How can I check if support or maintenance is included, in Cisco License Central (CLC)?

Introduction

This document In Cisco License Central helps users to check of support or maintenance is included with their license, ensuring clarity on service entitlements and contract coverage.

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 Cisco 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 CLC" under 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 "Contracts & Subscriptions".

Step 5: Click on Contract & Subscription Inventory.

Step 6: Find the “View by” toggle under the Contract & Subscription dashboard (opposite to search option). You can either chose:

1. Product:

1. In the dashboard, under “Last Date of Support”, see data for “Passed”, “Within 2 Months” and “Within 11 Months”. License Support details will be shown below the dashboard under the “Last Date

of Support” Column.
2. Click on the Filters option next to the search bar and use the available filter criteria to drill down on the data.

OR you can choose:

B.Contracts & Subscriptions:

1. In the dashboard, under “Coverage End Date”, see data for “Within 30 days”, “Within 31-60 days” and “Within 61-90 day”.
2. For more detailed license status information, click on the Filters option next to the search bar and select the date range checkbox under “Coverage End Date”. License Support details will be displayed below the dashboard.
3. 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 with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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 action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.