

Smart Account Licensing and Tokens

Objective

The objective of this document is to show you how to create a smart account, obtain a token, register your RV340 series router, and add a security license.

At the time of publication, the only Cisco Business license that requires a Smart Account is the Security License. This license uses Intrusion Protection System (IPS) and Antivirus for Web and Application Filtering.

Click if you prefer to use [Cisco Umbrella](#) for your network security.

Click if you are looking for information on [AnyConnect Licensing](#) for your VPN.

Table of Contents

- [Creating a Smart License Account](#)
- [Purchase Smart Licenses](#)
- [What if I've purchased the license but it doesn't appear in my account?](#)
- [Screenshots](#)
- [Generate Token](#)

Introduction

Cisco Smart Software Licensing is a new way of thinking about licensing. It simplifies the licensing experience across the enterprise making it easier to purchase, deploy, track, and renew Cisco Software. It provides visibility into license ownership and consumption through a single, simple user interface.

Creating a Smart License account is required to establish authority of you, the user, to represent your organization in respect to license management. In other words, Cisco needs to make sure the person managing the licenses is the appropriate person responsible. That typically applies to the person in charge of the network. Cisco partners may not authorize account creation on behalf of customers.

The creation of a new Smart Account is a one-time event and subsequent management of users is a capability provided through the tool.

Before We Dive In

If you run into problems configuring your Smart License account, please refer to the support documents and contact information listed below. The Cisco support team offers support so you can set up your Smart Account as efficiently as possible.

- [Smart Licensing and Smart Accounts FAQ for Partners, Distributors and Customers](#)
- [Smart Software Licensing Overview](#)
- [Best Practice - Smart Accounts, Virtual Accounts and License Tagging](#)
- [Cisco Small Business Support Community](#)
- [RV34x Series Router FAQs](#)

- [Support Case Manager](#) (to submit a case)
- US/Canada Support Phone Number: 1-866-606-1866 or [Small Business TAC Contacts](#)

Creating a Smart License Account

If you have created or visited your Cisco.com account recently, you're greeted by a message to create your own Smart License account. If you haven't, you can click [here](#) to be taken to the Smart License account creation page. You may need to log in.

For additional detail on the steps involved in requesting your Smart Account, click [here](#).

Take note of your account name, and other registration details when you create your account.

Quick Tip: If you are required to enter a domain and you do not have one, you can enter your email address in the form of name@domain.com.

It is very important that you create a Cisco account and then a Cisco Smart Account before purchasing the security license.

Important News
✕

It's time to sign up for a Smart Account

Easily view, store, and manage all your licenses.

Customize your account to match your organization.

Licenses are automatically added to your account when ordering.

Smart Accounts are required to use Smart Licensing.

Get a Smart Account

Learn More

Not Now

Purchase Smart Licenses

When purchasing a smart license for a router, the vendor needs to move the unique license ID to your Smart License account. Below is a table of the necessary information that will be asked when purchasing the bundles.

| Information Required | Locating the information |
|-----------------------------|--|
| Cisco.com User ID | Located in your account profile, or you can click here . It is best to have created your smart account prior to purchasing the license. |
| Smart License Account Name | This should be step 8 of the Smart License Account Creation article. |
| Smart License SKU | The product identification code for the device. Ex. RV340-K9-NA |

What if I've purchased the license but it doesn't appear in my account?

If you've purchased a license but it is not appearing in your virtual account, you have two options:

- Follow up with the reseller to request they make the transfer.
- Reach out to us and we'll get in touch with the reseller.

Ideally, you wouldn't have to do either, but if you arrive at this crossroad, we're happy to help! To make the process as expedient as possible, you will need the credentials in the table above as well as those outlined below.

Information Required

Locating the information

License Invoice

This should be emailed to you after completing the purchase of the licenses.

Cisco Sales Order number

You may need to go back to the reseller to get this.

Screenshot of your Smart Account license page

Taking a screenshot captures the contents of your screen for sharing with our team. If you're unfamiliar with screenshots you can use the below methods.

Screenshots

Taking a screenshot is a method of capturing an image of the contents of your screen. It provides a "user's POV". The steps involved vary whether you are using a Windows or MAC OS. Mobile devices also have built in functions for easily creating screenshots.

Given the differences in procedure to capture a screenshot, see below for links specific to your operating system.

- [Windows](#)
- [Mac](#)
- [iPhone/iPad](#)
- [Android](#)

You'll need to navigate to the appropriate screen to share with our team.

Step 1. Navigate to your Smart License account page, then click **Smart Software License page > Inventory > Licenses**.

The screenshot shows the Cisco Software Central interface. At the top, there's a navigation bar with 'Cisco Software Central > Smart Software Licensing' and a '1' in a green circle. Below that, 'Smart Software Licensing' is displayed with a '2' in a green circle. The main navigation includes 'Alerts', 'Inventory' (highlighted with a '2' in a green circle), 'Convert to Smart Licensing', 'Reports', 'Preferences', 'Satellites', and 'Activity'. On the right, there are links for 'Feedback', 'Support', 'Help', 'Questions About Licensing?', and 'Try our Virtual Assistant'. Below the navigation, the 'Virtual Account' is shown as 'S' with a '3' in a green circle. The 'Licenses' tab is selected. The interface includes buttons for 'Available Actions', 'Manage License Tags', and 'License Reservation...'. There's a search bar with 'Search by License' and a 'Show License Transactions' checkbox. A table of licenses is displayed with columns for License, Billing, Purchased, In Use, Balance, Alerts, and Actions. The table shows three records, with the first one being 'RV-Series Security Services License'. At the bottom right, it says 'Showing All 3 Records'.

Step 2. Take a screenshot of this page and keep for reference.

Generate Token

The registration token links your routing device to your virtual account, acting like a key in unlocking your device's smart license functionality.

Step 1. To generate a token, navigate to your [Smart Software License](#) account. Then click **Inventory > General**. Click on the **New Token...** button.

Smart Software Licensing Feedback Support Help

Alerts **Inventory** | Convert to Smart Licensing | Reports | Preferences | Satellites | Activity Questions About Licensing? Try our Virtual Assistant

Virtual Account: Hide Alerts

General | Licenses | Product Instances | Event Log

Virtual Account

Description:

Default Virtual Account: No

Product Instance Registration Tokens

The registration tokens below can be used to register new product instances to this virtual account.

New Token...

| Token | Expiration Date | Uses | Export-Controlled | Description | Created By | Actions |
|-------|---------------------------------|--------|-------------------|--------------------|------------|---------|
| ZmE2 | 2019-Mar-08 19:07:30 (in 8 ...) | | Allowed | Test token - rv340 | | Actions |
| MTIz | 2019-Mar-08 17:41:45 (in 8 ...) | | Allowed | Test Token 1-2019 | | Actions |
| ZDE- | 2020-Feb-06 17:18:54 (in 34...) | 1 of 5 | Allowed | Token | | Actions |

The token will be expired when either the expiration or the maximum uses is reached

Showing All 3 Records

Step 2. A *Create Registration Token* window opens. Enter a **Description**, **Expire After**, and **Max. Number of Uses**. Then press the **Create Token** button.

30 days for *Expire After* is recommended. The expiration is a security measure. If a token has too long of an expiration date, any person who knows the token could use it. This would consume licensing from your account. If a license isn't used and the expiration date for the token has passed, a new token can be created and used.

Create Registration Token ? X

This will create a token that is used to register product instances, so that they can use licenses from this virtual account. Once it's created, go to the Smart Licensing configuration for your products and enter the token, to register them with this virtual account.

Virtual Account:

Description : **1**

* Expire After: **2** Days
Between 1 - 365, 30 days recommended

Max. Number of Uses: **3**
The token will be expired when either the expiration or the maximum uses is reached

Allow export-controlled functionality on the products registered with this token i

4
Create Token Cancel

Step 3. Once the token is generated, you can click the **Token link (blue box with a white arrow)** button to the right of your recently created token.

Product Instance Registration Tokens

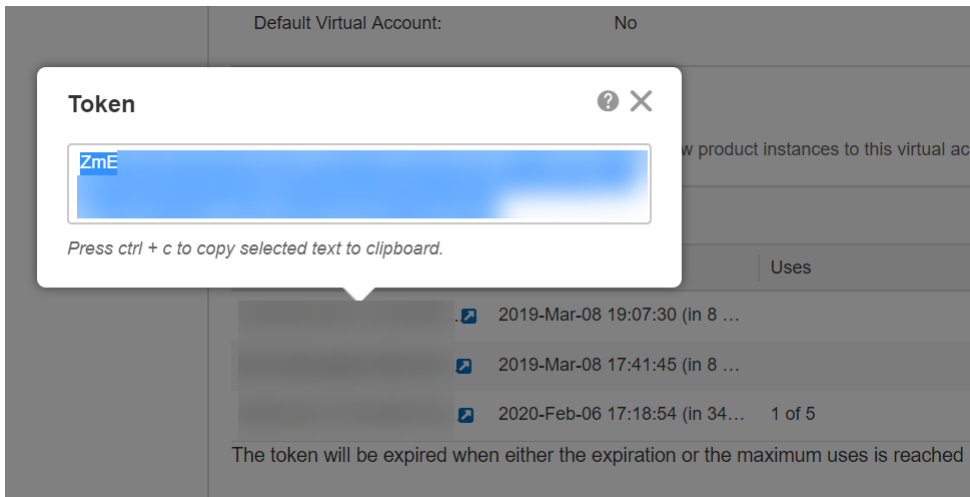
The registration tokens below can be used to register new product instances to this virtual account.

| Token | Expiration Date | Uses | Export-Controlled | Description | Created By | Actions |
|-------|---------------------------------|--------|-------------------|--------------------|------------|-----------|
| Zm | 2019-Mar-08 19:07:30 (in 8 ...) | | Allowed | Test token - rv340 | | Actions ▾ |
| MT | 2019-Mar-08 17:41:45 (in 8 ...) | | Allowed | Test Token 1-2019 | | Actions ▾ |
| ZD | 2020-Feb-06 17:18:54 (in 34...) | 1 of 5 | Allowed | | | Actions ▾ |

The token will be expired when either the expiration or the maximum uses is reached

Showing All 3 Records

Step 4. A *Token* window should appear with the full token for you to copy. Highlight the token, **right-click** the token and click **Copy** or you can hold down the **ctrl** button on your keyboard and click **c** at the same time to copy the text.



Step 5. Once you have copied your token, you will need to log into the device and upload the token key in the *License* menu of your device.

Log into the web configuration page of the router.



Router

cisco

●●●●●●●●|

English ▼

Login

©2017–2019 Cisco Systems, Inc. All rights reserved.

Cisco, the Cisco logo, and Cisco Systems are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

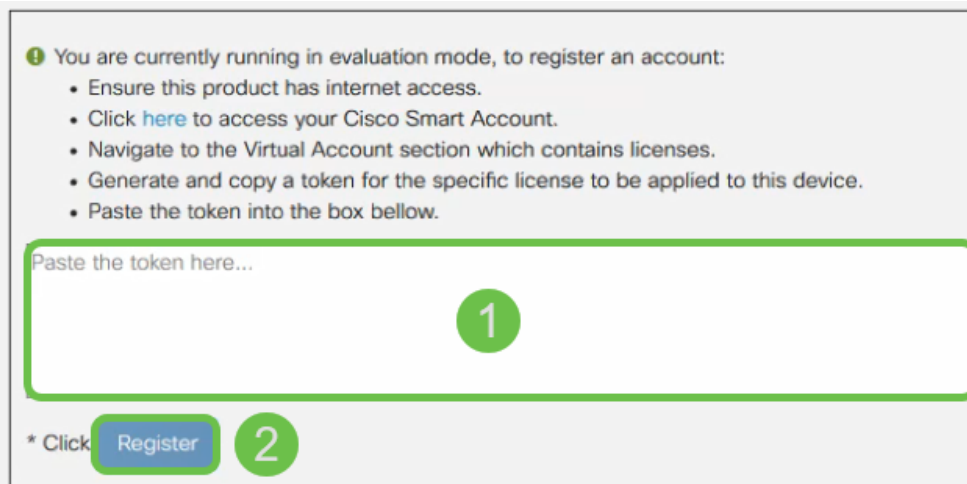
Step 6. Navigate to **License**.

- Getting Started
- Status and Statistics
- Administration
- System Configuration
- WAN
- LAN
- Routing
- Firewall
- VPN
- Security
- QoS
- Configuration Wizards
- License**

Step 7. If your device is unregistered, your *License Authorization Status* will be listed as

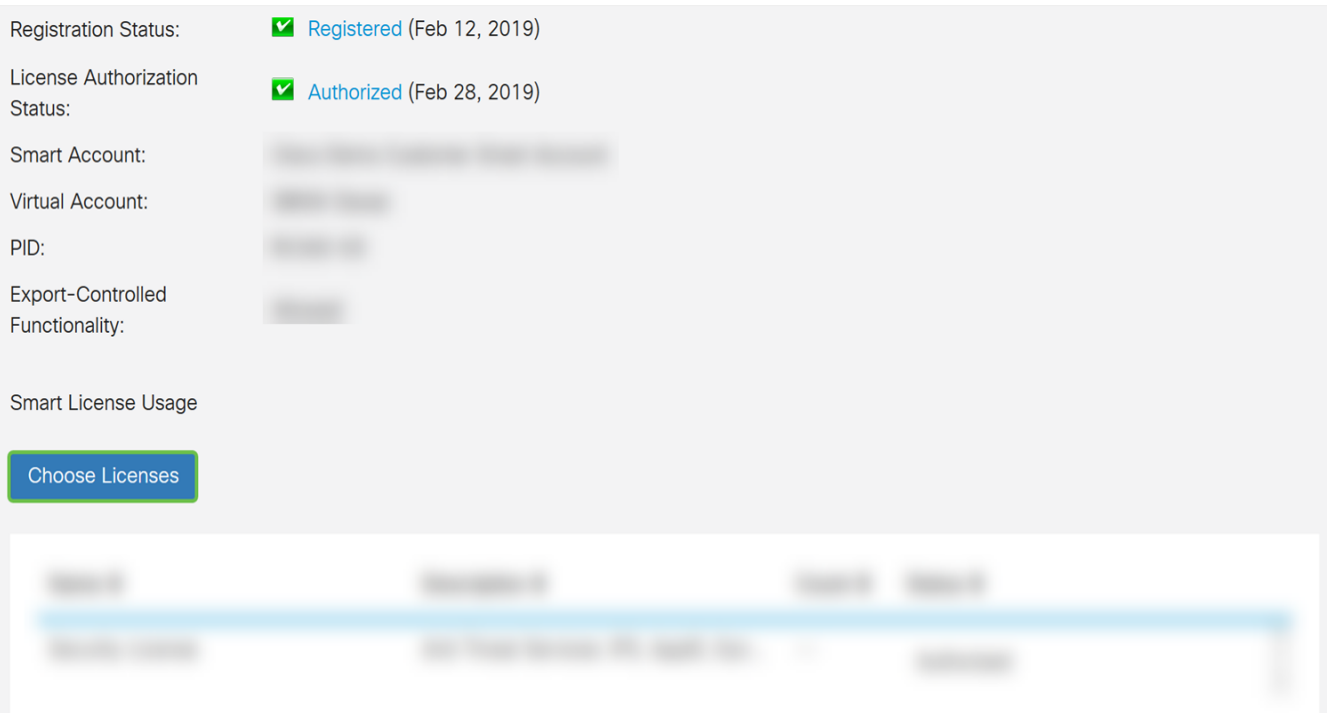
Evaluation Mode. Paste the token ([Step 4 of this section](#)) that you have generated from the *Smart Licensing Manager* page. Then click **Register**.

The registration process may take some time, please wait for it to finish.



The screenshot shows a registration interface. At the top, there is an information icon and a message: "You are currently running in evaluation mode, to register an account:". Below this message is a list of five instructions: "Ensure this product has internet access.", "Click here to access your Cisco Smart Account.", "Navigate to the Virtual Account section which contains licenses.", "Generate and copy a token for the specific license to be applied to this device.", and "Paste the token into the box below.". Below the instructions is a large text input field with the placeholder text "Paste the token here...". A green circle with the number "1" is positioned to the right of the input field. Below the input field is a "Register" button, which is highlighted with a green border. A green circle with the number "2" is positioned to the right of the "Register" button. The text "* Click" is visible to the left of the "Register" button.

Step 8. Once the token is registered, you will need to allocate the license. Click the **Choose Licenses** button.



The screenshot shows the registration status and license authorization status. The "Registration Status:" is "Registered (Feb 12, 2019)" with a green checkmark. The "License Authorization Status:" is "Authorized (Feb 28, 2019)" with a green checkmark. Below these are fields for "Smart Account:", "Virtual Account:", "PID:", and "Export-Controlled Functionality:", all of which are blurred. Below these fields is the "Smart License Usage" section, which contains a "Choose Licenses" button. Below the "Choose Licenses" button is a table with columns for "License", "Status", "Start Date", and "End Date". The table is blurred, but a blue bar highlights the "Choose Licenses" button.

Step 9. The *Choose Smart Licenses* window should appear. Check the license that you have purchased. **Security-License** should be selected. Click **Save and Authorize**.

Choose Smart Licenses

Choose Smart Licenses to be used by this product. Ensure you have a sufficient number of licenses in the Virtual Account associated with this product, otherwise it will be out of compliance.

| Enable | Name (Version) | Description | Count |
|-------------------------------------|------------------|--|-------|
| <input checked="" type="checkbox"/> | Security-License | Anti Threat Services: IPS, ApplID, Dynamic ... | -- |

2

Save and Authorize Cancel

Step 10. The *Status* of your Security-License should be *Authorized* now.

| Name | Description | Count | Status |
|------------------|---|-------|------------|
| Security-License | Anti Threat Services: IPS, ApplID, Dyn... | -- | Authorized |

Conclusion

You should now have successfully created a smart account, generated a token for your device, and authorized your security license.

The following article may be of interest to you: [How to Purchase and Set Up Web Filter Licensing on the RV34x Series Routers](#)

Click the link to watch this video: [Cisco Tech Talks: Cisco Zero Touch Deployment Using Smart Accounts](#)

View a video related to this article...

[Click here to view other Tech Talks from Cisco](#)