How Can I Register a Product Activation Key (PAK) 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.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you begin, ensure you have:

- Active Cisco.com account
- PAK (Product Activation Key) or SO (Sales Order)
- PIN or Claim Certificate
- Device details on which PAK is fulfilled

Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

Steps

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: Click on "Get Licenses" in "PAK or tokens" tab

Step 4: Select “From a new PAK” from the drop-down list

Step 5: Enter the Product Authorization Key (PAK) or Sales Order (SO) number and click Ok

Note: A prompt for authentication to input PIN based on user's role is needed if user is not the creator and user of the PAK.

Step 6: Select Smart Account, Virtual Account, and SKU quantities (if more than 1 quantity is allowed for a single device) and click next.

Step 7: Enter the device identifiers in the "Assign to Device" window and click Next

Step 8: Enter end user email address. Please note multiple email addresses can be assigned

Step 9: Click Submit

Troubleshooting

1. I am getting an error when trying to generate license. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. You can also use the "Get Pak/Token Information" option, to view what licenses are present in your selected PAK.
3. If you find out the PAK is already registered, you need to contact Support.

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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