How can I find out how many licenses are over consumed, in Cisco License Central (CLC)?

Introduction

This document explains how to check the number of overconsumed licenses in Cisco License Central, where usage exceeds the purchased quantity.

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
- The user accessing the License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on "Access CLC" under 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 click on "Licensing".

Step 5 : In the License Inventory dashboard, under “License usage”, see data for “Underusage”, “Full usage” and “Overusage”

Step 6 : For more detailed consumption information, use the filter “Usage” and select “Overusage”. License details will be shown below the dashboard.

Step 7 : 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.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in *Support Case Manager (SCM)*.

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.