# How can I assign an order to a Smart Account, in Cisco License Central (CLC)?

## Introduction

This document provides as overview of the process for assigning an Order to a Smart Account in Cisco License Central (CLC).

## 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
- Active smart account in CLC
- CCOID access level 1 or 2

## 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 select *Orders*, click on *Order Inventory*.

Step 5: There are three cards under Order Inventory. On the *Smart Account assignment status* card, click on *Unassigned* to filter Smart Account assignment Donut.

OR Search for the Order using the Search bar on left side of the table view.

**Step Results:** A list of the Unassigned Orders for the Smart Account is displayed.

Step 6: There are two ways to assign your order(s) to a Smart Account.

a. To assign multiple or all orders to a Smart Account, select the boxes of your orders on the Order Identifier tab. Click *Assign to Smart Account* in the top right corner of the table view.

b. Alternatively, to assign a single order, use the three-dot menu under the gear icon of your single order. Click *Assign to Smart Account* from the dropdown options.

**Note**: Stocking orders and EA orders are not available to assign to a Smart Account. The Assign to Smart Account option will remain disabled for these orders.

Step 7: On the *Assign to Smart Account and Virtual Account* page, click *Select* to assign a Smart Account.

Step 8: Using the dropdown menu on the left of the Search bar, an order can be assigned based upon the Domain Identifier, Smart Account name, or Email ID of the customer. Select the Smart Account.

Step 9: Select the Virtual Account from the dropdown. Click Next. If your order contains Cisco branded services, a checkbox will populate under the Smart Account name. Depending on how the licenses should be assigned, select or de-select the option to check the *Assign Product line and Cisco branded Services to separate Accounts.* Click Next.

**Caution**:

- If the User does not select the check box, the entire configuration for both licenses and the Cisco branded services will be assigned to the same account.
- The check box allows the user to assign a different Smart Account to the Cisco Branded Services line from the Productine.l

Step 10: Review your details and click Assign.
**Step Results**: The confirmation page will confirm that your Smart Account and Virtual Account assignment has been requested.

**Note**:

- To assign an order to a Smart Account in CSSM, please go to: How Can I Assign an Order to a Smart Account?
- For Partners, licenses will be assigned to their end customer Smart Account, but Partner branded service will be assigned to their Smart Account. They will have to assign these separately to the end customer Smart Account. Internal users should open a case with the Licensing support team to resolve the customer 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.

# Troubleshooting

1. I cannot find the license in the selected Smart Account/Virtual Account.

Check the order assignment to selected Smart Account/Virtual Account in CCW, View or Change Smart Account Assignments section. If it is assigned correctly to the selected Smart Account/Virtual Account 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 a 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.