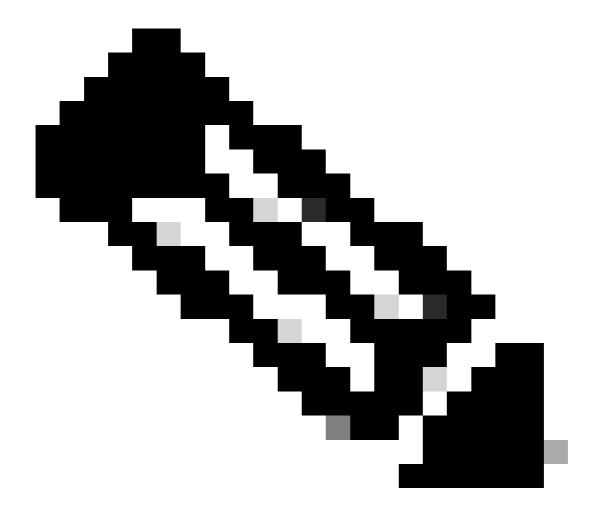# How Can I Register a Product Activation Key (PAK) on License Registration Portal (LRP)?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you begin, ensure you have:

- Active Cisco.com account
- PAK (Product Activation Key) or SO (Sales Order)
- PIN or Claim Certificate
- Device details on which PAK is fulfilled

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Under Traditional Licenses, click on Access LRP

Step 3: Click on "Get Licenses" in "PAK or tokens" tab

Step 4: Select "From a new PAK" from the drop-down list

Step 5: Enter the Product Authorization Key (PAK) or Sales Order (SO) number and click Ok

> **Note**: A prompt for authentication to input PIN based on user's role is needed if user is not the creator and user of the PAK.

Step 6: Select Smart Account, Virtual Account, and SKU quantities (if more than 1 quantity is allowed for a single device) and click next.

Step 7: Enter the device identifiers in the "Assign to Device" window and click Next

Step 8: Enter end user email address. Please note multiple email addresses can be assigned

Step 9: Click Submit

Troubleshooting:

1. I am getting an error when trying to generate license. Open a Licensing case at [Support Case Manager (SCM)](#) using Software Licensing option.

If you experience an issue with this process, that you cannot address, please open a Licensing case at [Support Case Manager (SCM)](#) using Software Licensing option.

For feedback on the content of this document, please submit [here](#).