# How can I find the serial number of my device?

## Contents

**For External Customer / Partner Use Only:** These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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 that you have the following data:

- Active Cisco.com account,
- Access to Smart Account and Virtual Account with Devices

**Steps**

Step 1: Login to **CSSM** with your cisco credential.

Step 2: Search for the **Smart Account** on the top right corner of the page where the device is Registered.

Step 3: Click on **Manage Devices** under **Network Plug and Play**

Step 4: Select the **Virtual Account** where the device is Added.

Step 5: Under the **Devices Tab** you can see all the Serial Numbers of the devices which is associated with the chosen SA & VA.

**Troubleshooting**

If you experience an issue with this process, that you cannot address, *open a case in Support Case Manager (SCM)* using software licensing option.

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