK7DF4B3
AIR-CT5508-K9 12689456925	LIC-7500-BASE	1	Permanent	08/21/2012	FXPAK7DF4B3
AIR-CT5508-K9 12689456925	L-LIC-CT5508-LPG	1	Permanent	08/21/2012	FXPAK7DF4B3
AIR-CT5508-K9 12689456925	L-LIC-CT5508-100A	1	Permanent	08/21/2012	FXPAK7DF4B3
AIR-CT5508-K9 12689456925	AIR-CT5508-100-K9	1	Permanent	08/21/2012	FXPAK7DF4B3
AIR-CT5508-K9 12689456925	L-LIC-CT5508-25A	2	Permanent	08/21/2012	FXPAK7DF4B3

✓ I'm looking for trial license for my product, how do I request for one?  
 Some products have demo or field trial licenses available and can be obtained by go to the "Get Demo" tab. Temporary licenses that are not available online can be requested by contacting the

Cisco Licensing Team. Such requests are approved on a case-by-case basis.

The screenshot shows the Cisco Product License Registration interface. At the top, there are navigation tabs: Quickstart, Get New, Get Existing, Get Demo (highlighted with a red circle), Transfer, My Information, and Related Tools. Below this, the 'Request Demonstration and Evaluation Licenses' section is visible, with a progress indicator showing '1. Select Product' as the current step. A search bar labeled 'License' with the placeholder 'Enter Key word' is present. Below the search bar, a list of product categories is displayed: Cable Broadband Troubleshooter, Network Mgmt Products, Security Products, Unified Communications Products, Routers & Switches, and Wireless.

### ✓ **How do I contact the Licensing Team?**

The Cisco Licensing Team can be contacted in several ways:

- Open a service request online using the TAC Service Request Tool, and enter “licensing” as your problem code. The TAC Service Request Tool is located here: <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>
- Requesting licensing support by emailing [licensing@cisco.com](mailto:licensing@cisco.com).
- Call the appropriate technical support phone number for your region. Find the tech support phone numbers associated with your region by referencing the Cisco Worldwide Contacts page, located here: [http://www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html)

*#For urgent licensing requests that require immediate assistance, it is recommended to call the TAC support number to get a licensing case open and request to speak to an available licensing representative to assist with your case.*

### ✓ **What information should I include when requesting Licensing support?**

In order to expedite your request, provide as much of the following as possible:

- Your PAK, Cisco Sales Order number, Contract number, and any other information you can offer. This information ensures that the licensing team is able to issue the exact license you purchased.
- Your license-locking information, such as the Serial Number, MAC Address, Host Name, UDI, etc.
- A brief and complete description of why you need assistance.

### ✓ **What are the working hours of the Licensing Team?**

The Global Licensing Operations Team is available 24/7. If you wish to talk to your licensing case owner, simply call in the TAC support line, provide your case number to be transferred to that person, if your case owner is not available, you can request to speak to an on-shift licensing representative.

### ✓ **How can I escalate my existing licensing case?**

Customers wish to escalate their existing licensing case, may call in the TAC line number, request to speak with the on-shift Licensing Duty Manager who can help to address your concerns.

### ✓ **What is a Cisco Sales Order Number? How do I find it?**

The Cisco Sales Order number represents the order that was placed with Cisco. Many partners provide this number to their customers as part of their standard order fulfillment so that the order can be tracked online using the Order Status Tool. Cisco Partners and distributors are able to provide this number to their customers upon request.

✓ **I registered for my license, but haven't received the license file.**

If the license file that was sent from [licensing@cisco.com](mailto:licensing@cisco.com) was not received or cannot be found, then the customer should first ensure they are looking in the same email account that was used when registering for the license. If the same email address is being used, then confirm that the license is not sitting in the email's spam or junk folders.

✓ **Did my license come pre-installed on my device?**

Some hardware comes with licenses pre-installed and some does not. As a general rule of thumb, if the hardware and the licensing are purchased in the same order, then the licenses will come pre-installed. In these circumstances, a PAK number is not required. On most products, customers may verify if their licenses came pre-installed by entering the following command from the command prompt: Show license detail

✓ **What is UCSS? How is it different from a license?**

Cisco Unified Communications Software Subscription (UCSS) is a subscription that entitles a customer's corresponding Operate Services (ESW) contract to major version software upgrades during the subscription period. When used in conjunction with an ESW software contract, UCSS allows for major version software upgrades. Registering UCSS will **not** result in the generation of a license file. The license is associated with the specific upgrade that a user can order through the Product Upgrade Tool (PUT) once the UCSS has been activated.

The information customers enter during the registration will be passed on to the UCSS Support Team, who will complete the registration of the customer's Unified Communications Software Subscription. The UCSS Support team can be contacted by emailing:  
[ucss-support@external.cisco.com](mailto:ucss-support@external.cisco.com).

✓ **I have a UCSS subscription for my product. How do I upgrade my software?**

If the contract and UCSS subscription covering the customer's product are active, they can order upgrades free of charge from the Product Upgrade Tool (PUT). The Product Upgrade Tool is located here: <http://cisco.com/upgrade>.

Access the PUT, and then enter the contract number to see which upgrades are available. One upgrade must be ordered for each implementation that is being upgraded. For example, if the customer has 1 Communications Manager Cluster with 1 publisher, 2 subscribers and 1000 DLUs, then the customer will need to order 1 upgrade from PUT.

Once all the steps in ordering the upgrade are completed, the customer will be provided with an order number in the format of UG123456. (Note: Be sure to store the order number in a safe place because it will be referenced later.)

✓ **My customer is from China, are there any Chinese language agents and escalation to handle my case due to language issue?**

We do not have local language licensing support for customers in Chinese, escalations are to be followed as per global process channel i.e., to contact the Licensing Duty Manager on-shift.

✓ **If customer used to have 50 licenses file installed, they are now requesting to combine them together, will the new license file invalidate those old 50 ones, or their licensed unit was actually doubled via this?**

Since each license is generated as a unique file, the combined license will not automatically de-activate the old files on the device, its trusted that the customer will remove/un-install the old files once the new license has been issued for them.

✓ **If the customer's MAC address was changed like CUCM, can they follow the same self-service procedure like RMA or they have to open to TAC case to follow with?**

Currently, the licensing portal only allows license transfer for products registered to serial numbers or UDI. For unified communications products which licenses are registered to the MAC address, customers will need to open a case with the licensing team via [licensing@cisco.com](mailto:licensing@cisco.com) to request for license transfer.

✓ **Useful Links:**

- <https://www.cisco.com/web/fw/tools/swift/ui/PDF/CiscoLicensingPortalChanges.pdf>
- [http://www.cisco.com/en/US/partner/prod/collateral/voicesw/ps6882/ps9158/us\\_uc\\_sw\\_ordering\\_tips\\_qrg.pdf](http://www.cisco.com/en/US/partner/prod/collateral/voicesw/ps6882/ps9158/us_uc_sw_ordering_tips_qrg.pdf)



- [https://www.cisco.com/web/fw/tools/swift/ui/PDF/Cisco\\_Licensing\\_FAQ\\_-\\_June\\_2011.pdf](https://www.cisco.com/web/fw/tools/swift/ui/PDF/Cisco_Licensing_FAQ_-_June_2011.pdf)
- <http://www.cisco.com/web/partners/downloads/765/tools/edelivery/FAQ.pdf>
- <http://www.cisco.com/web/partners/tools/edelivery.html#~tab-1>