In License Central, how can I update or view my device validation status tag against the virtual account?

Introduction

This document in Cisco License Central guides users on how to view or update the device validation status tag linked to a virtual account, ensuring accurate tracking and license compliance.

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 "Devices".

Step 5: Select Device Inventory.

Step 6: To Add the TAG value to VALID/INVALID:

A. Single line item.

a. Find on screen, the Device for which you want to add the TAG value to VALID/INVALID.

- If Virtual Assignment is in progress, then for those devices edit device functionality will be disabled.
- If the device is a Software Only device, then the edit device functionality will be displayed but disabled, there will a pop up hover msg.

b. Scroll right to the settings Column, click on the kebab menu (3 dot menu) and select Edit Device from the drop down.

c. On the Edit Device Pop up screen:

- Tag group: Validation Status
- Action:
  - Add/update: Select this option, since there is NO TAG Value associated with the Product.
  - If a device already has an assigned TAG value (Valid/Invalid), we can Update the Tag value to Valid/Invalid, by using the add/update action.
- Tag value:
  - Valid: Select if the customer has validated the Tag value as Valid.
  - Invalid: Select if the customer has validated the Tag value as Invalid.

d. Submit button is enabled. Click Submit.

e. Request Confirmation screen Pop up with the Request ID is displayed.

B. BULK ACTION SELECTION.

Select one of the following, and then go to Edit Device Pop up screen:

⚠ **Caution**: Up to 1000 Records can be Edited in Real time at once. If more than 1000 records are selected, the Inline Kebab menu will be available, but the edit device option is greyed out.

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a. ***Selecting Individual Devices:***

1. Check the Devices for which the TAG needs to be added.
2. On the Menu bar click ***More Actions*** and select ***Edit Devices.***
3. The Data grid Pop over Window will display the number of devices selected.

b. ***Select Device name:*** select all on current page

1. Select ***Device name*** check box from the Menu.
2. All the devices for which Tag can be Add/Update will be selected.
3. On the Menu bar click ***More Actions*** and select ***Edit Devices.***

c. ***Assignment in progress, software only devices exclusion process***

1. Click on ***ALL selected select all "number of devices".***
2. This will select ALL Devices on all pages apart from the Assignment in Progress and Software Only Devices.
3. On the Menu bar click ***More Actions*** and select ***Edit Devices.***

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Note: By selecting the device count, you can view the Device Count, Virtual Account, Tag Group and Tag Value information.

d. On the Edit Device Pop up screen:

- Tag group: Validation Status
- Action:
  - Add/update: Select since there is NO TAG Value associated with the Product.
  - If a device already has an assigned TAG value (Valid/Invalid), we can Update the Tag value to Valid/Invalid, by using the add/update action.
- Tag value:
  - Valid: Select Valid if the customer has validated the Tag value as Valid.
  - Invalid: Select Invalid if the customer has validated the Tag value as Invalid.

e. Submit button is enabled. Click Submit.

f. Request Confirmation screen Pop up with the Request ID is displayed.

Step 7: To Remove the TAG value:

A. Single line item.

a. Select the Device for which you want to remove the TAG value.

b. Scroll right to the settings Column, click on the kebab menu and select Edit Device from the drop down.

c. On the Edit Device Pop up screen:

- Tag group: Validation Status
- Action:
  - Remove: Select since you want to Remove the TAG Value for the Product.
  - Remove the tag value for devices which already have a valid/invalid tag value.
- Tag Value: When we select remove from the action drop down, the tag value drop down will be greyed out.

d. Submit button is enabled. Click Submit.

e. Request Confirmation screen Pop up with the Request ID is displayed.

B. ***BULK ACTION SELECTION.***

Select one of the following, and then go to Edit Device Pop up screen:

⚠ **Caution**: Up to 1000 Records can be Edited in Real time at once. If more than 1000 records are selected, the Inline Kebab menu will be available, but the edit device option is greyed out.

a. ***Selecting Individual Devices:***

1. Check the Devices for which the TAG needs to be removed.
2. On the Menu bar click ***More Actions*** and select ***Edit Devices.***
3. The Data grid Pop over Window will display the number of devices selected.

b. ***Select Device name:*** select all on current page

1. Select ***Device name*** check box from the Menu.
2. All the devices for which Tag can be ***Remove*** will be selected.
3. On the Menu bar click ***More Actions*** and select ***Edit Devices.***

c. ***Assignment in progress, software only devices exclusion process***

1. Click on ALL selected select all “number of devices”.
2. This will select ALL Devices on all pages apart from the Assignment in Progress and Software Only Devices.
3. On the Menu bar click More Actions and select Edit Devices.



Note: By selecting the device count, you can view the Device Count, Virtual Account, Tag Group and Tag Value information.

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d. On the Edit Device Pop up screen:

- Tag group: Validation Status
- Action:
  - Remove: Select since you want to Remove the TAG Value for the Product.
- Tag value: When we select remove from the action drop down, the tag value drop down will be greyed out.

e. Submit button is enabled. Click Submit.

f. Request Confirmation screen Pop up with the Request ID is displayed.



Caution: Make sure the selected devices have a valid/invalid tag value.

Step 8: To EDIT Devices:

a. Select the devices and select ***Export Selected*** from the Menu bar.

b. Under the ***Download file*** section:

- if up to 100K records are selected, you can choose ***Now*** option,
- if more than 100K records are selected, Only ***Later (You’ll receive an email when it’s available for download in the Event Log)*** option will be available.

c. On the Pop-up window select ***Export to edit device records from a file*** and click ***Export.***

d. ***Export Instructions*** provides guidance on Exporting the file.

e. User can Edit the ***ACTION*** Column on the downloaded excel file.

f. Select the ***Edit devices from XLSX*** from top right corner and select Edited file.

Step 9: Navigate to the Left Menu bar and select Event log, the most recent Event type and Details will be

confirming the TAG Validation details.



Caution:

- There will ONLY be ONE Event Log for Bulk ACTION SELECTION.
- Only one request ID is generated but multiple entries.
- If each device has multiple VA’s associated, then multiple entries will be generated.
- The Coverage Status Column will display Assignment in Progress till the assigned actions are complete.



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.