How Can I Start Receiving Notifications on Licensing Activities?

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Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account.
- User Access Smart Account and Virtual Account

Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

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 Manage Licenses under the Smart Software Manager section

Step 4: Click on the Preferences tab

Step 5: Under Notification section, click on check boxes Daily Event Summary and Status Notification to enable notification according to your preferences

- If a user has the daily event summary enabled and this alert event selected, by default 90 days would be preselected
- If a user doesn’t have daily event summary or alert event enabled, no option should be selected

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Note:

- Users should be able to modify on top of the existing selection(s) and save their preferences, and subsequent daily summary emails should include expiring alerts based on the new choices
- Alert section for expiring licenses should be included in daily digest only when a particular license expiry day falls within the selected range (90/60/30…days) as of the email date and from there on
- Global save and reset buttons of the preferences tab to be leveraged to save/reset the changes

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Step 6: Click Save. (You are going to receive email notifications based on your preferences.)

Note: Enable notifications to additional users/aliases

- Only Smart Account Admin can enable notifications to additional users/aliases
- Enter email addresses having domains matching their Smart Account Top Level Domain in the “Additional Email Addresses” for Smart Account Admin under “Notifications” section
- If Smart Account Admin is trying to add any emails outside the Smart Account Top Level Domain, admin should not be allowed to save the changes and show an error. Admin should be able to provide multiple email addresses separated by comma

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Note: Licenses Renewal:

You receive alerts when your licenses expire. These alerts are sent on the following days prior to expiration: 90, 60, 30, 17, 7, 4 and 3. These expiration alerts are also listed under Alerts in Cisco Smart Software Manager (CSSM). You can place a license renewal order on Cisco Commerce Workspace (CCW) directly or with your Partner's help after receiving an alert. License registration is automatically renewed every 30 days. Authorization periods are renewed by the Smart Licensing system every 30 days.

If the license is Authorized or Out-of-Compliance (OOC), then the authorization period is renewed. Grace periods start when an authorization period expires. During the grace period or when the grace period is Expired, the system continues to try renewing the authorization period. A new authorization period starts if a retry is successful.

Troubleshooting

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 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.