

# How to Resend Licenses in LRP

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## Introduction

This article describes the process of resending licenses in License Registration Portal (LRP).

## Requirements

Before you start, ensure that you have the following:

- [Active Cisco.com account](#)
- Licenses in the *Fulfilled* status (To issue a license by product activation key (PAK) fulfillment, refer to [How to Issue a License by Using Product Activation Key \(PAK\) Fulfillment.](#))

## Resending Licenses in LRP

### Step 1:

Go to [Cisco Software Central](#) and log in with your Cisco.com account.



# Cisco Software Central

Access everything you need to activate and manage your Cisco Smart Licenses.

## Download and manage

### Smart Software Manager

Track and manage your licenses. Convert traditional licenses to Smart Licenses.

[Manage licenses >](#)

### Download and Upgrade

Download new software or updates to your current software.

[Access downloads >](#)

### Traditional Licenses

Generate and manage PAK-based and other device licenses, including demo licenses.

[Access LRP >](#)

### Manage Smart Account

Update your profile information and manage users.

### EA Workspace

Generate and manage licenses purchased through a Cisco Enterprise Agreement.

### Manage Entitlements

eDelivery, version upgrade, and more management functionality is now available in our new portal.

## Step 2:

In the **Traditional Licenses** section, click **Access LRP**.



# Cisco Software Central

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[EA Workspace](#)

### Traditional Licenses

Generate and manage PAK-based and other device licenses, including demo licenses.

[Access LRP >](#)

[Manage Entitlements](#)

### Step 3:

On the **Licenses** tab, select **Show Filter**.

**Step result:** The system displays the filter.

Tools & Resources

## Product License Registration

Show Smart Account:  Virtual Account:

PAKs or Tokens **Licenses** Devices Transactions History

Get Licenses ▾ Move Licenses ▾ Download Licenses Email Selected Licenses Export to CSV **Show Filter**

<input type="checkbox"/>	License	Type	Device	Virtual Account
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		
<input type="checkbox"/>		Perpetual Created: 10/01/2021		

**Step 4:**

In the **License** search bar, enter the license number that you need to resend. Press **Enter**.

**Step result:** The system displays your search results.



Tools & Resources

## Product License Registration

Show Smart Account:

Virtual Account:

[PAKs or Tokens](#) | **Licenses** | [Devices](#) | [Transactions History](#)

[Get Licenses](#) | [Move Licenses](#) | [Download Licenses](#) | [Email Selected Licenses](#) | [Export to CSV](#) | [Hide Filter](#)

<input type="checkbox"/>	License	Type	Device	Virtual A				
	<i>License</i>	<i>Type</i>	<i>Created</i>	<i>Valid Until</i>	<i>PAK/Token</i>	<i>Device</i>	<i>Family</i>	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	
<input type="checkbox"/>		Perpetual				UUID: [redacted]	Family: Cisco Unified Communications	

### Step 5:

Click the check box next to the license that you want to resend, click the blue circled chevron icon, and then from the drop-down list, select **Email license**.

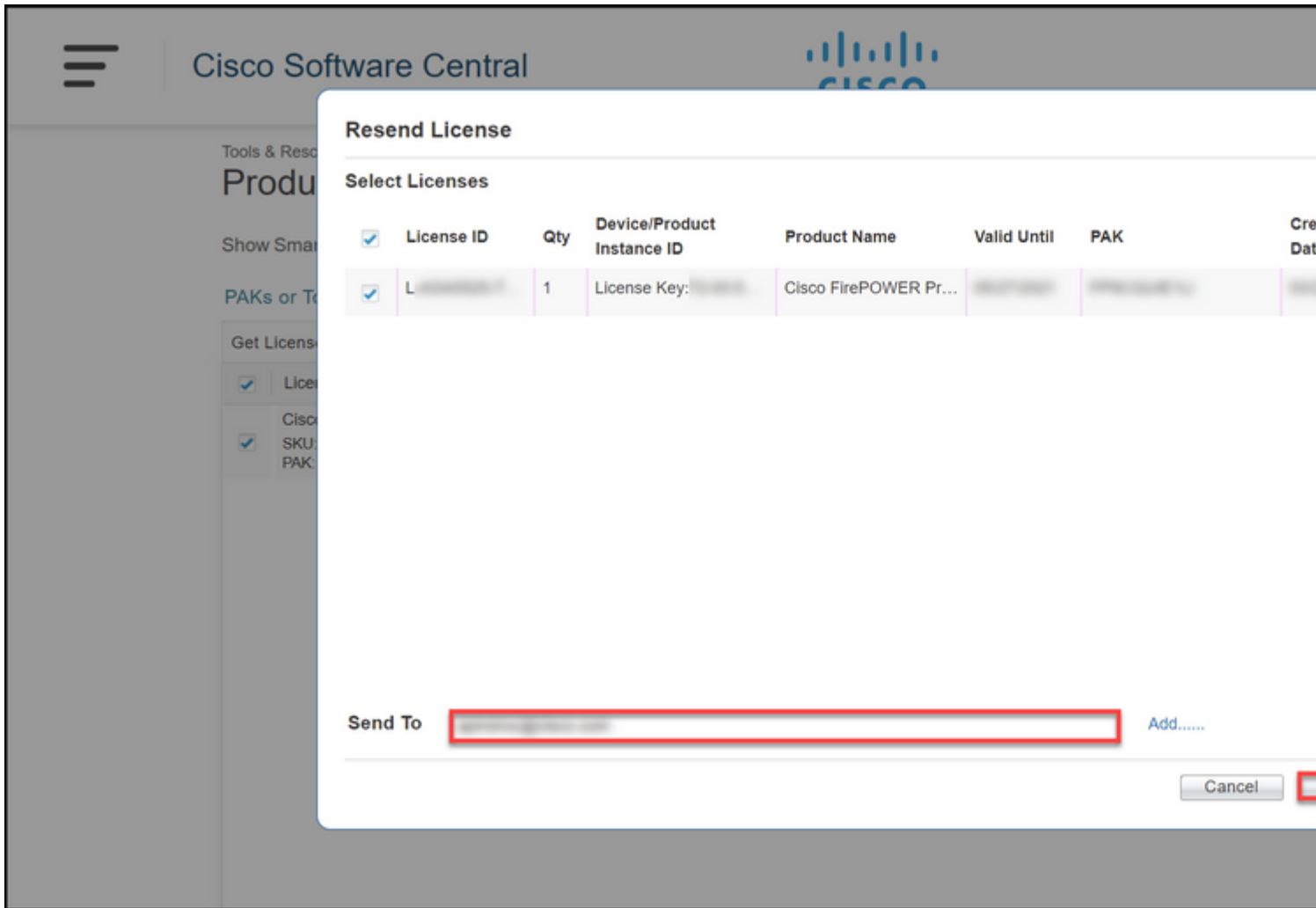
**Step result:** The system displays the **Resend License** dialog box.



### Step 6:

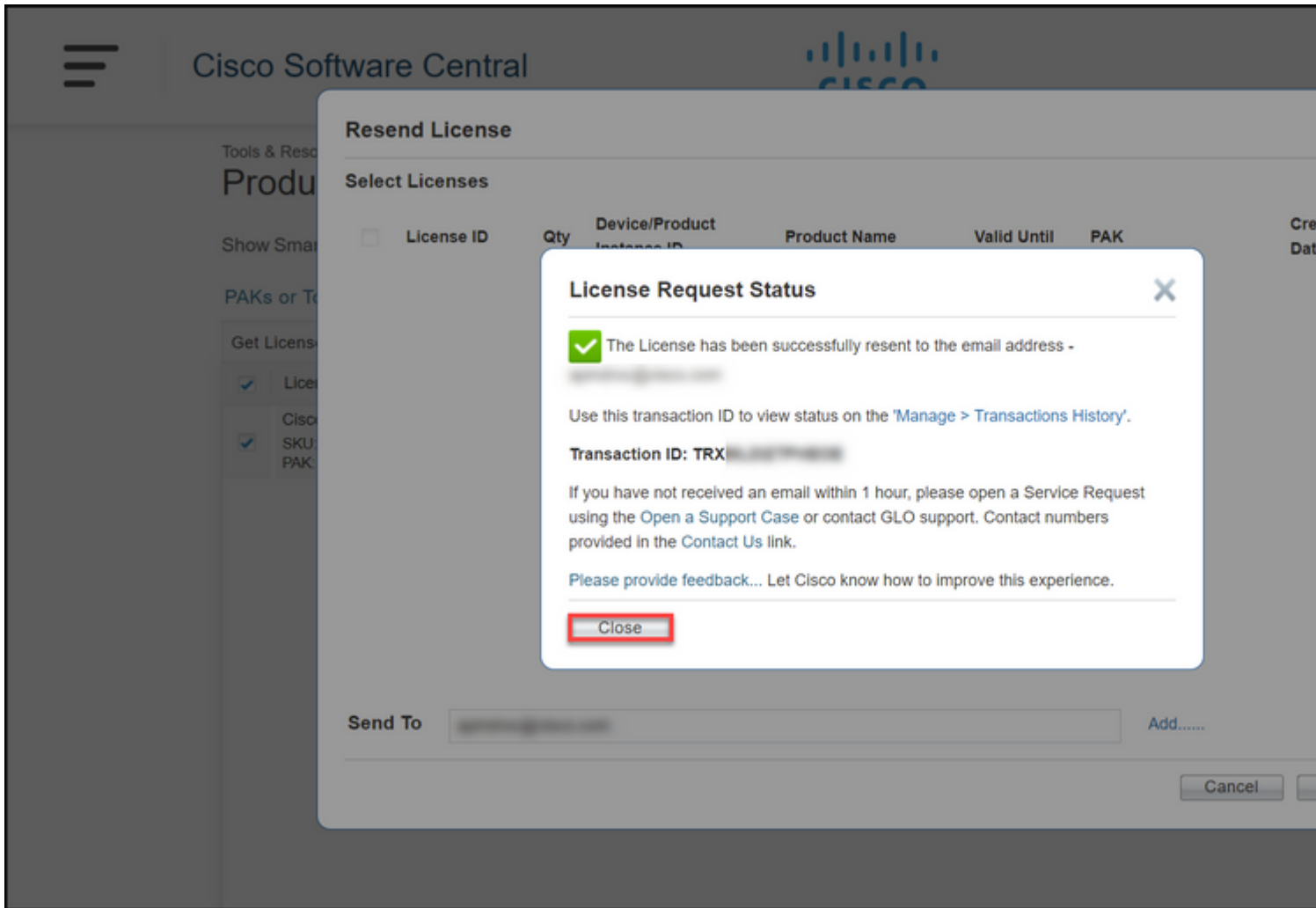
In the **Resend License** dialog box, in the **Send To** field, enter the email address of the recipient. If you want to add multiple recipients, click the **Add** button. Click **Resend**.

**Step result:** The system displays the **License Request Status** dialog box.



**Step 7:**

In the **License Request Status** dialog box, the system informs you about successful resend. The person who you resent the license to should also receive the Cisco software license key to their email within an hour from your resending. Click **Close**.



## Troubleshooting

If you experience an issue during the process of resending licenses, open a case in [Support Case Manager \(SCM\)](#).

## Next Steps

After you receive a license key file, refer to the product configuration guide for license installation and guidance.