How Can I Download the Smart Software Manager License Inventory of My Smart 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:

- Active Cisco.com account
- Access to Smart Account / Virtual Account

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 Manage Licenses under the Smart Software Manager section.

Step 4: Click on Reports tab.

Step 5: Select Licenses from the report list.

Step 6: In the Run License Report pop-up window, fill in the parameters for your report.

Step 7: Select how you want to receive your report : Export to CSV, or Export to XLS.

Troubleshooting

1. There are licenses missing from the license report. If licenses are missing, it is likely an access issue. You need access to the Virtual Account and Smart Account for every license you want to appear in the report. Please reach out to the Smart Account Admin to check your access level

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM)using Software Licensing option.

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