How Can I Generate a Traditional or Classic License through Enterprise Agreement (EA) 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 hav:

- Active Cisco.com account
- Access to SA (Smart Account) / VA (Virtual Account)Valid Cisco EA and access to available suites and licenses included in that EA

Note:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, EAWS, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

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 the Access EA Workspace under the EA Workspace section

Step 4: Select VA (Virtual Account) from where the classic license will generate

Step 5: Click on Catalog

Step 6: Expand Suites by clicking the (+) button, find products in the sub-categories and select Generate

License in the Action column

Step 7: Select license type as "Traditional" and then click on Add Devic

Step 8: Enter device details or click on Select Device

Step 9: Select the radio button of the device, and then click Add Selected Device

Step 10: Click on "Select Features"

Step 11: Select the feature, enter quantity, and click Verify License.

Step 12: Review details and select the checkbox to accept the provision license terms and conditions. Then, click Review.

Step 13: Select “I agree with terms of the license”, then click Generate License

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Note: Only one license can be created at a time. It is recommended that the bundle license be created first. Complete this process again to add other needed features for the same device

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Troubleshooting

1. What if the customer is not getting the feature that they are looking for? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. How to check under which suite the feature customer is looking for to be generated? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
3. Customer is getting a warning while adding the device in EAWS or is not able to add it. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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.