

Contents

[Introduction](#)

[What options are available after 60-day license has expired?](#)

Introduction

This document describes the possible next steps when a 60-day evaluation license period is lapsed before you get a permanent license installed on a CUAC server.

What options are available after 60-day license has expired?

This issue is typically seen either when you have ordered the CUAC but the order is not yet complete or you have ordered the wrong product so the license cannot be installed (in this case an RMA and new order is required).

- It is not technically possible for TAC or for ARC teams to extend a 60-day license.
- If the 60-day license has expired and you want to continue the use through CUAC system and they don't have a permanent license for that server, you must either install CUAC on another server or re-image the existing server and reinstall CUAC on the reimaged server.
- If you ordered the product but have not received the License Activation Code, you must ask their account manager for the expedited their order and licenses.
- If the product is not yet ordered, you must utilize the Product Upgrade Tool (PUT) to make the order. Since eDelivery is quicker than postal delivery of the License Activation Code. Moreover, when you order through PUT, the delivery method for L2TP Access Concentrator (LAC) is eDelivery.

Note: This limitation is specified at the cisco.com/go/ac web page while you obtain the 60-day temporary license.

60-Day Evaluation License

Completing this process will extend the activation of your software for 60 days. To complete this process, you will need your server's Registration Code. Please do not use your browser's back button for navigation.

Please note that it is not technically possible to extend the evaluation period beyond the 60 days. In order to continue evaluating the software, you will need to rebuild the machine from the Operating System level.