How can I find out how many devices have passed the last date of support, in Cisco License Central (CLC)?

Introduction

This document explains how to identify devices in Cisco License Central that have passed their Last Date of Support (LDoS) to plan timely upgrades or replacements.

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:

- An 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

Step1: 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 “Devices” tab, at the left-hand side of the page.

Step 5: In the Devices Overview dashboard, under “Last date of support”, see data for “Passed”, “Within 3 months”, “Within 12 months” and “Not Passed”.

Step 6: For more detailed last date of support information, use the filter “Last Date of support” and select “Has Passed”. License details will be shown below the dashboard.

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 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 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.