How Can I Share My PAK (Product Activation Key) Based License with another Device?

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 start, ensure you have:

- Active Cisco.com account
- Access to Device in License Registration Portal



Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- The Share operation is used for sharing licenses on a device with another device.

You can share a license for only these products:

- Email and Web Security (formerly IronPort)
- AnyConnect
- Firepower
- Cisco Meeting Server

Steps
Get the Activation Code

Step 1: Go to the Cisco Software Central and log in with your cisco.com credentials

Step 2: Under Traditional Licenses, click on Access LRP

Step 3: Select All Licenses for "CCO ID"

Step 4: Click on Licenses tab or Devices tab, then click Move Licenses

Step 5: Select Share licenses from the drop-down menu, then click Get activation code

Step 6: In the Share License Process window, select the Product from the drop-down list and method as "Share Traditional Licenses"

Step 7: Enter the Source Device details

Step 8: In the Select destination Appliance type, select Physical or Virtual

Step 9: Enter the Target Device details

Step 10: Enter the email address to receive the activation code in the Send to field

Step 11: Click on Request Code. (The activation code is generated and sent to the designated email address.)

Note: The required fields in this window can change, depending on the product selected

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Use the Activation Code

Step 1: Click on Licenses tab or Devices tab, then click Move Licenses

Step 2: Select Share licenses from the drop-down menu, then click on Use activation code

Step 3: Enter the Activation Code that you received via email In the Share License Process window

Step 4: Select the licenses to be shared from the source device to the destination device, then click Next

Step 5: Confirm the information for accuracy

Step 6: Click on Get License. (A confirmation email will be sent. You will see the license that was originally on the source device appear on the destination device)

Troubleshooting

1. I have not received the activation code over email? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. I am getting an error while entering the activation code? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
3. I am unable to share the license between devices? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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.

For feedback on the content of this document, please submit here.