

Software License Activation Key Process

This document describes the process for obtaining and installing activation keys for a subset of Cisco® security products (former IronPort® products only):

- **Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals)**
- **Sharing Active Licenses with Additional Devices**
- **Return Merchandise Authorization (RMA) license transfer** for installing software and feature licenses for RMA product replacements.

Note: IronPort previously shipped RMA replacements preconfigured with software licenses. Software license installation for RMA replacements is now done via self-service once the replacement product is received.

To obtain activation keys for former IronPort software licenses, use your Cisco.com account to sign in to the Cisco Product License Registration website at www.cisco.com/go/license. If you do not already have a Cisco.com account, register for an account at www.tools.cisco.com/RPF/register/register.do.

Scenario	Process Summary
Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals) Detailed process steps on page 2	Order through normal sales channels and processes. Product must be activated by installing license "keys." After purchasing a software feature, you will: <ul style="list-style-type: none"> • Receive an email with the Product Authorization Key (PAK) or you can receive the Claim Certificate (PAK) by regular mail. Note: if your order was placed through a partner, you may need to contact your partner to obtain a copy of this email. • Register the PAK at www.cisco.com/go/license • Receive an activation email with the license key(s) • Install key(s) from the activation key email.
Sharing Active Licenses with Additional Devices Detailed process steps on page 5	License for an additional device: Customers use this process to copy an existing active license to a new device. <ul style="list-style-type: none"> • Register additional Device at www.cisco.com/go/License • Receive an activation email with the license key(s) • Install key(s) from the activation key email.
RMA License Transfer Detailed process steps on page 9	RMA replacement must be initiated through a service request to Cisco Technical Assistance Center (TAC): tools.cisco.com/ServiceRequestTool/create After receiving an RMA replacement for the former IronPort product, transfer licenses and activate options for the replacement product: <ul style="list-style-type: none"> • Register for an RMA license transfer at www.cisco.com/go/license • Your licenses will automatically transfer and you will also receive the activation key email with software license key(s) for your records
Support Contacts	Support contact information – Cisco TAC (includes license/key support): www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html Service requests: tools.cisco.com/ServiceRequestTool/create Email Cisco Global Licensing Operations (GLO) team: licensing@cisco.com Licensing Help Q&A: tools.cisco.com/SWIFT/LicensingUI/helpFAQ

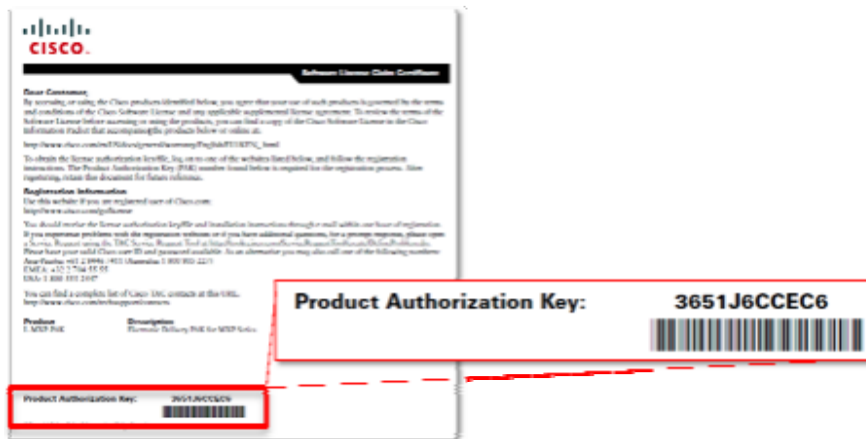
Product Activation for Software Products (Initial Purchase, Follow-On, and Renewals): Detailed Process Steps

Term and content based software subscription feature licenses are ordered through normal sales channels and processes. These options must be activated by installing license “keys.”

Note that this process only applies for software subscription feature licenses purchased after initial product purchase. Perpetual licenses purchased with the initial appliance purchase are shipped preactivated.

1. After purchasing a software feature(s), you or your partner will receive an email with a PDF claim certificate attachment. You may also receive the Claim Certificate by regular mail. Note: if your order was placed through a partner, you may need to contact your partner to obtain a copy of the certificate. This claim certificate contains a Product Authorization Key (PAK).

This PAK is not the software license key. You will receive the license key by email after registering the PAK at Cisco.com.



2. In your web browser, go to the Cisco Product License Registration website: www.cisco.com/go/license. Enter your Product Authorization Key (PAK).

Click “Fulfill Single PAK” to continue.

Product License Registration

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> My Licenses

Display a list of all your node locked licenses and search by UDI and PAK.

Get New Licenses From PAKs

From here you can get a license by registering a PAK. Register by entering the PAK number or selecting from the List. Register Multiple PAKs from the Get New menu.

PAK Selection or Entry

To get a license from a PAK, you can enter the Product Authorization Key (PAK) below, you can select a PAK from the list, or you can click the Add PAK button to add one or more PAKs to the list and then select them.

Product Authorization Key (PAK): Fulfill Single PAK How do I ...

-OR-

Add and select Multiple PAKs

3. Enter the device details of the target(s) of the PAK registration.

For sharable product PAKs, additional target devices can be added using the “Add Device” button.

Click “Next” to continue.

Product License Registration

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Get New Licenses From PAKs

✓ 1. Specify PAK 2. Assign SKUs to Devices 3. Review

IPORTBNDLFEAT

Please complete the registration information below to register your IPORTBNDLFEAT product. [Read More...](#)

PAK / SKU	Quantity Available	License Start Date	License End Date
FXPAKBF2863			
ESA-ESP-LIC=	10000	15-Aug-2012	15-Aug-2015

★ Serial Number: Description:

4. Enter multiple device serial numbers for sharable licenses.

Product License Registration

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Get New Licenses From PAKs

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PAK / SKU	Quantity Available	License Start Date	License End Date
FXPAKBF2863			
ESA-ESP-LIC=	10000	15-Aug-2012	15-Aug-2015

★ Serial Number: Description:

- Review the summary table for accuracy.
Verify or edit registered end user information.
Check the box to agree with the terms of the license.
Click "Get License" to submit request.

Product License Registration

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Get New Licenses From PAKs

1. Specify PAK
 2. Assign SKUs to Devices
 3. Review

The license information that will be submitted.

HostID	Description
SRLAC900250	UATTEST1
SRLAC900251	UATTEST2

Product SKU	Feature SKU	Description	Ordered	Available	Quantity Added	Term Details - License Start Date:	License End Date:
PAK Number: FXPAKBF2863							
ESA-ESP-LIC=		ESA-ESP-LIC= : ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	10000	10000	10000	15-Aug-2012	15-Aug-2015

Your License Key will be emailed within the hour to these email addresses and connected with the specified end user.

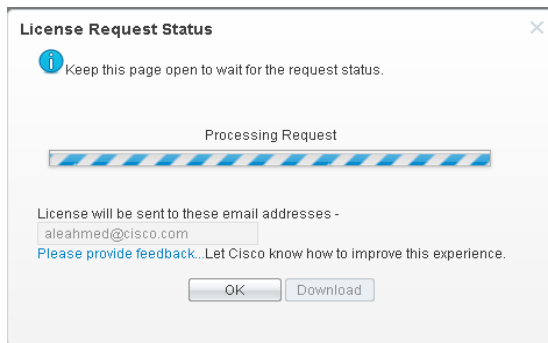
* Send To:

* End User:

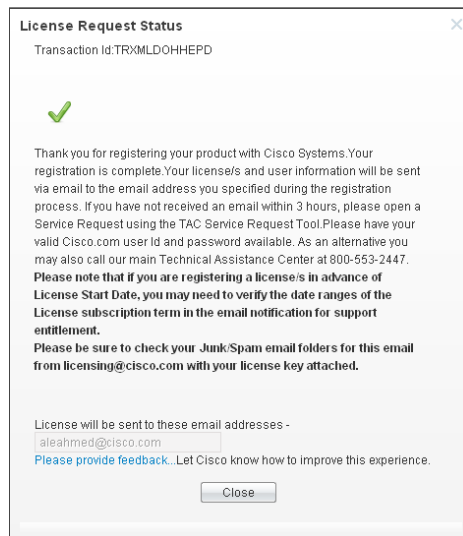
* License Agreement: I agree with the Terms of the License [View License Agreement...](#)

Back
Get License
Cancel

- Submitting a request opens a pop-up window displaying progress.



If the request is successful, the progress window pop-up changes to display confirmation information.



You should receive an activation key email within three hours from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The license key(s) will be included in the text of the email message.

Log in to your product. Open the activation key email and view the license key(s). Follow the instructions in the product administrator guide and in the email to install the license key(s).

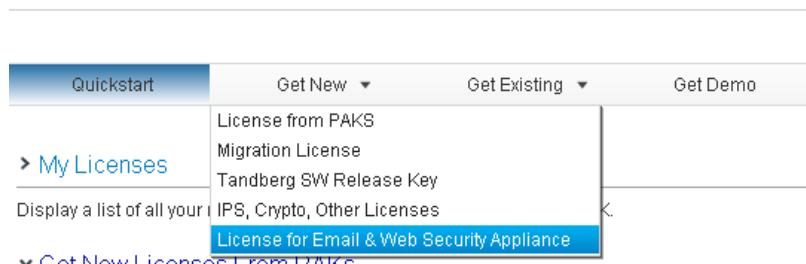
Sharing Active Licenses with Additional Devices: Detailed Process Steps

IronPort allows for sharing of licenses across devices; however, they must be registered. Note: Customer has the option to specify multiple devices during initial PAK registration, however, this flow must be used when the PAK is already registered to a device and the customer want to share the active licenses from that source device to a new compatible device.

1. In your web browser, go to Cisco Product License Registration website: www.cisco.com/go/license to add devices for a shared license.

Click the “Get New” down arrow and then click “License for Email & Web Security Appliance.”

Product License Registration



2. Select the "Get Activation Code" radio button.

Select the product family from the drop-down menu.

To copy the licenses to other devices as a new license, enter the source and the target device serial numbers.

Enter the email address that matches the email address that is registered to the source serial number.

Click "Request Code" to request the activation code be emailed.

Note: This is an additional security measure so that only the registered owner of the source device can perform this operation.

Product License Registration

Quickstart **Get New** Get Existing

License for Email & Web Security Appliance
Apply the licensed features of an existing device to additional devices. If intendir

Get Activation Codes Use Activation Codes

* Product: Iron Port Product - SW Bundle

* Source UDI Serial Number: SRLAC900251

* Target UDI Serial Number: SRLAC900256

* Send to: aleahmed@cisco.com

Request Code Cancel

3. An email is sent with the activation code.

PLEASE DO NOT DISCARD THIS EMAIL.

You have received this email because your email address was provided to Cisco Systems during the registration process and you are requesting to copy the shared licenses from an existing device to new device. Please contact Cisco Systems if you are not requesting to copy the shared licenses during device registration process.

Below, you will find the Activation Code:

Activation Code: 0Y4PC7O7

Here is the device registration information:

Existing Device Serial #: SRL25050152

New Device Serial #: SRL25050153

Please click the following link to continue the registration process:

<https://tools-stage-was6.cisco.com/YS1SLE/deviceActivationResults?actCode=0Y4PC7O7>

If the above link does not work, please copy and paste the following link to your browser and enter the activation code:

<https://tools-stage-was6.cisco.com/YS1SLE/deviceActivationResults?actCode=>

- Return to the License for Email & Web Security Appliance webpage and select the “Use Activation Codes” radio button.

To complete this process, enter the activation code obtained from the get activation code request email.

Click “Next.”

Product License Registration

Quickstart **Get New** Get Existing

License for Email & Web Security Appliance

Apply the licensed features of an existing device to additional devices. If intending to

1. **Specify Activation Code** 2. Select SKU Options 3. Review

- Get Activation Codes Use Activation Codes

Enter the Activation Code from the email or confirm the

* Activation Code:

Next

- The source of the license and the specified targets contained in the activation code are displayed at the top of the form.

The source SKU selection table is displayed below.

Select the product SKUs to add to the new devices.

Click “Next” to continue.

Product License Registration

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License for Email & Web Security Appliance

Apply the licensed features of an existing device to additional devices. If intending to use an activation code but find it has expired, request another code.

- ✓ 1. Specify Activation Code **2. Select SKU Options** 3. Review

Source and Target Details

Activation Code:

Source UDI Serial Number: SRLAC900251

Target UDI Serial Number: SRLAC900256

Source SKU Selection

Product SKU	Option SKU	Quantity	License Start Date	License End Date	Description	Share Reason
<input checked="" type="checkbox"/> ESA-ESP-LIC=		10000	08/15/2012	08/15/2015	ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	

Back Next Cancel

6. Review the summary table for accuracy.

Check the box to agree with the terms of the license.

Verify or edit registered end user information.

Click "Get License" to submit request.

Product License Registration

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License for Email & Web Security Appliance

Apply the licensed features of an existing device to additional devices. If intending to use an activation code but find it has expired, request another code.

✓ 1. Specify Activation Code ✓ 2. Select SKU Options **3. Review**

The license information that will be submitted.

SKU	Feature	Description	License Start Date	License End Date	Quantity
ESA-ESP-LIC=		ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	08/15/2012	08/15/2015	10000

The license key will be emailed within the hour to the specified email addresses.

* Send To: +

* End User: +
[Edit Contact Information...](#)


* License Agreement: I agree with the Terms of the License
[View License Agreement...](#)

7. Submitting a request opens a pop-up window displaying progress.

License Request Status

i Keep this page open to wait for the request status.

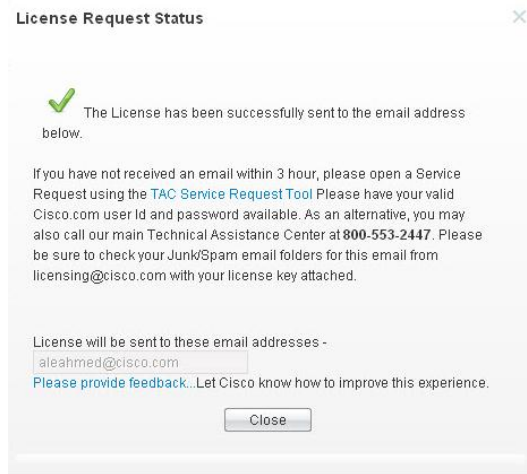
Processing Request



License will be sent to these email addresses -

[Please provide feedback...](#) Let Cisco know how to improve this experience.

If the request is successful, the progress window pop-up changes to display confirmation information.



You should receive an activation key email within three hours from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The license key(s) will be included in the text of the email message.

Log in to your product. Open the activation key email and view the license key(s). Follow the instructions in the product administrator guide and in the email to install the license key(s).

RMA License Transfer: Detailed Process Steps

RMA replacements must be initiated through a service request to Cisco TAC: tools.cisco.com/ServiceRequestTool/create.

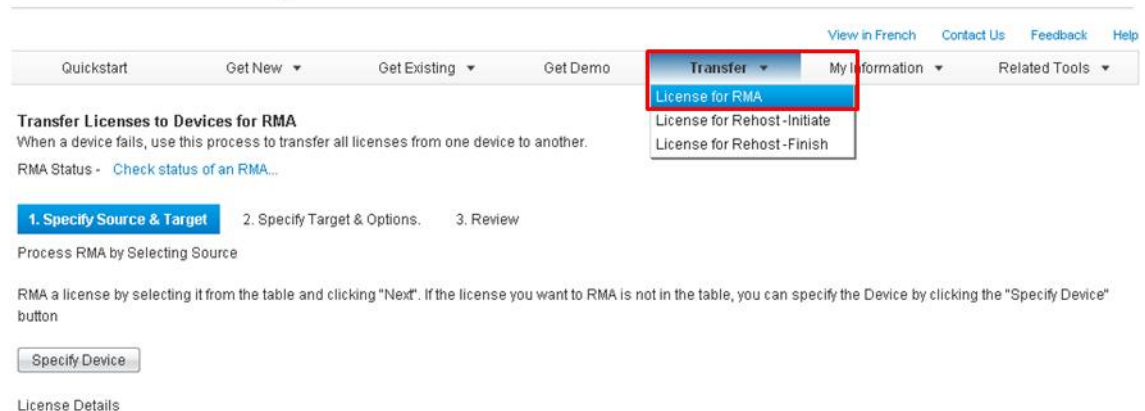
After the RMA request has been processed, you will receive an RMA replacement for your product and an email with RMA license transfer instructions. You must follow the instructions in the email and register for an RMA license transfer to transfer licenses and activate features on your replacement hardware.

1. In your web browser, go to Cisco Product License Registration web page: www.cisco.com/go/license.

Go to the “Transfer” tab and click “License for RMA.”

Click “Specify Device.”


Product License Registration




2. In the pop-up window, select the product family from the drop-down menu.

Enter the serial number of the source device.

Click "Next" to continue.



Specify the Device to RMA

 The Host Id To be entered is Case Sensitive.

RMA Product - Select the Product for the license transfer

* Product Family:

Source - Transfer License from this device

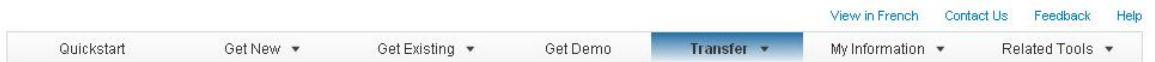
* Serial Number:

3. Enter the serial number for the new device to transfer the license to.

Enter the RMA number if it is available.

Click "Next" to continue.

Product License Registration



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Transfer Licenses to Devices for RMA

When a device fails, use this process to transfer all licenses from one device to another.

RMA Status - [Check status of an RMA...](#)

- ✓ 1. Specify Source & Target **2. Specify Target & Options.** 3. Review

Target - Transfer License to this device

* Serial Number:

RMA #:

- Review the summary table for accuracy.
Verify or edit registered end user information.

Check the box to agree with the terms of the license.

Click "Submit" to submit request.

Product License Registration

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Transfer Licenses to Devices for RMA

When a device fails, use this process to transfer all licenses from one device to another.
RMA Status - [Check status of an RMA...](#)

✓ 1. Specify Source & Target ✓ 2. Specify Target & Options. 3. Review

The license information that will be submitted.

Product Family:	Product Name	Description	Quantity	Start Date	End Date
Iron Port Product- TC	ESA-SO-LIC=	For Internal purposes only	100	03-MAY-2012	02-MAY-2013

Your License Key will be emailed within the hour to the email address specified below.

* Send To: +
 * End User: +
 * License Agreement: I agree with the Terms of the License! +
[View License Agreement...](#)


Back Submit Cancel

- Submitting a request opens a pop-up window displaying progress on the license transfer.

License Request Status ✕

i Keep this page open to wait for the request status.

Processing Request

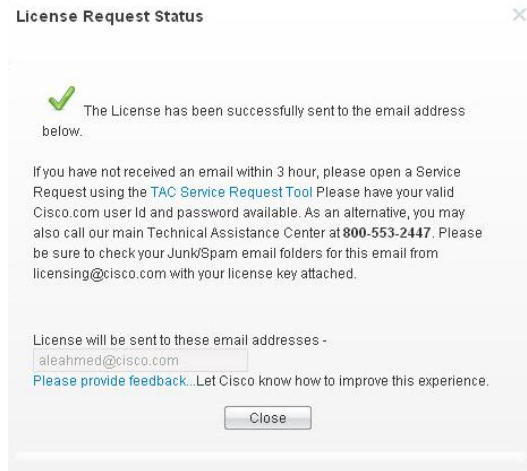


License will be sent to these email addresses -

[Please provide feedback...](#) Let Cisco know how to improve this experience.

OK Download

If the request is successful, the progress window pop-up changes to display confirmation information that the transfer has been completed.



Within 3 hours the license will transfer automatically, and you should receive the activation key email for your records from licensing@cisco.com. If you do not see the message in your inbox, check your junk or spam folder. The activation keys for your software licenses will be included in the text of the email message.

Log in to your replacement product. Open the activation key email and view the activation key(s). Follow the instructions in the product administrator guide and then verify the activation of the release key and any additional license activation keys contained in the email.

IMPORTANT: Return of the failed product is mandatory to update the service contract and entitle the replacement product to service coverage, including future release key availability.



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