



# Cisco Software: Classic Licensing Management with Smart Accounts

Partners & Customers

Note: Screens in the presentation may vary slightly from the actual tools

# Software Training Curriculum for Customers

[Live Training Schedule](#)

Activity	Time	Role Description	Managing Application
Cisco Software: Capability Overview for Customers	45 minutes	<ul style="list-style-type: none"><li>All Customer Roles</li></ul>	N/A
Cisco Software: Smart Account Request and Setup for Customers	1 hour	<ul style="list-style-type: none"><li>All Customer Roles involved with Smart Accounts as Admins and Users</li></ul>	Cisco Software Central (CSC)
Cisco Software: Smart Account Administration for Customers	1 hour	<ul style="list-style-type: none"><li>All Customer Roles involved with Smart Accounts as Admins and Users</li></ul>	Cisco Software Central (CSC)
Cisco Software: Smart Licensing Management with Smart Accounts	1 hour	<ul style="list-style-type: none"><li>Software license and purchasing approver</li><li>License administration and management</li></ul>	Smart Software Manager (SSM)
Cisco Software: Classic Licensing Management with Smart Accounts	30 minutes	<ul style="list-style-type: none"><li>Software license and purchasing approver</li><li>License administration and management</li></ul>	License Registration Portal (LRP)
Cisco Software: EA Workspace	1 hour	<ul style="list-style-type: none"><li>EA Management</li></ul>	EA Workspace

# Software Training Curriculum for Partners

[Live Training Schedule](#)

Activity	Time	Role Description	Managing Application
Cisco Software: Capability Overview for Partners & Distributors	45 minutes	<ul style="list-style-type: none"> <li>All Partner Roles</li> </ul>	N/A
Cisco Software: Smart Account Request and Setup for Partners & Distributors	1 hour	<ul style="list-style-type: none"> <li>All Partner Roles involved with Smart Accounts as Admins and Users</li> </ul>	Cisco Software Central (CSC)
Cisco Software: Smart Account Administration for Partners & Distributors	1 hour	<ul style="list-style-type: none"> <li>All Partner Roles involved with Smart Accounts as Admins and Users</li> </ul>	Cisco Software Central (CSC)
Cisco Software: CCW Quoting and Ordering with Smart Accounts	1 hour	<ul style="list-style-type: none"> <li>Person placing orders</li> <li>Person assigning order from Holding Account to Customer Smart Account</li> </ul>	Cisco Commerce (CCW)
Cisco Software: B2B Quoting and Ordering with Smart Accounts	1 hour	<ul style="list-style-type: none"> <li>Person placing order</li> <li>Person assigning order from Holding Account to Customer Smart Account</li> </ul>	Cisco Commerce (CCW) and B2B systems
Cisco Software: Cisco Enterprise Agreement Quoting and Ordering	45 minutes	<ul style="list-style-type: none"> <li>Person placing orders and assigning Smart Account</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Disti Stocking and Drop-Ship Orders for Smart License Enabled Products	1 hour	<ul style="list-style-type: none"> <li>Distributors placing Smart Licensing orders in CCW</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Cloud/ SaaS Quoting	45 minutes	<ul style="list-style-type: none"> <li>Person creating quotes for Cloud/ SaaS</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Cloud/ SaaS Ordering	1 hour	<ul style="list-style-type: none"> <li>Person creating orders for Cloud/ SaaS</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Cloud/ SaaS Subscription Management	75 minutes	<ul style="list-style-type: none"> <li>Person managing subscriptions</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Cloud/ SaaS Invoicing	0.5 hours	<ul style="list-style-type: none"> <li>Person managing invoices</li> </ul>	Cisco Commerce (CCW)
Cisco Software: Smart Licensing Management with Smart Accounts	1 hour	<ul style="list-style-type: none"> <li>Software license and purchasing approver</li> <li>License administration and management</li> </ul>	Smart Software Manager (SSM)
Cisco Software: Classic Licensing Management with Smart Accounts	30 minutes	<ul style="list-style-type: none"> <li>Software license and purchasing approver</li> <li>License administration and management</li> </ul>	License Registration Portal (LRP)
Cisco Software: EA Workspace	1 hour	<ul style="list-style-type: none"> <li>EA Management</li> </ul>	EA Workspace



## Learn about:

- How to View and Assign PAKs to Smart Accounts in LRP
- How to Convert PAKs to Smart Licenses in LRP

# Agenda

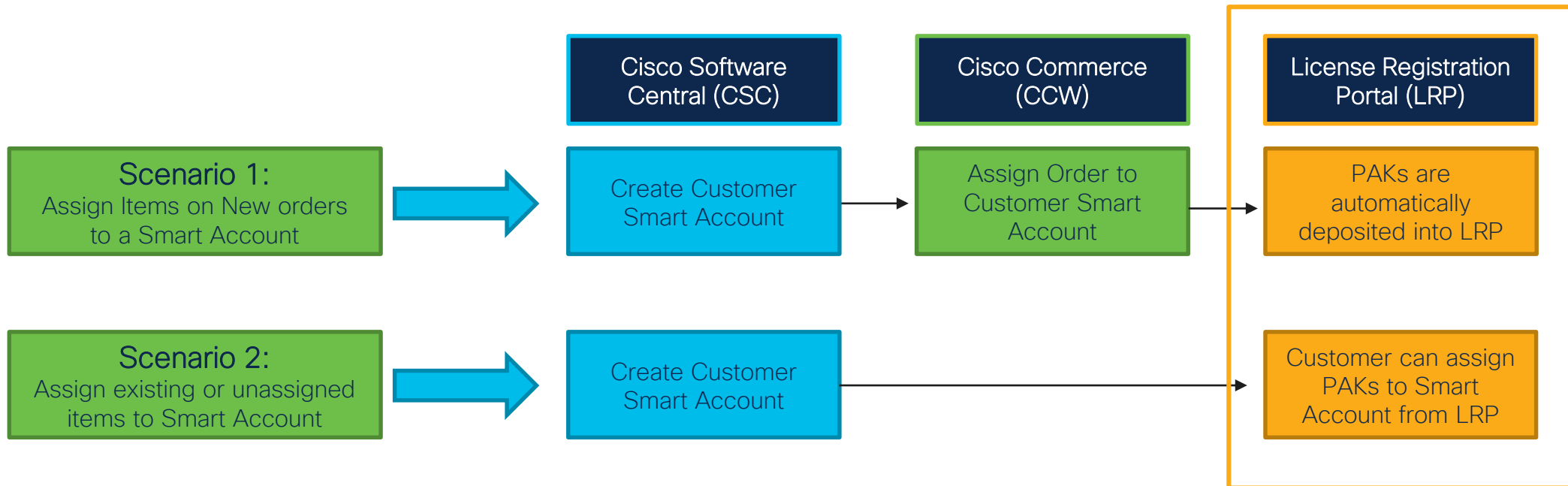
- 1 [Smart Accounts for Traditional PAKs in LRP](#)
- 2 [Convert PAKs to Smart Licenses in LRP](#)
- 3 [Additional Resources](#)

Smart Accounts for Traditional PAKs in LRP

# Smart Accounts for Classic Licenses

## How it Works for your Customer or your Own Company Smart Account

- PAKs and Devices are **visible at the enterprise level**, easily transferable, and tied to the account, not specific user, simplifying license management
- PAKs are **automatically available** in License Registration Portal (LRP) when assigned to a Smart Account upfront in CCW Order
- **Guaranteed Delivery** – PAKs will be available to all users with access to the Smart Account
- You can assign your Classic license to the Smart Account according to one of the following scenarios:



# Smart Accounts in LRP

## Login to License Registration Portal (LRP)

- 1 Login into [Cisco Software Central \(CSC\)](#) and select the Smart Account.
- 2 From License section, click **Traditional Licensing**.

The screenshot shows the Cisco Software Central interface. At the top, there is a navigation bar with the Cisco logo, a search icon, and a user profile icon labeled 'AS'. Below the navigation bar, there are three main sections: 'Download & Upgrade', 'Network Plug and Play', and 'License'. The 'License' section is highlighted with a red box and a red circle containing the number 2. Within the 'License' section, the 'Traditional Licensing' option is highlighted with a red box and a red circle containing the number 1. The 'License' section also includes 'Smart Software Licensing' and 'Enterprise Agreements' options.

Cisco Software Central

Download & Upgrade

Network Plug and Play

License

Traditional Licensing  
Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing  
Track and manage Smart Software Licenses.

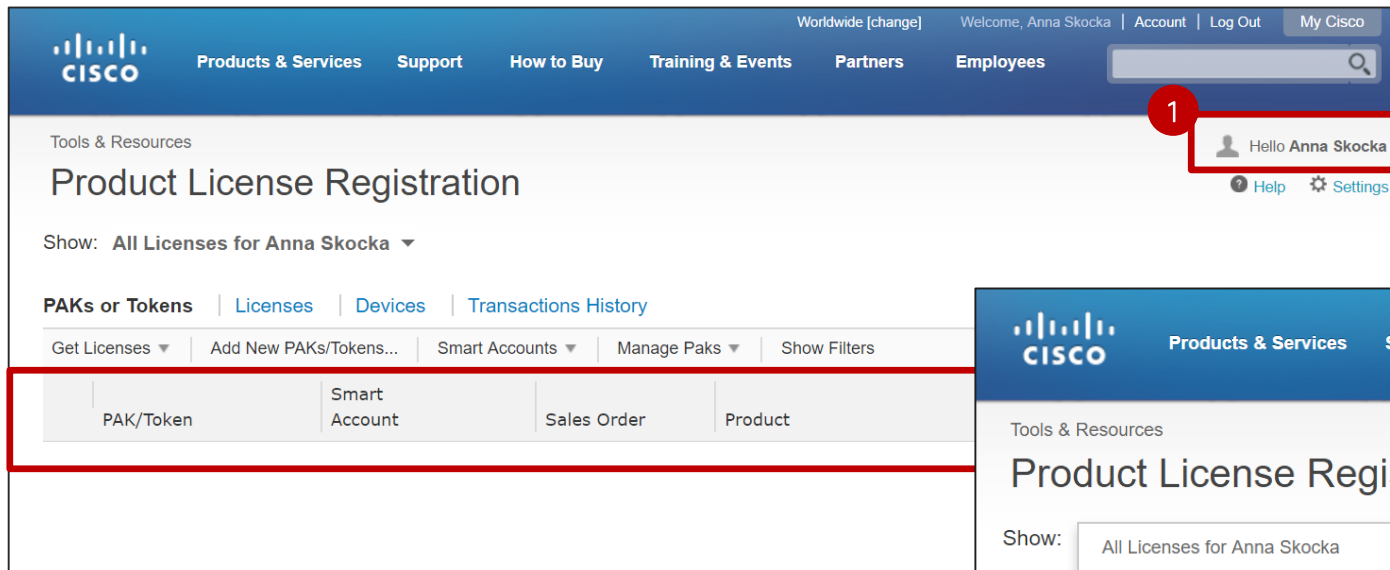
Enterprise Agreements  
Generate and manage licenses from Enterprise Agreements.



# Smart Accounts in LRP

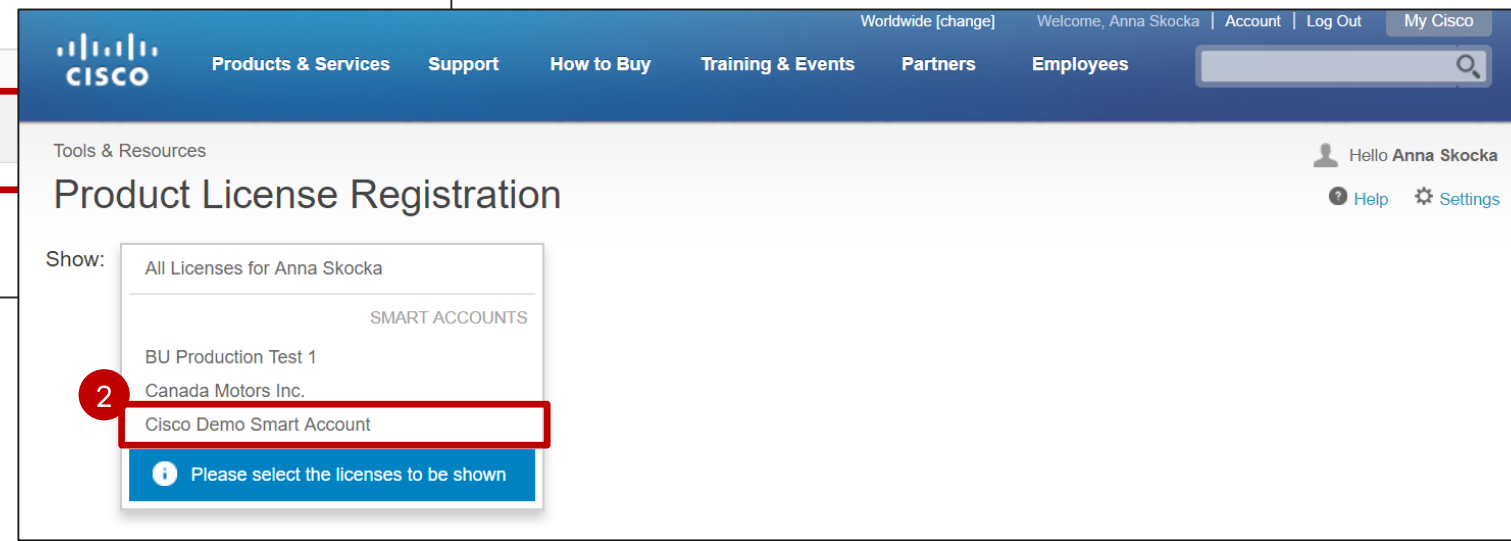
## View Classic PAK Licenses

- 1 If you do not have a Smart Account the dropdown will only have your CCO ID and you will be able to view your PAKs, Licenses, Devices and Transactions History associated with your CCUID.
- 2 If you have access to one or more Smart Accounts associated with your CCO ID, you will view a drop down option. You can select the Smart Account and view PAKs/ licenses for a specific Virtual Account. From there you can manage your PAKs/ Tokens, Licenses, Devices and Transactions History.



The screenshot shows the Cisco LRP interface. The top navigation bar includes the Cisco logo, menu items like 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees', and a search bar. The user is logged in as 'Anna Skocka'. A red box labeled '1' highlights the user profile dropdown menu, which shows 'Hello Anna Skocka' and options for 'Help' and 'Settings'.

Note: if your orders were assigned to a Smart Account, the respective PAKs will be automatically deposited in your Smart Account in LRP.

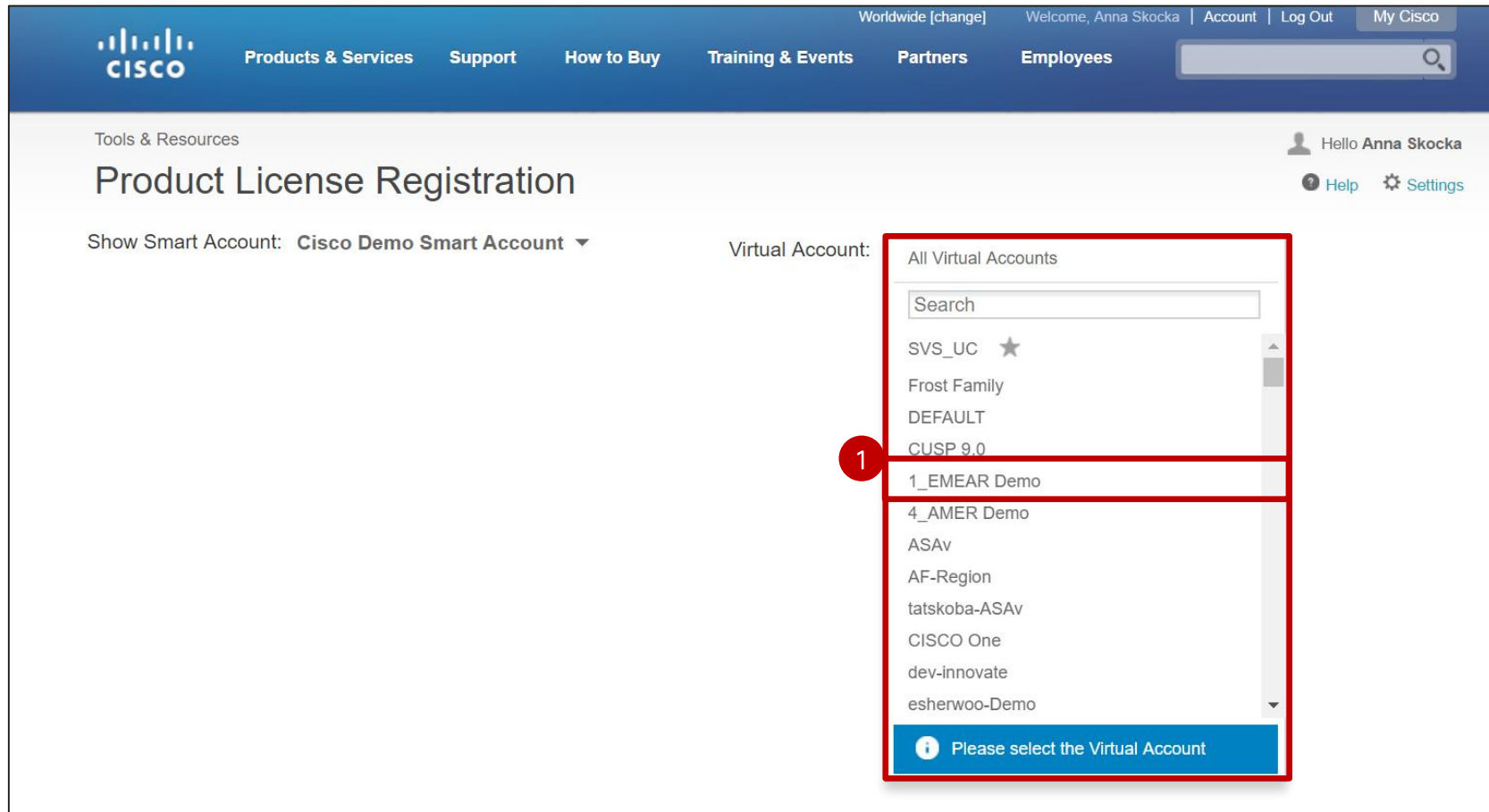


The screenshot shows the Cisco LRP interface with the 'Show:' dropdown menu open. The dropdown menu lists 'All Licenses for Anna Skocka' and a section for 'SMART ACCOUNTS' with the following options: 'BU Production Test 1', 'Canada Motors Inc.', and 'Cisco Demo Smart Account'. A red box labeled '2' highlights the 'Cisco Demo Smart Account' option. Below the dropdown menu is a blue button with an information icon and the text 'Please select the licenses to be shown'.

# Smart Accounts in LRP

## View Classic PAK Licenses

- 1 Once you select the Smart Account, you will also have to choose a Virtual Account. The dropdown will appear automatically, so that you can easily select one Virtual Account.



The screenshot shows the Cisco Product License Registration interface. The top navigation bar includes the Cisco logo, menu items like 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees', and user information for 'Anna Skocka'. The main content area is titled 'Product License Registration' and shows 'Show Smart Account: Cisco Demo Smart Account'. A 'Virtual Account:' dropdown menu is open, displaying a list of accounts: 'All Virtual Accounts', 'SVS\_UC', 'Frost Family', 'DEFAULT', 'CUSP 9.0', '1\_EMEAR Demo', '4\_AMER Demo', 'ASAv', 'AF-Region', 'tatskoba-ASAv', 'CISCO One', 'dev-innovate', and 'esherwoo-Demo'. A red circle with the number '1' highlights the '1\_EMEAR Demo' option. A blue button at the bottom of the dropdown reads 'Please select the Virtual Account'.

# Smart Accounts in LRP

## Smart and Virtual Account Selection

- 3 Once you select the Smart Account, you will be able to view and manage PAKs/Tokens, Licenses, Devices and Transactions History related to this specific Smart Account.

The screenshot displays the Cisco Product License Registration page. The top navigation bar includes the Cisco logo, navigation links (Products & Services, Support, How to Buy, Training & Events, Partners, Employees), and user information (Worldwide [change], Welcome, Anna Skocka, Account, Log Out, My Cisco). The main header shows 'Tools & Resources' and 'Product License Registration' with user 'Hello Anna Skocka' and links for 'Help' and 'Settings'. Below the header, there are dropdowns for 'Show Smart Account: Cisco Demo Smart Account' and 'Virtual Account: 1\_EMEAR Demo'. A red box highlights the navigation tabs: 'PAKs or Tokens', 'Licenses', 'Devices', and 'Transactions History'. Below the tabs, there are action buttons: 'Get Licenses', 'Add New PAKs/Tokens...', 'Smart Accounts', 'Manage Paks', and 'Show Filters'. The main content is a table with the following data:

<input type="checkbox"/>	PAK/Token	Virtual Account	Sales Order	Product	Status	Licenses Used	Available
<input type="checkbox"/>	7551J5A1E2A Family: Identity Services...	1_EMEAR Demo	900055797	Cisco ONE Identity Services Engine 2.. SKU : C1-ISE-BASE-AP		310	0
<input type="checkbox"/>	FXXPAK891BE1 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0
<input type="checkbox"/>	FXXPAKAAE242 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0
<input type="checkbox"/>	FXXPAKC73BE9 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Partially Converted	4	16
<input type="checkbox"/>	FXXPAK601B5D Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-ADV=	Unfulfilled	0	50
<input type="checkbox"/>	FXXPAK99294D Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-ADV=	Unfulfilled	0	50

# Smart Accounts in LRP

## Add Virtual Account During “Add New PAKs/Tokens” Workflow

You can assign a PAK/token to Smart Account or Virtual Account as part of ‘Add New PAKs/tokens’ process.

- 1 You need to click on **Add New PAKs / Tokens** link. A pop up will appear where you can provide the required details.
- 2 Users must enter anywhere from one to 10 PAKs or Token IDs. *You can also look up a PAK by Sales Order ID.*
- 3 Click **OK**.

The screenshot displays the Cisco Product License Registration (LRP) interface. The main navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees'. The user is logged in as Anna Skocka. The main content area shows the 'Product License Registration' page with a 'Tools & Resources' section. The 'PAKs or Tokens' tab is active, and the 'Add New PAKs/Tokens...' link is highlighted with a red box. A modal window titled 'Add New PAKs/Tokens' is open, showing a form for selecting a PAK or Token. The form includes a dropdown for 'Add to Virtual Account' (set to '1\_EMEAR Demo') and input fields for 'Enter PAK or Token Id' (with a hint 'Up to 10, separated by commas') and 'Look Up PAK using Sales Order ID'. A red box highlights the 'OK' button at the bottom right of the modal.

# Assign Classic PAKs to Smart Accounts

## Select PAKs to Assign

- 1 Upon clicking on the PAKs/Tokens tab, you will be able to view all PAKs/Tokens associated to your CCOID.
- 2 Check the unfulfilled or partially fulfilled\* PAKs to assign them to a Smart Account and specific Virtual Account.

*Once they are assigned to a Smart Account, you can view all PAKs associated with the Smart Account, not only the PAKs associated to you individually.*

The screenshot shows the Cisco Product License Registration interface. The top navigation bar includes the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. The user is logged in as Anna Skocka. The main heading is 'Product License Registration'. Below this, there is a dropdown menu set to 'All Licenses for Anna Skocka'. A red box highlights the 'PAKs or Tokens' tab. Below the tabs, there are several filters: 'Get Licenses', 'Add New PAKs/Tokens...', 'Smart Accounts', 'Manage Paks', and 'Show Filters'. A table displays the following data:

<input type="checkbox"/>	PAK/Token	Smart Account	Sales Order	Product	Status	Licenses Used	Available
<input type="checkbox"/>	FXPAK8E367F Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAKFB2439 Family: Cloud Services R...	Cisco Demo Smart Acc.. 4_AMER Demo	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input checked="" type="checkbox"/>	FXPAKBBD5BF Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAKACA938 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20

\*The most common case is to assign unfulfilled or partially fulfilled PAKs to Smart Account since the license is still available for consumption. However, even "Fulfilled" PAKs can be assigned to a Smart Account via this option.

# Assign Classic PAKs to Smart Accounts

## Assign PAK-based Licenses to Smart Account

- 1 If there is a PAK or Token that does not have an assigned Smart Account or Virtual Account, you will be able to assign it.
- 2 Once you have selected (checked) a PAK/ Token from the list, click **Assign to a Smart Account**.

The screenshot shows the Cisco Product License Registration page. The user is logged in as Anna Skocka. The page displays a table of licenses with columns for PAK/Token, Smart Account, Sales Order, Product, Status, Licenses Used, and Available. The PAK FXPAKBBD5BF is selected, and a context menu is open over it, with the 'Assign to Smart Account...' option highlighted. A red box highlights the 'PAKs or Tokens' tab in the navigation bar.

PAK/Token	Smart Account	Sales Order	Product	Status	Licenses Used	Available
FXPAK8E367F Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
FXPAKFB2439 Family: Cloud Services R...	Cisco Demo Smart Acc... 4_AMER Demo	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input checked="" type="checkbox"/> FXPAKBBD5BF Family: Cloud Ser...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
FXPAKACA938 Family: Cloud Services	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
FXPAK3159F4 Family: Cloud Services	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
FXPAKB25C10 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
FXPAKC43099 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20

# Assign Classic PAKs to Smart Accounts

## Assign PAKs to Smart Account (cont.)

- 1 In the dialog box, select the appropriate Smart Account and specify a Virtual Account. Only the Smart and Virtual Accounts you have access to will display.
- 2 Click **Assign**.

The screenshot shows the Cisco Product License Registration interface. A dialog box titled "Assign to Smart/Virtual Accounts" is open, allowing the user to assign a selected PAK/Token to Smart and Virtual Accounts. The dialog box contains the following information:

- PAK/Token: FXPABB5BF
- Smart Account: Cisco Demo Smart Account
- Virtual Account: 1\_EMEAR Demo

The dialog box has "Cancel" and "Assign" buttons at the bottom. A red box highlights the "Assign" button, and a red circle with the number "2" is placed next to it. Another red circle with the number "1" is placed over the "Smart Account" dropdown menu in the dialog box.

PAK/Token	Smart Account	Licenses Used	Available
FXPAK8E367F	-	0	20
FXPAKFB2439	Cis	0	20
FXPAKBBD5BF	-	0	20
FXPAKACA938	-	0	20
FXPAK3159F4	-	0	20
FXPAKB25C10	-	0	20

# Assign Classic PAKs to Smart Accounts

## Assign PAK License to Smart Account (cont.)

- The request has been successfully completed.

The screenshot displays the Cisco Product License Registration interface. At the top, there is a navigation bar with the Cisco logo and various menu items like 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees'. Below this, the page title is 'Product License Registration' and the user is identified as 'Hello Anna Skocka'. A dropdown menu shows 'All Licenses for Anna Skocka'. There are tabs for 'PAKs or Tokens', 'Licenses', 'Devices', and 'Transactions History'. Below the tabs, there are buttons for 'Get Licenses', 'Add New PAKs/Tokens...', 'Smart Accounts', 'Manage Paks', and 'Show Filters'. The main content is a table with columns: PAK/Token, Smart Account, Sales Order, Product, Status, Licenses Used, and Available. The table contains several rows of license data. A red circle with the number '3' is placed over the 'Sales Order' column of the first row. A dark gray notification box with a green checkmark and the text 'Your request has been successfully completed.' is overlaid on the table, with a red border and a close button (X) in the top right corner.

<input type="checkbox"/>	PAK/Token	Smart Account	Sales Order	Product	Status	Licenses Used	Available
<input type="checkbox"/>	FXPAK8E367F Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAKFB2439 Family: Cloud Services R...	Cisco Demo Smart Acc.. 4_AMER Demo	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input checked="" type="checkbox"/>	FXPAKBBD5BF Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAKACA938 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAK3159F4 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
<input type="checkbox"/>	FXPAKB25C10 Family: Cloud Services R...	-	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20



# Assign Classic PAKs to Smart Accounts

## Smart Account View of PAK Licenses

- 1 Now you can filter by Smart Account (and Virtual Account) to view all the classic PAKs associated with that Smart Account (from multiple users). This provides you with a complete company view of PAKs which have been assigned to your Smart Account.

The screenshot shows the Cisco Product License Registration interface. The top navigation bar includes the Cisco logo, navigation links (Products & Services, Support, How to Buy, Training & Events, Partners, Employees), and user information (Worldwide [change], Welcome, Anna Skocka, Account, Log Out, My Cisco). The main content area is titled "Product License Registration" and shows a filter for "All Licenses for Anna Skocka". A dropdown menu is open, listing "All Licenses for Anna Skocka", "SMART ACCOUNTS", "BU Production Test 1", "Canada Motors Inc.", and "Cisco Demo Smart Account" (highlighted with a red box and a red circle containing the number 1). Below the dropdown, the "Domain ID: demo.cisco.com" is visible. The interface also shows a "Virtual Account: 1\_EMEAR Demo" and a table of PAKs/licenses.

PAK/Token	Virtual Account	Sales Order	Product	Status	Licenses Used	Available
FXPAKBBD5BF Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Unfulfilled	0	20
7551J5A1E2A Family: Identity Services...	1_EMEAR Demo	900055797	Cisco ONE Identity Services Engine 2... SKU : C1-ISE-BASE-AP		310	0

# Licenses Tab in LRP

View License Information associated to your Virtual Account

- 1 Upon clicking the **Licenses** tab, you will be able to view License information relating to your Virtual Account.
- 2 When a License has been selected, its associated information will be shared in a pop-up. You will be able to check the detailed Transaction information, Org Information and Transaction History.

The screenshot shows the Cisco Product License Registration interface. The top navigation bar includes the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. The user is logged in as Anna Skocka. The main content area is titled 'Product License Registration' and shows the 'Licenses' tab selected. A table lists licenses with columns for License, Type, Device, Virtual Account, and Quantity. The first license is selected, and its details are shown in a pop-up window.

License	Type	Device	Virtual Account	Quantity
<input type="checkbox"/> SKU:TRL-AC-APX=	Demo	--	1_EMEAR Demo	1
<input type="checkbox"/> SKU:L-CSR-2.5G-AX-60D-EVAL	Demo	Family:AnyConnect Plus/Apex ...	1_EMEAR Demo	+2
<input type="checkbox"/> SKU:UWL-11X-PAK	Term/Sub	UD I Product ID:CSR1000V	1_EMEAR Demo	

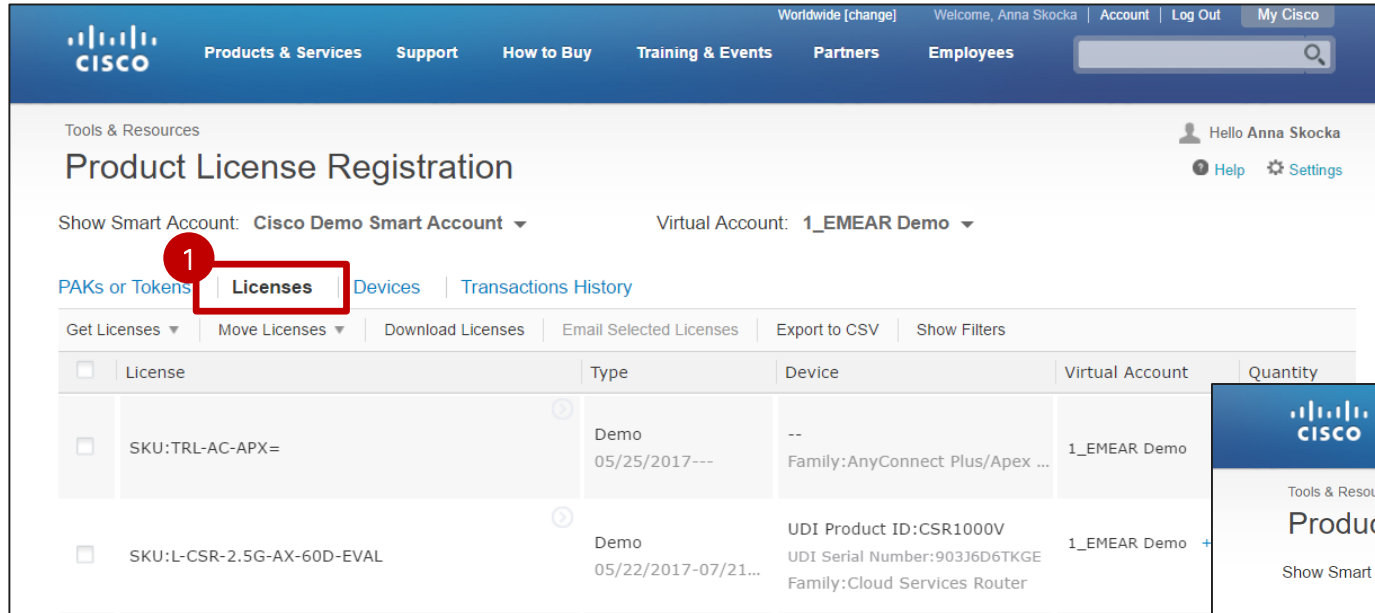
The 'License Info' pop-up window displays detailed transaction information for the selected license. It includes fields for Product Information, Email to notify of edits, and License Request Information.

License Info	
Detailed Transaction Information   Org Information   Transaction History	
Some of the information can be edited and will not be grayed out.	
<b>Product Information</b>	Product Name: TRL-AC-APX=
	Quantity: 1
<b>Email to notify of edits</b>	Email Address: vladir@2bnet.co.il
<b>License Request Information</b>	UDI PID: JAD192201PU
	Sales Order #: [Field]
	PAK: [Field]
	Contract #: [Field]
	Transaction Type: System
	Subscription id: [Field]

# View Licenses and Devices in LRP

## Smart Account View of Licenses and Devices

You can see all your **1 Licenses** and **2 Devices** which have been associated with your company Smart Account. This provides an overall company view.



Worldwide [change] | Welcome, Anna Skocka | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners | Employees

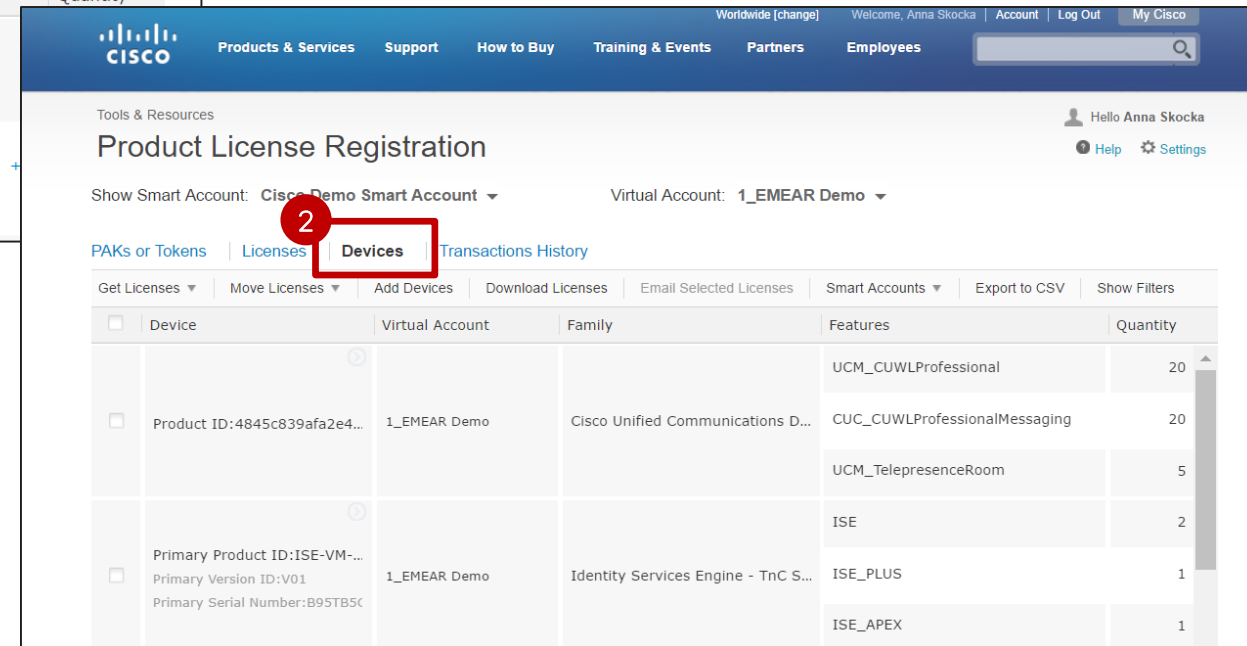
Tools & Resources | Hello Anna Skocka | Help | Settings

Show Smart Account: Cisco Demo Smart Account | Virtual Account: 1\_EMEAR Demo

PAKs or Tokens | **Licenses** | Devices | Transactions History

Get Licenses | Move Licenses | Download Licenses | Email Selected Licenses | Export to CSV | Show Filters

License	Type	Device	Virtual Account	Quantity
<input type="checkbox"/> SKU:TRL-AC-APX=	Demo 05/25/2017---	-- Family:AnyConnect Plus/Apex ...	1_EMEAR Demo	
<input type="checkbox"/> SKU:L-CSR-2.5G-AX-60D-EVAL	Demo 05/22/2017-07/21...	UDI Product ID:CSR1000V UDI Serial Number:903J6D6TKGE Family:Cloud Services Router	1_EMEAR Demo	



Worldwide [change] | Welcome, Anna Skocka | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners | Employees

Tools & Resources | Hello Anna Skocka | Help | Settings

Show Smart Account: Cisco Demo Smart Account | Virtual Account: 1\_EMEAR Demo

PAKs or Tokens | Licenses | **Devices** | Transactions History

Get Licenses | Move Licenses | Add Devices | Download Licenses | Email Selected Licenses | Smart Accounts | Export to CSV | Show Filters

Device	Virtual Account	Family	Features	Quantity
<input type="checkbox"/>			UCM_CUWLProfessional	20
<input type="checkbox"/> Product ID:4845c839afa2e4...	1_EMEAR Demo	Cisco Unified Communications D...	CUC_CUWLProfessionalMessaging	20
			UCM_TelepresenceRoom	5
			ISE	2
<input type="checkbox"/> Primary Product ID:ISE-VM-... Primary Version ID:V01 Primary Serial Number:B95TB5C	1_EMEAR Demo	Identity Services Engine - TnC S...	ISE_PLUS	1
			ISE_APEX	1

Convert from PAK Based to Smart License

# Convert Classic Licenses to Smart Licenses

Manage Unfulfilled / Partially Fulfilled Classic Licenses using Smart Licensing in SSM

# Convert Classic Licenses to Smart Licenses

## View Current Total of Smart Licenses in SSM

- 1 Currently there are 41 Smart Licenses in SSM. Once we convert classic licenses to Smart Licenses, more will be available in SSM.

The screenshot shows the Cisco Software Central interface for Smart Software Licensing. The page title is "Smart Software Licensing" and the account is "Cisco Demo Smart Account". The navigation menu includes "Alerts", "Inventory", "Convert to Smart Licensing", "Reports", "Preferences", "Satellites", and "Activity". The virtual account is "1\_EMEAR Demo". There are 9 Major alerts and 31 Minor alerts. The "Licenses" tab is selected, showing a table with the following data:

License	Quantity	In Use	Surplus (+) / Shortage (-)	Alerts	Actions
CSR 1KV AX 50M	41	0	41		Transfer..

The quantity "41" is highlighted with a red box and a red circle with the number "1". The table also shows "Showing 1 Record".

# Convert Classic Licenses to Smart Licenses

## View of Licenses

- 1 In LRP, click **PAKs/Tokens**, the PAKs available for you to manage are displayed, as is any Smart Account Assignment information.
- 2 Select the unfulfilled/partially fulfilled PAKs that you want to convert to Smart licenses. A Smart equivalent SKU must be available.

The screenshot shows the Cisco Product License Registration (LRP) interface. The top navigation bar includes the Cisco logo, navigation links (Products & Services, Support, How to Buy, Training & Events, Partners, Employees), and user information (Worldwide [change], Welcome, Anna Skocka, Account, Log Out, My Cisco). The main content area is titled 'Product License Registration' and shows the user's account information (Hello Anna Skocka, Help, Settings). The interface displays a table of licenses with columns for PAK/Token, Virtual Account, Sales Order, Product, Status, Licenses Used, and Available. A red box highlights the 'PAKs or Tokens' tab and a specific row in the table.

Tools & Resources

## Product License Registration

Show Smart Account: **Cisco Demo Smart Account** Virtual Account: **1\_EMEAR Demo**

**PAKs or Tokens** Licenses | Devices | Transactions History

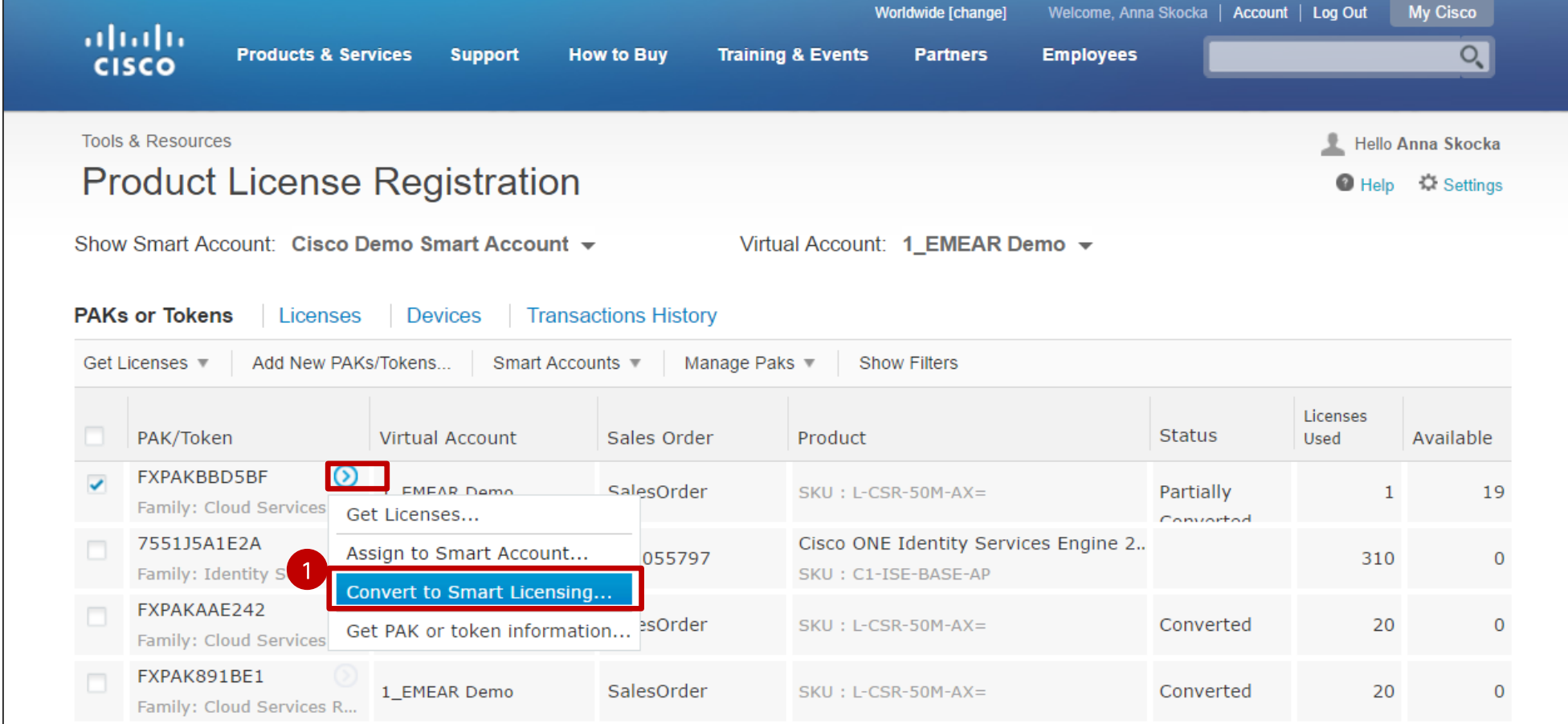
Get Licenses Add New PAKs/Tokens... Smart Accounts Manage Paks Show Filters

	PAK/Token	Virtual Account	Sales Order	Product	Status	Licenses Used	Available	
1	<input checked="" type="checkbox"/>	FXPAKBBD5BF Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Partially Converted	1	19
2	<input type="checkbox"/>	7551J5A1E2A Family: Identity Services...	1_EMEAR Demo	900055797	Cisco ONE Identity Services Engine 2.. SKU : C1-ISE-BASE-AP		310	0
	<input type="checkbox"/>	FXPAKAAE242 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0

# Convert Classic Licenses to Smart Licenses

## Convert to Smart Entitlements

- 1 After selecting the PAK, click on the blue arrow  and then click Convert to Smart Licensing.



The screenshot shows the Cisco Product License Registration interface. The top navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees'. The user is logged in as Anna Skocka. The main heading is 'Product License Registration'. Below this, there are filters for 'Show Smart Account: Cisco Demo Smart Account' and 'Virtual Account: 1\_EMEAR Demo'. The interface is divided into tabs for 'PAKs or Tokens', 'Licenses', 'Devices', and 'Transactions History'. A table of PAKs is displayed with columns for 'PAK/Token', 'Virtual Account', 'Sales Order', 'Product', 'Status', 'Licenses Used', and 'Available'. A context menu is open over the first row (PAK: FXPAKBBD5BF), with the 'Convert to Smart Licensing...' option highlighted in blue. A red circle with the number '1' is placed over the 'Convert to Smart Licensing...' option. A blue arrow icon is also highlighted in a red box in the 'Virtual Account' column of the first row.

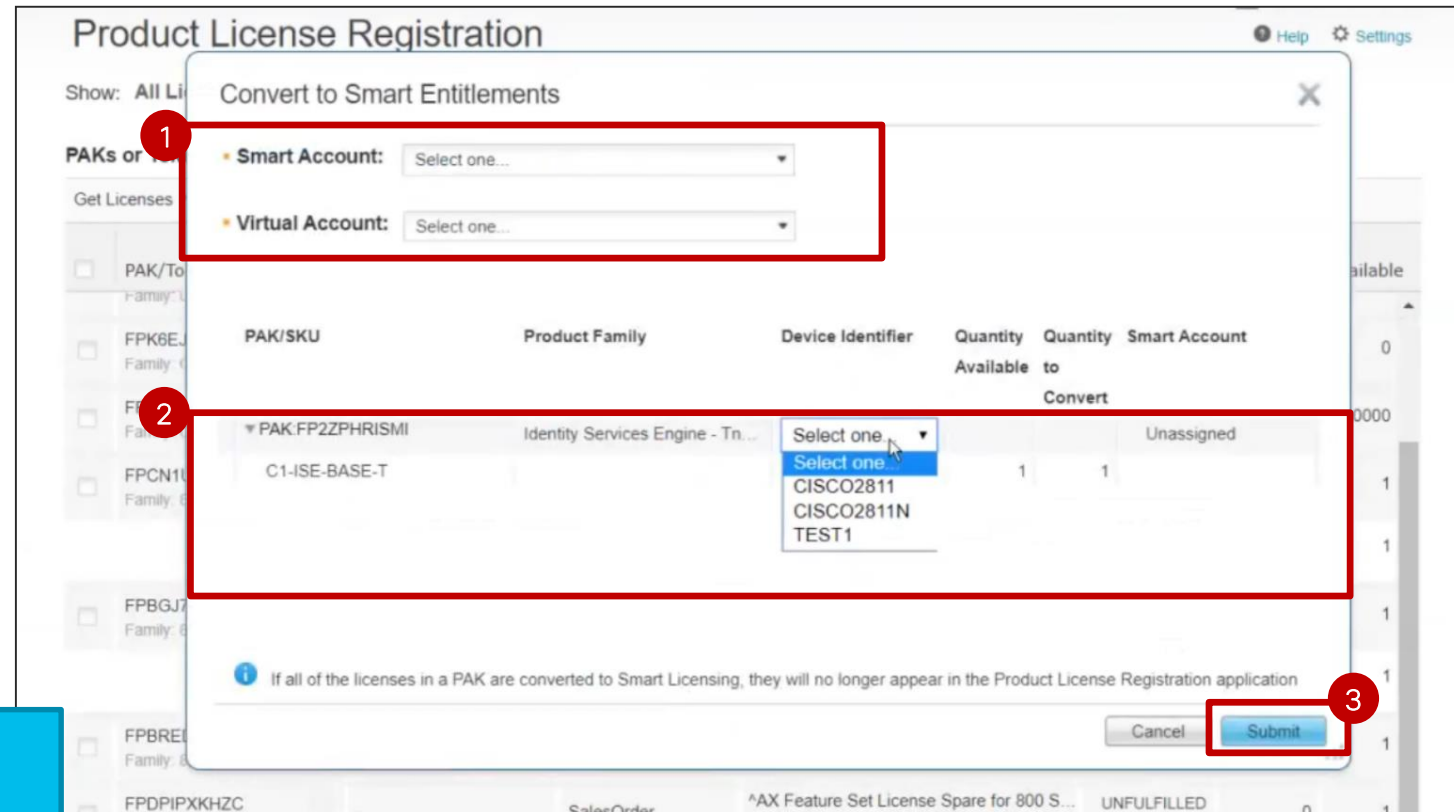
PAK/Token	Virtual Account	Sales Order	Product	Status	Licenses Used	Available
<input checked="" type="checkbox"/> FXPAKBBD5BF Family: Cloud Services	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Partially Converted	1	19
<input type="checkbox"/> 7551J5A1E2A Family: Identity S...		055797	Cisco ONE Identity Services Engine 2.. SKU : C1-ISE-BASE-AP		310	0
<input type="checkbox"/> FXPAKAAE242 Family: Cloud Services		esOrder	SKU : L-CSR-50M-AX=	Converted	20	0
<input type="checkbox"/> FXPAK891BE1 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0



# Convert Classic Licenses to Smart Licenses

## Convert to Smart Entitlements (cont.)

- 1 If you haven't yet assigned the licenses to a Smart Account/Virtual Account, you will be prompted to at this time.
- 2 For each PAK/SKU to be converted, select the **Quantity to Convert** (if the PAK allows partial fulfillment). For some PAKs you may be asked to select a **Device Identifier**.
- 3 Click **Submit**.



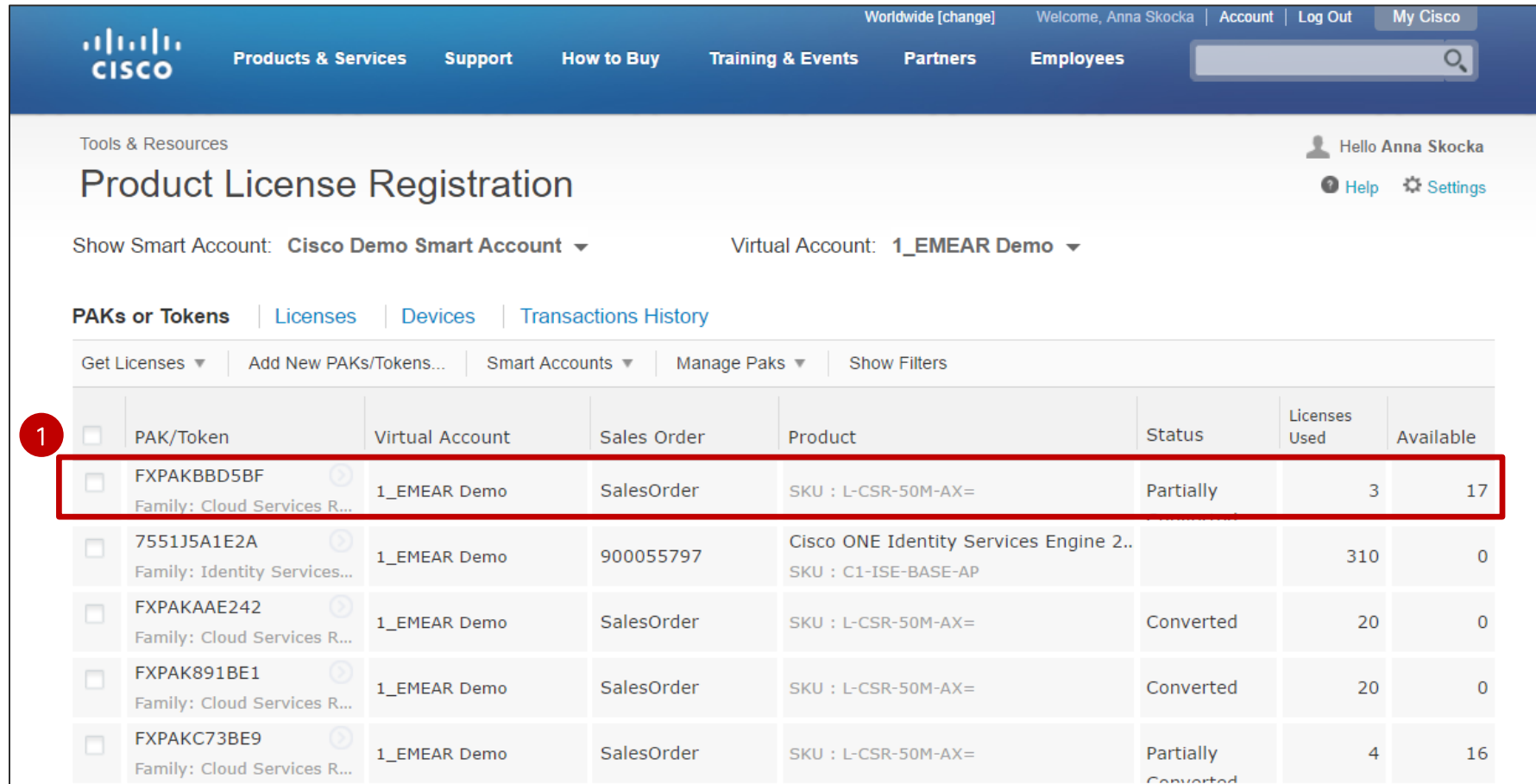
Note: Once these SKUs are converted, they cannot be used for future transactions in this tool. Instead, you can manage these licenses in SSM.



# Convert Classic Licenses to Smart Licenses

## View Status

- 1 The status of the licenses now say converted (or partially converted). You can view here as a record, but will need to manage them in SSM now.



The screenshot shows the Cisco Product License Registration page. The user is logged in as Anna Skocka. The page displays a table of licenses under the 'Licenses' tab. A red box highlights the first row of the table, which is marked with a red '1' in a circle. The table columns are: PAK/Token, Virtual Account, Sales Order, Product, Status, Licenses Used, and Available.

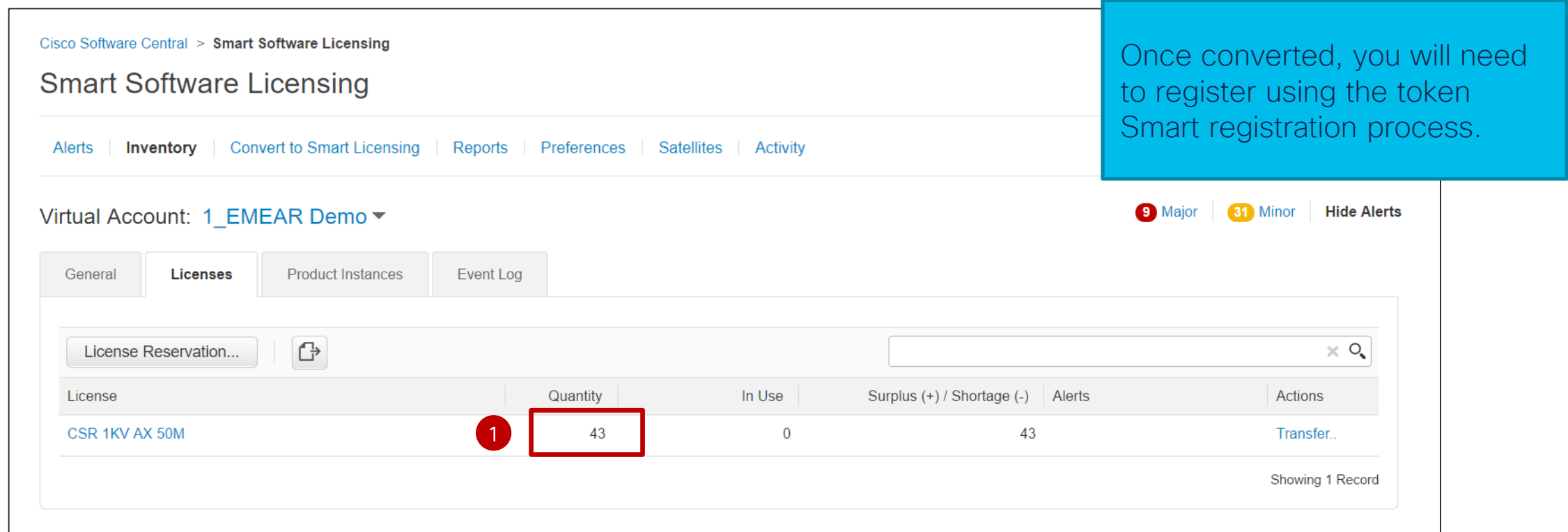
PAK/Token	Virtual Account	Sales Order	Product	Status	Licenses Used	Available
<input type="checkbox"/> FXPAKBBD5BF Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Partially	3	17
<input type="checkbox"/> 7551J5A1E2A Family: Identity Services...	1_EMEAR Demo	900055797	Cisco ONE Identity Services Engine 2.. SKU : C1-ISE-BASE-AP		310	0
<input type="checkbox"/> FXPAKAAE242 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0
<input type="checkbox"/> FXPAK891BE1 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Converted	20	0
<input type="checkbox"/> FXPAKC73BE9 Family: Cloud Services R...	1_EMEAR Demo	SalesOrder	SKU : L-CSR-50M-AX=	Partially Converted	4	16

# Convert Classic Licenses to Smart Licenses

## View Increased Total of Smart Licenses in SSM

- 1 Log back into SSM. The license quantity has increased to 43, reflecting the licenses you converted.

Now you can transfer these licenses to other virtual accounts and use the licenses management features available in SSM.



The screenshot displays the Cisco Software Central interface for Smart Software Licensing. The breadcrumb trail is "Cisco Software Central > Smart Software Licensing". The main heading is "Smart Software Licensing". Below this, there are navigation tabs: Alerts, Inventory, Convert to Smart Licensing, Reports, Preferences, Satellites, and Activity. The current virtual account is "1\_EMEAR Demo". In the top right corner, there are alert indicators: 9 Major and 31 Minor, along with a "Hide Alerts" button. The "Licenses" tab is selected, showing a table with the following data:

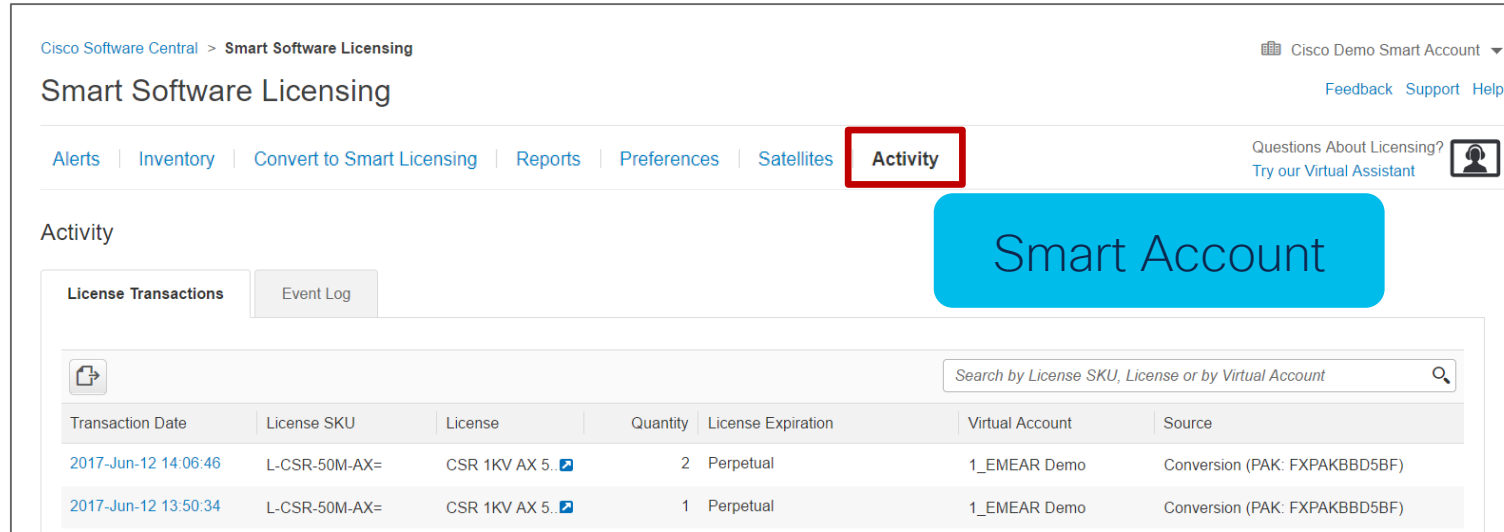
License	Quantity	In Use	Surplus (+) / Shortage (-)	Alerts	Actions
CSR 1KV AX 50M	43	0	43		Transfer..

A red circle with the number "1" is placed over the "Quantity" column header, and a red box highlights the value "43" in the table row. A blue callout box on the right side of the screenshot contains the text: "Once converted, you will need to register using the token Smart registration process."

# Convert Classic Licenses to Smart Licenses

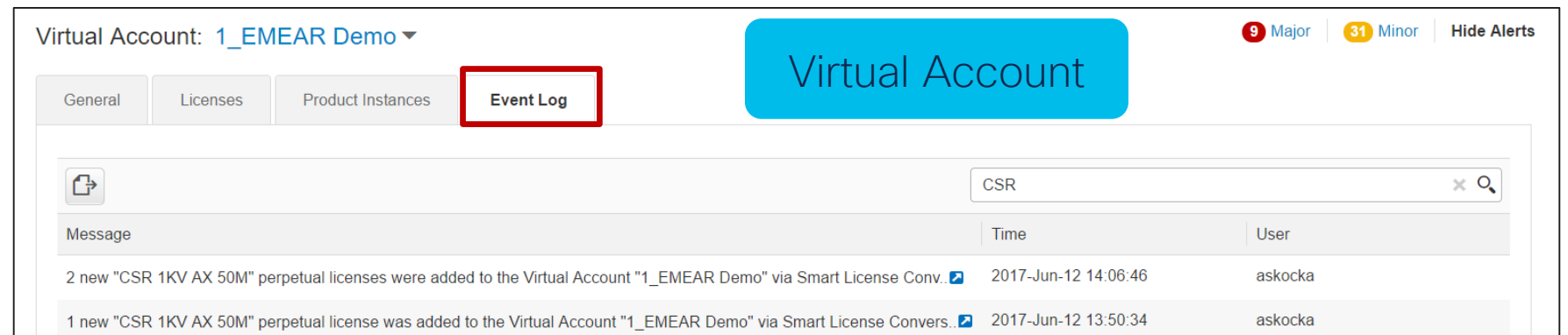
## Event Log

- 2 The Event Log will display the transaction history for this conversion. Both Smart Account and Virtual Account will display the conversion entries.



The screenshot shows the 'Smart Software Licensing' interface. The 'Activity' tab is highlighted with a red box. A blue callout box labeled 'Smart Account' is overlaid on the right side. Below the navigation bar, there are tabs for 'License Transactions' and 'Event Log'. A search bar is present with the text 'Search by License SKU, License or by Virtual Account'. A table displays the following data:

Transaction Date	License SKU	License	Quantity	License Expiration	Virtual Account	Source
2017-Jun-12 14:06:46	L-CSR-50M-AX=	CSR 1KV AX 5...	2	Perpetual	1_EMEAR Demo	Conversion (PAK: FXPAKBBD5BF)
2017-Jun-12 13:50:34	L-CSR-50M-AX=	CSR 1KV AX 5...	1	Perpetual	1_EMEAR Demo	Conversion (PAK: FXPAKBBD5BF)



The screenshot shows the 'Virtual Account: 1\_EMEAR Demo' interface. The 'Event Log' tab is highlighted with a red box. A blue callout box labeled 'Virtual Account' is overlaid on the right side. The top right corner shows alert counts: 9 Major and 31 Minor. Below the navigation bar, there are tabs for 'General', 'Licenses', 'Product Instances', and 'Event Log'. A search bar contains the text 'CSR'. A table displays the following data:


Message	Time	User
2 new "CSR 1KV AX 50M" perpetual licenses were added to the Virtual Account "1_EMEAR Demo" via Smart License Conv...	2017-Jun-12 14:06:46	askocka
1 new "CSR 1KV AX 50M" perpetual license was added to the Virtual Account "1_EMEAR Demo" via Smart License Convers...	2017-Jun-12 13:50:34	askocka

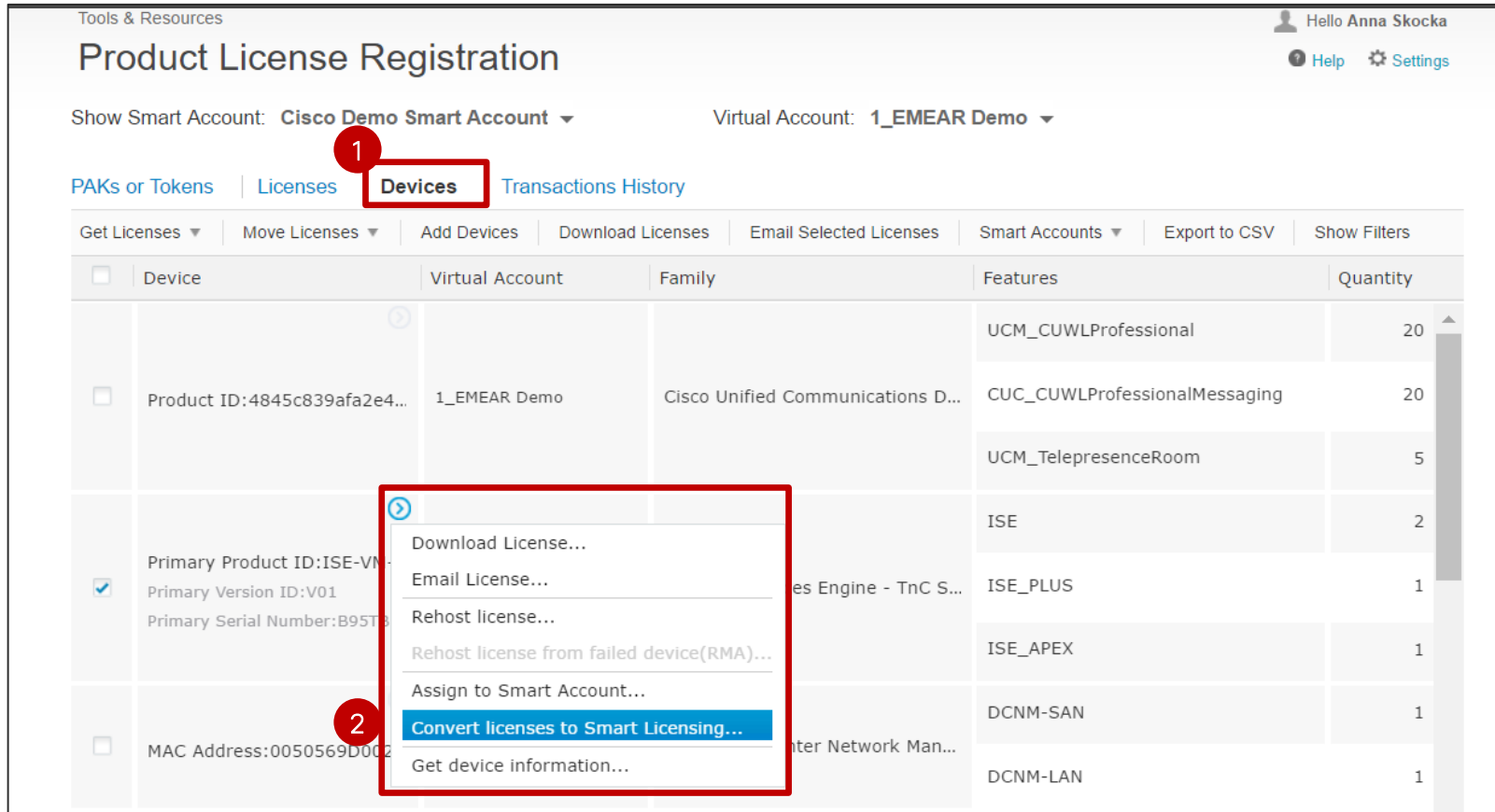
# Convert License on Device to Smart Entitlement

Convert license already registered on a device to Smart License

# Convert License on Device to Smart Entitlement

## Select Device to Convert Registered Licenses

- 1 In the Devices tab of LRP, select the device(s) that contain the licenses you wish to migrate to Smart Entitlements.
- 2 Select the device, click the blue arrow  and click **Convert to Smart Licensing**.



Tools & Resources

Hello Anna Skocka

Help Settings

Show Smart Account: Cisco Demo Smart Account Virtual Account: 1\_EMEAR Demo

PAKs or Tokens Licenses **Devices** Transactions History

Get Licenses Move Licenses Add Devices Download Licenses Email Selected Licenses Smart Accounts Export to CSV Show Filters

<input type="checkbox"/>	Device	Virtual Account	Family	Features	Quantity
<input type="checkbox"/>	Product ID:4845c839afa2e4...	1_EMEAR Demo	Cisco Unified Communications D...	UCM_CUWLProfessional	20
<input type="checkbox"/>				CUC_CUWLProfessionalMessaging	20
<input type="checkbox"/>				UCM_TelepresenceRoom	5
<input checked="" type="checkbox"/>	Primary Product ID:ISE-VM... Primary Version ID:V01 Primary Serial Number:B95T...		es Engine - TnC S...	ISE	2
<input type="checkbox"/>	MAC Address:0050569D002		nter Network Man...	ISE_PLUS	1
				ISE_APEX	1
				DCNM-SAN	1
				DCNM-LAN	1

Context menu options:

- Download License...
- Email License...
- Rehost license...
- Rehost license from failed device(RMA)...
- Assign to Smart Account...
- Convert licenses to Smart Licensing...**
- Get device information...

All or none: All licenses on the device MUST have Smart equivalent SKU available

# Convert License on Device to Smart Entitlement

## Device Conversion/ Partial Device Conversion Option

- 1 You can select a single device and perform partial device conversion.
- 2 Once the device has been selected you can enter the quantities you wish to convert if the product allows partial conversions. *Not all products allow a partial conversion.*
- 3 Click **Submit**.
- 4 Once classic licenses are converted to smart entitlements they will no longer appear in LRP but will appear in Cisco Smart Software Manager (SSM).

The screenshot shows the Cisco Product License Registration (LRP) portal. A modal dialog titled "Convert to Smart Entitlements" is open. At the top of the dialog is a yellow warning box with an information icon and the text: "Once these entitlements have been converted they will no longer appear in this portal." Below the warning, the following information is displayed:

- Device ID:** Primary Product ID:ISE-VM-K9,Primary Version ID:V01,Primary Serial Number:B95TB5GJSLA
- Product Family:** Identity Services Engine - TnC Subscription
- Smart Account:** Cisco Demo Smart Account
- Virtual Account:** 1\_EMEAR Demo

Below this information is a table with columns: **SKU**, **Type**, **Term Date**, **Quantity Available**, and **Quantity to Convert**. The first row is selected with a checkbox and has its "Quantity to Convert" value of 1 highlighted. The second row is not selected and has a "Quantity to Convert" value of 0.

SKU	Type	Term Date	Quantity Available	Quantity to Convert
<input checked="" type="checkbox"/> L-ISE-APX-S-3500=	Term/Subscription	09/30/2021	1	1
<input type="checkbox"/> L-ISE-PLS-S-3500=	Term/Subscription	09/30/2021	1	0

At the bottom right of the dialog, there are "Cancel" and "Submit" buttons. The "Submit" button is highlighted with a red box.

Note: All transactions will be recorded in event logs and be displayed in transaction history in both LRP and SSM.



# Convert License on Device to Smart Entitlement Confirmation

- 1 Confirmation message displays. You will also receive an email notification. Your licenses have been removed from the LRP and are deposited into your Smart Account.

The screenshot shows the Cisco Product License Registration (PLR) portal. A modal window titled "License Request Status" is displayed, indicating a successful conversion of device licenses to Smart Entitlements. The message includes a green checkmark, a note that the converted entitlements cannot be used in this portal, and a transaction ID: TRXREQEZZHIOSOD. A "Close" button is visible at the bottom of the modal. In the background, the PLR form is partially visible, showing fields for Device ID, Product Family, Smart Account, and Virtual Account, along with a table of licenses to be converted.

SKU	Type	Term Date	Quantity Available	Quantity to Convert
<input checked="" type="checkbox"/> L-ISE-APX-S-3500=	Term/Subscription	09/30/2021	1	1
<input type="checkbox"/> L-ISE-PLS-S-3500=	Term/Subscription	09/30/2021	1	0

# Convert License on Device to Smart Entitlement

## Licenses Available in SSM

- 1 After the license migration is complete, the Smart Entitlements (licenses) will be reflected in the user's specified Smart Account within Smart Software Manager (SSM). To register a device to those licenses, follow the token registration process in SSM.

Cisco Software Central > Smart Software Licensing Cisco Demo Smart Account

### Smart Software Manager

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: **esherwoo-ASAV** 1

General Licenses **Product Instances** Event Log

Search by Name, Product Type

Name	Product Type	Last Contact	Alerts	Actions
esherwoo-vASA	ASAHIGH			
Branch1-ASA	ASAHIGH			
asa-cvo	ASAHIGH			
esherwoo-vASA	ASAHIGH			

- 2 The Event Log will display the transaction history for this conversion (both in the Smart Account and Virtual Account).

Cisco Software Central > Smart Software Licensing Cisco Demo Smart Account

### Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: **1\_EMEAR Demo** 2

General Licenses Product Instances **Event Log**

Search by License or Product

Message	Time	User
3500 new "ISE Apex Session Licenses" term licenses were added to the Virtual Account "1_EMEAR Demo" via Smart Licens.	2017-Jun-12 14:47:34	askocka
The Virtual Account "1_EMEAR Demo" reported a shortage of 35 "ICV CUSP-5 calls per second" licenses.	2017-Jun-12 14:13:29	-

# Convert License on Device to Smart Entitlement

## View Eligible Devices

- 1 In the **Devices** tab, you can view which licenses on devices are eligible for smart conversion.

You will see a message at the bottom of the page indicating there are licenses available for Smart conversion.

- 2 Click on **View Eligible Devices** to access a table displaying the appropriate information.

The screenshot shows the 'Product License Registration' interface. At the top, it displays 'Tools & Resources' and the user 'Hello Anna Skocka'. The main heading is 'Product License Registration'. Below this, there are dropdowns for 'Show Smart Account: Cisco Demo Smart Account' and 'Virtual Account: 1\_EMEAR Demo'. There are four tabs: 'PAKs or Tokens', 'Licenses', 'Devices' (highlighted with a red box), and 'Transactions History'. Below the tabs is a navigation bar with options: 'Get Licenses', 'Move Licenses', 'Add Devices', 'Download Licenses', 'Email Selected Licenses', 'Smart Accounts', 'Export to CSV', and 'Show Filters'. The main content is a table with columns: 'Device', 'Virtual Account', 'Family', 'Features', and 'Quantity'. The table lists several devices with their respective licenses and quantities. At the bottom of the table, there is a pagination control showing 'Showing Page 1 of 2 (12 Records)'. A red box highlights a message at the bottom of the page: 'Licenses Available for Smart Conversion - One or more devices using traditional licenses can be converted to use Smart Software Licenses. View eligible devices.'

Device	Virtual Account	Family	Features	Quantity
<input type="checkbox"/>	1_EMEAR Demo	Cisco Unified Communications D...	UCM_CUWLProfessional	20
<input type="checkbox"/>	1_EMEAR Demo	Cisco Unified Communications D...	CUC_CUWLProfessionalMessaging	20
<input type="checkbox"/>	1_EMEAR Demo	Cisco Unified Communications D...	UCM_TelepresenceRoom	5
<input type="checkbox"/>	1_EMEAR Demo	Identity Services Engine - TnC S...	ISE_PLUS	1
<input type="checkbox"/>	1_EMEAR Demo	Identity Services Engine - TnC S...	ISE	1
<input type="checkbox"/>	1_EMEAR Demo	Cisco Data Center Network Man...	DCNM-SAN	1
<input type="checkbox"/>	1_EMEAR Demo	Cisco Data Center Network Man...	DCNM-LAN	1
<input type="checkbox"/>	1_EMEAR Demo	Cloud Services Router	ax_2500M	1
<input type="checkbox"/>	1_EMEAR Demo	Cloud Services Router	ax_200G	1
<input type="checkbox"/>	1_EMEAR Demo	Cloud Services Router	mem_4G	8

# Convert License on Device to Smart Entitlement

## Select Device to Convert Registered Licenses

- 1 After you have selected **View eligible devices**, a pop up will appear listing the licenses that are available for smart conversion.
- 2 Selecting a device will begin the device conversion process.

Tools & Resources

Hello Anna Skocka

Product License Registration

Show Smart Account: Cisco Demo Smart Account Virtual Account: 1\_EMEAR Demo

PAKs or Tokens | Licenses | **Devices** | Transactions History

Get Licenses | Move Licenses | Add Devices | Download Licenses | Email Selected Licenses | Smart Accounts | Export to CSV | Show Filters

**1** Licenses Available for Smart Conversion

The devices below contain licenses that can be used for Smart Software Licensing. Select a device to convert available licenses.

**2**

Device/Product Instance ID	Product Family	Licensed Features	Used	Virtual Account
<input checked="" type="radio"/> 4845c839afa2e4315f964d87bf79...	Cisco Unified Communications	UCM_Enhanced CUC_SpeechConnectPort UCM_Essential <a href="#">More (1)...</a>	201 2 10	1_EMEAR Demo
<input type="radio"/> ISE-VM-K9 , V01 , B95TB5GJSLA	Identity Services Engine - TrC Sub..	ISE_PLUS ISE	1 1	1_EMEAR Demo
<input type="radio"/> ISE-VM-K9 , V01 , B95TB5GJSLA	Identity Services Engine	ISE	35	1_EMEAR Demo
<input type="radio"/> ISE-VM-K9 , V01 , KPIQH9CQD...	Identity Services Engine	ISE_BASE	35	1_EMEAR Demo

Cancel Next

Note: if there are more than 10 devices listed, you will have the ability to scroll through the list.

# PAK Enhanced Authentication


# PAK Enhanced Authentication


## Validate Ownership of your New License

To add security, you may need to **validate ownership of your new license** when **registering a PAK**, converting to Smart Licensing, or assigning to Smart Account.

Validating ownership of the licenses is a one-time requirement, per PAK/per user.

- 1 You may be asked to enter the **PIN number** OR you may be asked for additional **Security Identifiers**, such as the **Sales Order Number**, **Line Number**, and **Ship Set**. You may also be asked to upload the **Claim Certificate** in pdf format. For select PAKs, you may also be asked to enter the **Service Request Number**.

 *If a Smart Account was specified at the time of order, these validation steps will not be required because your PAK will have been securely preassigned to your Smart Account.*

 **Validate License ownership** X

For your security, please validate your ownership of these licenses by providing the information requested below.

This information can be found in the Claim Certificate that contained the PAK or Token ID. The certificate was either sent by email, or was packaged with the hardware.

If you are unable to locate the PIN number, please [open a support case](#)

PAK or Token	Security Identifier
X FP1JN15KRW6	<b>PIN Number:</b> <input type="text"/>
X 1156J7870E1	<b>Claim Certificate PDF:</b> <input type="text"/> <input type="button" value="Upload"/>
X 3224J79B1E4	<b>Sales Order Number (SO#):</b> <input type="text"/>
	<b>Line Number:</b> <input type="text"/>
	<b>Ship Set:</b> <input type="text"/>
X FPYUBFZOQJ4	<b>Service Request number (SR#)</b> <input type="text"/>
X FPQKDCQIDJU	<b>No security identifier is available for this PAK.</b> Please <a href="#">open a support case</a> to validate your ownership of it

Licenses associated to a Smart Account at the time of purchase do not require this authentication

# PAK Enhanced Authentication

## Claim Certificate Details

- 1 **Claim Certificate Details:** the security identifiers can be found on your claim certificate. Here you can find either the **PIN Number** or the other security identifiers such as the **Sales Order Number, Line Number and Ship Set**.

For more information, check these detailed instructions:

- [PAK Enhanced Authentication Instructions](#)
- [PAK Enhanced Authentication Video](#)

**CISCO**

Software License Claim Certificate

Dear Customer,

Thank you for your purchase of Cisco Software and/or Licenses. The information in this document is needed to claim your license. Retain this document for your records.

**Registration Instructions**

1. Log on to <http://www.cisco.com/go/license> and follow the registration instructions to obtain the license authorization key/file.
2. The Product Authorization Key (PAK) number(s) and PIN found below are required for the registration process.

Product Name	Product Description	Entitlement Qty
PNR-8.0-DD-UP2M <b>Features</b> PNR-80-DNS-UP50K PNR-80-DNS-UP5K PNR-80-DNS-UP1M PNR-80-DNS-UP2M PNR-80-DDI-U1K-K9	Prime Network Registrar DHCP/DNS UPG 8.0, 2M IP nodes Cisco Prime Network Registrar DNS UPG 8.0, 50K IP nodes Cisco Prime Network Registrar DNS UPG 8.0, 5K RRs Cisco Prime Network Registrar DNS UPG 8.0, 1M IP nodes Cisco Prime Network Registrar DNS UPG 8.0, 2M IP nodes Cisco Prime Network Registrar DDI UPG 8.0 Base 1K IP nodes	

**Product Authorization Key (PAK):** **SAMPLE-PAK - PIN: 123456**

Order Number: 123456 - Line#: 01 - Ship Set: 02

**Support**

If you need additional assistance or have a question, please access one of the below links:

- With your Cisco.com ID, Log onto TAC Service Request Tool at: <https://mycase.cloudapps.cisco.com/create/start>
- For a directory of Country specific Telephone Number, go to: <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

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Additional Resources



# Customer Support

## Submitting Cases

### Software Licensing Support:

If you have support questions about Software Licensing, open a case via [Support Case Manager \(SCM\)](#).

To learn more on how to open a case in SCM, click [here](#).


### Product Support: Technical Assistance Center (TAC)

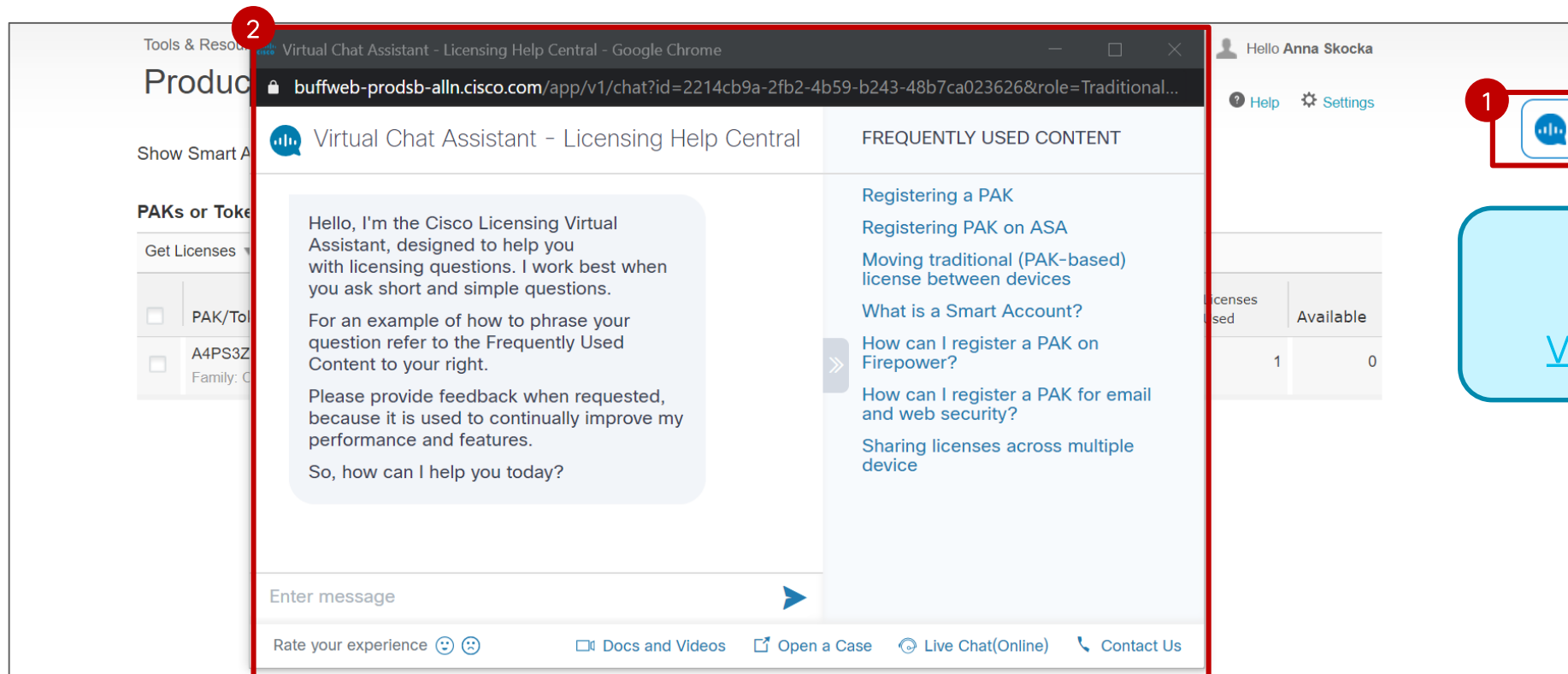
For Technical Support questions, please contact Cisco TAC: [Worldwide Support Contacts](#)

# Virtual Chat Assistant (VCA)

## Virtual Assistant in LRP

You can now access the Virtual Chat Assistant (VCA) from License Registration Portal.

- 1 Click on the blue icon  in the upper right-hand corner of the page.
- 2 You will be redirected to Virtual Chat Assistant - Licensing Help Central and here you can ask questions to a Virtual Assistant. You can also view frequently used content, rate your experience, view docs and videos, open a case, access a live chat and contact us.



Tools & Resources

Virtual Chat Assistant - Licensing Help Central - Google Chrome

buffweb-prodsb-alln.cisco.com/app/v1/chat?id=2214cb9a-2fb2-4b59-b243-48b7ca023626&role=Traditional...

Virtual Chat Assistant - Licensing Help Central

FREQUENTLY USED CONTENT



Hello, I'm the Cisco Licensing Virtual Assistant, designed to help you with licensing questions. I work best when you ask short and simple questions.

For an example of how to phrase your question refer to the Frequently Used Content to your right.

Please provide feedback when requested, because it is used to continually improve my performance and features.

So, how can I help you today?


Enter message

Rate your experience  

[Docs and Videos](#) [Open a Case](#) [Live Chat\(Online\)](#) [Contact Us](#)

Help Settings

Hello Anna Skocka

1 

For more details,  
check this QRG:  
[VCA Quick Reference Guide](#)

# Additional Resources

Location	Audience	Description
<a href="http://cisco.com/go/smartaccounts">http://cisco.com/go/smartaccounts</a> <a href="http://cisco.com/go/smartlicensing">http://cisco.com/go/smartlicensing</a>	All	Cisco Smart Accounts Overview Cisco Smart Software Licensing Overview
<a href="#">Training Schedule</a> <a href="#">Orderable Smart Licensing SKU List</a> <a href="#">FAQ</a>	All	Additional Software training and informational resources
<a href="#">Cisco Software: Capability Overview for Partners</a>	Partner/ Distributor/ B2B	Software capabilities overview.
<a href="#">Cisco Software: Smart Account Request and Setup for Customers</a>	Partner/ Distributor/ B2B	How to request and set up a Smart Account.
<a href="#">Cisco Software: Smart Account Administration for Customers</a>	Partner/ Distributor/ B2B	How to manage a Smart Account in terms of Virtual Accounts, Users, User Groups, etc.
<a href="#">Cisco Software: CCW Quoting and Ordering with Smart Accounts for Partners</a>	Partner/ Distributor	Step-by-step guide of how to order Smart Licensing products and assign Smart Accounts to Licenses in CCW for Partners and Distributors
<a href="#">Cisco Software: B2B Quoting and Ordering with Smart Accounts for Partners</a>	B2B	Step-by-step guide of how to order Smart Licensing products and assign Smart Accounts to licensing through B2B ordering
<a href="#">Cisco Software: Smart Licensing Management with Smart Accounts</a>	Partners/ Customer	Smart Licensing Management in Smart Software Manager
<a href="#">Cisco Software: Classic Licensing Management with Smart Accounts</a>	Partners/ Customer	Classic Licensing Management in the License Registration Portal
<a href="#">Cisco Software: EA Workspace</a> <a href="#">Cisco Software: EA Workspace – on-demand Videos</a>	Customer	EA Workspace E2E Training Guide
<a href="#">Cisco ONE PAK Fulfillment Training</a>	Partner/Customer	Specific on-demand training on Cisco ONE PAK Fulfillment.

# Additional Resources

Location	Audience	Description
<a href="#">Smart Accounts Leading Practices - Partners</a>	Partner/ Dist./ B2B	Smart Accounts Leading Practices for Partners
<a href="#">Request Holding Smart Account Quick Reference Guide</a> <a href="#">Complete Holding Smart Account Setup Quick Reference Guide</a>	Partner/ Dist./ B2B	Quick step-by-step guide on how to initiate a request for a Holding Smart Account Quick step-by-step guide on how to complete the setup for a Holding Smart Account
<a href="#">Request Customer Smart Account Quick Reference Guide</a> <a href="#">Complete Customer Smart Account Setup Quick Reference Guide</a>	Partner/ Distributor/ B2B/ End Customer	Quick step-by-step guide on how to initiate a request for a Customer Smart Account Quick step-by-step guide on how to complete the setup for a Customer Smart Account
<a href="#">Request Access to an Existing Smart Account</a>	Sales/ Partner/ Dist/ B2B/ End Customer	Quick step-by-step guide on how to request access to an existing Smart Account
<a href="#">Assist a Customer with Smart Account Set Up Quick Reference Guide</a>	Partner/ Distributor/ B2B	Quick step-by-step guide on how a Partner can assist a Customer with setting up a Smart Account
<a href="#">Assign a Partner to Manage Account on your Behalf Quick Reference Guide</a>	Partner/ Distributor/ B2B/ End Customer	Quick step-by-step guide on how a customer can assign a partner to manage their Smart Account

# Questions?





# Version History (December 2019)

Slide #	Details	Release
25	License Conversion Enhancement, Device Identifier	December 6th, 2019
41	Updated Virtual Chat Assistant screenshot	December 13th, 2019

# Version History (February 2020)

Slide #	Details	Release
41	Updated Virtual Chat Assistant screenshot	December 13th, 2019



# Version History (May 2020)

Slide #	Details	Release
42	Modified Support slide to include Support Case Manager	May 2020

# Version History (June 2020)

Slide #	Details	Release
All slides	PPT format update/refresh	June 2020