How can I view the Enterprise Agreement in my Smart Account?

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 the following:

- Active Cisco.com account.
- Access to Smart Account /Virtual Account.
- Active Enterprise Agreement (EA) Suite.

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

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on Access EA Workspace under EA Workspace section.

Step 4: The active EAs will be visible on the landing page of EAWS. All active EA subscriptions will be displayed.

Step 5: Click on Catalog of relevant EA subscription and it will take you to the EAs tab that displays suites included.

Note: EAs tab displays the Active Suite from the subscription start date of the EA.

Troubleshooting

1. I am not able to view the Enterprise Agreement in the selected SA.

- Ensure that the SA is not in pending state and has active EA Suite, and the EA order is closed in CCW.
- The EA Suite should be visible in EAWS from the Start Date of your EA subscription.

2. I do not have the access to SA/VA that has the active EAs.

- Follow the steps mentioned in Ask Licensing Bot:

Smart Account Administration > I need help to get access to an existing active Smart Account > How can I request access to an existing Smart Account?

- If you do not have the SA information, then contact your Cisco Account Manager or talk with an agent.

If you experience any issue in viewing the EA or get any unexpected error, open a case in *Support Case Manager (SCM)* using software Licensing option.

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