How can I see possible upgrade options, in Cisco License Central (CLC)?

Introduction

This document explains how to view possible license upgrades in Cisco License Central to move from an older software version to a newer one within the same entitlement.

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:

- An Active Cisco.com account
- The User's CCO ID should be associated with the contract which has an upgrade.

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



Note:Internal users should open a case with the Licensing support team to resolve the customer issue with version upgrade in CLC.

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 "Licensing" tab at the left-hand side of the page.

Step 5: Navigate to “Filters” and click on “Eligible Actions”.

Step 6: Select “Version Upgrade” to see all the licenses available for upgrade.

Step 7: For more detailed upgrade options, click on the License Name, from the list of “License Name”.

Step 8: Go to “Purchases & Transactions” tab to drill down more details.

Note:

- Please contact Cisco Support to request a version upgrade.
- 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 do not see any upgrade available in my view.

If no version upgrades were found for the selected Smart Account and Virtual Account, please contact Cisco Support

2.I am getting error when performing version upgrade.

If no version upgrades were found for the selected Smart Account and Virtual Account, please contact Cisco Support

3.I did not receive the confirmation email.

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.