



# Cisco Global Licensing Operations (GLO): Frequently Asked Questions, Last Updated: 06/09/11



Many general licensing questions may be answered by the following Frequently Asked Questions list.

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## Ordering

### Q. How do I order Cisco Licenses?

- A. Typically, licenses should be ordered through the customer's normal point of sale. Contact the local Cisco Sales Representative or your organization's preferred Cisco Partner for assistance with ordering, part number look up, and/or pricing. To locate nearby Cisco Partners, visit the Partner Locator Tool, located here: [http://tools.cisco.com/WWChannels/LOCATR/jsp/partner\\_locator.jsp](http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp)

Also try contacting Cisco Customer Service and/or Presales for additional support in this matter. Customer Service contact information may be found at this site:

[http://www.cisco.com/web/ordering/cs\\_info/or3/o31/ordering\\_transactional\\_customer\\_service\\_contacts.html](http://www.cisco.com/web/ordering/cs_info/or3/o31/ordering_transactional_customer_service_contacts.html)

Cisco Presales contact email address is [presales@cisco.suth.com](mailto:presales@cisco.suth.com); and their phone number is 1-800-553-6387.

Customers are entitled to order software upgrade licenses through the [Product Upgrade Tool](#) if they have a valid contract and UCSS subscription. Also refer to the [What is UCSS? How is it different from a license?](#) and [I have a UCSS subscription for my product. How do I upgrade my software?](#) sections for more information.

### Q. Can I expedite my license shipment?

- A. Requests for expediting shipments are handled by Cisco Partners, the customer's account team or Cisco Customer Service. Customer Service contact information is found here; and, Customer Service may be called at 1-800-553-6387.

PAKs are typically assigned when orders are shipped. See [Please refer to How do I receive support for registering my licenses?](#), below, for instructions on how to contact Cisco Licensing.

How can I track my order? for information on tracking an order online.

### Q. What is eDelivery? Does GLO offer eDelivery?

- A. eDelivery enables electronic fulfillment of software license entitlement documentation. Through eDelivery, customers will receive PAKs more quickly than by ordering physically delivered PAKs.

eDelivery is not available for all licensing products due to several manufacturing restrictions.

eDelivery PAKs have separate SKUs from physical delivery PAKs and are denoted by an "L-" that precedes the SKU name.

Global Licensing Operations (GLO) does not handle eDelivery licensing. This is supported by another team, who may be reached at [edelivery-info@external.cisco.com](mailto:edelivery-info@external.cisco.com). The eDelivery Information team's FAQ is available for download here: <http://www.cisco.com/web/partners/downloads/765/tools/edelivery/FAQ.pdf> Additionally, the eDelivery Information team's webpage with training docs, can be found here:

<http://www.cisco.com/web/partners/tools/edelivery.html#~tab-1>

### Q. How do I know which licenses I need to order?

- A. Please refer to the [Error! Not a valid bookmark self-reference.Error! Not a valid bookmark self-reference.](#) section.

### Q. What is a SKU?

- A. SKU stands for Stock Keeping Unit. SKUs are unique, individual part numbers used to track and monitor inventory. A Cisco software licensing SKU maps to one or more software features.

**Q. What is a PAK number?**

- A.** PAK stands for Product Authorization Key. The PAK is a sticker included within claim certificates, and used to obtain the product's license key. Please refer to the [How do I register my PAKs to receive my license files?](#) section for instructions on registering to receive your licenses.

**Q. I ordered a license, but I haven't received my PAK number yet.**

- A.** Currently, there is a 4-6 week lead time before we fulfill and ship Claim Certificates. Customers may be able to check the status of their orders by using the Order Status Tool. Please refer to the [Please refer to How do I receive support for registering my licenses?](#), below, for instructions on how to contact Cisco Licensing.

- A.** How can I track my order? section for more information.

If the order has been received but the PAK(s) were not included, then please contact Cisco Licensing for assistance in obtaining your PAKs. Please refer to [How do I receive support for registering my licenses?](#), below, for instructions on how to contact Cisco Licensing.

**Q. How can I track my order?**

- A.** Customers may check the status of their orders by using Cisco's Order Status Tool, located here: [http://www.cisco.com/commarch/html/status-tool/Status\\_Tool.swf](http://www.cisco.com/commarch/html/status-tool/Status_Tool.swf)

**Q. What is a Cisco Sales Order Number? How do I find it?**

- A.** 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. Also refer to [Please refer to How do I receive support for registering my licenses?](#), below, for instructions on how to contact Cisco Licensing.

- A.** How can I track my order? for more information.

**Q. Why can't Cisco look up my partner's order number?**

- A.** Cisco Partners do not provide Cisco with access to their customer databases because this would be a breach of security.

## Registration

**Q. How do I register my PAKs to receive my license files?**

- A.** Customers can obtain software licenses at <http://www.cisco.com/go/license>. After navigating to this URL, enter in your Cisco.com user ID and password; and then the Product Authorization Key (PAK). The PAK number may either be found on the sticker located on the software's CD sleeve or on a License Claim Certificate that was physically mailed to the customer.

Within one hour after registration, the permanent license will be sent directly to the email address provided during registration. Licenses are sent from [licensing@cisco.com](mailto:licensing@cisco.com). Please add this address to the email recipient's safe senders list so that the email will not be marked as spam.

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

- A.** 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. Should the license continue to be lost, please contact Cisco Licensing. Please refer to

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[How do I receive support for registering my licenses?](#), below, for instructions on how to contact Cisco Licensing.

**Q. How do I find my server's MAC address?**

- A.** On servers running Windows, the MAC address can be found by entering the following command from the command prompt. It will be labeled as the server's Physical Address.

```
Ipconfig/all
```

On servers running Linux, the MAC address can be found by entering the following command from the command prompt:

```
Show network eth0 detail
```

Software that supports VMWare installations must be registered to the server's licensing MAC address, not to the server's physical MAC address. The licensing MAC address is generated by the software when it is installed. Enter the following command from the command line interface to find the licensing MAC address:

```
Show status
```

When entering the MAC address into the license registration tool, only enter capital letters and numbers. Do not enter and dashes (-), colons (:) or dots (.). MAC addresses for VMWare installations need to be preceded with "HOSTNAME=". For example, if the licensing MAC address was "123456789ABC", then "HOSTNAME=123456789ABC" would be entered. If the implementation does not utilize VMWare, enter the MAC address without any additional characters: "123456789ABC".

**Q. What is a partial fulfillment PAK?**

- A.** The partial fulfillment method provides you with a single PAK that is valid for multiple license files. For example, a partial fulfillment license for 10,000 DLUs allows the customer to split up the 10,000 files between any of their servers in the quantities that best suit the customer's deployment needs.

When registering multiple fulfillment PAKs, the registration tool will ask how many PAKs the user wishes to redeem. Continue to use the same PAK number to request additional licenses as many times as needed, as long as there are unredeemed licenses remaining.

**Q. The registration page is asking for a UDI. How do I find the UDI?**

- A.** A unit's Unique Device Identifier (UDI) consists of the device's serial number and product number. It can be obtained by entering the following command from the device's command line interface:

```
Show license udi
```

**Q. The registration page is asking for a Product ID. What Product ID does it need?**

- A.** The registration page is asking for the product ID of your hardware, not the product ID of the license you purchased. Because the license will not function if an incorrect Product ID is entered during registration, it is always best to verify the number first by entering the following command from the device's command line interface:

```
Show license udi
```

**Q. Did my license come pre-installed on my device?**

- A.** 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

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these circumstances, a PAK number for licenses will not be received by customers. On most products, customers may verify if their licenses came pre-installed by entering the following command from the command prompt:

```
Show license detail
```

## UCSS

### Q. What is UCSS? How is it different from a license?

- A. The combination of Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service allows customers to get the latest major, minor, and maintenance updates for Cisco software releases, as well as giving them access to online tools and resources that can help solve problems quickly.

UCSS is a software subscription that does not require a license file/key. Cisco uses the product license registration to ACTIVATE the Cisco Unified Communications Software Subscription. Customers do not receive a version upgrade when purchasing a Unified Communications Software Subscription. Instead, customers later request that version upgrade using the [Product Upgrade Tool](#) (PUT) and their Cisco Unified Communications Operate Services contract number on which their Cisco Unified Communications Software Subscription purchase has been recorded.

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. Please refer to the [I have a UCSS subscription for my product. How do I upgrade my software?](#) and [Who do I contact to receive support for registering my UCSS Subscription?](#) sections for more information.

Also, Cisco Partners (with Partner access on Cisco.com) can find more information at this link:

[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)

### Q. Who do I contact to receive support for registering my UCSS Subscription?

- A. The UCSS Support team can be contacted by emailing [ucss-support@external.cisco.com](mailto:ucss-support@external.cisco.com).

## Upgrading

### Q. I have a UCSS subscription for my product. How do I upgrade my software?

- A. 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.)

**Q. I don't have UCSS. How can I upgrade my software?**

- A.** UCSS may be purchased, or the software upgrades may be ordered separately through the customer's normal point of sale. Please refer to the [Error! Not a valid bookmark self-reference.](#) section for information on locating a Cisco partner.

**Q. The Product Upgrade Tool doesn't accept my contract number.**

- A.** Upgrades may only be ordered from contracts that are in the customer's Cisco.com profile. Please refer to the [How do I add contracts to my profile?](#) section for more information.

**Q. The software upgrade I want isn't listed in the Product Upgrade Tool. How do I obtain this software?**

- A.** This indicates that the contract does not entitle the customer to the software that they are trying to order, or that the contract was not originally set up correctly. In this instance, customers need to contact their Cisco Partner or point of sale to ensure that the contract number is correct and active and that it covers the product that the customer is trying to upgrade.

If the contract should entitle the customer to the upgrade that they are seeking, then contact the PUT Support team. Please refer to the [Who do I contact for support with the Product Upgrade Tool?](#) section for more information on how to contact the PUT Support team.

**Q. I've ordered my upgrade from the Product Upgrade Tool. When will I receive my license file?**

- A.** The average processing time for most upgrade media is 7-10 days from order placement to order shipment. Most upgrade orders ship with a 2-3 day service level. In most instances, the Cisco Licensing team can provide temporary licenses to customers waiting to receive their upgrade order. The licensing team will require the order number provided by the [Product Upgrade Tool](#) in order to issue the temporary licenses.

**Q. I'm upgrading my software. Will I need a new license?**

- A.** Most Major software upgrades (such as upgrading from version 1.0 to 2.0) will require an upgrade license. Most Minor software upgrades (such as upgrading from 1.0 to 1.1) do not require any additional licenses.

Customers who purchase the upgrade from a partner or place orders using the [Product Upgrade Tool](#) will receive PAK numbers which can be registered to receive their upgrade license if one is required.

**Q. Can I download my software online?**

- A.** Most minor software upgrades are available for download from the [Software Download Center](#). Major software upgrades are available from the [Product Upgrade Tool](#). Both the [Software Download Center](#) and the [Product Upgrade Tool](#) require that the customer's contract be added to their profile in order to obtain their software. [See I have a UCSS subscription for my product. How do I upgrade my software?](#) and [How do I add contracts to my profile?](#) for additional information.

**Q. How do I add contracts to my profile?**

- A.** Customers may add contracts to their profiles using the Cisco Profile Manager, which is located here: [http://tools.cisco.com/RPF/profile/profile\\_management.do](http://tools.cisco.com/RPF/profile/profile_management.do). If unable to add the contract using the profile manager, customers can email [web-help@cisco.com](mailto:web-help@cisco.com) for assistance.

## Receiving Support

**Q. How do I receive support for registering my licenses?**

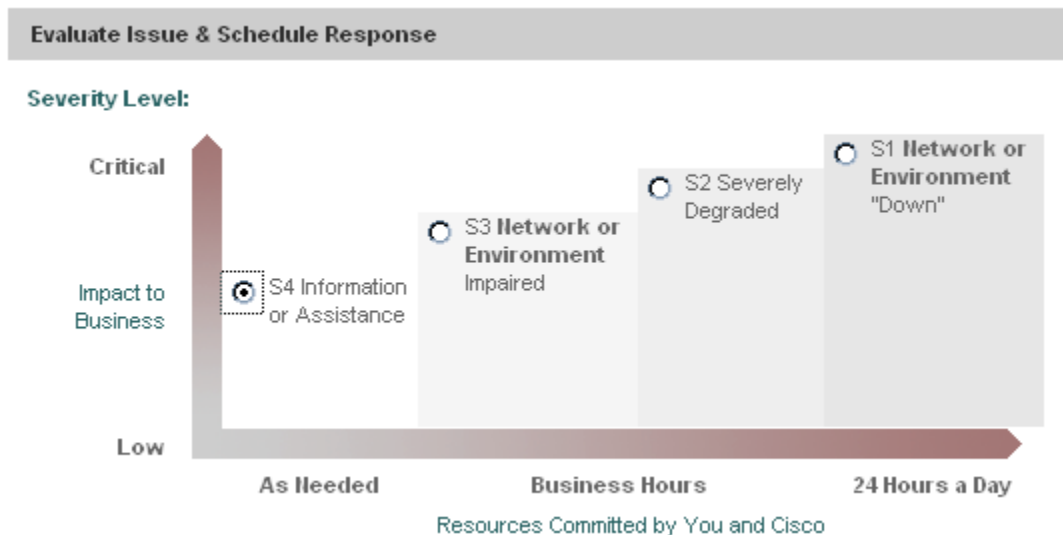
- A.** The Cisco Licensing Team can be contacted several ways:



- 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: <http://cisco.com/tac/caseopen>
- 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)
- Requesting licensing support or by emailing [licensing@cisco.com](mailto:licensing@cisco.com). See also [What information should I include when requesting Licensing support?](#)

**Q. What does the severity level of the service request mean?**

- A.** Service Requests are categorized based on the impact to a customer’s network and the amount of resources the customer is willing to devote to resolve the problem. Cisco cases that are labeled as “Severity 1” and “Severity 2” necessitates that the customer speaks to a support representative immediately; thus to open this type of request, customers will be required to call technical support. Please refer to the [How do I receive support for registering my licenses?](#) section for additional information.



**Q. When are personnel available to provide Licensing support?**

- A.** The Global Licensing Operations Team is available 24 hours a day, 7 days a week, 365 days a year.

**Q. What information should I include when requesting Licensing support?**

- A.** 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.

**Q. I lost my license file. How can I have it resent to me?**

- A.** Please refer to the [How do I receive support for registering my licenses?](#) section.

**Q. My product was replaced in an RMA, but is not listed in the RMA portal. How do I move my license to my new unit?**

- A.** See [How do I receive support for registering my licenses?](#) for more information.

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**Q. I'm moving my software to a new server. How can I have my licenses rehosted to the new server?**

**A.** Please refer to the [How do I receive support for registering my licenses?](#) section.

**Q. I accidentally registered my license to the wrong Serial Number or MAC address. How do I fix it?**

**A.** See [How do I receive support for registering my licenses?](#)

**Q. Who do I contact for support with the Product Upgrade Tool?**

**A.** Customer Service has developed a specialized PUT Support team to provide enhanced support on Product Upgrade related issues. To engage the PUT Support Team, send an e-mail to [cs-support@cisco.com](mailto:cs-support@cisco.com).

**Q. How do I install my license file?**

**A.** Each product is different. Most license files include installation instructions. See [How can I receive support for installing my license file?](#) if instructions were not included with your license file or if the instructions are unclear.

**Q. How can I receive support for installing my license file?**

**A.** Cisco's Technical Assistance Center (TAC) can assist customers in installing their license files. The TAC can be contacted by:

- Email TAC, [tac@cisco.com](mailto:tac@cisco.com), an explanation of what installation issues you are experiencing
- Open a service request online using the TAC Service Request Tool (located here <http://cisco.com/tac/caseopen>), and select "Installation" as the problem code
- Refer to the Cisco Worldwide Contact list (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)), and calling the appropriate technical support phone number for your region to request installation support.

**Q. How do I split licenses?**

**A.** Licenses that were ordered as partial fulfillment can be split during registration. Please refer to the [What is a partial fulfillment PAK?](#) section for more information.

Licenses that were *not* ordered as partial fulfillment can sometimes be split by requesting support from the Cisco Licensing Team. The licensing schemes for most hardware products and some software products do not allow for licenses to be split, and such requests are approved on a case-by-case basis. Visit the [How do I receive support for registering my licenses?](#) section for more information.

**Q. How do I consolidate licenses?**

**A.** If an order contains more PAKs for a single product than can be registered online in a reasonable amount of time and many or all of the PAKs need to be registered to a single server or device, then a Cisco Partner can assist in correcting the order so that only one PAK needs to be registered.

The Cisco Licensing Team can assist in other situations requiring that licenses be combined or consolidated. The licensing schemes for most hardware products and some software products do not allow for licenses to be consolidated and such requests are approved on a case-by-case basis. See [How do I receive support for registering my licenses?](#) for more information.

**Q. Why does the licensing team need to verify entitlement?**

**A.** The Cisco Licensing Team will often request information from customers such as PAK numbers or Cisco Sales Order numbers. This information is used to verify that the customer has purchased the licenses they are requesting and ensures that the correct licenses are issued.

**Q. How can I request a temporary license or demo license for my product?**

- A.** Temporary licenses are available for many products from the License Registration Tool at [cisco.com/go/license](http://cisco.com/go/license). 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. Please refer to [How do I receive support for registering my licenses?](#) for more information.

**Q. How can I escalate my existing service request?**

- A.** If customers require more urgent responses from Cisco Licensing, then they may contact licensing and request to raise the severity of their case, or request to speak to a Licensing Duty Manager. Please refer to either [What does the severity level of the service request mean?](#) or [How do I receive support for registering my licenses?](#) for more information.

- Video training for the Licensing Support TAC team is available here:

<https://ciscosales.webex.com/ciscosales/lr.php?AT=pb&SP=TC&rID=49866192&act=pb&rKey=7e8c0b8a1d3bf505>

## Product-Specific Questions

**Q. What is a DLU?**

- A.** Device License Units (DLUs) are licenses for devices managed by Cisco Communications Manager. The amount of DLUs required varies depending on the device or application in question.

To determine the number of license units that are required for each device, choose **System > Licensing > License Unit Calculator** in Cisco Unified Communications Manager Administration. This window lists the number of license units that are required for each type of device.

**Q. What is CUWL licensing?**

- A.** Cisco Unified Workspace Licensing (CUWL) is a system designed to simplify purchasing licenses for Cisco Unified Communications products. It allows customers to bundle licenses for multiple products into a single order. More information on CUWL can be found here: <http://www.cisco.com/en/US/products/ps9156/index.html>

**Q. How can I receive the 3DES Encryption license for my ASA or PIX firewall?**

- A.** 3DES Encryption licenses can be obtained free of charge online at <http://cisco.com/go/license>. Customers requesting this license may be required to complete a form stating their compliance with United States regulations regarding the usage of strong encryption technology.

**Q. How do I receive the licenses for my IPS product?**

- A.** Unlike other products, IPS licensing is contract-based. This means that in order to receive an IPS service license, the customer's IPS device must be covered by a contract granting signature file updates. If the customer is using an IPS module as part of an ASA implementation, it's important to make sure that the serial number of the IPS module is listed on their contract in addition to the serial number of the ASA.

The following contract types allow for signature file updates: NSSW, NSST, NSSE, NSSP, NSS2 NSOS, NSOE, NSOP, NSO2 SUSW, SU1, SU2, SU3, SU4 SUO1, SUO2, SUO3, SUO4 SFA1, SFA2, SFA3, SFA4 SFC1, SFC2, SFC3, SFC4, SFRF, SFSW, SUSAs. If the customer's IPS appliance is not covered under any of the above contract types, they may request a 60-day temporary license from the Cisco Services for IPS **trial** license of the page below. If the customer's IPS device is running version 6.1 or later of the IPS software, they will need to enter its UDI when registering their license.

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Refer to the [The registration page is asking for a UDI. How do I find the UDI?](#) section for more information on what the UDI is. Earlier versions only require the serial number when registering the license. Customers must use the appropriate link for their device in the Cisco Services for IPS **service** license section of the Product License Registration Tool, here:

<https://tools.cisco.com/SWIFT/Licensing/PrivateRegistrationServlet?DemoKeys=Y>

**Q. Why is there an expiration date in my IPS license?**

**A.** IPS licenses are based on the customer's contract. This means that the license lasts for the term of the contract. When contracts are renewed, customers may need to re-register for their license in order to receive a new file with an updated expiration date. Customers must use the appropriate link for their device in the Cisco Services for IPS **service** license section of the Product License Registration Tool, located here:

<https://tools.cisco.com/SWIFT/Licensing/PrivateRegistrationServlet?DemoKeys=Y>

**Q. What is Cisco IOS Software Activation?**

**A.** IOS Software Activation is a new licensing system for products running Cisco IOS designed to simplify license activation and ordering. More information is available at:

[http://www.cisco.com/en/US/partner/products/ps9677/products\\_ios\\_technology\\_home.html](http://www.cisco.com/en/US/partner/products/ps9677/products_ios_technology_home.html)

## Miscellaneous

**Q. I want to sell my equipment. How does transferring licenses work?**

License files are not transferrable unless a replacement is received from Cisco. If you need license files for your device, you can purchase them by contacting a local Cisco Partner or your Cisco Sales Representative. Use the Cisco Partner Locator (located here:

[http://tools.cisco.com/WWChannels/LOCATR/jsp/partner\\_locator.jsp](http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp)) to find the Cisco Partner closest to your location.

**Q. I bought used equipment and would like to know how transferring licenses works?**

**A.** Please refer to the [I want to sell my equipment. How does transferring licenses work?](#) section.

**Q. What is Cisco Licensing Manager?**

**A.** Cisco Licensing Manager (CLM) is a free software download for managing software licenses across multiple platforms running Cisco IOS. More information is available and the software can be downloaded from the link below: <http://www.cisco.com/go/clm>