# Table of Contents

INTRODUCTION ........................................................................................................................................... 3
REGISTER SINGLE AND MULTIPLE PAKS FROM QUICKSTART PAGE AND GET NEW MENU .................. 4
GET EXISTING LICENSE: QUICK START PAGE VIEW MY LICENSES AND GET EXISTING MENU ........... 14
REHOST AND RMA ....................................................................................................................................... 19
MY INFORMATION >MY PROFILE ............................................................................................................... 28
Introduction
Cisco is pleased to announce major enhancements to the Software Licensing portal. New and enhanced self-serve capabilities are now available. The landing page has been redesigned to allow you to fulfill single or multiple Product Authorization Keys, or PAKs, and to view and manage your existing licenses. This document will provide instructions on how to perform the new self-service capabilities that have been introduced and how to use the new “My Information” tab.

New User Interface
Register Single and Multiple PAKs from Quickstart Page and Get New Menu

In addition to being able to register single PAKs, you now have the capability to register multiple PAKs within a single registration. Go to the Quickstart page or the Get New menu to fulfill a single PAK or multiple PAKs. Your PAK can be found on a Cisco Claim Certificate. Fulfill a single PAK by entering the PAK name in the PAK field.
To fulfill multiple PAKs use the button “Load More PAKs” and enter up to 10 PAKs at a time, one per line. Repeat this as many times as needed. The new PAKs will be displayed in the PAK list. Select the PAKs to fulfill by selecting the check boxes, then clicking the button “Fulfill Selected PAKs”.

![Image of the Product License Registration page with highlighted buttons and options.](image-url)
Single and multiple PAKs can also be fulfilled from the “Get New” menu using the same process as from the Quickstart page.
Specify the quantity to assign. Enter the target device details below the table. These may differ for different products, but will be either a MAC address or a product ID and serial number. Click the “Assign” button.
The assignments will be displayed in the Device, PAK and SKU assignment table on the right. Repeat this process until all of the product SKUs have been assigned.
Review and click the back button to make any changes. Check the license agreement check box and click the “Get License” button.
Change or edit the end-user details associated with this transaction.
Change, add, or edit the email address to send the license
The license request status box displays a progress bar during validation.
A green check indicates success. Close the dialog box to start a new transaction.
Get Existing license: Quick start page View My licenses and Get Existing Menu
With the new View Existing Licenses option and the newly enhanced, Get Existing Menu, you can view all of your existing licenses and perform multiple transactions at one time. To view, resend, or download existing licenses that are registered to your cisco.com login, go to the Quickstart page or the “Get Existing” menu.
Select one or more licenses in the list and then select Resend or Download. You can specify addresses to resend the license and file locations to download the license zip files.
To resend or download Tandberg licenses, select “Tandberg License” from the “Get Existing” menu. Enter the device serial number and press the search button to display the licenses.
The license request status box displays a progress bar during validation.
A green check indicates success. Close the dialog box to start a new transaction.
Rehost and RMA

The Rehost and RMA process is now streamlined and allows you to transfer existing licenses and perform multiple transactions at one time. To view and select licenses to transfer from one device to another, such as Rehost and RMA, go to the “Transfer” dropdown menu. Use RMA to transfer all licenses when a device fails and use Rehost to transfer specific licenses.
Select one or more licenses from your list and click “Next.” If the licenses are not in the table, specify them by entering the device details. For RMA, click “Add Device”. Select the product family and complete the fields displayed.
For Rehost, click “Add License” and enter the device credential from the device or the license file emailed to you. If you don’t have the license file email, you can download the license file from the “Get Existing” menu.
Enter the license quantities and the target device details for the new device. Click “Next.”
Review the assignments and click the back button to make any changes. Check the license agreement check box and click submit.
To edit the end-user details and email addresses associated with the transaction, select the plus icon to the right of the fields.
The license request status box displays a progress bar during validation.
A green check indicates success. Close the dialog box to start a new transaction.
**My Information > My Profile**

The new My Information tab allows you to save your contacts for future transactions or to view your transaction history. Go to the My Information tab and select My Profile. Here you can change your End User and Email Contacts and select the default number of rows to show in each table.
To view your transaction history, go to the “My Information” dropdown menu. Select “My Transactions”. Click on the “More” link to view details of the transaction.
View transaction details, including product and license information.
View the transaction history, including source, target, and product SKUs.
Thank you for reviewing the new Cisco licensing self service capabilities.

For more information please access the Help menu on the Software Licensing Portal landing page.