



# Get Started with My Cisco Entitlements



View all | Manage all | Secure all

## Document Purpose

**My Cisco Entitlements (MCE)** is a secure one-stop platform where you can gain insights into your business and better manage your Cisco products and services to minimize risk.

This document provides an overview of step 4 of the overall MCE onboarding process:

### Step 1: Establish Anchor Location

**TIP: Mandate Smart Account (SA) on All New Purchases (Optional)**

### Step 2: Assign Your Unassigned Assets & Entitlements

### Step 3: Migrate User Access

### Step 4: Use My Cisco Entitlements (MCE)

To learn about the other steps, please refer to the [“MCE Onboarding Overview”](#) document.

## Audience

This document is intended for Cisco Customers and Partners.



# Get Started with My Cisco Entitlements

## Step 4: Use My Cisco Entitlements (MCE)

### Overview

In prerequisite steps, and steps 1- 3, you created your Smart Account (SA), structured it using Virtual Accounts (VAs), established anchor locations, assigned your unassigned assets and gained unified user access management by merging License Users and Service Users.

In this step, you will learn more about using MCE to perform various activities related to your assets. This document will provide you with a high-level overview of current activities available. Detailed step-by-step instructions can be found in the [MCE User Guide](#).

- **Login:** Log in to the MCE Dashboard to gain insights into your assets & entitlements.
- **View Insights:** Use the interactive dashboard to better understand your device coverage risk profile, manage the timing of your transitions to supported devices, manage the timing of your renewals, and gauge the assignment effort remaining to enable full use of your Smart Account (SA).
- **View Assets:** Use the three tabs – Services & Subscriptions, Licenses, and Devices, for drill-down views of your assets.
- **Take Actions:** Perform various actions on your data, such as search, sort, and filter.
- **View History:** Use the History tab to view, sort, and filter events that impact your assets and entitlements.



# Step 4: Use My Cisco Entitlements

## Step-by-step Instructions

Below is the high-level overview of all the actions available to SA Administrators. Non-SA Administrators will not see capabilities related to Assigning and Migrating including Assign Status, Inventory View Filter and the Unassigned View.

Log into [My Cisco Entitlements](#) to view the default landing page – Dashboard tab

- Use **Dashboard** tab to view insights related to your entitlements.
- Use the selectors to filter the data in the dashboard by SA and Virtual Account (VA).



Your views and permissions are based on your assigned role for the SA and/or VA.

The screenshot displays the 'My Cisco Entitlements' dashboard. The 'Dashboard' tab is selected and highlighted with a red box and the letter 'a'. The 'Smart Account' and 'Virtual Account' dropdown menus are also highlighted with a red box and the letter 'b'. The dashboard features a search bar at the top, a navigation menu, and several data visualization components. A key metric shows 'Total Cisco Devices' at 615,250. Below this, there are three progress bars for 'LDoS' (41%), 'Service Coverage' (13%), and 'Assign Status' (1%). A bar chart titled 'Cisco Device Coverage by Country' shows coverage percentages for various countries, with Armenia and Azerbaijan showing 100% coverage. A right-hand panel titled 'Assign Status' provides a breakdown of 'Services & Subscriptions' (4,604, 5%), 'Cisco Devices' (9,176, 1%), and 'Licenses' (4, 100%).

Country	Covered (%)	Uncovered (%)
Albania	0	100
Algeria	65	35
Angola	20	80
Argentina	0	100
Armenia	100	0
Australia	25	75
Austria	15	85
Azerbaijan	100	0
Bahrain	10	90
Bangladesh	70	30

Category	Value	Percentage
Services & Subscriptions	4,604	5%
Cisco Devices	9,176	1%
Licenses	4	100%



## Step 4: Use My Cisco Entitlements

- c) Select the **Services & Subscription**, **Licenses**, or **Devices** tab to view your assets.
- d) Select **Smart Account** and **Virtual Account** to view assets specific to the accounts.

Dashboard **Services & Subscriptions** Licenses Devices History

Home / Services and Subscriptions

Services & Subscriptions

Search All Search... 60 Results

Filters

Type

Services (60)

Status

Product View

Edit Columns Export Actions

PRODUCT NUMBER/ END OF SUPPORT	CUSTOMER/ CUSTOMER SITE ID	SERVICE/ OFFER TYPE	SERIAL NUMBER	HOST ID/ MAC ID	VIRTUAL ACC
12000-SPA		SNTP SMARTnet Premium 24x7x4			Test VA

- e) On each tab, you can:
  - i. Search
  - ii. Filter
  - iii. Sort
  - iv. Edit Columns
  - v. Export

My Cisco Entitlements Search by All Search... DAVID ROYALTY

Dashboard **Services & Subscriptions** Licenses Devices History

Home / Services and Subscriptions

Services & Subscriptions

Smart Account Physics Dept. Virtual Account All Selected

Search All Search... 8347 Results

Filters

Inventory View

Assigned (8347) Unassigned (69848)

Type

Services (8343) Subscriptions (4)

Inventory View Assigned

Product View Summary View

Edit Columns Import Export Actions

PRODUCT NUMBER/ END OF SUPPORT	CUSTOMER/ CUSTOMER SITE ID	SERVICE/ OFFER TYPE	SERIAL NUMBER	HOST ID/ MAC ID
12000-SPA		SNTP SMARTnet Premium 24x7x4		
12000-SPA		SNTP		



## Step 4: Use My Cisco Entitlements

- f) You can also perform certain access-based advanced actions, such as
- i. **Open a technical case**

DEVICE NAME	PRODUCT NUMBER/ END OF SUPPORT	DEVICE IDENTIFIER	VIRTUAL ACCOUNT	CONTRACT NUMBER/ CONTRACT DURATION
ASR1006	ASR1006	Serial Number: [REDACTED]	DEFAULT	[REDACTED]
ASR1006	ASR1006	Serial Number: [REDACTED]	DEFAULT	[REDACTED]
ASR1006	ASR1006	Serial Number: [REDACTED]	DEFAULT	[REDACTED]



- ❑ Only users with the permission to open a technical case may be able to open one.
- ❑ A case can be opened for only one **assigned** device, service or subscription at a time.
- ❑ A case can be opened only for an asset or entitlement covered by a contract.

### ii. Upgrade Software Version

LICENSE FEATURE	TYPE	BILLING TYPE	PURCHASED	IN USE	BA
[REDACTED]	CLASSIC	PREPAID	--	4662	-1



- ❑ The **Order Version Upgrade** link will only be enabled for users with appropriate access to perform version upgrades for the selected SA/VA.
- ❑ On successful validation, the user will be presented with the **Create Order** page, which will display eligible products available for Upgrades based on their contractual agreements and contracts that have been migrated to the SA.



## Step 4: Use My Cisco Entitlements

- g) Select the **History** tab to
- View all events/ actions impacting assets in a SA/VA.
  - Search** for events.
  - Filter** events.

The screenshot shows the 'History' tab selected in the navigation menu. The page displays a table of events with columns for Event Date, Event, User, Event Details, and Notes. Annotations include:

- A red box around the 'History' tab in the navigation menu, labeled with a circled 'g'.
- A red box around the search bar, labeled with a circled 'ii'.
- A red box around the filters dropdown menu, labeled with a circled 'iii'.
- A red box around the table header, labeled with a circled 'i'.

EVENT DATE	EVENT	USER	EVENT DETAILS	NOTES
05-Dec-2018	Assignment	[blurred]	[blurred]	Jessica Nov BAT 2:49 PM PST
05-Dec-2018	Assignment	[blurred]	[blurred]	Jessica Nov BAT 2:49 PM PST



To learn more, visit [www.cisco.com/go/mce](http://www.cisco.com/go/mce) and for questions, write to [MyCiscoEntitlements@cisco.com](mailto:MyCiscoEntitlements@cisco.com)