How can I find out how many devices in my account, in Cisco License Central (CLC)?

Introduction

This document outlines a step-by-step process for finding the count of all devices in your smart account and accessing all device information in Cisco License Central.

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:

- Active Cisco.com account
- The user accessing the License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on "Overview".

Step 5: In the Account Summary, you can see the “Total Devices” thumbnail. The total number of devices in the selected smart account will be present here.

Step 6: You can click on the “Total Devices” thumbnail for additional information; you will be redirected to the “Device Inventory” page. The dashboard provides a consolidated view of all the devices associated with the Smart Account; see “Licensing connection status,” “Coverage status,” “Last date of support”, & “Coverage end date.”

Step 7: You can also drill down on the available data using the available Filters.

Note: Internal users should open a case with the Licensing support team to resolve the customer view issue with the orders in License Central. There are no checks in place for internal users with a Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in *Support Case Manager (SCM)*.

For feedback on the content of this document, please submit *here* .

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.