

FREQUENTLY ASKED QUESTIONS ABOUT CISCO LICENSING

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Ordering

Q1: How do I order Cisco Licenses?

Typically, licenses should be ordered through your normal point of sale. Contact your local Cisco Sales Representative or your preferred Partner for assistance with ordering, part number look up, and/or pricing.

Partner Locator Tool: http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp

You may also try contacting Customer Service and/or Presales for additional support in this matter.

Customer Service Contact Information:

http://www.cisco.com/web/ordering/cs_info/or3/o31/ordering_transactional_customer_service_contacts.html

The Presales contact email address is presales@cisco.suth.com. Presales can also be contacted by calling 1-800-553-6387.

If you have a valid contract and UCSS subscription, you are entitled to order your software upgrade licenses through the Product Upgrade Tool. See [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?](#) for more information.

Q2: Can I expedite my license shipment?

Requests for expediting shipments are handled by your partner, account team or Cisco Customer Service.

Customer Service Contact Information:

http://www.cisco.com/web/ordering/cs_info/or3/o31/ordering_transactional_customer_service_contacts.html

Customer Service also be contacted by calling 1-800-553-6387.

Your PAK will typically be assigned when your order is shipped. See [How can I track my order?](#) for information on tracking your order online.

Q3: What is eDelivery?

eDelivery enables electronic fulfillment of software license entitlement documentation. This means that you'll receive your PAK more quickly than 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.

Q4: How do I know which licenses I need to order?

See **Error! Not a valid bookmark self-reference.**

Q5: What is a SKU?

SKU stands for Stock Keeping Unit. It is a unique, individual part number used to track and monitor inventory. A Cisco software licensing SKU maps to one or more software features.

Q6: What is a PAK number?

PAK stands for Product Authorization Key. The PAK is a sticker, included within claim certificates, which is used to obtain your license key. See [How do I register my PAKs to receive my license files?](#) for instructions on registering to receive your licenses.

Q7: I ordered a license, but I haven't received my PAK number yet.

Currently, there is a 4-6 week lead time before we fulfill and ship Claim Certificates. You may be able to check the status of your order on the Order Status Tool. See [How can I track my order?](#)

If you have received your order, but your PAKs were not included, please contact Cisco Licensing for assistance in obtaining your PAKs.

Q8: How can I track my order?

You may be able to check the status of your order on the Order Status Tool. More information is available at:

http://www.cisco.com/comarch/html/status-tool/Status_Tool.swf

Q9: 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. See [How can I track my order?](#) for more information.

Q10: Why can't Cisco look up my partner's order number?

Cisco partners do not provide Cisco with access to their customer databases as this would be a breach of security.

Registration

Q11: How do I register my PAKs to receive my license files?

You can obtain your software license at <http://www.cisco.com/go/license>. Once you arrive at this site, you will need to enter in your Cisco.com user ID and your password.

You will also need to enter in your 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 you. Within 1 hour after registration, the permanent license will be sent directly to your provided email address.

Licenses are sent from licensing@cisco.com. Please add this address to your safe senders list so that the email won't be marked as spam.

Q12: I registered for my license, but haven't received the license file.

If you did not receive or cannot find the license file that was sent to you from licensing@cisco.com, please check your spam or junk mail folders. If you find that the license file does not exist in your email's spam or junk mail folders, please contact Cisco Licensing (see below for instructions).

Q13: How do I find my server's MAC address?

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 your licensing MAC address was "123456789ABC", you would enter the MAC as "HOSTNAME=123456789ABC". If your implementation does not utilize VMWare, enter the MAC address without any additional characters: "123456789ABC".

Q14: What is a partial fulfillment PAK?

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 you to split up the 10,000 files between any of your servers in the quantities that best suit your deployment.

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

Q15: The registration page is asking for a UDI. How do I find the UDI?

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
```

Q16: The registration page is asking for a Product ID. What Product ID does it need?

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's always best to verify the number first by entering the following command from the device's command line interface:

```
Show license udi
```

Q17: 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 you purchased the hardware and the licensing in the same order, the licenses will come pre-installed. In these circumstances, you will not receive a PAK number for your licenses. On most products, you can verify if your licenses came pre-installed by entering the following command from the command prompt:

```
Show license detail
```

UCSS

Q18: What is UCSS? How is it different from a license?

The combination of Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service allows you to get the latest major, minor, and maintenance updates for Cisco software releases, as well as giving you access to online tools and resources that can help you 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. You do not receive a version upgrade when purchasing a Unified Communications Software Subscription. Instead, you later request that version upgrade using the Product Upgrade Tool and your Cisco Unified Communications Operate Services contract number on which your Cisco Unified Communications Software Subscription purchase has been recorded.

The information you enter during the registration will be passed on to the UCSS Support Team, who will complete the registration of your Unified Communications Software Subscription. See [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?](#) for more information.

Q19: Who do I contact to receive support for registering my UCSS Subscription?

The UCSS Support team can be contacted by emailing ucss-support@external.cisco.com.

Upgrading

Q20: I have a UCSS subscription for my product. How do I upgrade my software?

If the contract and UCSS subscription covering your product are active, you can order upgrades free of charge from the Product Upgrade Tool (PUT). Enter your contract number to see which upgrades are available. One upgrade must be ordered for each implementation that is being upgraded. For example, if you have 1 Communications Manager cluster with 1 publisher, 2 subscribers and 1000 DLUs, you will need to order 1 upgrade from PUT.

Once you've completed all the steps in ordering the upgrade, you'll be provided with an order number in the format of UG123456. Be sure to store this number in a safe place as you may need to reference it later.

The Product Upgrade Tool: <http://cisco.com/upgrade>

Q21: I don't have UCSS. How can I upgrade my software?

You can purchase UCSS or order the software upgrades separately through your normal point of sale. See **Error! Not a valid bookmark self-reference.** for information on locating a Cisco partner.

Q22: The Product Upgrade Tool doesn't accept my contract number.

You can only order upgrades from contracts that are in your Cisco.com profile. See [How do I add contracts to my profile?](#) for more information.

Q23: The software upgrade I want isn't listed in the Product Upgrade Tool. How do I obtain this software?

This indicates that the contract does not entitle you to the software you're trying to order or that the contract is not set up correctly. Check with your Cisco partner or point of sale to ensure that the contract number is correct and active and that it covers the product you are trying to upgrade. If the contract should entitle you to the upgrade you're seeking, contact the PUT support team. See [Who do I contact for support with the Product Upgrade Tool?](#)

Q24: I've ordered my upgrade from the Product Upgrade Tool. When will I receive my license file?

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.

Q25: I'm upgrading my software. Will I need a new license?

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.

Q26: Can I download my software online?

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 your contract be added to your profile in order to obtain your 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.

Software Download Center: <http://www.cisco.com/cisco/software/navigator.html>

Product Upgrade Tool: <http://www.cisco.com/upgrade>

Q27: How do I add contracts to my profile?

You can add contracts to your profile using the Cisco Profile Manager. If you're unable to add the contract using the profile manager, you can email web-help@cisco.com for assistance.

Cisco Profile Manager: http://tools.cisco.com/RPF/profile/profile_management.do

Receiving Support

Q28: How do I receive support for registering my licenses?

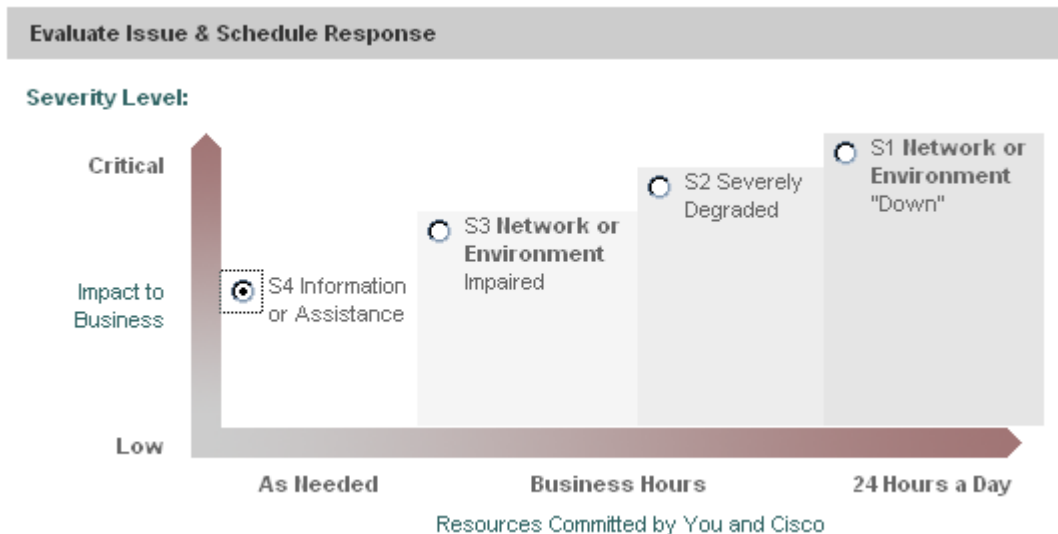
The Cisco Licensing Team can be contacted by opening a service request online using the TAC Service Request Tool and selecting licensing as your problem code, by calling the appropriate technical support phone number for your region and requesting licensing support or by emailing licensing@cisco.com. See also [What information should I include when requesting Licensing support?](#)

TAC Service Request Tool: <http://cisco.com/tac/caseopen>

Cisco Worldwide Contacts: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Q29: What does the severity level of the service request mean?

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. Severity 1s and 2s require that you speak to a support representative immediately, so you will be required to call technical support to open this type of request. See [How do I receive support for registering my licenses?](#)



Q30: When are personnel available to provide Licensing support?

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

Q31: 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, etc. This information ensures that the licensing team is able to issue the exact license you purchased.
- Your license-locking information (Serial Number, MAC Address, Host Name, UDI, etc.)
- A brief and complete description of what you need assistance with.

Q32: I lost my license file. How can I have it resent to me?

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

Q33: 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?

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

Q34: I'm moving my software to a new server. How can I have my licenses rehosted to the new server?

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

Q35: I accidentally registered my license to the wrong Serial Number or MAC address. How do I fix it?

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

Q36: Who do I contact for support with the Product Upgrade Tool?

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.

Q37: How do I install my license file?

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.

Q38: How can I receive support for installing my license file?

Cisco's Technical Assistance Center can assist you in installing your license files. They can be contacted by emailing tac@cisco.com, by opening a service request online using the TAC Service Request Tool and selecting Installation as your problem code or by calling the appropriate technical support phone number for your region and requesting installation support.

TAC Service Request Tool: <http://cisco.com/tac/caseopen>

Cisco Worldwide Contacts: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Q39: How do I split licenses?

Licenses that were ordered as partial fulfillment can be split during registration. See [What is a partial fulfillment PAK?](#) 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. See [How do I receive support for registering my licenses?](#) for more information.

Q40: How do I consolidate licenses?

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, your 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.

Q41: Why does the licensing team need to verify entitlement?

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're requesting and ensures that the correct licenses are issued.

Q42: How can I request a temporary license or demo license for my product?

Temporary licenses are available for many products from the License Registration Tool at 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. See [How do I receive support for registering my licenses?](#) for more information.

Q43: How can I escalate my existing service request?

If you feel that you are not receiving timely support or the urgency of the situation changes, you may contact licensing and request to raise the severity or request to speak to a Licensing Duty Manager. See [What does the severity level of the service request mean?](#) or [How do I receive support for registering my licenses?](#) for more information.

Product-Specific Questions

Q44: What is a DLU?

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.

Q45: What is CUWL licensing?

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 below:

<http://www.cisco.com/en/US/products/ps9156/index.html>

Q46: How can I receive the 3DES Encryption license for my ASA or PIX firewall?

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.

Q47: How do I receive the licenses for my IPS product?

Unlike other products, IPS licensing is contract-based. This means that in order to receive your IPS service license, your IPS device must be covered by a contract granting signature file updates. If you are 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 your 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, SUSA. If your IPS appliance is not covered under any of the above contract types, you may request a 60-day temporary license from the Cisco Services for IPS **trial** license of the page below .

If your IPS device is running version 6.1 or later of the IPS software, you will need to enter its UDI when registering your license. See [The registration page is asking for a UDI. How do I find the UDI?](#) for more information on what the UDI is. Earlier versions only require the serial number when registering the license. It's important that you use the appropriate link for your device in the Cisco Services for IPS **service** license section of the Product License Registration Tool:

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

Q48: Why is there an expiration date in my IPS license?

IPS licenses are based on your contract. This means that the license lasts for the term of the contract. When you renew your contract, you may need to re-register for your license in order to receive a new file with an updated expiration date. It's important that you use the appropriate link for your device in the Cisco Services for IPS **service** license section of the Product License Registration Tool:

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

Q49: What is Cisco IOS Software Activation?

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

Miscellaneous

Q50: 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 Partner or your Cisco Sales Representative.

Cisco's Partner Locator: http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp

Q51: I bought used equipment and would like to know how transferring licenses works?

See [I want to sell my equipment. How does transferring licenses work?](#)

Q52: What is Cisco Licensing Manager?

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>