

How Can I Generate a License with a Product Activation Key (PAK) but Missing the PIN 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 start, ensure you have:

- Active Cisco.com account
- Access to PAK

How to Obtain PIN:

- To validate ownership, you might get asked to provide PIN number. PIN number can be found on your Claim Certificate
- If your claim certificate cannot be found, refer to your eDelivery Order Notification email and click the Register Claim Certificates link to initiate your PAK registration in LRP. No PIN number will be required
- If you purchased your licenses through a partner and you do not have your claim certificate or the eDelivery Order Notification email, contact your partner
- Partners and direct customers can generate the eDelivery Order Notification to one or more email addresses. Simply log in to [MCE](#), locate and click your order, check the line number, select Send OBA, enter the email address(es), then click the Send Order Access button for selected items

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: Choose "All Licenses For (CCO ID)" from the 'Show' drop down selector, This gets you to see user view

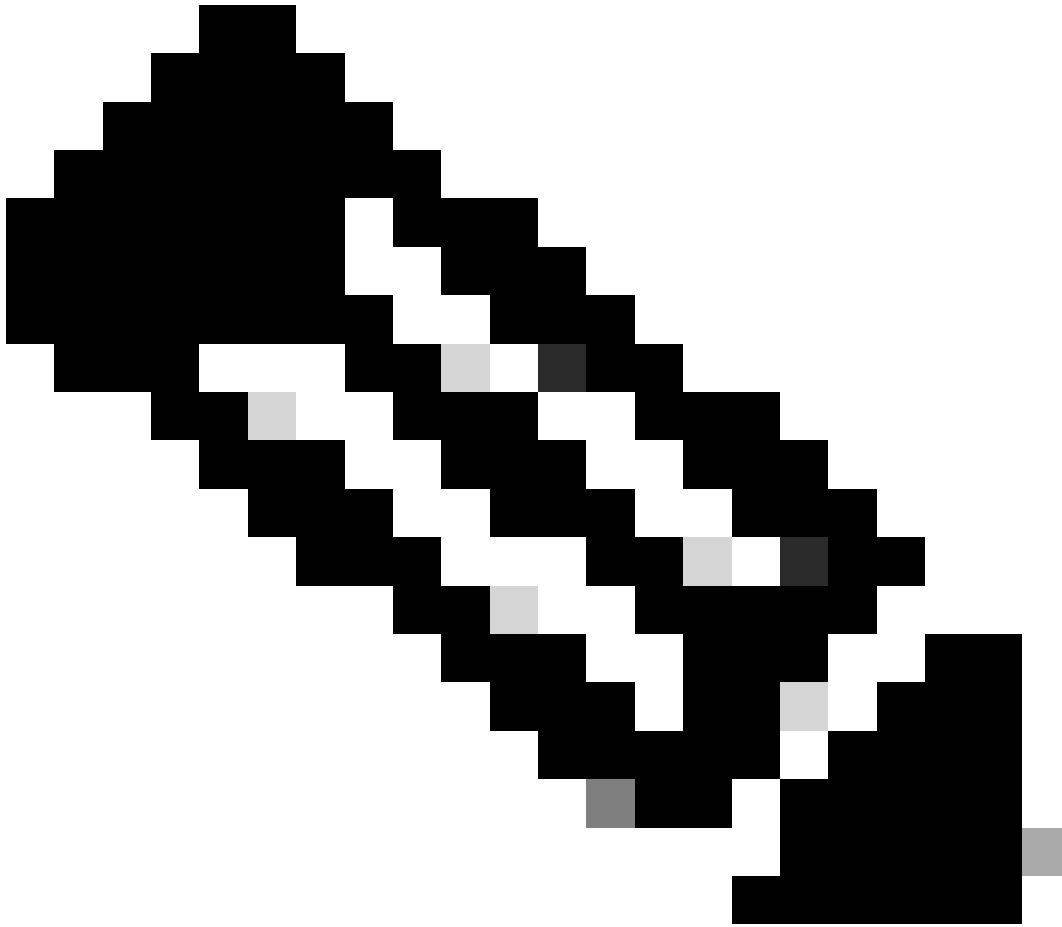
Step 4: Select the PAK or Tokens Tab

Step 5: Click on Get License and select From a new PAK and Enter PAK details

Step 6: Enter the PIN number to validate ownership of the license

Step 7: Click Ok

Step 8: Select Licenses Quantity and Click Next



Note: Smart Account and Virtual Account can be assigned

Step 9: Enter Device details, then click on Next

Step 10: Enter Email address of recipients, review and click Submit

Troubleshooting:

1. I am getting error while generating the license in LRP? 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.

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