



## CHAPTER 5

# Installing the Cisco Pulse Software License

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### Note

This topic is intended for the system administrator who must register Cisco Pulse and install the Cisco Pulse software license.

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Before using Cisco Pulse for the first time, you must register this product using a web tool on Cisco.com. After you complete the registration, the system sends you an email, which includes a license file. You must upload this file to Cisco Pulse, which activates the software features that you purchased.

These topics describe tasks that you must perform to register and upload the license file to Cisco Pulse:

- [Gathering Registration Information, page 5-1](#)
- [Registering Cisco Pulse, page 5-4](#)
- [Uploading the Cisco Pulse License File, page 5-5](#)

## Gathering Registration Information

During the Cisco Pulse registration, you must supply this information:

- The product authorization key (PAK).
- The MAC address of the Pulse management port (port 0) on the Pulse Connect Appliance.

These topics describe how to access this information:

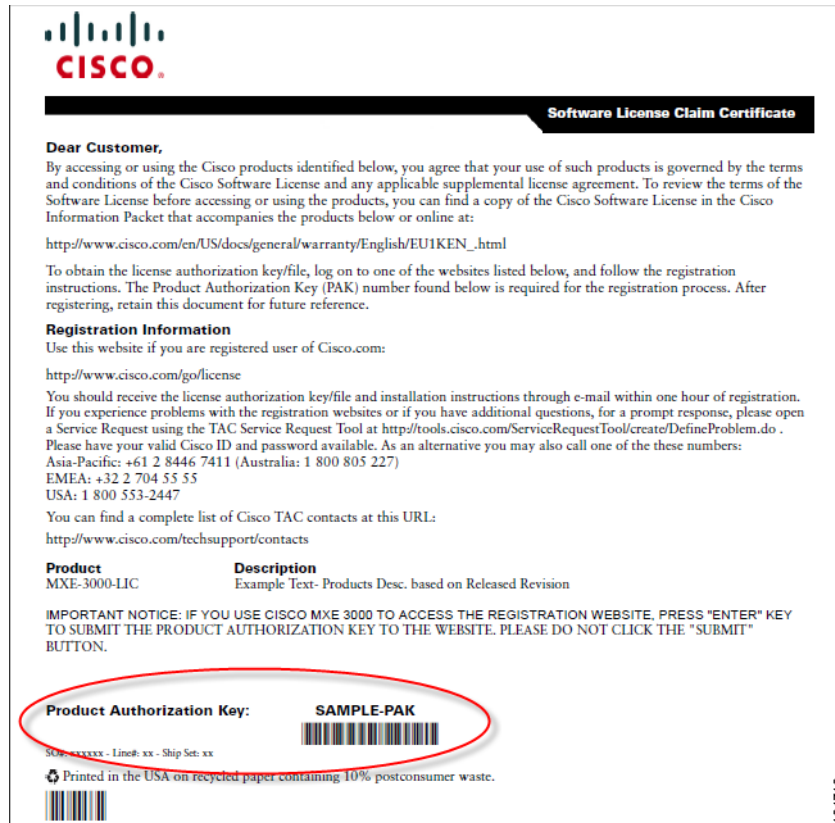
- [Accessing the PAK, page 5-1](#)
- [Accessing the MAC Address, page 5-3](#)

## Accessing the PAK

During the Cisco Pulse registration, you must supply a PAK so that you can obtain the appropriate license for your Cisco Pulse software bundle.

The PAK appears on the Software License Claim Certificate. [Figure 5-1](#) displays a generic sample of this document, highlighting the location of the PAK.

Figure 5-1 Sample Software License Claim Certificate—PAK Location



You can obtain this document using eDelivery, a Cisco application that enables electronic fulfillment of software license entitlement documentation. You can access the eDelivery application at this location:

<https://edelivery.cisco.com/esd/>

To log into eDelivery, you need a username and password.

If you have a problem getting a copy of this document, you can contact the Cisco Technical Assistance Center (TAC) using the information provided in Table 5-1. To obtain assistance from TAC, you must provide your sales order number.

Table 5-1 TAC Contact Information

Who to Call	Telephone Number
In the United States	1-800-553-2447
Outside of the United States	For your local Cisco TAC phone number, refer to this website: <a href="http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html">http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html</a>

#### Related Topics

- [Accessing the MAC Address, page 5-3](#)

## Accessing the MAC Address

The Cisco Pulse licensing is associated with the MAC address of the Pulse management port (port 0) on the Pulse Connect Appliance. The software numbering convention for this port is Eth 0.

### Before You Begin

You need this information for the Pulse Connect Appliance:

- System administrator username and password
- Root password

### Procedure

To access the MAC address of the Pulse management port (port 0) on the Pulse Connect Appliance:

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- Step 1** Establish a console port session with the Pulse Connect Appliance, or a Secure Shell (SSH) session between a UNIX- or Microsoft Windows-based management station and the appliance. (If your management station runs Microsoft Windows, you must run an SSH client.)
- For example, to initiate an SSH session from a management station to the Pulse Connect Appliance, use this command syntax:
- ```
ssh username@ip-or-host address
```
- or
- ```
ssh ip-or-host address -l username
```
- where:
- username* = System administrator username
- ip-or-host address* = IP address or host name of the appliance
- For example:
- ```
ssh admin@10.1.0.11
```
- or
- ```
ssh 10.1.0.11 -l admin
```
- Step 2** When prompted, enter the system administrator password.
- Step 3** Log into the appliance as root using this command syntax:
- ```
[admin@mylocalhost ~]$ su -
```
- Step 4** When prompted, enter the root password.
- Step 5** Enter this command:
- ```
ifconfig eth0
```
- The system displays this type of information:
- ```
eth0      Link encap:Ethernet  HWaddr 00:21:5E:09:B4:3C
...
```
- In this example, the MAC address for Eth 0 is displayed as “HWaddr 00:21:5E:09:B4:3C.”

- Step 6** Write down the MAC address, eliminating the colons (:) and remaining spaces. After eliminating the colons and spaces of the sample MAC address, the remaining MAC address is 00215E09B43C
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**Related Topics**

- [Accessing the PAK, page 5-1](#)

## Registering Cisco Pulse

This topic explains how to register Cisco Pulse.

**Before You Begin**

You must have these items:

- The Software License Claim Certificate, which includes the PAK for your Cisco Pulse software bundle.
- The MAC address of the Pulse management port (port 0) on the Pulse Connect Appliance.
- An account on Cisco.com to access the license website. If you do not have an account, you can create one by clicking the **Register** link on [www.cisco.com](http://www.cisco.com).

**Procedure**

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- Step 1** In the Address field of a browser, enter this string, then click **Go**:  
<http://www.cisco.com/go/license>
- The first page of the Product License Registration appears.
- Step 2** In the Product Authorization Key (PAK) field, enter the PAK, then click **Submit**.  
The second page of the Product License Registration appears, displaying information for the submitted PAK.
- Step 3** Compare the information that displays against what appears in the Software License Claim Certificate, and perform the appropriate substeps:
- a. If any of the displayed information is incorrect, you have these options:
    - Open a TAC Service Request using the link provided on the Product License Registration page.
    - Call TAC. For contact information, see [Table 5-1 on page 5-2](#).
  - b. If the displayed information is correct, click **Continue**.  
The third page of the Product License Registration appears.
- Step 4** In this page, you must perform these tasks:
- a. In the MAC Address field, specify the MAC address of the Pulse management port (port 0) on the Pulse Connect Appliance.  
If you have not yet determined the MAC address for this port, see the [“Accessing the MAC Address” section on page 5-3](#).  
Enter the MAC address without colons and spaces, for example, 00215E09B43C.

- b. Read the End-User License Agreement, and check the **Agreement** check box.
- c. Verify the required fields of the Registrant Information, particularly the email address.  
The email address that you specify is important because an email containing the Cisco Pulse license file is sent to that address. If you want this email sent to another person, specify the email address of that person in the Email field.
- d. If you specified the email address of another person in Step c, check the Licensee (End User) check box.
- e. After you have verified the contents of all fields and checked the appropriate check boxes, click **Continue**.  
The fourth page of the Product License Registration appears.

**Step 5** In this page, you must perform these tasks:

- a. Verify the information you are submitting for registration.  
To make changes to any of the information, click the associated **Edit Details** link.
- b. After you are certain that the information is complete and accurate, click **Submit**.  
The system begins to process your registration, and Product License Registration Page updates.

**Step 6** To check the status of your registration, click **Check Status**.

After the system finishes processing your registration, it sends an email to the person in the specified email address within 1 hour. If the designated recipient does not receive this email after an hour, they should check all email folders, including Junk or Spam folders, for this email. If they still cannot locate the email, they have these options:

- Open a TAC Service Request using the link provided on the Product License Registration page.
- Call TAC. For contact information, see [Table 5-1 on page 5-2](#).

## Uploading the Cisco Pulse License File

After you register Cisco Pulse, you receive an email containing the license file, which activates the Cisco Pulse software features that you purchased. Do not edit the contents of the file or you will render this file useless. You must upload this file to Cisco Pulse.

To initially access Cisco Pulse and upload the license file, you must use the Administration setup wizard. You can access the License page in the Administration setup wizard from Microsoft Windows clients with one of these supported browsers:

- Mozilla Firefox browser, version 2.0 or 3.0
- Microsoft Internet Explorer browser, version 6.0, 7.0, or 8.0

The client must be in the same domain in which the Pulse Collect and Connect Appliances are deployed. If you use a different browser to access Cisco Pulse, the system warns and reminds you to use one of the supported browsers.



### Note

While accessing Cisco Pulse from one of the supported browsers, we strongly recommend that you not refresh the browser. Doing so, especially after performing an action, such as a system administrator deleting a Cisco Pulse user or a Cisco Pulse user changing the status of a tag, causes the browser to resend a request to perform the same action that was just completed. Refreshing the browser in this situation can result in a Cisco Pulse error.

**Before You Begin**

- You must have installed the application software on the Pulse Connect Appliance.
- You must have the ncpadmin password, which you created during the Pulse Connect Appliance application installation.
- You must save the license file to your hard disk.

**Procedure**

To access the Administration setup wizard:

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**Step 1** From your Microsoft Windows client, launch one of the supported browsers.

**Step 2** In the Address field of the browser, enter this string, then click **Go**:

`http://pulse-connect-ip-or-host-address`

For example:

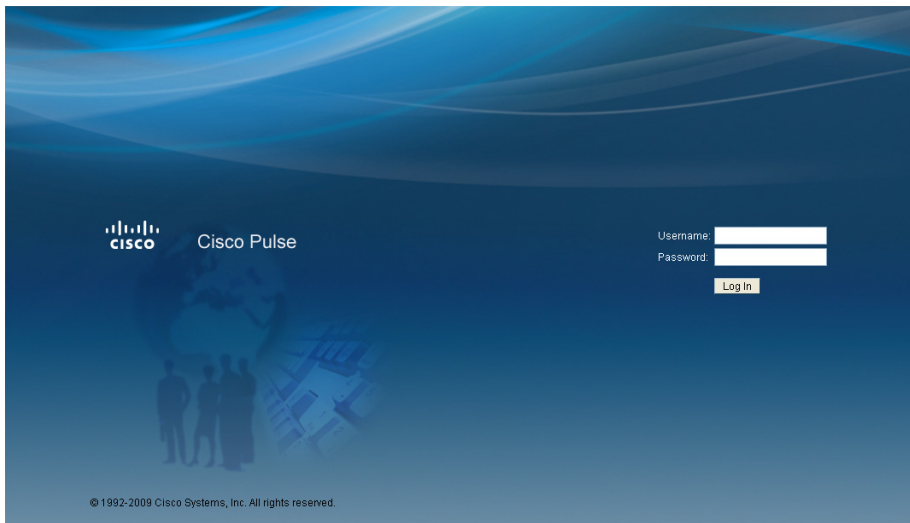
`http://cisco-pulse.mycompany.com`

or

`http://10.1.0.11`

The Cisco Pulse Login page appears as shown in [Figure 5-2](#).

**Figure 5-2** Login Page



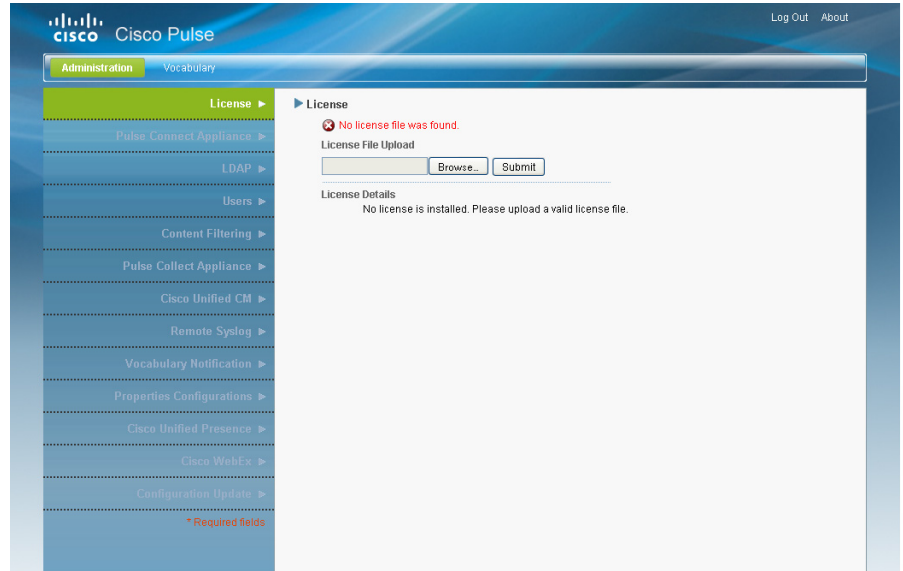
**Step 3** In the Username field, enter this username:

`ncpadmin`

**Step 4** Enter the password for ncpadmin.

The License page, which is the first page of Administration setup wizard, appears as shown in [Figure 5-3](#).

Figure 5-3 First Page of Administration Setup Wizard



**Step 5** In the License page, click **Browse**.

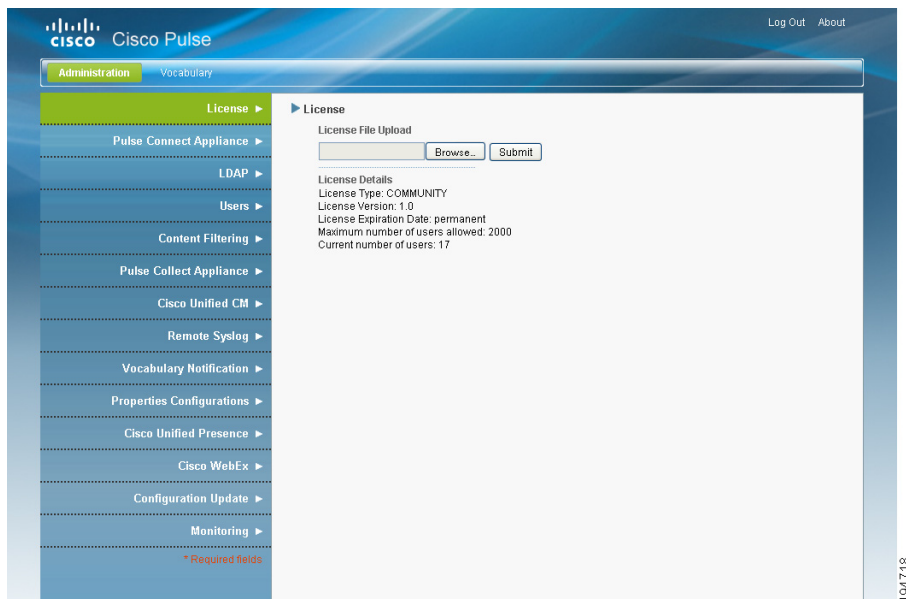
The File Upload dialog box appears.

**Step 6** Navigate to the license file on your hard disk, highlight it, then click **Open**.

**Step 7** Back in the License page, click **Submit** to upload the file to the system.

After the file uploads, the license information appears in the License page as shown in Figure 5-4. You have now completed the Cisco Pulse licensing setup.

Figure 5-4 Sample License Page—Viewing License Information



**Step 8** To proceed with the remaining configuration tasks presented by the Administration setup wizard, use the documentation provided in [Chapter 6, “Configuring and Maintaining Cisco Pulse.”](#)

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