How Can I find My Smart Account Assigned Licenses within LRP (License Registration 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
- User must have access to the Smart Account and Virtual Account where they want to find the license.

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

Step 2:Click on "Access LRP" under the Traditional Licenses section.

Step 3: Select the Smart Account from the "Show Smart Account" dropdown list.

Step 4: Select a Virtual Account from the "Virtual Account" dropdown list.

Step 5: Navigate to the "Licenses" tab.

Step 6: All the licenses assigned to the selected Smart Account and Virtual Account would be displayed in this view by default.

Troubleshooting

1. I am getting error “We have encountered a technical issue and require you to open a support case before your request can be processed." while trying to log to LRP. Please create a case with Support Case Manager (SCM) to fix the technical issue.

2. I am not able to find the license in any of the virtual account I see on "Product License registration"/ License registration portal (LRP). Please create a case with Support Case Manager (SCM) to fix the

technical issue.

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.