How Can I Generate a License with a Product Activation Key (PAK) but Missing the PIN on License Registration Portal (LRP)?

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Introduction

This document outlines the steps on how to resolve missing PIN issues in the Cisco License Registration Portal (LRP) to successfully generate your license using only your Product Activation Key (PAK).

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 start, ensure you have:

- Active Cisco.com account
- Access to PAK

Steps

How to Obtain PIN:

- To validate ownership, you might get asked to provide PIN number. PIN number can be found on

your Claim Certificate.

- If your claim certificate cannot be found, refer to your eDelivery Order Notification email and click the Register Claim Certificates link to initiate your PAK registration in LRP. No PIN number will be required.
- If you purchased your licenses through a partner and you do not have your claim certificate or the eDelivery Order Notification email, contact your partner.

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: Choose "All Licenses For (CCO ID)" from the 'Show' drop down selector, This gets you to see user view

Step 4: Select the PAK or Tokens Tab

Step 5: Click on Get License and select From a new PAK and Enter PAK details

Step 6: Enter the PIN number to validate ownership of the license

Step 7: Click Ok

Step 8: Select Licenses Quantity and Click Next

Note: Smart Account and Virtual Account can be assigned

Step 9: Enter Device details, then click on Next

Step 10: Enter Email address of recipients, review and click Submit

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.