



Protecting Your Business by Using Licensed Software

It is important to purchase the correct software licenses to cover your network operations. Using or installing unlicensed software puts your business and network at risk and can result in expensive fines in the event of a compliance audit.

Managing your company's software license compliance will also help ensure eligibility to get the Cisco® Services and support you need to maintain your Cisco software and network operations.

Software license compliance is a good business practice.

Get the Coverage You Need

With valid software licenses and appropriate service contract coverage, you will have access to 24-hour Cisco technical support, online software downloads, and much more for all your Cisco software products.

Make sure you have the coverage you need for software across your entire network. The best way to protect your business is to manage your software license inventory and control expenses by making sure you have the complete coverage you need from the very start.

Buying Cisco Services for software on one device and intentionally downloading or installing associated software to multiple devices is in violation of Cisco's license terms and is illegal.



Cisco Software Licensing

The software industry is increasingly moving toward the license enforcement of software using technology that requires use of a license key to enable the entitled software. Many Cisco products already use license enforcement. Examples of Cisco products that require use of license keys include:

- Cisco operating system software
- Cisco hardware products such as Cisco Adaptive Security Appliance, Cisco Secure PIX® Firewall, Cisco MDS Series Switches
- Cisco standalone applications such as Cisco Unity®, Cisco Security Agent, or Cisco Unified MeetingPlace®
- Content subscriptions such as Cisco Services for IPS
- Application software release upgrades

Registering Your Cisco Product and Requesting a License Key

Before using your license-enforced software, you might be required to register your product and request a license key.

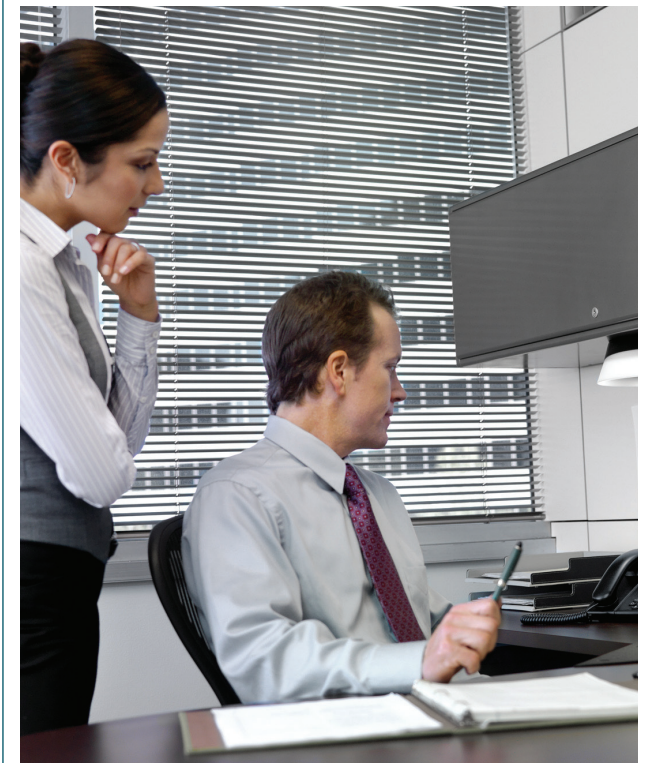
To register your product and request your license key, you will typically need to:

1. Log on to Cisco.com.
2. Provide the product authorization key (PAK) that was shipped with your product.
3. Identify the host ID of the device to which the license key will be locked.
4. Provide contact information.
5. Accept Cisco's end user license agreement.

Your Cisco license key will be sent by email to the address specified.

Support for Used or Secondary Cisco Equipment

- In general, Cisco hardware may be freely resold or leased. However, the Cisco operating system software that runs on the hardware, as well as Cisco standalone application software, is not transferable.
- Used and secondary market equipment is not covered under the Cisco standard warranty and cannot be covered by a Cisco service and support contract unless the software is relicensed and the equipment has passed inspection.
- The [Cisco hardware inspection and software relicensing policy](#) is designed to help ensure legal compliance and supportability of products that are used, from the secondary market, or of unknown origin, helping to deter service and hardware replacement abuse.





Make Sure You Are in Compliance

- Purchase the appropriate licenses to cover your network operations.
- Avoid illegally installing software on unentitled devices or using software features not purchased.
- If you legally bought used or secondary Cisco hardware, make sure you purchase new software licenses for operating system software and stand-alone applications.
- If you transfer (rehost) license keys from one device to another, be sure to remove the license keys on the source device.

Software licensing compliance means:

- Protection from penalties associated with noncompliance
- Any used or secondary Cisco equipment and operating system and application software that you have are eligible for service and support

Getting Assistance from Cisco

If you need help, it is easy to get the support you need from Cisco. You can:

- **Call:** For the contact number list, go to www.cisco.com/warp/public/687/Directory/DirTAC.shtml
- **Open an online request:** <http://tools.cisco.com/ServiceRequestTool/create/>
- **Send an email:** licensing@cisco.com

Important Links

Cisco Licensing: www.cisco.com/go/license

Cisco Hardware Inspection and Software Relicensing Policy: www.cisco.com/en/US/prod/cisco_software_transfer_relicensing_policy.html

The Value of Cisco Technical Services

While using licensed software is critical, a service contract is essential to making sure you get the full value out of the Cisco solutions you purchase. Service coverage provides you with software updates, upgrades, warranty services, and technical support services.

Cisco offers a broad range of traditional support services and proactive technical services. The [Cisco Technical Services portfolio](#) includes services that provide important support for hardware and the operating system, application support offerings, and a number of technology-specific support services for Cisco TelePresence™ conferencing, security, unified communications, and video solutions.

Cisco offers specialized technical support services for software applications. [Cisco Application Support](#) offerings provide customers:

- Software updates: bug fixes and minor features
- Software upgrades: major features
- TAC support for software products
- Access to Cisco.com



Highlights for Non-lawyers: The Cisco End User License Agreement

Cisco grants a license to users who have paid a fee and agreed to the terms of the Cisco end user license agreement. The license is an agreement that the user has the right to use the software with certain restrictions. If a customer has not paid the appropriate fee or has not agreed to the terms of the Cisco end user license agreement, then the customer is not authorized to use the software and is using it illegally.

- A software license might be required for computer programs, application software, firmware, upgrades, updates, bug fixes, or backup copies.
- Customers cannot transfer the license to someone else.
- The software can be provided by Cisco in any manner, including on CD-ROM or online.
- In order to use the software, customers might be required to register the software online at Cisco's website to obtain the necessary license key or license file.
- The licensing agreement only allows customers to use the software on a single hardware chassis or card.

When customers accept the terms of the licensing agreement, they agree not to:

- Transfer, assign, or sublicense its license rights to any other person or entity (other than in compliance with any Cisco relicensing/transfer policy then in force)
- Use the software on unauthorized or second-hand Cisco equipment

Read the complete [Cisco end user license agreement](#).