How can I access a detailed license event log with complete transaction history, in Cisco License Central (CLC)?

Introduction

This Document outlines a license transaction–focused view that provides detailed insights into activities related to each license within the Smart Account and Virtual Account, in Cisco License Central.

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

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 "Event history" tab and select “Event Log”.

a. Click on Filters to select and sort data as per the user preference.

- User: users can select the User name for which the Event Log needs to be displayed.
- Event type: users can select the appropriate event type to ensure accurate tracking of the event log.
- Event: users can select the appropriate event to ensure accurate tracking of the event log.
- Date: users can select from the options of the given date range to display the event logs for that time.

b. Check the boxes under the Date Column for the Event Log Detail Report.

c. Click on the Export selected on the Menu bar.

d. You can select the download format of the report between CSV or XLSX and click Export.

Step 5: OR navigate to the left Menu bar and click on the "Event history" tab and select “License

Transaction Log”.

Note:

- This is a view only page designed to host the license transaction type view.
- Users can scroll to the right, under the Additional Details column, click on View Details for individual License Transaction.

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a. Click on Filters to select and sort data as per the user preference.

- License Status: Active and Expired
- Transaction Date: users can select from the options of the given date range to display the License Transaction Log for that time.
- License Start Date: users can select from the options of the given date range to display the License Transaction Log for that time.
- License Expiration Date: users can select from the options of the given date range to display the License Transaction Log for that time.
- Transaction Type

b. Check the boxes under the Date and Time Column for the License Transaction Log Detail Report.

c. Click on the Export selected on the Menu bar.

d. License Transaction Log report is downloaded in the XLSV format.

Note:

- CLC Event logs to show all the event logs from CSSM and Event logs created from CLC.
- Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

Troubleshooting

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 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.