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

Access the portal HERE

Contents

I. Important Guidelines and Recommended Browsers ........................................................................................................... 3
II. How To: Access the License Registration Portal (LRP) ........................................................................................................... 4
III. Support Information & Helpful Links ............................................................................................................................... 5

How to Instruction

IV. Register, Load and Assign PAKs in LRP
   a.) Register and Fulfill a Product Authorization Key (PAK) ..................................................................................................... 6
   b.) Associate PAK to a CCO ID WITHOUT fulfilling it ............................................................................................................. 9

V. Request a Demo License ............................................................................................................................................................ 11

VI. How to Retrieve/Resend Existing Licenses .......................................................................................................................... 14

VII. Manage Licenses ...................................................................................................................................................................... 17
   a.) How do I manage a license that was initially registered by a co-worker? .............................................................................. 17
   b.) How do I enable co-workers to manage the license that I registered? ..................................................................................... 17
   c.) We recently merged/were acquired with/by another Company. How do we manage the licenses that were initially registered by this company .............................................................................................................. 17
   d.) Share Ironport License With An Additional Appliance .......................................................................................................... 20

VIII. The device hosting the license has been RMA-ed. How do we assign the license to the new device?
IX. How to locate Serial Number & Virtual license Number

X. Contact Us .................................................................................................................................................................................. 29
Important Guidelines and Recommended Browsers

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

**PC – Windows 7**
- Internet Explorer (IE) - 10, 11
- Firefox (FF) - 43, 44, 45, 46
- Chrome (Google) - 47, 48, 49, 50

**Mac – OSX**
- Safari – 8, 9
- Chrome (Google) - 48, 49
How To: Access the License Registration Portal (LRP)

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

i. Access the Help section with Videos on Demand, Documentation and more!
ii. Contact us by phone or open a support case
How to Register and Fulfill a Product Authorization Key (PAK)

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

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

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

9. If you are hosting the license on a Virtual Device, enter the VLN

10. Click Next

11. Agree to the Terms and Conditions and review the information on the page

12. Click Submit

13. The LRP will process your request designated by the progress bar
When completed, you will receive a License Request Status message for confirmation the license has been sent to the email you designated. Additionally, you are able to download the license just produced.

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

In many cases, opening the email will reveal a zip file which contains the License file as well as instructions on how to install the license.
How to Associate a PAK to another CCO ID without Fulfilling It

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

2. Under "Manage", "PAK/Token" tab, Click on "Add New PAKs/Token"

3. Enter up to 10 PAKs and click "Submit"
4. The PAKs will now show under “PAK/Token”
How to Request a Demo License

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

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

2. A pop-up window appears. Select the Product Family and Product. Note: You are able to search by keywords. Then, click Next.
3. Specify the Target Device’s VLN (Virtual Device) and click Next. Most cases you will leave this blank.

4. Review the Send to & End User information, Agree to the Terms & Conditions & hit Submit
When completed, you will receive a License Request Status message for confirmation the license has been sent to the email you designated. Additionally, you are able to download the license just produced.
How to Retrieve/Resend Existing Licenses

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

2. To find all the licenses associated to a particular product, select the Filters option
   2(a). Populate one of the query fields. In this example, we used a query on the Product Family, then, click on Apply to sort the results.
3. Once you click Apply, the list of all licenses appears for that device, sorted by date. The most current licenses are listed at the top.

4. Left clicking your mouse over a specific License ID provides a drop down menu that offers various options including Download or Resend the license. Selecting the Download option downloads the license to your Laptop or system.
If we select the Resend option, the Resend License pop-up window will appear displaying the license ID. Clicking Resend sends the requested license to the user account’s email address.

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

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

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

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

1. To add a Device to Your Device Table, Click the Devices Tab Under the Manage Section.
2. Select the Add Device option
3. Once you click Add Device, a pop-up window appears. Here, you can either enter the Product Family or Device Identifier.
   **Note:** In case you choose the product family the System will automatically set the Device Identifier and prompt you for the Node lock information to be keyed in
4. Once the Product Family is chosen, the Device Identifier defaults to Node Lock
5. Enter the Serial Number of the Device that you plan on adding to your list
6. Click on OK
If you don’t select the Product Family, the Device Identifier needs to be selected as Node Lock for all Content Security Products

7. Enter the Serial Number of the Device that you plan on adding to your list
8. Click on OK
9. Once you click OK, a confirmation message appears that the device you specified has been added to your device table successfully.

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

If you want another Co-Worker to manage the license that you originally registered, have THEM complete the above process of adding the device to their table.
How to share a Content Security License with an Additional Appliance

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

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

Back to Table of Content
1. To share a license with another Device, click on Get Other Licenses
2. Select Share License Process
3. Click on Use Activation Code
4. Enter the Activation code received in the email
5. Select the license/s that you want to share from source device to destination device
6. Click Next
7. Agree to the terms of License Agreement

8. Review the information on this page & hit “Get License"
An Email is sent to the email address provided

You will be able to see license on the source device appear on the destination device
How to Transfer License from an RMA’d Device to a New Device – I

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

2. Go to RMA’d device, without selecting the device, left click & choose RMA option
3. Enter the Serial no of the new device & Click on Next

4. Review information, Agree to the terms & Click on Transfer
5. License is transferred from RMA’d device to the new device & an email is sent to the email address provided on previous step

Email will look like this
How to Transfer License from a RMA’d Device to a New Device - II

1. To transfer license from RMA’d device to a new device, Under “Manage”, go to “Devices” tab
2. Go to “Actions”, then “RMA” without selecting any device
3. Select the Product Family applicable to your device (IronPort Product – SW Bundle/IronPort Product- T & C)
4. Enter the Serial No of the Source Device (RMA’d device) & click Next
5. Enter the Serial No of the Target Device & click Next

6. Confirm the Send to Email address & click Transfer
7. License is transferred from RMA’d device to the new device & an email is sent to the email address provided on previous step

The email will look like this
How to locate Serial No & Virtual License No

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

This will show the VLN for a virtual appliance

**VLN**

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<tr>
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</tr>
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<td>issue</td>
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```

**Serial Number**

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

```
Current Version
==============
Product: Cisco IronPort X3100 Messaging Gateway
Model: X3100
Version: 7.8.5.019
Build Date: 2013-09-09
Install Date: 2016-05-19 15:18:26
Serial: 7828C037F7FEC-9429AC51
BIOS: 2.2.1.C
RAID: 1.1.0.0, 2.0.0.0, 3.0.0.0, 4.0.0.0
RAID Status: Optimal
RAID Type: 10
BMC: 1.6.1
```

**Contact Us**

Customers and Partners: 1-800-553-6387
Technical Support: 1-800-553-2447 or 1-408-526-7209

**Still Need Help?**

[Initiate a Licensing case with us](#)

**Thank You!**
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