How Can I Upgrade a License in the Enterprise Agreement (EA) Portal?

Contents

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.

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:

- Active Cisco.com account
- Access to Smart Account /Virtual Account is needed
- Device Details which has Collaboration licenses



Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

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

Step 2: Click Access EA Workspace under the EA Workspace section and select your Smart Account

Step 3: Select the catalogue you wish to have the license upgraded

Step 4: Click on the Devices tab and find device



Note: User can search for the device by Name, Description or Device Identifier (for example: MAC Address, Serial Number, UUID, and so on)

Step 5: Click the Action drop-down for the device and select License Upgrade

Step 6: Select New License Version from the drop-down and specify the License Quantity (if available) and Click Review

Step 7: Verify the changes you have made in the Review Changes section, then add any Notes as desired

and specify the Send to and End User fields and select the checkbox "I agree with Terms of the License"

Step 8: Click Upgrade

Troubleshooting

1. I am not able to see the License Upgrade/Downgrade option for the device

If you experience any issue with the License Upgrade process, open a case in Support Case Manager (SCM) using software Licensing option.

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