How Can I Generate a Smart 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 you have:

- Active Cisco.com account
- Smart account user, Smart account Admin, Virtual Account User, or Virtual Account Admin role
- You must have a valid Cisco EA (Enterprise Agreement) and have 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.

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 smart license generates

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 Smart License radio button

Step 8: Select a target Virtual Account for the Smart License from the drop-down menu

Step 9: Click Select Feature

Step 10: Enter the quantity and click on Verify License

Step 11: Review details, select the checkbox to accept the provision license terms and conditions, and click Review.

Step 12: Then click "Generate License."

Note:

- Products that are enabled for both traditional and smart license presents the radio buttons and have "Traditional License" as the default option. Some licenses may be available as Smart Licenses only.
- In the View EA by Catalogue screen - If you are a Virtual Account Admin or Virtual Account User for one Virtual Account only, Cisco EA-Security, Cisco EA- Collaboration or Cisco EA DNA, you see only the Virtual Account for which you are an Administrator or User.
- If you purchased a Cisco EA, you would see all the available suites and licenses included in that Enterprise Agreement (for Cisco DNA/Data Centre, Security, or Collab). You can generate licenses for the products you have not originally purchased within the Cisco EA, but this will result in an additional purchase.

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 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 atSupport Case Manager (SCM)using Software Licensing option.

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