



Entitlement Portal

Partners



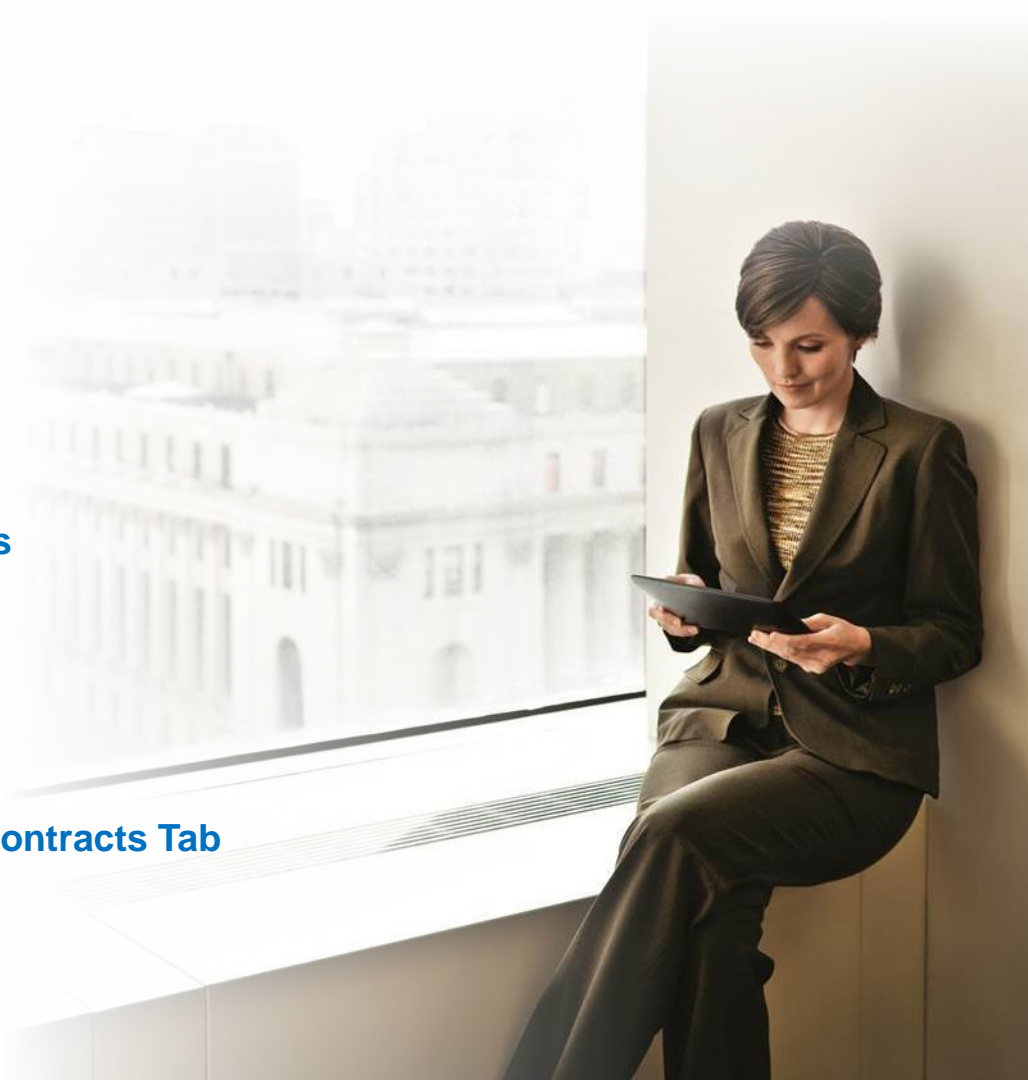
Overview

Entitlement Portal is a platform designed to provide a consistent view of Entitlements across Cisco products, streamline Customer/Partner entitlement interactions, enable the sale and delivery of new monetization models (e.g., consistent service delivery, subscription support), and enable new buying, selling, and pricing models (e.g. Cisco Enterprise Agreement, consumption based, renewals).



Agenda

1. **Entitlement Portal: Login**
2. **Entitlement Portal: Licenses**
3. **Entitlements: Smart License**
4. **Entitlements: Classic License**
5. **Entitlement Portal: Navigate to Suite**
6. **Entitlement Portal: Generate Licenses**
7. **Entitlement Portal: Transfer Licenses**
8. **Entitlement Portal: Alerts**
9. **Entitlement Portal: Subscriptions**
10. **Entitlement Portal: Viewing Service Contracts Tab**
11. **Appendix**



Entitlement Portal: Login

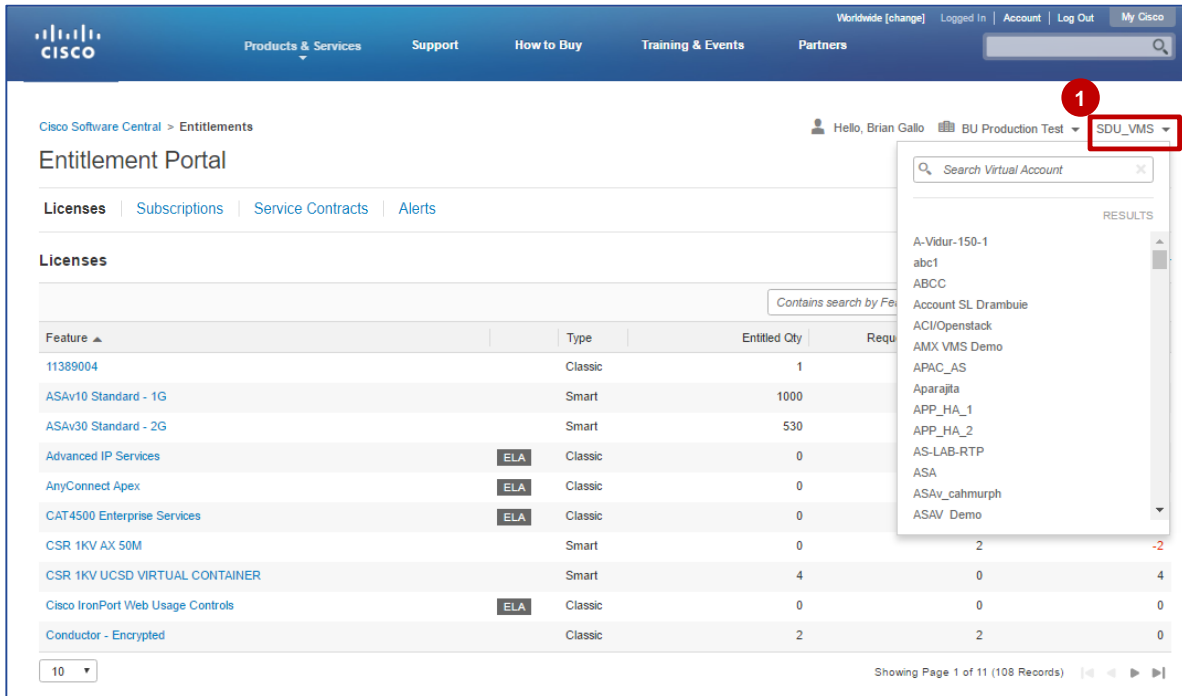
You can access the Entitlement Portal through the direct link:

<https://software.cisco.com/?route=module/eb>

that takes you to the **Entitlement Portal** home page.

1 The top right corner of the page lists the Smart Accounts that you currently have access to.

If you have more than one Smart Account, you can select the account from the drop down.

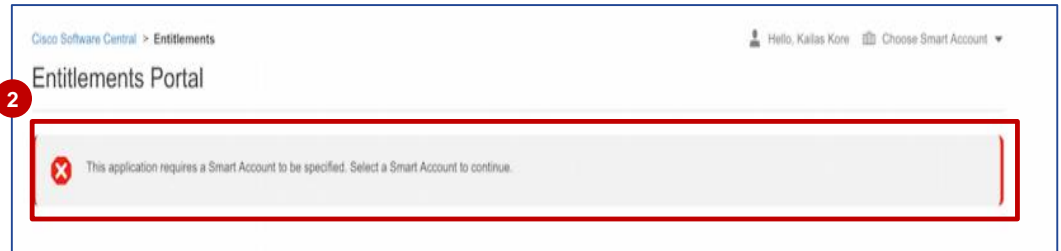
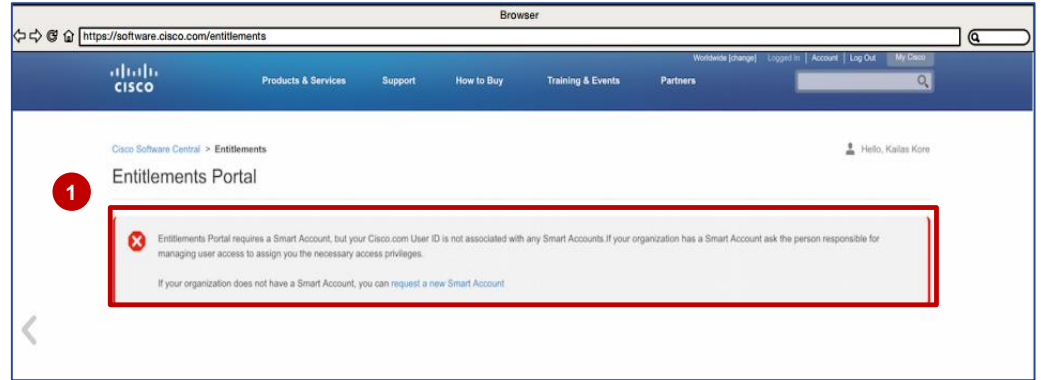


The screenshot displays the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as Brian Gallo, and the current account is BU Production Test. A dropdown menu in the top right corner, labeled 'SDU_VMS', is open, showing a search bar and a list of virtual accounts. A red circle with the number '1' highlights this dropdown menu. Below the navigation bar, the page title is 'Entitlement Portal' and there are tabs for Licenses, Subscriptions, Service Contracts, and Alerts. The 'Licenses' tab is active, showing a table of licenses. The table has columns for Feature, Type, Entitled Qty, and Requirements. The table lists various licenses, including ASAv10 Standard - 1G, ASAv30 Standard - 2G, Advanced IP Services, AnyConnect Apex, CAT4500 Enterprise Services, CSR 1KV AX 50M, CSR 1KV UCSD VIRTUAL CONTAINER, Cisco IronPort Web Usage Controls, and Conductor - Encrypted. A dropdown menu at the bottom left shows '10' items per page. At the bottom right, it says 'Showing Page 1 of 11 (108 Records)'.

Feature	Type	Entitled Qty	Requirements
11389004	Classic	1	
ASAv10 Standard - 1G	Smart	1000	
ASAv30 Standard - 2G	Smart	530	
Advanced IP Services	Classic	0	ELA
AnyConnect Apex	Classic	0	ELA
CAT4500 Enterprise Services	Classic	0	ELA
CSR 1KV AX 50M	Smart	0	2
CSR 1KV UCSD VIRTUAL CONTAINER	Smart	4	0 4
Cisco IronPort Web Usage Controls	Classic	0	0 0
Conductor - Encrypted	Classic	2	2 0

Entitlement Portal: Login

- 1 In case you do not have an existing Smart Account, an error message will be displayed when you try to login to the portal.
- 2 In case you have an existing Smart Account but have not selected the smart account, an error message will be displayed when you try to login to the portal.



Entitlement Portal: Licenses

If you are the Smart Account Admin for a selected Smart Account and have selected all the Virtual Accounts in the Virtual Account selector, you will be redirected to the **License Summary Page**.

1 The default view is of Licenses on the Landing page. It is an informational dashboard that shows the entitled quantities, requested or in use quantities and any surpluses or shortages of a given license feature. Users will be able to Generate Licenses, Navigate to an ELA Suite, and Transfer Licenses using the links that take them to the respective source system such as the License Registration Portal (LRP), Smart Software Manager (SSM), and the ELA Workspace.

The total features associated with the Smart Account are itemized. The **Smart entitlements** and **Classic entitlements** listed add up to the total.

Cisco Software Central > Entitlements

Hello, Brian Gallo BU Production Test SDU_VMS

Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

Alerts: 459 Major | 5 Minor

Contains search by Feature or Type

Feature	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
11389004	Classic	1	1	0
ASAv10 Standard - 1G	Smart	1000	184	816
ASAv30 Standard - 2G	Smart	530	191	339
Advanced IP Services	ELA Classic	0	0	0
AnyConnect Apex	ELA Classic	0	0	0
CAT4500 Enterprise Services	ELA Classic	0	0	0
CSR 1KV AX 50M	Smart	0	2	-2
CSR 1KV UCSD VIRTUAL CONTAINER	Smart	4	0	4
Cisco IronPort Web Usage Controls	ELA Classic	0	0	0
Conductor - Encrypted	Classic	2	2	0

Showing Page 1 of 11 (108 Records)

Entitlement Portal: Smart License – Overview

1 If you want to view the license details, click the license and a dashboard opens up.

2 There are four drill down tabs. The first tab gives an overview of the license feature.

Cisco Software Central > Entitlements

English [Change] | Hello, Brian Gallo | BU Production Test 1 | DEFAULT

Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

Licenses Alerts: 2 Major | 2 Minor

Contains search by Feature or Type or ELA

Feature	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
ASR 903 METRO IP SERVICES	Smart	1	0	1
CSR 1KV STANDARD 50M	Smart	12	0	12
IND-IE	Classic	60	9	51

Showing All 3 Records

Cisco Software Central > Entitlements

English [Change] | Hello, Brian Gallo | BU Production Test 1 | DEFAULT

Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

ASR 903 METRO IP SERVICES

Smart Licenses in DEFAULT virtual account

Overview | Product Instances | ELA Suites | Alerts

Description - ASR 900 METRO IP SERVICES

Virtual Account Usage

Type	Expiration Date	Subscription ID	Count
TERM	2017-Mar-25	--	1

Showing 1 Record

<< Back to Licenses Summary

Transfer Licenses...

Contacts | Feedback | Help | Site Map | Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks

Entitlement Portal: Smart License – Product Instances

- 1 The second tab is for **Product Instances**. It gives information regarding product families and number of licenses used.
- 2 A further drill down gives information regarding the mac address, registration date, and last contact.

The screenshot displays the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and various menu items: Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as 'Hello, Kristy Li' and is viewing the 'Entitlement Portal' for 'ASR 9000 24X10G-SE LC L3 VPN License'. The 'Product Instances' tab is selected and highlighted with a red box and a red circle containing the number 1. Below the tab, a table lists product instances. The first instance is expanded, showing details such as 'Nita Prod TAG', 'hostIDReg', 'Mac Address', 'Registration Date', and 'Last Contact Date'. This expanded view is also highlighted with a red box and a red circle containing the number 2. The table shows two records, with the first having 12 licenses used and the second having 10 licenses used. At the bottom, there are buttons for '<< Back to Licenses Summary' and 'Transfer Licenses...'. The text 'Showing All 2 Records' is visible at the bottom right of the table area.

Name	Product Family	Licenses Used
▼ KRIPi6JULY27 : SID9SeptSNREG02 : UDI VID : UDI SN : KRIPi6JULY27 : UDI VID	CUWL Prod 1.0	12
Description: Nita Prod TAG		
Host Identifier: hostIDReg		
Mac Address: --		
Registration Date: 2017-Feb-27 06:41		
Serial Number: KRIPi6JULY27		
PID: SID9SeptSNREG02		
Last Contact Date: 2017-Feb-27 08:59		
► KRIPi6JULY27 : SID9SeptSNREG02 : UDI VID : UDI SN : KRIPi6JULY27 : UDI VID	CUWL Prod 1.0	10

Entitlement Portal: Smart License – ELA Suites

- 1 The third tab shows the ELA suite names associated with that feature.
- 2 The fourth tab is for **Alerts** related to that particular license feature. These alerts come from the Smart Software Manager (SSM). They are further divided into major and minor.

Cisco Software Central > Entitlements

Hello, Brian Gallo EB_Classic_Smart_E2E 1_1_follow

Entitlement Portal

Licenses Subscriptions Service Contracts Alerts

ASA506 Threat Defense Threat Protection

Smart Licenses in 1_1_follow virtual account

Overview Product Instances **ELA Suites** Alerts

Suite Name
Security Suite

Showing 1 Record

<< Back to Licenses Summary

Cisco Software Central > Entitlements

Hello, Brian Gallo EB_Classic_Smart_E2E 1

Entitlement Portal

Licenses Subscriptions Service Contracts Alerts

Testonly_q2fy14_smart_desc

Smart Licenses in 1 virtual account

Overview Product Instances ELA Suites **Alerts**

	Licenses Expiring - Testonly_q2fy14_smart_desc - DEMO license in the Virtual Account id 114862 is set to expire in 52 days on Oct 09, 2016	Action Due: 52 Days Actions
	Licenses Expiring - Testonly_q2fy14_smart_desc - DEMO license in the Virtual Account id 114862 is set to expire in 53 days on Oct 10, 2016	Action Due: 53 Days Actions
	Licenses Expiring - Testonly_q2fy14_smart_desc - DEMO license in the Virtual Account id 114862 is set to expire in 54 days on Oct 11, 2016	Action Due: 54 Days Actions

Showing All 3 Records

<< Back to Licenses Summary

Entitlement Portal: Classic License – Overview

- 1 If you want to view the license details, click the license and a dashboard opens up.
- 2 There are four drill down tabs. The **Overview** section gives usage details.

Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

Licenses Alerts: Major Minor

Contains search by Feature or Type or ELA

Feature	Type	Entitled Qty	RequestedIn Use Qty	Surplus(+)/Shortage(-)
ASR 903 METRO IP SERVICES	Smart	1	0	1
CSR 1KV STANDARD 50M	Smart	12	0	12
IND-IE	Classic	60	9	51

Showing All 3 Records

Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

IND-IE
Classic Licenses in DEFAULT virtual account

Overview | Devices | Available PAVs | ELA Suites

Description -

Virtual Account Usage

Type	Expiration Date	Subscription ID	Count
PERPETUAL	--	Sub102446	1
PERPETUAL	--	Sub102567	3
PERPETUAL	--	--	1
PERPETUAL	--	Sub102828	16
TERM	2015-Aug-27	--	2
TERM	2015-Aug-28	--	2
TERM	2015-Sep-24	--	1
TERM	2015-Sep-30	--	10
TERM	2017-Oct-25	Sub103095	1
TERM	2017-Nov-01	--	1

Showing Page 1 of 2 (18 Records)

<< Back to Licenses Summary

Entitlement Portal: Classic License – Devices

- 1 The second tab gives device information.
- 2 A further drill down gives information regarding the Device Details, Product and Licensing details and the licenses used.

The screenshot shows the Cisco Entitlement Portal interface. The top navigation bar includes the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as Anna Skocka. The main content area is titled 'Entitlement Portal' and shows the 'IND Manage IE Switches' section for a Classic License. The 'Devices' tab is selected, and a table displays device details and licensing information.

Device Details	Product and Licensing details
Host ID 1234567890123456789012345678901234567890	Product Description Industrial Network Director (IND) - Term Licenses Used 7
Host ID 0a7ae430f3b9421e8eb9ab12398c35c06839f43	Product Description Industrial Network Director (IND) - Term Licenses Used 1

Showing All 2 Records

<< Back to Licenses Summary

Entitlement Portal: Classic License – Available PAKs

1 The third tab, **Available PAKs**, gives information regarding the available PAKs/Token IDs.

2 The **Subscription ID** rollup information is only available for Classic licenses in the **Available PAKs** tab.

Note: Click the **Overview** tab to view rollup information for Classic as well as Smart Licenses.

The screenshot shows the 'Entitlement Portal' interface for 'IND-JE' classic licenses. The 'Available PAKs' tab is selected and highlighted with a red box and a '1' callout. The table below lists various PAKs with their corresponding Subscription IDs highlighted by a red box and a '2' callout.

PAK/Token ID	Product Family	Cisco SW#	Subscription ID	Feature Quantity	Actions
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961JEC093C	Industrial Network Director (IND) - Term	103216221	Sub102837	11	Generate License...
7961J07E145	Industrial Network Director (IND) - Term	103139899	Sub102828	8	Generate License...
7961J5ABB3D	Industrial Network Director (IND) - Term	103293135	Sub103095	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EB0	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...

Entitlements Portal: Classic License – ELA Suites

- 1 The fourth tab, **ELA Suites**, shows the ELA Suites associated with that feature.

The screenshot displays the 'Entitlements Portal' interface. At the top, it shows the breadcrumb 'Cisco Software Central > Entitlements' and user information 'Hello, Brian Gallo'. Below this, there are navigation links for 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. The main content area is titled 'CUC UCM CUWL Professional 9.0' and includes a sub-header 'Classic Licenses in ****Resend with regeneration virtual account'. A tabbed interface below this header has four tabs: 'Overview', 'Devices', 'Available PAKs', and 'ELA Suites'. The 'ELA Suites' tab is selected and highlighted with a red box. Inside this tab, a table lists one record with the 'Suite Name' 'Unified Communications Suite'. A 'Showing 1 Record' indicator is visible at the bottom right of the table. A '<< Back to Licenses Summary' button is located at the bottom left of the page.

Entitlement Portal: Navigate to Suite

- 1 Select the **Feature** name with an ELA tag to view the license information.

The screenshot shows the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as 'Hello, Kristy Li' and is viewing the 'Entitlements' section. Below the navigation, there are tabs for Licenses, Subscriptions, Service Contracts, and Alerts. The 'Licenses' tab is active, and there is a notification for '1 Major' alert. A search bar is present with the text 'Contains search by Feature or Type or ELA'. Below the search bar is a table with the following columns: Feature, Type, Entitled Qty, Requested/In Use Qty, and Surplus(+)/Shortage(-). The table contains 12 rows of license information. The row for 'ASR 9000 4-port 100GE Advanced Optical Feature License' is highlighted with a red box and a red '1' in a circle. The table also shows a pagination control for 10 records per page and a total of 47 records.

Feature ▲	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
ASR 9000 4-port 100GE Advanced IP Lic for SE LC	Smart	0	0	0
ASR 9000 4-port 100GE Advanced IP Lic for TR LC	Smart	0	0	0
ASR 9000 4-port 100GE Advanced IP for SE Linecard	Classic	0	0	0
ASR 9000 4-port 100GE Advanced IP for TR Linecard	Classic	0	0	0
ASR 9000 4-port 100GE Advanced Optical Feature License	Smart	0	0	0
ASR 9000 4-port 100GE Advanced Optical License	Classic	0	0	0
ASR 9000 4-port 100GE IPv6 Inline Carrier Grade NAT License	Classic	0	0	0
ASR 9000 8-port 100GE Advanced IP Lic for SE LC	Smart	0	0	0
ASR 9000 8-port 100GE Advanced IP Lic for TR LC	Smart	0	0	0
ASR 9000 8-port 100GE Advanced IP for SE Linecard	Classic	0	0	0

Entitlement Portal: Navigate to Suite (Continued)

- 2 Click the **ELA Suites** tab.

Cisco Software Central > Entitlements English [Change] Hello, Brian Gallo BU Production Test 1 DEFAULT

Entitlement Portal

[Licenses](#) | [Subscriptions](#) | [Service Contracts](#) | [Alerts](#)

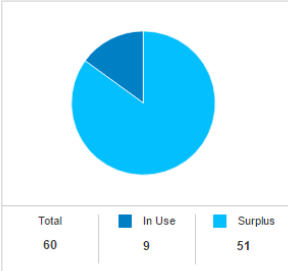
IND-IE
Classic Licenses in DEFAULT virtual account

2

Overview | Devices | Available PAKs | **ELA Suites**

Description -

Virtual Account Usage



Total	In Use	Surplus
60	9	51

License Types

Type	Expiration Date	Subscription ID	Count
PERPETUAL	--	Sub102445	1
PERPETUAL	--	Sub102597	3
PERPETUAL	--	--	1
PERPETUAL	--	Sub102828	16
TERM	2016-Aug-27	--	2
TERM	2016-Aug-28	--	2
TERM	2016-Sep-24	--	1
TERM	2016-Sep-30	--	10
TERM	2017-Oct-25	Sub103085	1
TERM	2017-Nov-01	--	1

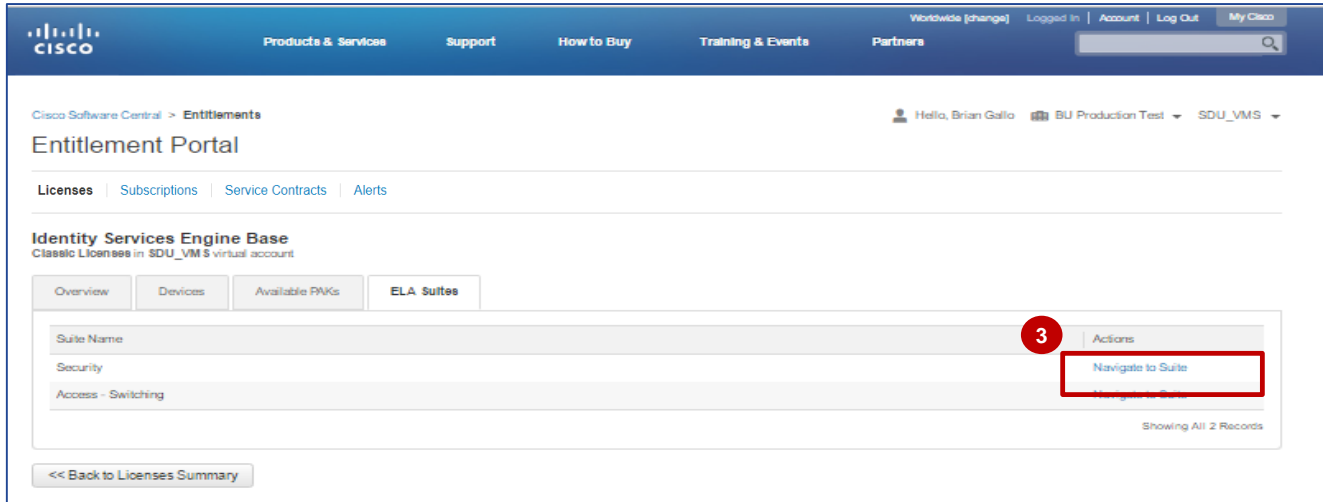
Showing Page 1 of 2 (18 Records)

<< Back to Licenses Summary

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Entitlement Portal: Navigate to Suite (Continued)

- 3 The suite name is displayed on the screen. Click the **Navigate to Suite** link.



The screenshot displays the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and various menu items: Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as Brian Gallo, and the current account is BU Production Test. The main content area is titled 'Entitlement Portal' and shows the 'Identity Services Engine Base' section. Under this section, there are tabs for Overview, Devices, Available PKGs, and ELA Suites. The 'ELA Suites' tab is active, showing a table with columns for Suite Name and Actions. The first row in the table has 'Suite Name' in the first column and 'Actions' in the second column. The 'Actions' column contains a link labeled 'Navigate to Suite', which is highlighted with a red box. A red circle with the number '3' is placed over the 'Navigate to Suite' link. Below the table, there is a button labeled '<< Back to Licenses Summary'.

Entitlement Portal: Navigate to Suite (Continued)

4 The **ELA Workspace** opens in a new tab. The ELA suite is displayed at the top level and the features listed under the suite.

5 Click the tab you were on previously to navigate back to the Entitlement portal.

Note: Please refer to the ELA Workspace Training for specific information on how to generate a license or request for provisioning in ELA Workspace.

The screenshot shows the Cisco Software Central interface. The browser tab is labeled 'Cisco Software Central' with a red circle '5' next to it. The URL is <https://webapps-stage.cisco.com/software/cswws/ys1/ws/platform/home#ELA-Contracts>. The page title is 'Enterprise License Agreements'. Below the title, there are navigation links: ELAs, Devices, Transactions, Provisioning Requests, Reports, Preferences, Help, and Customer Support. The virtual account is 'SDU_VMS'. There is a search bar with 'Access - Switching' entered. A table lists suites with columns: Suites, Customer Suite Name, Action, Start Date, End Date, and Status. A red box '4' highlights the 'Access - Switching' suite row. Below it, another red box highlights the 'Generate License' button for the 'Catalyst Platform License (Advanced)' suite.

Suites	Customer Suite Name	Action	Start Date	End Date	Status
Access - Switching	Id: 0	Action	2016-Nov-04	2032-Nov-12	ACTIVE
Catalyst Platform License (Advanced)		Generate License			
Catalyst Platform License (Foundation)		Generate License			
Energy Management		Request Provisioning			
Identity Services Engine (ISE)		Generate License			
Prime Infrastructure		Generate License			

Entitlement Portal: Generate Licenses

- 1 To generate a license, the license feature must be a Classic License with an available PAK. Select a Classic License **Feature** to view the license information.

The screenshot shows the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below this, the page title is "Entitlement Portal" and there are navigation tabs for Licenses, Subscriptions, Service Contracts, and Alerts. A table of licenses is displayed with the following data:

Feature	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
ASR 903 METRO IP SERVICES	Smart	1	0	1
CSR 1KV STANDARD 50M	Smart	12	0	12
IND-IE	Classic	60	9	51

The "CSR 1KV STANDARD 50M" row is highlighted with a red box, and a red circle with the number "1" is placed to its left. The table also shows "Showing All 3 Records" at the bottom right.

Entitlement Portal: Generate Licenses (Continued)

2 Click the **Available PAKs** tab.

Cisco Software Central > Entitlements English [Change] Hello, Brian Gallo BU Production Test 1 DEFAULT

Entitlement Portal

[Licenses](#) | [Subscriptions](#) | [Service Contracts](#) | [Alerts](#)

IND-IE
Classic Licenses in DEFAULT virtual account

2 [Overview](#) | [Devices](#) | **[Available PAKs](#)** | [ELA Suites](#)

Description -

Virtual Account Usage

Category	Count
Total	60
In Use	9
Surplus	51

License Types

Type	Expiration Date	Subscription ID	Count
PERPETUAL	--	Sub102445	1
PERPETUAL	--	Sub102587	3
PERPETUAL	--	--	1
PERPETUAL	--	Sub102528	16
TERM	2018-Aug-27	--	2
TERM	2018-Aug-28	--	2
TERM	2018-Sep-24	--	1
TERM	2018-Sep-30	--	10
TERM	2017-Oct-25	Sub103085	1
TERM	2017-Nov-01	--	1

Showing Page 1 of 2 (18 Records)

[<< Back to Licenses Summary](#)

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Entitlement Portal: Generate Licenses (Continued)

- 3 Click the **Generate License** link.

The screenshot shows the Cisco Entitlement Portal interface. At the top, it displays 'Cisco Software Central > Entitlements' and user information: 'English [Change]', 'Hello, Brian Gallo', 'BU Production Test 1', and 'DEFAULT'. Below this is the 'Entitlement Portal' header with navigation links for 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. The main content area is titled 'IND-IE' and 'Classic Licenses in DEFAULT virtual account'. There are four tabs: 'Overview', 'Devices', 'Available PAKs', and 'ELA Suites'. The 'Available PAKs' tab is active, showing a table of licenses. The table has columns for 'PAK/Token ID', 'Product Family', 'Cisco SC#', 'Subscription ID', 'Feature Quantity', and 'Actions'. The first row is highlighted, and the 'Generate License...' link in the 'Actions' column is enclosed in a red box with a red circle containing the number '3'. Below the table is a pagination control showing '10' records per page and 'Showing Page 1 of 2 (17 Records)'. At the bottom, there is a '<< Back to Licenses Summary' button and a footer with links for 'Contacts', 'Feedback', 'Help', 'Site Map', 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

PAK/Token ID	Product Family	Cisco SC#	Subscription ID	Feature Quantity	Actions
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961JEC0693C	Industrial Network Director (IND) - Term	103216221	Sub102837	11	Generate License...
7961J07E145	Industrial Network Director (IND) - Term	10319889	Sub102828	8	Generate License...
7961J5ABB3D	Industrial Network Director (IND) - Term	103203135	Sub103085	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...
7961J2E8EBO	Industrial Network Director (IND) - Term	103123598	Sub102587	1	Generate License...

Entitlement Portal: Generate Licenses (Continued)

4 The **Product License Registration** page in the LRP tool opens in a new tab and the **Get New Licenses from a Single PAK/Token** pop-up window is displayed.

Note: You can click the tab you were on previously to navigate back to the Entitlement portal. Once the action has been completed, you must refresh the page for it to be reflected in the portal.

4

Did You Know?

Get New Licenses from a Single PAK/Token

1. Assign SKUs | 2. Assign to Devices | 3. Finish

Product Family: Cisco On PremTelePresence VCS-Expressway

Virtual Account: SDU_VMS Required with Smart Account

Select SKU Quantities

SKU	Available	Quantity to Assign	License Start Date	License End Date
PAK: 5271J4C64A8 HCS-EXP-C-PAK1		0	21-Oct-2016	18-Oct-2017

Cancel Next

SKU	Status	Product	SKU	Quantity	Order Type	Account	Sub-Order
5271J2F4F7A	Unfulfilled	Cisco On PremTele...	HCS-EXP-E-PAK	1	0	103079562	SDU_VMS Sub-601673
FXPAK3629B1	Fulfilled	Cisco FirePOWER P...	ASA5506H-CTRL-LIC	0	10	SalesOrder	SDU_VMS

Entitlement Portal: Transfer Licenses

- 1 Click the Smart License **Feature** to view the Smart License information.

The screenshot shows the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below this, the page title is "Entitlement Portal" and there are tabs for Licenses, Subscriptions, Service Contracts, and Alerts. A table of licenses is displayed, with columns for Feature, Type, Entitled Qty, Requested/In Use Qty, and Surplus(+)/Shortage(-). The first row, "ASAv30 Standard - 2G", is highlighted with a red box and a red circle containing the number 1. Other licenses listed include ASAv10 Standard - 1G, CSR 1KV AX 50M, ISE Apex Session Licenses, ISE Plus Session Licenses, ISE Base Session Licenses, IP Base, Expressway-C Feature Set, HCS-VUSM-SP-TIER6, and IronPort Web Reputation Filters. The bottom of the page shows "Showing Page 1 of 11 (106 Records)".

Feature	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
ASAv30 Standard - 2G	Smart	540	191	349
ASAv10 Standard - 1G	Smart	1000	184	816
CSR 1KV AX 50M	Smart	0	2	-2
ISE Apex Session Licenses	Smart	0	0	0
ISE Plus Session Licenses	Smart	0	0	0
ISE Base Session Licenses	Smart	0	0	0
IP Base	Classic	0	0	0
Expressway-C Feature Set	Classic	1	0	1
HCS-VUSM-SP-TIER6	Classic	200	0	200
IronPort Web Reputation Filters	Classic	0	0	0

Entitlement Portal: Transfer Licenses (Continued)

2 The **Transfer Licenses** button is displayed on all tabs.

Click the **Transfer Licenses** button to open the Smart Software Manager (SSM) tool in a new tab.

Licenses | Subscriptions | Service Contracts | Alerts

ASAv30 Standard - 2G
Smart Licenses in SDU_VMS virtual account

Overview | Product Instances | ELA Suites | Alerts

Description - ASAv30 Standard - 2G

Virtual Account Usage

Type	Expiration Date	Subscription ID	Count
TERM	2017-Jan-13	--	540

Showing 1 Record

<< Back to Licenses Summary

2 **Transfer Licenses...**

Entitlement Portal: Transfer Licenses (Continued)

- 3 The **Transfer Licenses** pop-up window is displayed in SSM.

Note: You can click the tab you were on previously to navigate back to the Entitlement portal. Once the action has been completed, you must refresh the page for it to be reflected in the portal.

The screenshot shows the Cisco Smart Software Manager (SSM) interface. A red circle with the number '3' highlights the 'Transfer Licenses' pop-up window. The pop-up window contains the following information:

- License: ASA930 Standard - 2G in SDU_VMS (Qty: 540, Surplus: 540)
- Transfer: To [dropdown] From [dropdown]
- Quantity: [input] Qty:0
- Click Preview to see resulting license counts
- Buttons: Complete Transfer, Preview, Cancel

The background shows the SSM dashboard with a list of alerts. The alerts list includes:

- Updated Smart Software
- Insufficient Licenses
- Insufficient Licenses
- Insufficient Licenses - The Virtual Account "A-Vidur-150-1" has a shortage of CSR1 1KV ADVANCED 250M licenses. 30 licenses are re...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "abc1-sushma" failed to synchronize within 90 days and ...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "A-Vidur-172-150-1" failed to synchronize within 90 days ...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "A-Vidur-172-150" failed to synchronize within 90 days ...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "Hello-Varnel" failed to synchronize within 90 days and w...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "stacawley_143" failed to synchronize within 90 days and...
- Satellite Unregistered and Removed - The Smart Software Manager satellite "Test-Varnel-may13" failed to synchronize within 90 days ...

Entitlement Portal: Alerts

- 1 The default view is of Licenses on the Landing page.
- 2 In case you click **Alerts**, the alerts from Cisco SSM associated with that smart account (major and minor) are displayed.

The screenshot shows the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below this, the breadcrumb trail reads 'Cisco Software Central > Entitlements'. The main heading is 'Entitlement Portal'. A navigation menu below the heading includes 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. The 'Alerts' link is highlighted with a red box and a callout '1'. Below the navigation menu, the 'Alerts' section is displayed. On the right side of the alerts section, there is a 'Show Both' filter with '459 Major' and '9 Minor' options, highlighted with a red box and a callout '2'. The main content area contains a table of alerts with columns for 'Sev', 'Message', 'Action Due', and 'Actions'. The table lists several alerts, all with a severity of 'Error' and a message indicating a 'Product Instance Failed to Renew'. At the bottom of the page, there is a footer with links for Contacts, Feedback, Help, Site Map, Terms & Conditions, Privacy Statement, Cookie Policy, and Trademarks.

Entitlement Portal: Alerts

- 1 You have the ability to toggle between **Major** and **Minor** alerts.

The screenshot shows the Cisco Entitlement Portal interface. The 'Alerts' tab is active, and the 'Major' filter is selected, indicated by a red circle with the number '1' and a red box around the 'Major' button. The alert list contains several 'Product Instance Failed to Renew' messages.

Sev	Message	Action Due	Actions
●	Updated Smart Software Licensing Agreement - Please review and indicate acceptance of the updated Cisco Smart Software Licensing Agreement's terms and ...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf11-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf12-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf13-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf14-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf15-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf16-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf17-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf18-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf19-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--
●	Product Instance Failed to Renew - The product instance 'cns-software-leaf20-dsoutp-asa' in the Virtual Account 'SDU_VMS' failed to connect during its renew...	Now	--

The screenshot shows the Cisco Entitlement Portal interface. The 'Alerts' tab is active, and the 'Minor' filter is selected, indicated by a red circle with the number '1' and a red box around the 'Minor' button. The alert list contains several 'Licenses Expired' messages.

Sev	Message	Action Due	Actions
▲	Licenses Expired - 50 'ASA/10 Standard - 10' term licenses in the Virtual Account 'SDU_VMS' expired on Feb 10, 2016	Now	Actions -
▲	Licenses Expired - 60 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Feb 16, 2016	Now	Actions -
▲	Licenses Expired - 60 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Apr 01, 2016	Now	Actions -
▲	Licenses Expired - 50 'ASA/30 Standard - 20' demo licenses in the Virtual Account 'SDU_VMS' expired on Apr 09, 2016	Now	Actions -
▲	Licenses Expired - 50 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 50 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 50 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 200 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' expired on Jul 21, 2016	Now	Actions -
▲	Licenses Expiring - 530 'ASA/30 Standard - 20' term licenses in the Virtual Account 'SDU_VMS' are set to expire in 44 days on Jun 13, 2017	44 Days	Actions -

Entitlement Portal: Alerts

- 1 You can select **Minor** licenses to view alerts related and take actions such as, **Dismiss**.

The screenshot displays the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and various menu items: Products & Services, Support, How to Buy, Training & Events, and Partners. The user is logged in as Brian Gallo, and the current account is BU Production Test. The main content area is titled 'Entitlement Portal' and includes tabs for Licenses, Subscriptions, Service Contracts, and Alerts. The Alerts section shows a list of alerts with columns for Severity (Sev), Message, Action Due, and Actions. The second row of the list has a red box around the 'Dismiss' button in the Actions column, with a red '1' next to it. The table contains the following data:

Sev	Message	Action Due	Actions
▲	Licenses Expired - 50 "ASAv10 Standard - 1G" term licenses in the Virtual Account "SDU_VMS" expired on Feb 10, 2016	Now	Actions -
▲	Licenses Expired - 60 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Feb 16, 2016	Now	Dismiss
▲	Licenses Expired - 50 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Apr 01, 2016	Now	Actions -
▲	Licenses Expired - 50 "ASAv30 Standard - 2G" demo licenses in the Virtual Account "SDU_VMS" expired on Apr 09, 2016	Now	Actions -
▲	Licenses Expired - 50 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 50 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 50 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Apr 19, 2016	Now	Actions -
▲	Licenses Expired - 200 "ASAv30 Standard - 2G" term licenses in the Virtual Account "SDU_VMS" expired on Jul 21, 2016	Now	Actions -
▲	Licenses Expiring - 530 ASAv30 Standard - 2G term licenses in the Virtual Account "SDU_VMS" are set to expire in 44 days on Jan 13, 2017	44 Days	Actions -

Entitlement Portal: Subscriptions

1 The **Subscriptions** page has been added to the navigation bar on the Entitlement Portal home page. Click the **Subscriptions** tab to view the list of all the subscriptions that have been assigned to a Smart Account. Features, such as Subscription ID, Product description, SKU for that particular product, the Quantity of that SKU, and the Start Date and End Date of the subscription are displayed in the list.

2 The first line of the subscription can be expanded to show the individual features within the subscription.

Note: The subscriptions supported are Multi-Line Bundle, ATO, and Billing SKU. ATO also supports a la carte.

Cisco Software Central > Entitlements

English [Change] Hello, Brian Galo Q3_E2E_test_SA11 VA1

Entitlement Portal

Licenses **Subscriptions** Service Contracts Alerts

Subscriptions

Search by Subscription ID, Product, SKU...

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
▶ Sub1001626	E2-BNDL	E2-BNDL		2017-Feb-01	2020-Feb-01	
▶ Sub1001812	E2-BNDL	E2-BNDL		2017-Feb-02	2020-Feb-02	
▶ Sub1001854	E2-BNDL	E2-BNDL		2017-Feb-02	2020-Feb-02	
▶ Sub1001925	E2-BNDL	E2-BNDL		2017-Feb-03	2022-Feb-03	
▶ Sub1001928	E2-BNDL	E2-BNDL		2017-Feb-03	2020-Feb-03	
▶ Sub1002484	E2-BNDL	E2-BNDL		2017-Feb-07	2020-Feb-07	
▶ Sub1002487	E2-BNDL	E2-BNDL		2017-Feb-07	2020-Feb-07	
▶ Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
▶ Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	

Showing All 9 Records

[Contacts](#) | [Feedback](#) | [Help](#) | [Site Map](#) | [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks](#)

Search by Subscription ID, Product, SKU...

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
▶ Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
▼ Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	

▼ CISCO ONE ELA E2C1-ELA-ATO 1

Entitlement Portal: Viewing Subscription Information

- 1 In this view, the subscriptions have been expanded to show the individual SKUs within the subscription.
- 2 To view the bill to details for a specific product line, click the respective field under the **Bill To** column. The **Bill To Details** pop up appears with the required information.
- 3 To view the install site details for a specific product line, click the respective field under the **Install / Customer Site Name** column. The Install Site Details pop up appears with the required information.
- 4 The highlighted portion of the screenshot shows an example of a TnC Contract.
*Note: To distinctly identify a subscription from a TnC Contract, click the ID number in the **Subscription ID/Contract Number** column. If the pop-up lists the Subscription Ref ID, then it's a Subscription and if it lists the contract number, then it's a TnC Contract.*

The screenshot displays the Cisco Entitlement Portal interface. At the top, there's a navigation bar with 'Cisco Software Central > Subscriptions' and user information 'Hello, Bob Smith | ABC Company | Virtual Account: DEFAULT'. Below the navigation, there are tabs for 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. A warning message states 'There are subscriptions within 30 days of their end date.' A search bar is present with the placeholder 'Search by Subscription ID, Product, or SKU...'. The main content is a table of subscriptions with columns: Subscription ID / Contract Number, Product, SKU, Quantity, Bill To, Install / Customer Site Name, Start Date, End Date, and License Feature. Callouts are present: 1 points to the 'Subscriptions' tab; 2 points to the 'Bill To' column; 3 points to the 'Install / Customer Site Name' column; and 4 points to a specific subscription row (1105848) which is expanded to show a list of covered products and SKUs. Two pop-up windows are shown: 'Bill To Details' for the selected row, showing Bill To ID 401803424 and address 'South Division Account 10 Sixth Road Woburn MA 01801 US'; and 'Install Site Details' for the same row, showing Install Site ID 401803424 and the same address.


Subscription ID / Contract Number	Product	SKU	Quantity	Bill To	Install / Customer Site Name	Start Date	End Date	License Feature
▼ Sub 110292	Multi Line Bundle Description			ABC Company	XYZ	2015-Nov-17	2018-Oct-16	
	Subscription ATO	ATO SKU	1	ABC Company	XYZ			
	Billing SKU Description 1	Billing SKU1	Unit + Measure					2 Features
	Support Plan Billing SKU1	Billing SKU2						CSR_1KV_AX_50M
	Subscription ATO	ATO SKU						
	Billing SKU Description 1	Billing SKU10	1					
▼ Sub 112093	All La Carte Subscription ATO (Header level)	ATO SKU	1			2016-Feb-17	2017-Feb-16	
	Billing SKU Description	Billing SKU6	Unit + Measure					
	Billing SKU Description	Billing SKU8	Unit + Measure					5 Features
	Billing SKU Description	Billing SKU7	Unit + Measure					10 Features
▼ 1105848	Service SKU Descr1	Service SKU1		Test Company	Test Site	2016-Feb-17	2018-Oct-16	
	Covered Product A	Covered Product SKU		Test Co	Test Site	2016-Feb-17	2017-Feb-16	
	Covered Product B	Covered Product SKU		Test Company	Test Site	2018-Oct-16	2019-Oct-16	
	Covered Product C	Covered Product SKU		Test Company	Test Site	2017-Feb-16	2017-Feb-16	

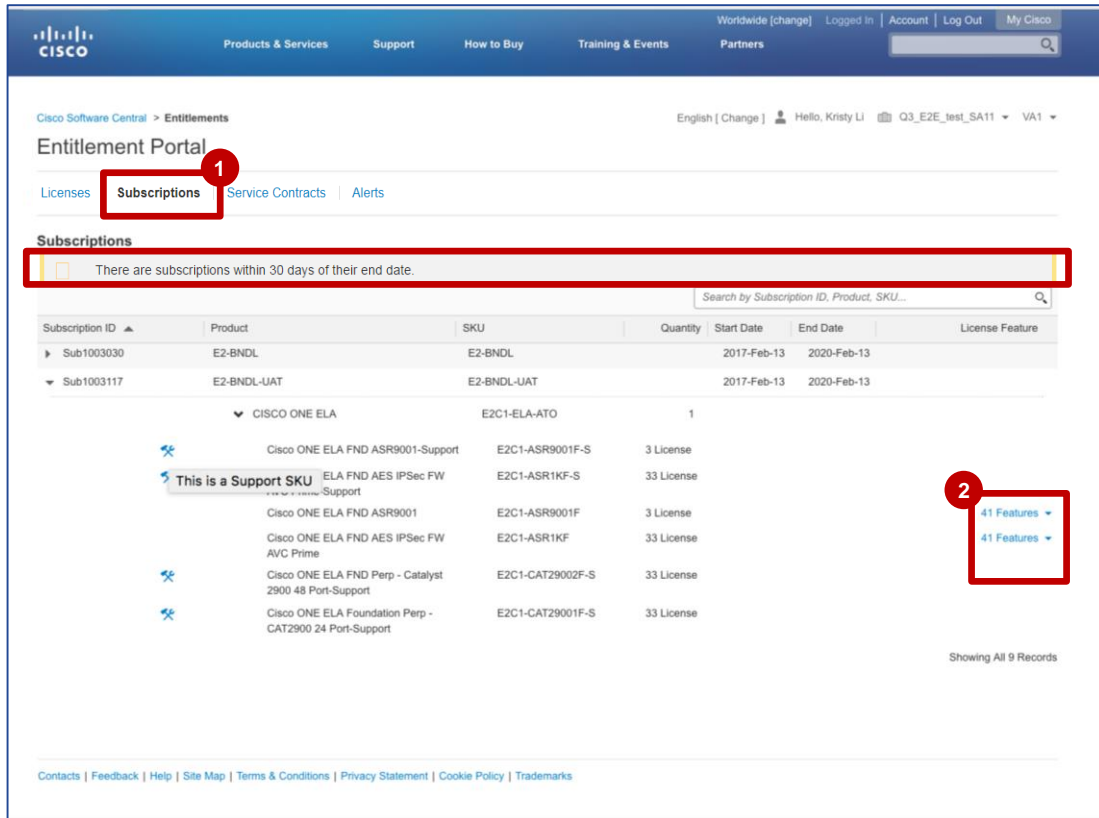
Entitlements Portal: Licenses Within a Subscription

- 1 Click the **Subscriptions** tab to view subscriptions. If the subscription has an associated license, then it will be displayed when the subscription is expanded. A warning message will appear when a subscription is within 30 days of its end date.

For the Cisco Enterprise Agreement product suite, Cisco ONE Enterprise Agreement has been enabled as of today and Cisco ONE Multi Line Bundle subscriptions tagged to Smart Accounts/Virtual Accounts (SA/VA) can be viewed in the **Subscriptions** tab.

- 2 If there are license features associated with the subscription, the **Features** link will be displayed in the **License Feature** column. The link also displays the number of features associated with the subscription.

Note: The blue icon  implies that the subscription is a support SKU. The yellow warning icon appears if the subscription is nearing the expiry date.



The screenshot shows the Cisco Entitlements Portal interface. The top navigation bar includes 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The main content area is titled 'Entitlement Portal' and has tabs for 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. The 'Subscriptions' tab is selected and highlighted with a red box. Below the tabs, a warning message is displayed: 'There are subscriptions within 30 days of their end date.' This message is also highlighted with a red box. A search bar is located below the warning message. The main table displays subscription details with columns for Subscription ID, Product, SKU, Quantity, Start Date, End Date, and License Feature. The table shows several subscriptions, including one for 'CISCO ONE ELA' with a quantity of 1. The 'License Feature' column contains links to view features, such as '41 Features', which are highlighted with a red box. The bottom of the page includes a footer with 'Showing All 9 Records' and a navigation bar with links for 'Contacts', 'Feedback', 'Help', 'Site Map', 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	
	CISCO ONE ELA	E2C1-ELA-ATO	1			
	Cisco ONE ELA FND ASR9001-Support	E2C1-ASR9001F-S	3 License			
	This is a Support SKU ELA FND AES IPsec FW Support	E2C1-ASR1KF-S	33 License			
	Cisco ONE ELA FND ASR9001	E2C1-ASR9001F	3 License			
	Cisco ONE ELA FND AES IPsec FW AVC Prime	E2C1-ASR1KF	33 License			
	Cisco ONE ELA FND Perp - Catalyst 2900 48 Port-Support	E2C1-CAT29002F-S	33 License			
	Cisco ONE ELA Foundation Perp - CAT2900 24 Port-Support	E2C1-CAT29001F-S	33 License			

Entitlements Portal: Licenses Within a Subscription (Continued)

- 3 Click the expand icon to view the features and select the feature to navigate to the particular license feature.

The screenshot shows the Cisco Entitlements Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The main content area is titled "Entitlement Portal" and includes a search bar and a table of subscriptions. The table has columns for Subscription ID, Product, SKU, Quantity, Start Date, End Date, and License Feature. A red circle with the number 3 highlights the expand icon next to the "Cisco ONE ELA FND ASR9001" license feature.

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	
	▼ CISCO ONE ELA	E2C1-ELA-ATO	1			
	✖ Cisco ONE ELA FND ASR9001-Support	E2C1-ASR9001F-S	3 License			
	✖ This is a Support SKU Cisco ONE ELA FND AES IPSec FW Support	E2C1-ASR1KF-S	33 License			
	Cisco ONE ELA FND ASR9001	E2C1-ASR9001F	3 License			41 Features
	Cisco ONE ELA FND AES IPSec FW AVC Prime	E2C1-ASR1KF	33 License			41 Features
	✖ Cisco ONE ELA FND Perp - Catalyst 2900 48 Port-Support	E2C1-CAT29002F-S	33 License			
	✖ Cisco ONE ELA Foundation Perp - CAT2900 24 Port-Support	E2C1-CAT29001F-S	33 License			

Entitlement Portal: Licenses Within a Subscription

4 The **License Types** associated with the subscription are displayed.

5 The **Subscription ID** that was referenced is also displayed for each License Type. You can click the **Subscription ID** to return to the Subscriptions page.

6 Click the **<< Back to Subscriptions Summary** link to return to the Subscriptions home page.

The screenshot displays the Cisco Software Central Entitlement Portal interface. At the top, it shows the user's name (Hello, Brian Gallo) and the current virtual account (BU Production Test 1). The main content area is titled "Entitlement Portal" and includes navigation links for Licenses, Subscriptions, Service Contracts, and Alerts. Below this, the user is identified as "IND-IE" and the licenses are listed as "Classic Licenses in DEFAULT virtual account".

The interface features a "Description - Virtual Account Usage" section with a pie chart showing the distribution of licenses. The chart indicates a total of 60 licenses, with 9 in use and 51 surplus. A table titled "License Types" provides a detailed view of the licenses, including their type, expiration date, subscription ID, and count. The table is paginated, showing page 1 of 2 (18 records).

Type	Expiration Date	Subscription ID	Count
PERPETUAL	--	Sub102445	1
PERPETUAL	--	Sub102587	3
PERPETUAL	--	--	1
PERPETUAL	--	Sub102828	16
TERM	2016-Aug-27	--	2
TERM	2016-Aug-28	--	2
TERM	2016-Sep-24	--	1
TERM	2016-Sep-30	--	10
TERM	2017-Oct-25	Sub103095	1
TERM	2017-Nov-01	--	1

At the bottom of the page, there is a link labeled "<< Back to Licenses Summary" which is highlighted with a red box. The footer contains various links such as "Contacts", "Feedback", "Help", "Site Map", "Terms & Conditions", "Privacy Statement", "Cookie Policy", and "Trademarks".

Entitlement Portal: Viewing Contract Summary Tab

You can view **Service Contracts** in the Entitlement Portal.

- 1 Click the **Service Contracts** tab. The **Service Contracts** page appears displaying the information under the **Contract Summary** tab.

Note:

- The **Contract Summary** tab will only display Active, Signed, and Overdue contracts. It does not include any Expired contracts.

Cisco Software Central > Entitlements

English [Change] Hello, Bob Smith ABC Company DEFAULT

Entitlement Portal

Licenses | Subscriptions | **Service Contracts** | Alerts | Assign

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ 102434	ABC Company	Multiple	Multiple	2015-May-01	2019-Jun-30	OVERDUE
102435	Canada Motors	AT&T	Multiple	2015-May-01	2019-Jun-30	ACTIVE
102450	Canada Motors	XYZ Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	ACTIVE
103333	Canada Motors	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
103433	Canada Motors	XYZ Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
106433	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
106733	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
108883	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED

10 Showing Page 1 of 1 (2 Records)

Entitlement Portal: Viewing Contract Summary Tab

- Users will see a warning when contracts are within 30 days of their end date. **Bill To Details** will appear when users click on the line level under the **Bill To** column.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ 102434	ABC Company	Multiple	Multiple	2015-May-01	2019-Jun-30	OVERDUE
102435	Bill To Details		Multiple	2015-May-01	2019-Jun-30	ACTIVE
102450	any		SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	ACTIVE
103333	any		PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
103433	any		SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
106433	any		SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
106733	any		SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
109883	any		SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED

10

Showing Page 1 of 1 (2 Records)

Bill To Details
Bill To ID
401803424
Bill To Address
South Division Account
10 Sixth Road Woburn MA
01801 US
GU Name
PRESIDIO INC
GU ID
89308798
Customer Number
117897

Entitlement Portal: Viewing Contract Summary Tab

- 3 If there are multiple **Install at GUs and Service Levels** for a contract, the user will see **Multiple** with a drop-down arrow, as shown in the screenshot.

Click the drop-down arrow to see the list of all Install At GUs and/or Service Levels.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ 102434	ABC Company	Multiple ▾	Multiple ▾	2015-May-01	2019-Jun-30	OVERDUE
102435	Canada Motors	ABC Company	SWSS 8x5	2015-May-01	2019-Jun-30	ACTIVE
102450	Canada Motors	XYZ Company	PTNR 24x7	2015-May-01	2019-Jun-30	ACTIVE
103333	Canada Motors	DEF Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
103433	Canada Motors	Test Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
108433	Canada Motors	Test2 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
108733	Canada Motors	Test3 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
109883	Canada Motors	Test4 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED
		Test5 Company				
		Test6 Company				
		Test7 Company				

Showing Page 1 of 1 (2 Records)

Entitlement Portal: Viewing Covered Product Lines Tab

1 Under the **Contract Summary** tab, click the contract number for which you want to view the covered product lines.

2 The grid under the **Covered Product Lines** tab is displayed.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ 102434	ABC Company	Multiple ▾	Multiple ▾	2015-May-01	2019-Jun-30	OVERDUE
102435	Canada Motors	AT&T	Multiple ▾	2015-May-01	2019-Jun-30	ACTIVE

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary **Covered Product Lines**

Contract Number: [102434](#) ▾ | [Filter by Virtual Account](#)

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
<input type="text" value="Product"/>	<input type="text" value="SKU"/>	<input type="text" value="SN/PAK"/>	<input type="text" value="Site Name"/>	<input type="text" value="Service Level"/>		
Cisco 3900 Series Integrated Services Router	CS-X0348-RR44	13333352EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting ▾
⚠ Cisco 3900 Series Integrated Services Router	CS-X0348-RR44	13333352EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting
Cisco UCS B200 M3 Blade Server	CS-X0348-RR44	49033352EBC	New York ABC	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	CS-X0348-RR43	13333352EEE	New York CM	SMARTNET 8x5xNBD	4 Features ▾	DEFAULT

Entitlement Portal: Viewing Covered Product Lines Tab

- The grid under the **Covered Product Lines** tab displays the product lines for the selected contract number across all the related Virtual Accounts that the user has access to.

You can also use the **Contract Number** drop-down to change the contract number without having to navigate back to the **Contract Summary** tab. This drop-down lists all the contract numbers from the **Contract Summary** tab.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number: 02434 | Filter by Virtual Account

Search [] Search by ERP Order ID []

Product	Contract Number	Product ID	Product Name	Install Site Name	Service Level	License Feature	Virtual Account
Cisco 3900 Series Integrated Services Router	102039	102433	SMPAK	Site Name	Service Level	2 Features	Accounting
Cisco 3900 Series Integrated Services Router	102435	102450	SMPAK	Site Name	Service Level	2 Features	Accounting
Cisco 3900 Series Integrated Services Router	103333	103333	CS-X8348-RR44	Chicago ABC	PRTRN SUP 24X7X4	2 Features	Accounting
Cisco 3900 Series Integrated Services Router	103433	103433	CS-X8348-RR44	Chicago ABC	PRTRN SUP 24X7X4	2 Features	Accounting
Cisco UCS Server	106733	106733	CS-X8348-RR44	New York ABC	SMARTNET 8x5xNBD	4 Features	Collaboration
CSR 1 KV AX 50M	109883	109883	CS-X8348-RR43	New York CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	109902	109902	CS-X8348-RR43	New York CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	103333	103333	CS-X8348-RR44	Salt Lake CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
Cisco 3900 Series Integrated Services Router	133333	133333	CS-X8348-RR44 V01	Salt Lake CM	PRTRN SUP 24X7X4	2 Features	Accounting
CSR 1 KV AX 50M	133333	133333	CS-X8348-RR44	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	357333	357333	CS-X8348-RR44	Seattle CM	PRTRN SUP 24X7X4	Security	Security
CSR 1 KV AX 50M	133333	133333	CS-X8348-RR44	Boulder CM	SMARTNET 8x5xNBD	Security	Security
Cisco 3900 Series Integrated Services Router	357333	357333	CS-X8348-RR44	Boulder CM	PRTRN SUP 24X7X4	Security	Security

Showing Page 1 of 1 (12 Records)

Entitlement Portal: Viewing Covered Product Lines Tab

- 4 The grid also includes values related to product, SKU, End Date, Virtual Account, Status, etc.

For additional details, you may click the cell(s) in the **Product**, **Install Site Name**, and **Service Level** columns, as shown in the screenshot.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number: 102434 | Filter by Virtual Account

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
<input type="text" value="Product"/>	<input type="text" value="SKU"/>	<input type="text" value="SN/PAK"/>	<input type="text" value="Site Name"/>	<input type="text" value="Service Level"/>		
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	13333352EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting ▾
⚠ Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	13333352EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting
Product Details	RR44	40933352EBC	Install Site Data	Service Level Coverage Template		Smart Account: ABC Compar Collaboration
ERP Order ID 80430398	RR43	13333352EEE	Install Site ID 401803424	Business Process Software Center Access		DEFAULT
Install Base Instance ID 80430398	RR44	13333352ETT	Install Site Address South Division Account 10 Sixth Road Woburn 01801 US	Maintenance Software Releases Major Software Updates Minor Software Updates Remote Tech Support Access CCO Access Signature File Updates		DEFAULT
Warranty Warranty Name (type description) 3 Year RMA TAC Support Warranty End Date	RR44 V01	13333352ESS				Accounting
	RR44	13333352EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features ▾	Accounting
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	35733352EAA	Seattle CM	PRTNR SUP 24X7X4		Security

Entitlement Portal: Viewing Covered Product Lines Tab

5 You can also use the **Filter by Virtual Account** link to view covered product lines assigned to specific Virtual Accounts.

On clicking the link, a pop-up appears listing all the Smart & Virtual Accounts the Covered Product Lines are assigned to in a hierarchy, as shown in the screenshot.

Note:

- The pop up will ONLY display Smart & Virtual Accounts the user has access to
- Smart Accounts are expandable/collapsible to show/hide Virtual Accounts
- Users can check/uncheck VAs to change the CPL display in the grid.
- By default, all Virtual Accounts should be checked.

The screenshot shows the 'Service Contracts' interface with the 'Covered Product Lines' tab selected. A red box highlights a pop-up window titled 'Filter by Virtual Account'. The pop-up contains a search bar, 'Select All' and 'Unselect All' links, and a list of accounts with checkboxes. The 'Smart Account: ABC Company' is expanded, showing sub-accounts: 'Accounting' (checked), 'Collaboration' (checked), 'DEFAULT' (checked), and 'Security' (checked). Below it is 'Smart Account: BU Prod Test 1' (unchecked). The background shows a table of product lines with columns for Product, Service Level, License Feature, and Virtual Account.

Product	Service Level	License Feature	Virtual Account			
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting			
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting			
Cisco UCS B200 M3 Blade Server	SMARTNET 8x5xNBD		Collaboration			
CSR 1 KV AX 50M	SMARTNET 8x5xNBD	4 Features	DEFAULT			
CSR 1 KV AX 50M	SMARTNET 8x5xNBD		DEFAULT			
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting			
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Seattle CM	PRTNR SUP 24X7X4		Security
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EKD	Boulder CM	SMARTNET 8x5xNBD		Security
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Boulder CM	PRTNR SUP 24X7X4		

Entitlement Portal: Viewing Covered Product Lines Tab

- 5 The grid includes the In-Line filters for each column (except for Virtual Account and License Feature). It also provides an option to **Search by ERP Order ID**.

Note: You can view **ERP Order ID** once you click any specific product from the **Product** column in the grid.

In case the covered product line is part of multiple Virtual Accounts, you can view the accounts in the **Virtual Account** column by clicking the drop-down arrow.

You can also hover the mouse over the cells in the **Virtual Account** column to see the associated Smart Account.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number: 102434 | Filter by Virtual Account

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
Product	SKU	SN/PAK	Site Name	Service Level		Accounting
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	133333552EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
⚠ Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	133333552EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco UCS B200 M3 Blade Server	CS-X6348-RR44	499333552EBC	New York ABC	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	CS-X6348-RR43	133333552EEE	New York CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	CS-X6348-RR44	133333552ETT	Salt Lake CM	SMARTNET 8x5xNBD		DEFAULT
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44 V01	133333552ESS	Salt Lake CM	PRTNR SUP 24X7X4	2 Features	Accounting
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Seattle CM	PRTNR SUP 24X7X4		Security
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EKD	Boulder CM	SMARTNET 8x5xNBD		Security
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Boulder CM	PRTNR SUP 24X7X4		

Showing Page 1 of 1 (12 Records)

Entitlement Portal: Help Link

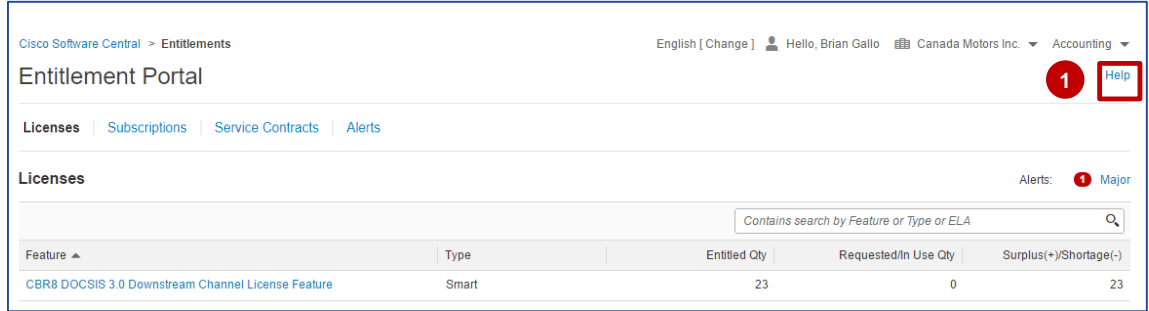
1 To access help for the Entitlement Portal click the **Help** link in the upper right hand corner to open the Entitlement Portal Help Central.

2 The “*Entitlement Portal Help Center*” will open in a pop up window. Here users will be provided links to:

- Send an email inquiry to licensing or TAC
- Open a case through the Support Case Manager
- Access Cisco Communities
- Contact Numbers for Cisco Help

3 Additionally Users will be provided links to

- Entitlement Portal Help Document
- Frequently Asked Questions
- Entitlement Portal Overview Video



Cisco Software Central > Entitlements

English [Change] Hello, Brian Gallo Canada Motors Inc. Accounting

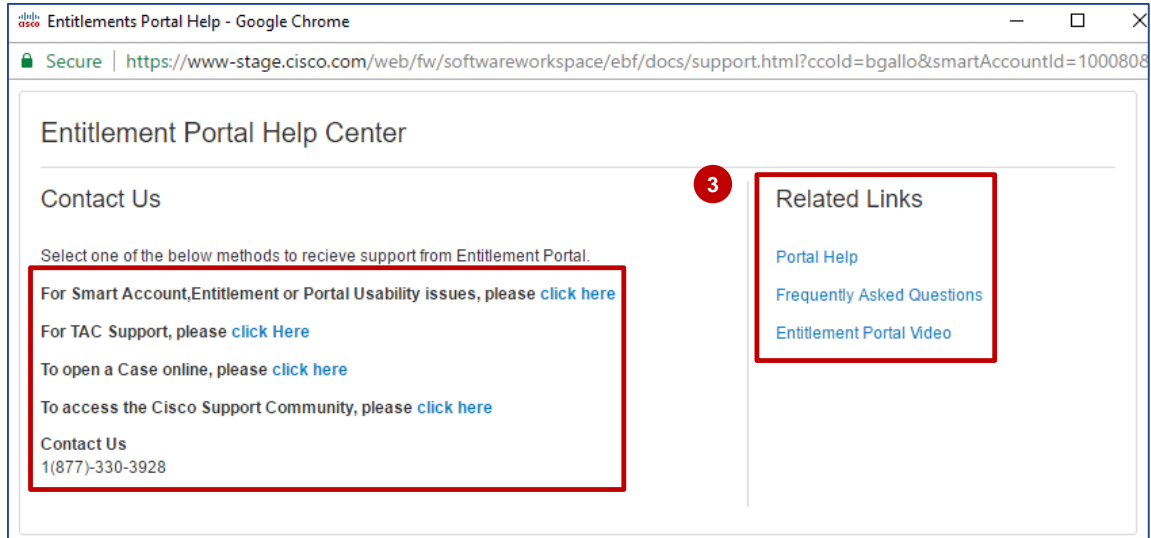
Entitlement Portal

Licenses | Subscriptions | Service Contracts | Alerts

Licenses Alerts: 1 Major

Contains search by Feature or Type or ELA

Feature	Type	Entitled Qty	Requested/In Use Qty	Surplus(+)/Shortage(-)
CBR8 DOCSIS 3.0 Downstream Channel License Feature	Smart	23	0	23



Entitlements Portal Help - Google Chrome

Secure | https://www-stage.cisco.com/web/fw/softwareworkspace/ebf/docs/support.html?ccold=bgallo&smartAccountId=1000808

Entitlement Portal Help Center

Contact Us

Select one of the below methods to receive support from Entitlement Portal.

For Smart Account, Entitlement or Portal Usability issues, please [click here](#)

For TAC Support, please [click Here](#)

To open a Case online, please [click here](#)

To access the Cisco Support Community, please [click here](#)

Contact Us
1(877)-330-3928

Related Links

- [Portal Help](#)
- [Frequently Asked Questions](#)
- [Entitlement Portal Video](#)

Additional Resources – Entitlement Portal

Location	Audience	Description
Entitlement Portal Overview	Partners	Entitlement Portal Overview Presentation
Entitlement Portal Training	Partners	Entitlement Portal step-by-step training guide
Smart Account Roles Overview	Partners	Smart Account Roles in the different Cisco tools: Cisco Software Central, Smart Software Manager, License Registration Portal, Entitlement Portal.
Smart Account Enabled SBP Offers	Partners	Subscription Billing Platform (SBP) offers currently supporting Smart Accounts.
Entitlement Portal FAQ	Partners	Frequently Asked Questions about the Entitlement Portal.
Entitlement Portal QRG	Partners	This Quick Reference Guide (QRG) will provide you with an instructional overview of how to navigate to suite and generate and transfer licenses.
Entitlement Portal VOD	Partners	Entitlement Portal Video
Entitlement Portal AAG	Partners	Entitlement Portal At-a-Glance Document
Entitlement Portal Help Document	Partners	Help Document

Appendix : Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Product Upgrade Tool (PUT) is now integrated with our Entitlement Base (EB), which allows customers to transact On-Premise based subscription upgrades from PUT UI.

- On the PUT homepage, a new field “Subscription ID” is added for you enter the subscription ID and proceed with the upgrade process.
- “Subscription ID” field will auto populate the subscription IDs (eligible & entitled only) associated with your cisco.com profile.

Follow steps below to upgrade an On-Premise subscription:

1. On the PUT homepage, Enter the “**Subscription ID**” or Select from the list of subscription IDs auto-populated (use keyword “s”)
2. Select the ordering method “**Guided**” or “**Advanced**” and Click **Continue**

Product Upgrade Tool

HOME
HOW TO BUY
Product Upgrade Tool
User Guides
Videos
Support
New Product Search
Upgrade Mapping Search

Start Product Upgrade

- Step 1: Enter the Contract Number or Subscription ID

Contract Number **1** Subscription ID

- Step 2: Select the ordering method

Guided
Provides step-by-step process on how to upgrade a product.

Advanced
Use only if you know the specific product to upgrade and order.

2

[Browse All Upgradable Products](#)

Product Upgrade Tool

HOME
HOW TO BUY
Product Upgrade Tool
User Guides
Videos
Support
New Product Search
Upgrade Mapping Search

Start Product Upgrade

- Step 1: Enter the Contract Number or Subscription ID

Contract Number Subscription ID

- Step 2: Select the ordering method

Guided
Provides step-by-step process on how to upgrade a product.

Advanced
Use only if you know the specific product to upgrade and order.

[Browse All Upgradable Products](#)

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

3. For step by step process to upgrade a product, Enter **Subscription ID**, Select “**Guided**” as ordering method and Click **Continue**

Product Upgrade Tool

HOME
HOW TO BUY
Product Upgrade Tool
User Guides
Videos
Support
New Product Search
Upgrade Mapping Search

Start Product Upgrade

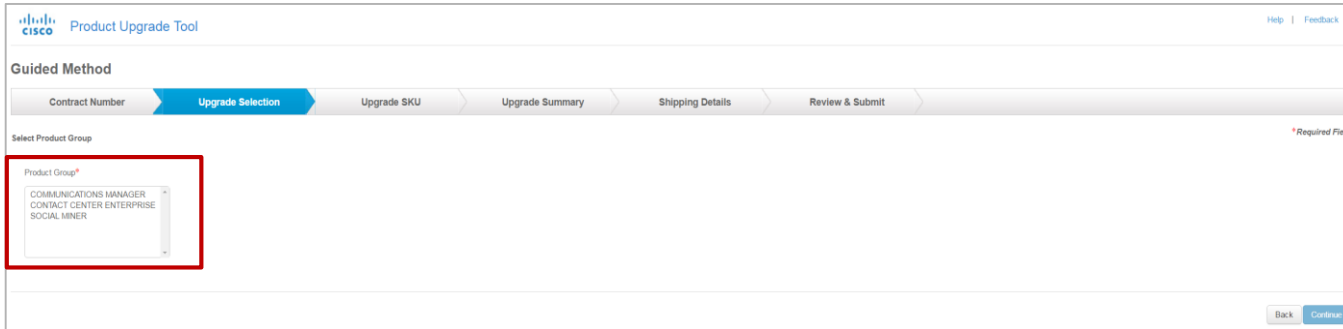
- Step 1: Enter the Contract Number or Subscription ID
 - Contract Number
 - Subscription ID
Sub901673
- Step 2: Select the ordering method
 - Guided
Provides step-by-step process on how to upgrade a product.
 - Advanced
Use only if you know the specific product to upgrade and order.

[Browse All Upgradable Products](#)

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

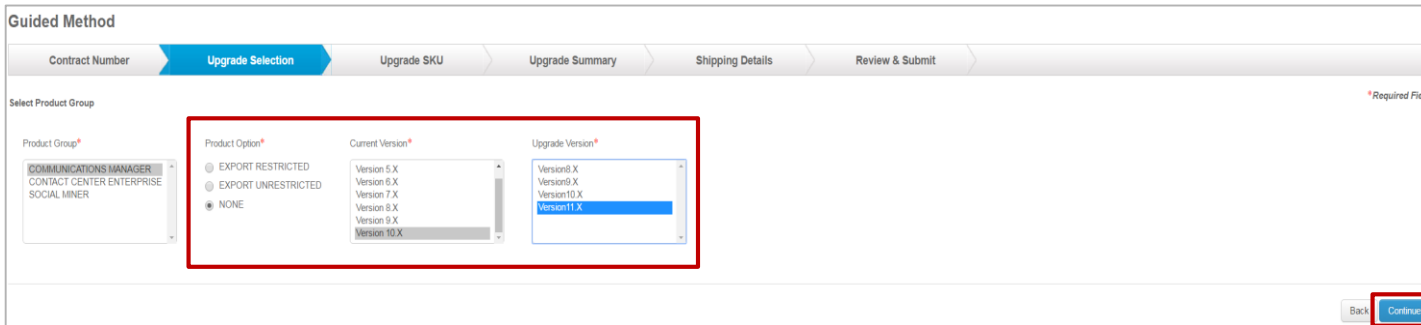
Guided Ordering Method

4. Select Product Group from list of available choices



The screenshot shows the 'Product Upgrade Tool' interface. At the top, there is a navigation bar with 'Product Upgrade Tool' and 'Help | Feedback' links. Below this is a 'Guided Method' progress bar with five steps: 'Contract Number', 'Upgrade Selection' (highlighted in blue), 'Upgrade SKU', 'Upgrade Summary', 'Shipping Details', and 'Review & Submit'. The main content area is titled 'Select Product Group' and includes a red asterisk indicating a required field. A dropdown menu for 'Product Group' is open, showing three options: 'COMMUNICATIONS MANAGER', 'CONTACT CENTER ENTERPRISE', and 'SOCIAL MINER'. The dropdown is highlighted with a red box. At the bottom right, there are 'Back' and 'Continue' buttons.

5. Select additional Product Option/s and Click Continue



The screenshot shows the 'Product Upgrade Tool' interface, similar to the previous one. The 'Guided Method' progress bar is the same. The 'Select Product Group' section now includes three additional dropdown menus, all highlighted with a red box: 'Product Option' with radio buttons for 'EXPORT RESTRICTED', 'EXPORT UNRESTRICTED', and 'NONE'; 'Current Version' with a list of versions from 5.X to 10.X; and 'Upgrade Version' with a list of versions from 8.X to 11.X. The 'Upgrade Version' dropdown is currently open, showing 'Version 11.X' selected. At the bottom right, there are 'Back' and 'Continue' buttons, with the 'Continue' button highlighted by a red box.

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

6. Upgrade eligible SKU will appear, Click Continue

Guided Method

Contract Number > Upgrade Selection > **Upgrade SKU** > Upgrade Summary > Shipping Details > Review & Submit

Add another upgrade or continue to complete your order:

CCEH-CAD102-UPG+
CAD SW Upgrade To 11.0 for SWSS Customers

Add Another Upgrade **Continue**

7. Make appropriate selection and Enter the product quantity eligible for upgrade and Click Continue

Guided Method

Contract Number > Upgrade Selection > Upgrade SKU > **Upgrade Summary** > Shipping Details > Review & Submit

Select Delivery Option and enter quantity of product upgrades. Some products are not available for eDelivery.

Product Number	Special Ordering Note	License Key Requested	Delivery Option	Eligible Orderable Quantity	Quantity
CCEH-CAD102-UPG+ CAD SW Upgrade To 11.0 for SWSS Customers	1 per server; Order CAD 10.0(2) for CCE 11.0	<input type="radio"/> Single <input type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	1	<input type="text"/>

Back **Continue**

Note: Orderable **Quantity** cannot be greater than **Eligible Orderable Quantity**

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

8. Add Shipping Address, Shipping Contact, eDelivery Email and Click Continue

Guided Method

Contract Number > Upgrade Selection > Upgrade SKU > Upgrade Summary > **Shipping Details** > Review & Submit

Shipping Contact * Required Field

Shipping Address

+

Add a Shipping Address...*

Optionally you can fill notes to provide any additional information.

Carton Notes:

[Copy to Ordering Notes](#)
[Copy to Shipping Notes](#)

Order Processing Notes:

[Copy to Shipping Notes](#)

Shipping & Packaging Notes:

Enter your Technical Assistance Center (TAC) or Customer Service (SR) case number, if applicable.

TAC/SR Case Number:

eDelivery Email:*

Additional E-mail

Enter additional email addresses that you wish to receive for confirmation of your order.

Additional E-mail

Note: Multiple email addresses can be entered using comma, e.g. xxx@yyy.zzz, aaa@bbb.ccc.

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

9. You will be requested to Agree/Decline Terms and Conditions, Click Agree

Click Accept - Cisco Systems

English
Product Upgrade Tool - Software Ordering Rules -- Please Read Carefully

Before ordering a software update from Cisco Systems® using the Product Upgrade Tool (PUT), ensure that each of the following agreements are in place with Cisco® or a Cisco authorized reseller.

- **Software License** - A valid software license has been purchased from Cisco or an authorized Cisco reseller for each software application update to be ordered through the PUT. Software licenses are not transferable.
- **Service Agreement** - Customers ordering a software update from Cisco must have a valid service agreement for the applicable operating system software support and/or application software support. Types of Cisco service would include, amongst others, such offers as Cisco Software Application Support(SAS), Software Application Support Services plus Upgrades(SASU) or Cisco Unified Communications Essential Operate Service for each software product and associated license. Resellers must have a valid resale agreement with Cisco that enables them to order software.

All zero value or free upgrades will be accompanied by a Commercial Invoice mentioning "Value for Customs Purposes" which displays the fair market value. The importer is responsible/required to pay the applicable Customs duty and taxes at the time of importation on this fair market value. Cisco would not be responsible for the payment of these charges.

By clicking **Agree** below, you confirm that you are placing an order for the services just described and that you understand and agree that Cisco reserves the right to charge you for, and you agree to pay for, all software to which you are not entitled. The use of this software is subject to the terms and conditions of your existing Cisco software licenses and software services agreement.

Français
Outil de mise à niveau de produits - Conditions de commande des logiciels -- À lire attentivement

Cisco® ou un revendeur agréé de Cisco doit être en possession des contrats suivants avant de passer une commande de mise à jour de logiciel auprès de Cisco Systems® par le biais de l'outil de mise à niveau de produits (PUT).

- **Licence logicielle** : une licence logicielle valide a été achetée auprès de Cisco ou d'un revendeur agréé de Cisco pour chaque mise à jour d'application logicielle à commander par le biais de l'outil PUT. Les licences logicielles ne sont pas transférables.
- **Contrat de service** : pour pouvoir commander une mise à jour logicielle auprès de Cisco, le client doit être en possession d'un contrat de service valide pour la prise en charge logicielle du système d'exploitation applicable et/ou pour la prise en charge logicielle de l'application. Les types de services Cisco comprennent, entre autres, des offres pour chaque logiciel et la licence associée du service d'assistance pour les applications logicielles (SAS), du service d'assistance pour les applications logicielles avec mise à niveau (SASU) ou du service Essential Operate de Cisco pour les systèmes de communications unifiées. Les revendeurs doivent avoir un contrat de vente valide de Cisco leur permettant de passer des commandes de logiciels.

Tous les montants d'une valeur de zéro et les mises à niveau gratuites feront l'objet d'une facture commerciale comportant la mention « Valeur en douane » affichant la juste valeur marchande. L'importateur est responsable du paiement des frais de douane applicables sur cette juste valeur marchande et doit s'en acquitter. Cisco n'est pas responsable du paiement de ces frais.

En cochant la case **Accepter**, vous confirmez avoir passé une commande pour les services décrits. Vous acceptez également que Cisco se réserve le droit de vous facturer tous les logiciels non autorisés et vous vous engagez à les payer. L'utilisation du logiciel est soumise aux conditions générales de vos licences logicielles Cisco actuelles et de votre contrat de service logiciel.

Please note: Product delivery times may vary according by product. / Remarque : le délai de livraison peut varier selon les produits.

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

10. Review the details of the upgrade and Click **Submit Order**

Guided Method

Contract Number > Upgrade Selection > Upgrade SKU > Upgrade Summary > Shipping Details > **Review & Submit**

Review the detail of your upgrade before submitting order.

Shipping Address	Shipping Contact	
Company: CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY	Name: Attn: Receiving	
Address: 1451 HARBOR BAY	Phone:	
City: ALAMEDA	Fax:	
State: CA	Email:	
Postal/Zip Code: 94502		
Country: UNITED STATES		
Order Details and Notes		
Entitlement Number: Sub001673		
TAC/SR Case Number:		
eDelivery Email: rarsing@cisco.com		
Carton Notes:		
Order Processing Notes:		
Shipping & Packaging Notes:		
E-mail address(es):		
Requested Product Upgrades		
Product Number	Product Description	Quantity
CCEH-CAD102-UPG=	CAD SW Upgrade To 11.0 for SWSS Customers	1

Submit Order

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Guided Ordering Method

11. On successful order submission, **Online Order ID** will be generated

The screenshot displays a progress bar with four steps: 'Contract Number', 'Upgrade Summary', 'Shipping Details', and 'Review & Submit'. The 'Review & Submit' step is highlighted in blue. Below the progress bar, there is a 'New Request' button. A red rectangular box highlights the following text: 'Thank you for placing your order. Your Online Order ID is UG1000215'. Below this, there is a confirmation message: 'An e-mail confirmation of your order has been automatically sent to abc@123.com. In addition, an order acknowledgment with your estimated ship date will be e-mailed to abc@123.com when scheduled. Cisco Partners or Direct Purchase Customers may check order status through the Cisco Commerce Workspace using the above Online Order ID. End users will need to raise a support request through Customer Service Central for order status information.'

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Advanced Ordering Method

1. To upgrade a specific product, Enter **Subscription ID**, Select **“Advanced”** as ordering method and Click **Continue**

Product Upgrade Tool

HOME
HOW TO BUY
Product Upgrade Tool
User Guides
Videos
Support
New Product Search
Upgrade Mapping Search

Start Product Upgrade

- **Step 1: Enter the Contract Number or Subscription ID**
 - Contract Number
 - Subscription ID
- **Step 2: Select the ordering method**
 - Guided**
Provides step-by-step process on how to upgrade a product.
 - Advanced**
Use only if you know the specific product to upgrade and order.

Browse [All Upgradable Products](#)

Transact On-Premise Subscription Upgrade in Product Upgrade Tool (PUT)

Advanced Ordering Method

2. Select the product/s for upgrade by entering the quantity and **Click Continue**

Contract Number **Upgrade Summary** Shipping Details Review & Submit

Select Delivery Option and enter quantity of product upgrades. Some products are not available for eDelivery.

Product Number	Special Ordering Note	License Key Requested	Delivery Option	Eligible Orderable Quantity	Quantity
A-PRMW-SW-CCS1-K9= Cisco Collaboration Subscription (CCS) - Software Download ⓘ	Cisco Collaboration Subscription (A-SPK-EMP-COUNT) - Software delivery	<input type="radio"/> Single <input type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	0	<input type="text"/>
A9K-9001-120G-LIC= ASR 9001-S 120G Upgrade License		<input type="radio"/> Single <input checked="" type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	0	<input type="text"/>
ASR-9000V-A-GEUPG= ASR 9000V RTU Upgrade from FE to GE on all 44 ports		<input type="radio"/> Single <input type="radio"/> Multiple	<input checked="" type="radio"/> Physical <input type="radio"/> eDelivery	0	<input type="text"/>
CCEH-CAD102-UPG= CAD SW Upgrade To 11.0 for SWSS Customers ⓘ	1 per server; Order CAD 10.0(2) for CCE 11.0	<input type="radio"/> Single <input type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	1	<input type="text"/>
CCEH-CUIC-PREM-U= Upgrade to Cisco Unified Intelligence Center Premium ⓘ	Order quantity one per server. Current version = 11.x	<input type="radio"/> Single <input type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	1	<input type="text"/>
CCEH-CUIC-STD-U= Upgrade to Cisco Unified Intelligence Center Standard ⓘ	Order quantity one per server. Current version = 11.x	<input type="radio"/> Single <input checked="" type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	1	<input type="text"/>
CCEH-SM-V100-K9= Media kit for SocialMiner 10.0 ⓘ		<input type="radio"/> Single <input type="radio"/> Multiple	<input type="radio"/> Physical <input checked="" type="radio"/> eDelivery	1	<input type="text"/>

Back **Continue**

3. Follow Steps 8 to 10 of **Guided Ordering Method** to proceed with submitting an Upgrade Order



Version History (October 2017)

Slide #	Details	Release
11	Device Updates to the Licenses UI: in the Classic License Device's tab, only the data fields that are relevant for a specific license (Host Id, Product Description, etc.) will be visible.	October 2017
33-40	Adds product line details view associated with service contracts under the 'Service Contracts' tab (only those tagged to Smart Account (SA)/ Virtual Account (VA) will be visible) of Entitlement Portal to enable comprehensive entitlement view.	Sept 2017