How can I view the DUO Licenses for my Smart Account, in Cisco License Central (CLC)?

Introduction

This document explains how to view your Duo licenses associated with your Smart Account in Cisco License Central (CLC).Cisco Duo is a multi-factor authentication and zero trust security platform that verifies user identities and device health before granting access to applications.

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.
- Access to SA/VA is needed.
- Order should be assigned to Smart Account

Steps:

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

Step 2: Click on **Access Cisco License Central** under the 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 the **"Licensing"** tab.

Step 5: In the License Inventory section, apply filters by selecting **"Cloud"** as the Licensing Method and **"DUO"** as the Product Family.

Step 6: Click on the specific Duo licenses to view additional details. Review the **"Managed By"** and **"Purchases & Transactions"** sections for comprehensive information about the Duo license and its associated cloud account details.

Step Results: You can view Duo licenses, including their usage and associated cloud account details, successfully in Cisco License Central (CLC), where the usage data is refreshed once daily to provide up-to-date insights.

Troubleshooting

- If no licenses are visible, ensure the order is assigned to the correct Smart Account.
- Refer to the guide:

How can I assign an order to a Smart Account, in Cisco License Central (CLC)

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.