



Software License Key Generator and Serial Number Repository: Accessing the SLK

Tech Tip

Introduction

This document explains how to access the Motorola Software License Key Generator (SLK) and Serial Number Repository. The SLK is used to:

- Generate product licenses
- Manage serial numbers and software license inventory pools
- Look up previously-generated software licenses and orders
- Transfer a serial number or license inventory

Accessing the Software License Key Generator

You must have a Motorola user account before you can request access to the SLK.



Registering for a Motorola User Account

1. Browse to the CherryPicker Solutions and Support page at http://broadband.motorola.com/business/digitalvideo/CP_landing.asp.

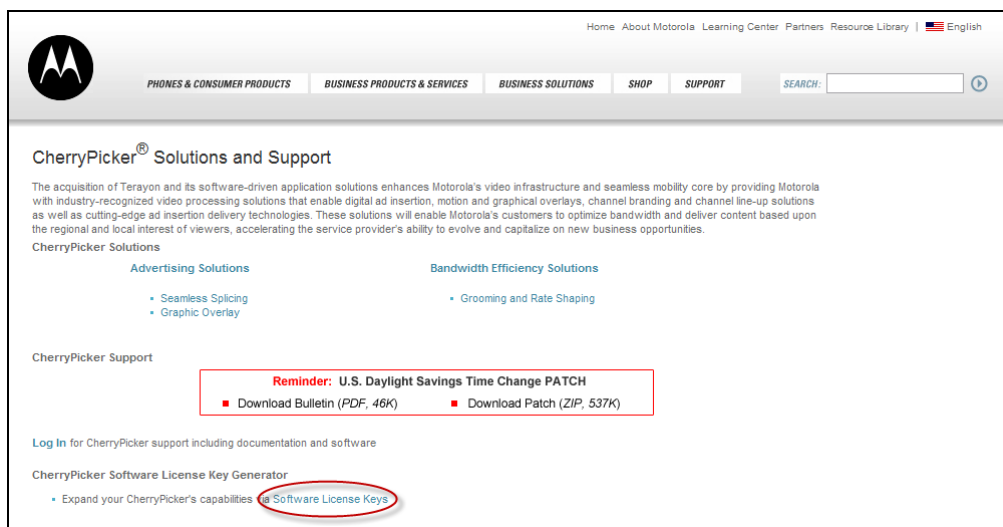


Figure 1 – CherryPicker Solutions and Support page

2. Click **Software License Keys** under CherryPicker Software License Key Generator to open the SLK login window.



Figure 2 – SLK login window

3. Click **Register**.
You will be redirected to the Motorola New User Registration form at <https://membership.motorola.com/ExtranetRegistration/Register.do>.



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New User Registration

Please provide the following personal information. Required fields are marked with a single asterisk (*). Fields marked with two asterisks (**) are only required for the USA and Canada.

- Home
- Register**
- Activate Account
- Update User Profile
- Change Password

First Name *

Last Name *

Address Line 1

Address Line 2

City

State/Province **

Zip Code/Postal Code **

Country *

Preferred Language

Telephone Number *

Fax Number

Company/Organization Name *

Title

Email Address *

Application Access SRT (MotoTools, Siebel)

This is an optional field, only select the applications you have been instructed to select. If you are unsure, do not select any.

User ID *

User ID must be alphanumeric, must be greater than 6 characters long and can contain an apostrophe and the "@" sign. The User ID should not contain any special characters like symbols (*, &, %, etc.) or spaces.

Password * Confirm Password *

Password must be at least 8 characters long.
Password must have three out of the following four characteristics:

1. At least one upper case letter (A-Z)
2. At least one lower case letter (a-z)
3. At least one number (0-9)
4. At least one of the following symbols: hyphen (-), underscore (_), dollar (\$), pound (#).

Figure 3 – Motorola New User Registration form

4. Fill in the New User Registration form. Fields marked with a red asterisk are required (fields marked with a double red asterisk are required for users in the United States and Canada only).
5. Click **Submit**.



Requesting Access to the Software License Key Generator

1. When you receive your Motorola account information and your account is active, return to the SLK login window (Figure 2).
2. Click **Request** to open the SLK User Registration window.

MOTOROLA **SLK**
SOFTWARE LICENSE KEY GENERATOR & SERIAL NUMBER REPOSITORY

1 PLEASE ENTER YOUR USER NAME AND PASSWORD.

User Name:
(PLEASE ENTER YOUR SINGLE SIGN-ON USER ID.)

Password:

Login

2 USER REGISTRATION

Name:	
Title:	
Company:	
Email Address:	
Address:	
Address:	
City:	
State/Province:	
Postal Code:	
Country:	
Office Phone:	
FAX:	
Mobile Phone:	

To Edit Profile [CLICK HERE](#)

SUBMIT ACCESS REQUEST

Figure 4 – SLK User Registration window

3. Enter your Motorola user name and password in the fields on the left side of the window (step 1 in Figure 4).
4. Fill in the SLK User Registration form (step 2 in Figure 4).
5. Click **Submit Access Request**.

When your account request has been reviewed and approved, an approval email will be sent to the address you provided on the User Registration form. From this point forward, log in to your SLK account using your Motorola user name and password.

Resetting Your Password

1. Under Already an Existing User, But Forgot Your Password? on the SLK login window, click **Reset** to open the Motorola Account – Password Reset window.
2. Enter your Motorola user name and click **Submit**.
You will receive an email with instructions on how to reset your Motorola password.
3. In the email, click **Click here** to open the Motorola Reset – Password window.

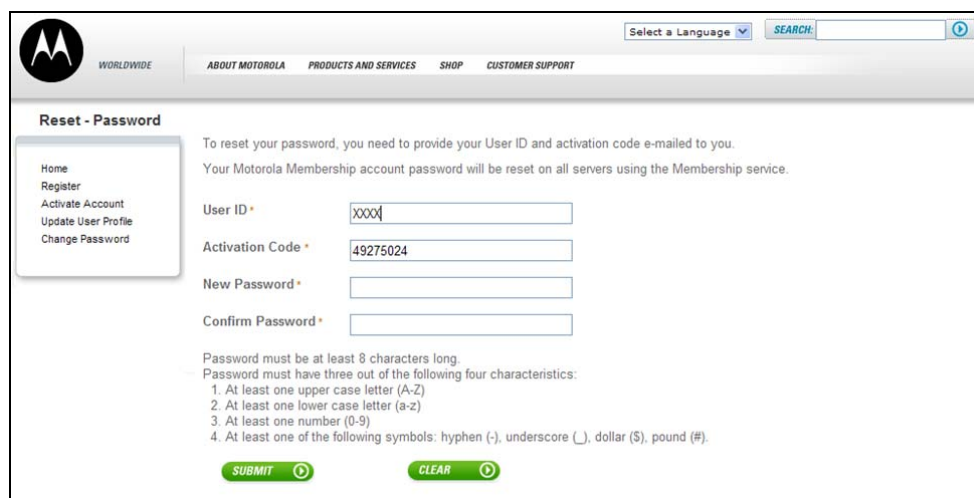


Figure 5 – Motorola user account password reset window

4. Enter the user name and activation code provided in the email, and select and confirm a new password.
5. Click **Submit**.

Getting Help

If you need assistance with a Motorola product, contact the Motorola Technical Support Call Center (TSCC):

- Toll-free: 888 944 HELP (888 944 4357)
- Direct: 847 725 4011
- Motorola Online: <http://businessonline.motorola.com>

The TSCC is on call 24 hours a day, 7 days a week. In addition, Motorola Online offers a searchable solutions database, technical documentation, and low-priority issue creation and tracking. For specific toll-free numbers when calling from outside the United States, please refer to your product manual or our Web page.



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