How can I view the Service Coverage information about my Buying Program (BP) suites, in Cisco License Central (CLC)?

Introduction

This document provides detailed insights into Service Coverage related to the Buying Program, in Cisco License Central.

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 SA/VA is needed.
- Active Enterprise Agreement (EA) Suite.
- Contracts & Subscriptions.

Steps

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

Step 2: Click on Access Cisco License Central under the 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 the *Contracts & Subscriptions* tab and click on *Overview*.

Step 5: Click on *Export Comprehensive Report* under *Active suites in the agreement***.** Click Export.

a. Only up to 100K records can be selected at once to download a comprehensive report immediately.

b. If the records surpass 100K records, navigate to the left Menu bar and click on *Event History*tab and click on *Event Log*to access the report. Under Event details, click on the Excel hyperlink.

Step Result: All available EA reports will be downloaded into a single, comprehensive Excel file, divided into separate tabs. The tabs would have attributes like Summary, Consumption View, Transaction History, Provisioning Requests, License Migration, Covered Assets, and Pre EA Licenses.

Step 6: There are two ways to navigate to the *Service Coverage* card.

a. Navigate using the left Menu bar and click on the *Contracts & Subscriptions* tab and click on *Service*

Coverage.

b. Navigate to the left Menu bar and click on the *Contracts & Subscriptions* tab and click on *Overview*. Click *Services* under *Active suites in the agreement* and then choose any portfolio. Then click on *View service coverage*.

Step 7: There are three cards present under *Service Coverage* page.

a. Services Suites by portfolio card shows the portfolios along with the respective Services suite and Covered assets counts.

b. Covered assets card shows the total number of devices that are covered along with what is Paid vs. Unpaid.

c. Device changes by suites card shows the device counts that were added and removed.

d. Table view: you can search/sort against any columns in the table. The table would have column attributes like Product Number, Product Description, Device Identifier, Item Type, Product Family, Service Level, and Contract Number.

d.1. You can search your assets by selecting available suites above the table and next to the search bar below the covered assets page.

d.2. On the right-hand side, by clicking the gear icon button, you can create your own table by using Select or Deselect, to show or hide columns. Reorder columns by dragging up and down. Click Apply.

d.3. To review all the assets in a single portfolio, under the *Covered Assets* table view, you can select a portfolio by clicking the dropdown on the right-hand side of the Search bar and click on the respective portfolio. Click *Export all*and select the File Type. Under Preferences, select *Selected suite only* and click Export.

d.4. To review all the assets that are covered under your agreement, click ‘Export all’ and select the File Type. Under Preferences, select ‘All active suites’ and click Export.

Step 8: There are two ways to view *Suite Consumption*.

a. Navigate to the left Menu bar and click on the *Contracts & Subscriptions* tab and click on *Overview*. The dashboard provides a consolidated view of Suite consumption associated with the Smart Account.

b. Select the respective suite under *Active suites in the agreement.* Under the *View and compare consumption* you can compare up to 3 EAs to compare consumption.

b.1. On the right-hand side, click *View timeline* to view the user and quantity consumed for a specific PID. Click *Export comprehensive report* to download a single, comprehensive report for all Suite Consumption transactions.



Note: Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

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.