How Can I Generate a Report of all My Classic Licenses under a Smart Account from Product License Registration Portal (LRP)?

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: Go to Traditional Licenses and Click on 'Access LRP'.

Step 3: On the top left corner go to the Smart Account and Virtual account selector. Select the appropriate Smart Account and Virtual Account for which report needs to be generated.

Step 4: Go to the Licenses tab.

Step 5: Click on Export to CSV to download the license report.



Note: Custom License report with selective licenses can be downloaded by selecting specific licenses using the License selector check box

Troubleshooting

1. I cannot see some licenses in the downloaded report. Please verify the Smart Account (SA)/Virtual Account (SA) Role prior to opening a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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.

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