Software License Activation Key Process

This document describes the process for obtaining and installing activation keys for a subset of Cisco® security products (former IronPort® products only):

- **Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals)**
- **Sharing Active Licenses with Additional Devices**
- **Return Merchandise Authorization (RMA) license transfer** for installing software and feature licenses for RMA product replacements.

Note: IronPort previously shipped RMA replacements preconfigured with software licenses. Software license installation for RMA replacements is now done via self-service once the replacement product is received.


<table>
<thead>
<tr>
<th>Scenario</th>
<th>Process Summary</th>
</tr>
</thead>
</table>
| **Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals)** | Order through normal sales channels and processes. Product must be activated by installing license “keys.” After purchasing a software feature, you will:  
  - Receive an email with the Product Authorization Key (PAK) or you can receive the Claim Certificate (PAK) by regular mail. Note: if your order was placed through a partner, you may need to contact your partner to obtain a copy of this email.  
  - Register the PAK at [www.cisco.com/go/license](http://www.cisco.com/go/license)  
  - Receive an activation email with the license key(s)  
  - Install key(s) from the activation key email. |
| **Sharing Active Licenses with Additional Devices** | License for an additional device: Customers use this process to copy an existing active license to a new device.  
  - Register additional Device at [www.cisco.com/go/License](http://www.cisco.com/go/License)  
  - Receive an activation email with the license key(s)  
  - Install key(s) from the activation key email. |
| **RMA License Transfer** | RMA replacement must be initiated through a service request to Cisco Technical Assistance Center (TAC): [tools.cisco.com/ServiceRequestTool/create](http://tools.cisco.com/ServiceRequestTool/create)  
  After receiving an RMA replacement for the former IronPort product, transfer licenses and activate options for the replacement product:  
  - Register for an RMA license transfer at [www.cisco.com/go/license](http://www.cisco.com/go/license)  
  - Your licenses will automatically transfer and you will also receive the activation key email with software license key(s) for your records |
| **Support Contacts** | Support contact information – Cisco TAC (includes license/key support):  
  Service requests:  
  [tools.cisco.com/ServiceRequestTool/create](http://tools.cisco.com/ServiceRequestTool/create)  
  Email Cisco Global Licensing Operations (GLO) team: licensing@cisco.com  
  Licensing Help Q&A:  
  [tools.cisco.com/SWIFT/LicensingUI/helpFAQ](http://tools.cisco.com/SWIFT/LicensingUI/helpFAQ) |
Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals): Detailed Process Steps

Term and content based software subscription feature licenses are ordered through normal sales channels and processes. These options must be activated by installing license “keys.”

Note that this process only applies for software subscription feature licenses purchased after initial product purchase. Perpetual licenses purchased with the initial appliance purchase are shipped preactivated.

1. After purchasing a software feature(s), you or your partner will receive an email with a PDF claim certificate attachment. You may also receive the Claim Certificate by regular mail. Note: if your order was placed through a partner, you may need to contact your partner to obtain a copy of the certificate. This claim certificate contains a Product Authorization Key (PAK).

This PAK is not the software license key. You will receive the license key by email after registering the PAK at Cisco.com.

2. In your web browser, go to the Cisco Product License Registration website: [www.cisco.com/go/license](http://www.cisco.com/go/license).

Enter your Product Authorization Key (PAK).

Click “Fulfill Single PAK” to continue.
3. Enter the device details of the target(s) of the PAK registration.
   For sharable product PAKs, additional target devices can be added using the “Add Device” button.
   Click “Next” to continue.

Product License Registration

Get New Licenses From PAKs

1. Specify PAK  
2. Assign SKUs to Devices  
3. Review

IPORTINDLFEAT

Please complete the registration information below to register your IPORTINDLFEAT product. Read More...

<table>
<thead>
<tr>
<th>SKU</th>
<th>Available Quantity</th>
<th>License Start Date</th>
<th>License End Date</th>
</tr>
</thead>
</table>

* Description

Add Device

4. Enter multiple device serial numbers for sharable licenses.

Product License Registration

Get New Licenses From PAKs

1. Specify PAK  
2. Assign SKUs to Devices  
3. Review

IPORTINDLFEAT

Please complete the registration information below to register your IPORTINDLFEAT product. Read More...

<table>
<thead>
<tr>
<th>SKU</th>
<th>Available Quantity</th>
<th>License Start Date</th>
<th>License End Date</th>
</tr>
</thead>
</table>

* Serial Number

Add Device

Delete Device
5. Review the summary table for accuracy.
Verify or edit registered end user information.
Check the box to agree with the terms of the license.
Click "Get License" to submit request.

Product License Registration

6. Submitting a request opens a pop-up window displaying progress.
If the request is successful, the progress window pop-up changes to display confirmation information.

You should receive an activation key email within three hours from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The license key(s) will be included in the text of the email message.

Log in to your product. Open the activation key email and view the license key(s). Follow the instructions in the product administrator guide and in the email to install the license key(s).

**Sharing Active Licenses with Additional Devices: Detailed Process Steps**

IronPort allows for sharing of licenses across devices; however, they must be registered. Note: Customer has the option to specify multiple devices during initial PAK registration, however, this flow must be used when the PAK is already registered to a device and the customer want to share the active licenses from that source device to a new compatible device.

1. In your web browser, go to Cisco Product License Registration website: www.cisco.com/go/license to add devices for a shared license.

   Click the "Get New" down arrow and then click "License for Email & Web Security Appliance."

**Product License Registration**
2. Select the “Get Activation Code” radio button. 

Select the product family from the drop-down menu.

To copy the licenses to other devices as a new license, enter the source and the target device serial numbers.

Enter the email address that matches the email address that is registered to the source serial number.

Click “Request Code” to request the activation code be emailed.

Note: This is an additional security measure so that only the registered owner of the source device can perform this operation.

Product License Registration

| Quickstart | Get New | Get Existing |

License for Email & Web Security Appliance

Activate the licensed features of an existing device on additional devices, if intended.

- [ ] Get Activation Codes  [ ] Use Activation Codes

- [ ] Product:
  - Iron Port Product - SW Bundle

- [ ] Source UDI Serial Number:
  - SRLAC900251

- [ ] Target UDI Serial Number:
  - SRLAC900258

- [ ] Send to:
  - aleshme@cisco.com

3. An email is sent with the activation code.

PLEASE DO NOT DISCARD THIS EMAIL.

You have received this email because your email address was provided to Cisco Systems during the registration process and you are requesting to copy the shared licenses from an existing device to new device. Please contact Cisco Systems if you are not requesting to copy the shared licenses during device registration process.

Below, you will find the Activation Code:

Activation Code: 0Y4PC7O7

Here is the device registration information:

Existing Device Serial #: SRL25050152
New Device Serial #: SRL25050153

Please click the following link to continue the registration process:

https://tools-stage-was6.cisco.com/YS1SLE/deviceActivationResults?actCode=0Y4PC7O7

If the above link does not work, please copy and paste the following link to your browser and enter the activation code:

https://tools-stage-was6.cisco.com/YS1SLE/deviceActivationResults?actCode=
4. Return to the License for Email & Web Security Appliance webpage and select the “Use Activation Codes” radio button.

To complete this process, enter the activation code obtained from the get activation code request email.

Click “Next.”

Product License Registration

5. The source of the license and the specified targets contained in the activation code are displayed at the top of the form.

The source SKU selection table is displayed below.

Select the product SKUs to add to the new devices.

Click “Next” to continue.

Product License Registration
6. Review the summary table for accuracy.
   Check the box to agree with the terms of the license.
   Verify or edit registered end user information.
   Click "Get License" to submit request.

Product License Registration

License for Email & Web Security Appliance
Apply the licensed features of an existing device to additional devices. If intending to use an activation code but find it has expired, request another code.

✔ 1. Specify Activation Code
✔ 2. Select SKU Options
3. Review

The license information that will be submitted:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Feature</th>
<th>Description</th>
<th>License Start Date</th>
<th>License End Date</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESA-EBP-LIC=</td>
<td></td>
<td>ESA Premium SW Bundle (SA, AY, OF, DLP, SWLC)</td>
<td>08/15/2012</td>
<td>08/15/2015</td>
<td>10000</td>
</tr>
</tbody>
</table>

The license key will be emailed within the hour to the specified email addresses.

* Band To: alahmed@cisco.com
* End User: Ahmed, Alan
* License Agreement: I agree with the Terms of the License

7. Submitting a request opens a pop-up window displaying progress.
If the request is successful, the progress window pop-up changes to display confirmation information.

License Request Status

You should receive an activation key email within three hours from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The license key(s) will be included in the text of the email message.

Log in to your product. Open the activation key email and view the license key(s). Follow the instructions in the product administrator guide and in the email to install the license key(s).

RMA License Transfer: Detailed Process Steps

RMA replacements must be initiated through a service request to Cisco TAC: tools.cisco.com/ServiceRequestTool/create.

After the RMA request has been processed, you will receive an RMA replacement for your product and an email with RMA license transfer instructions. You must follow the instructions in the email and register for an RMA license transfer to transfer licenses and activate features on your replacement hardware.

1. In your web browser, go to Cisco Product License Registration web page: www.cisco.com/go/license.

   Go to the “Transfer” tab and click “License for RMA.”

   Click “Specify Device.”

   Product License Registration
2. In the pop-up window, select the product family from the drop-down menu.
   Enter the serial number of the source device.
   Click “Next” to continue.

3. Enter the serial number for the new device to transfer the license to.
   Enter the RMA number if it is available.
   Click “Next” to continue.

Product License Registration
4. Review the summary table for accuracy.
Verify or edit registered end user information.
Check the box to agree with the terms of the license.
Click “Submit” to submit request.

Product License Registration

Transfer Licenses to Devices for RMA
When a device fails, use this process to transfer all licenses from one device to another.
RMA Status: Check status of an RMA.

✓ 1. Specify Source & Target ✓ 2. Specify Target & Options ✓ 3. Review

The license information that will be submitted:

<table>
<thead>
<tr>
<th>Product Family</th>
<th>Product Name</th>
<th>Description</th>
<th>Quantity</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>IronPort Product - TC</td>
<td>ERE-60-LC=</td>
<td>For Internal purposes only</td>
<td>100</td>
<td>03-MAY-2012</td>
<td>03-MAY-2013</td>
</tr>
</tbody>
</table>

Your License Key will be emailed within the hour to the email address specified below:
* Send To: alahmed@cisco.com
* End User: Ahmed, Alan
* License Agreement: I agree with the Terms of the License

5. Submitting a request opens a pop-up window displaying progress on the license transfer.
If the request is successful, the progress window pop-up changes to display confirmation information that the transfer has been completed.

License Request Status

![Image of License Request Status]

If you have not received an email within 3 hours, 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 or spam email folders for this email from licensing@cisco.com with your license key attached.

License will be sent to these email addresses:

- dearhome@cisco.com
- Please provide feedback. Let Cisco know how to improve this experience.

Within 3 hours the license will transfer automatically, and you should receive the activation key email for your records from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder.

The activation keys for your software licenses will be included in the text of the email message.

Log in to your replacement product. Open the activation key email and view the activation key(s). Follow the instructions in the product administrator guide and then verify the activation of the release key and any additional license activation keys contained in the email.

**IMPORTANT:** Return of the failed product is mandatory to update the service contract and entitle the replacement product to service coverage, including future release key availability.