How Can I Download the Devices Registered under the On-Prem Account?

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 have:

- Access to On-Prem Server
- Access to the On-Prem Account

Steps
Step 1: Login to the OnPrem Graphical User Interface (GUI) using the IP address of the On-Prem Server with user ID and password. Customer can enter IP address of their On-Prem.

Step 2: Select the onprem Account from onprem account selector on top right corner

Step 3: In the License section, select Smart Licensing

Step 4: Go to Reports tab

Step 5: Click on Product Instance Report

Step 6: Fill in the details as per report requirement

Step 7: Click Run Report to open the report within browser window. You can also Export to Excel or CSV by choosing appropriate options on the pop up

Troubleshooting

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.

For feedback on the content of this document, please submit here.