How can I find my Smart Account assigned licenses within License Central (LC)?

Introduction

This document describes where to view Smart Account assigned licenses in Cisco Licensing Central, so that users can view Smart Account assigned licenses.

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
- User should 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.

Step2. Click on “Access CLC” under the Cisco License Central section.

Step 3. Select the desired Smart Account and an appropriate Virtual Account from the selectors at the top left corner.

Step 4. Navigate to the Left menu bar and click on "Licensing" tab.

Step 5. In the ‘License Inventory’ page, you can view all the licenses that are assigned to the selected Smart Account and see the Virtual Account assignment.

Step 6. You can also drill down on the available data using the available Filters.

Note:

- Internal users should open a case with the Licensing support team to resolve the customer

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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.
- SA changes from the OPE tool (from Cisco support team) do not reflect in CCW and CLC.

Troubleshooting

1.I am not able to find the license in the selected SA/VA?

Check the order assignment to selected SA/VA in CCW, View or Change Smart Account Assignments section. If it is assigned correctly to the selected SA/VA and still not available in CLC, then open a case using SCM.

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 following action themselves to resolve the issue. If the customer/partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.