

---

# CISCO SMART ACCOUNT

---

LICENSE AND PRODUCT MANAGEMENT

Version 1  
February 2017



## **Confidentiality and Proprietary Statement**

This information is SaskTel's property and it is strictly confidential. Without SaskTel's prior written permission, this information must not be copied, disclosed or distributed in whole or in part. By receiving this information, the receiving party is bound by these conditions.

## TABLE OF CONTENTS

1.0	Overview .....	5
2.0	Smart Accounts in LRP .....	5
2.1	Access License Registration Portal (LRP).....	5
2.2	View Classic PAK licenses.....	5
2.3	Virtual Account automatic selection .....	6
2.4	Add a Token .....	6
2.5	Select PAKs to assign.....	7
2.6	Assign PAK-based licenses to Smart Account .....	8
2.7	Viewing PAK licenses .....	9
2.8	View license information associated to your Virtual Account .....	9
3.0	SSM navigation .....	10
3.1	Access SSM .....	10
3.2	Basic navigation.....	11
3.3	License Agreement.....	11
3.3.1	Accept the agreement:.....	11
3.3.2	Defer the agreement.....	12
4.0	Alerts.....	13
5.0	Inventory .....	14
5.1	General.....	14
5.2	Licenses .....	14
5.3	Transfer a license .....	16
5.4	Product Instances .....	16
5.5	Register Product Instance to Virtual Account .....	17
5.6	Register Product Instance to Virtual Account .....	17
5.7	Product Instances .....	18
5.7.1	Transfer Product Instances .....	18
5.8	Event log.....	19
6.0	License Conversion .....	20
6.1	Convert traditional licenses currently in use to Smart Software License.....	20
6.2	Event log.....	24
7.0	Reports.....	25
7.1	Licenses and Product Instance Details .....	25
7.2	Holistic View of License Transactions .....	25

8.0	Convert Classic Licenses to Smart Licenses .....	26
8.1	View current total of Smart Licenses in SSM.....	26
8.2	View of Licenses .....	26
8.3	Convert to Smart Entitlements .....	27
8.4	View Status.....	28
8.5	Event Log .....	28
9.0	Convert License on Device to Smart Entitlement.....	29
9.1	Convert a Device .....	29
9.2	Partial Device Conversion.....	29
9.3	Licenses available in SSM .....	30
9.4	View Eligible Devices .....	31
10.0	Support.....	32

## 1.0 OVERVIEW

A Cisco Smart Account is a customer centralized account that provides full visibility and access control to receive, activate, and manage Cisco Smart Licenses.

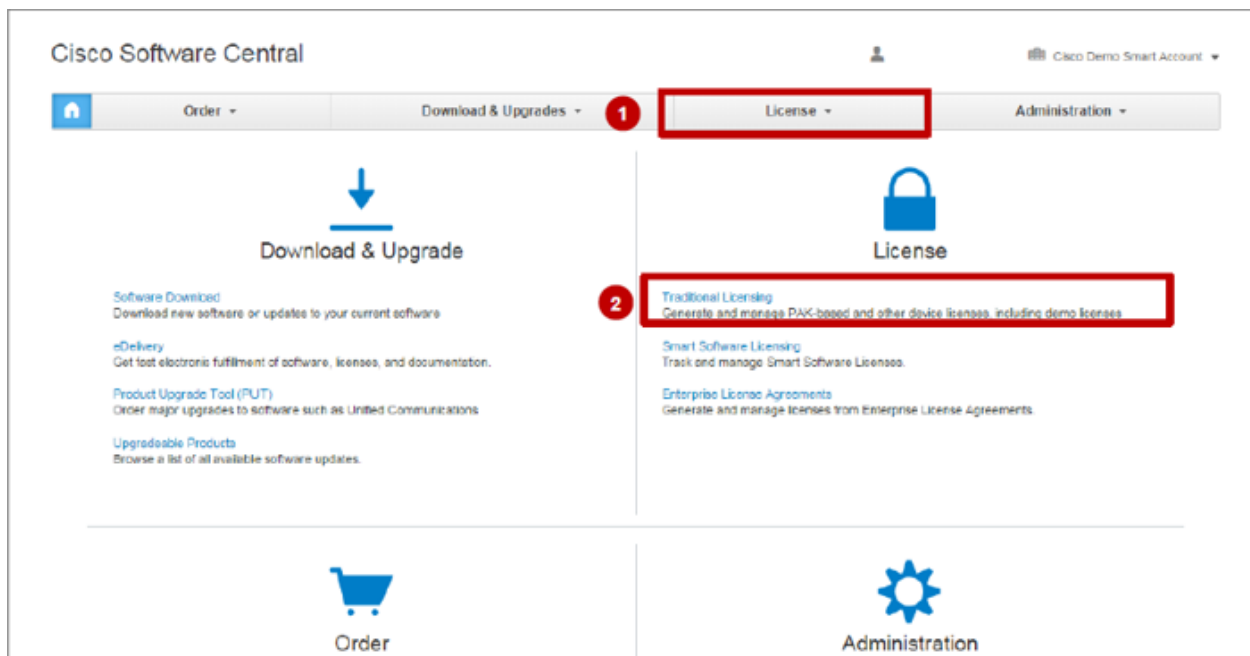
This guide demonstrates two major components to license & device management:

1. **License Registration Portal (LRP)** - How to view and manage Product Activation Keys (PAKs)/Tokens, Licenses, devices, and Transactions when using the traditional License Registration Portal (LRP) for Smart Accounts.
2. **Smart Software Manager (SSM)** – Accessing the SSM tool to experience the best way to manage your Cisco smart licenses and products. Smart Software Licensing eliminates the need to manage product activation keys (PAKs) and license files by introducing license pooling. Licenses are no longer node-locked to devices and can be used on any compatible device owned by your company. The return material authorization (RMA) process has been dramatically improved.

## 2.0 SMART ACCOUNTS IN LRP

### 2.1 Access License Registration Portal (LRP)

1. Log in to [Cisco Software Central \(CSC\)](#).
2. Under License tab, click **Traditional Licenses**

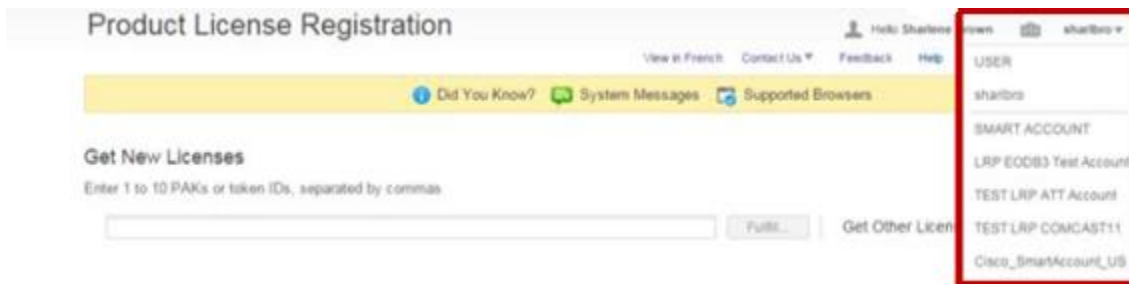


### 2.2 View Classic PAK licenses

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.



If you have access to a Smart Account 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 Transaction History.

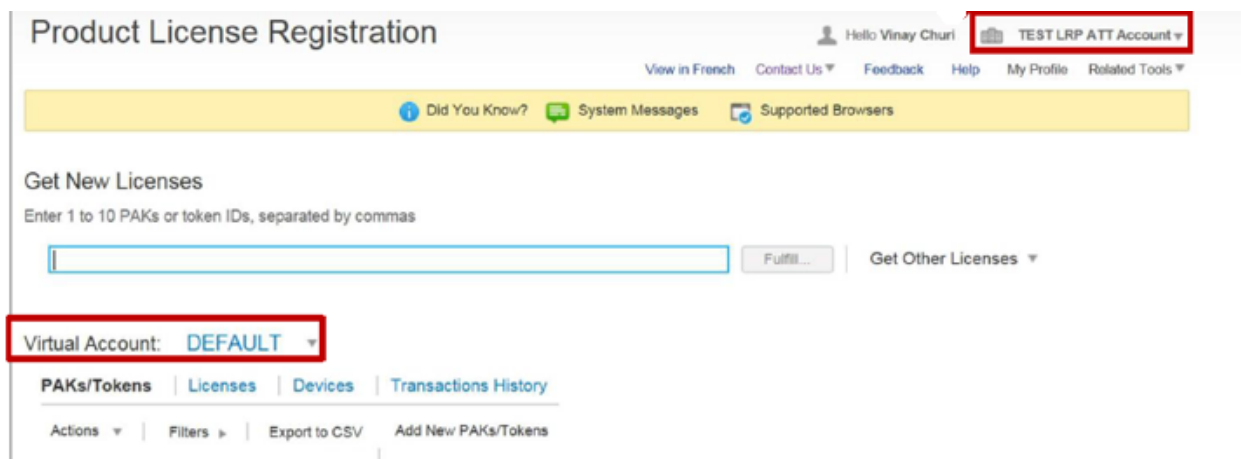


**NOTE:** If your orders were assigned to a Smart Account, the respective PAKs will be automatically deposited in your Smart Account in LRP.

## 2.3 Virtual Account automatic selection

Select the Smart Account.

When you select a Smart Account from the dropdown, a Virtual Account selection is automatically made and will default to the default Virtual Account.



## 2.4 Add a Token

You can assign a token to Smart Account or Virtual Account as part of Add Token process.

1. Click **Add New PAKs/Tokens**.

Product Licenses

Get New Licenses

Enter 1 to 10 PAKs or token IDs

Virtual Account: DEFA

PAKs/Tokens LIC010

Add New PAKs/Tokens

PAK/Token ID	Status
FOPAK10500	Cor
FOPAK10502	Par
FOPAK031074	Unf
FOPAK03099	Unf
FOPAK03090	Unf
FOPAK031269	Unf
FOPAKA03174	Unf
FOPAKA10000	Par
FOPAK030170	Cor
FOPAK024412	Cor

2. Select a company account.
3. Select a Virtual Account.
4. Enter 1 to 10 PAKs or Token IDs.
5. Select **Submit**.

Add New PAKs/Tokens

Smart Account

Select a company account...

Virtual Account

Select one

Enter 1 to 10 PAKs or Token IDs - separated by commas

Submit

## 2.5 Select PAKs to assign

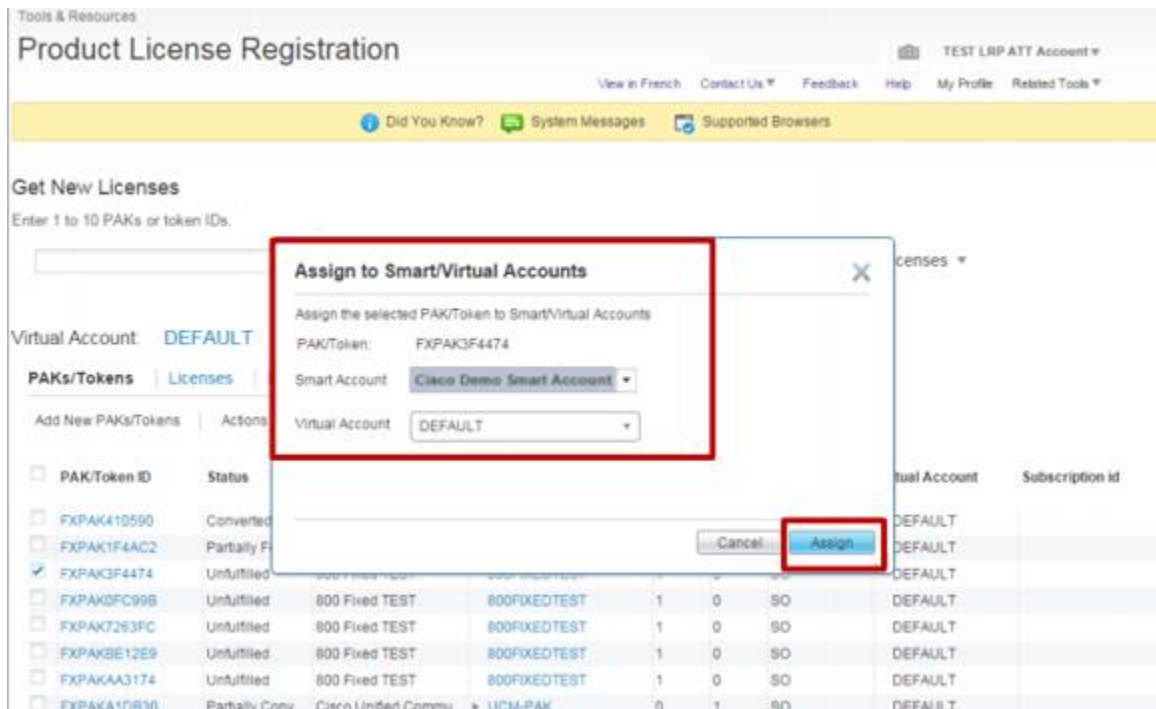
1. Click **PAKs/Tokens** tab. You will be able to view all PAKs/Tokens associated to the Virtual Account.
2. Check the unfulfilled or partially filled PAKs to assign them to a Smart Account and specific Virtual Account.

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

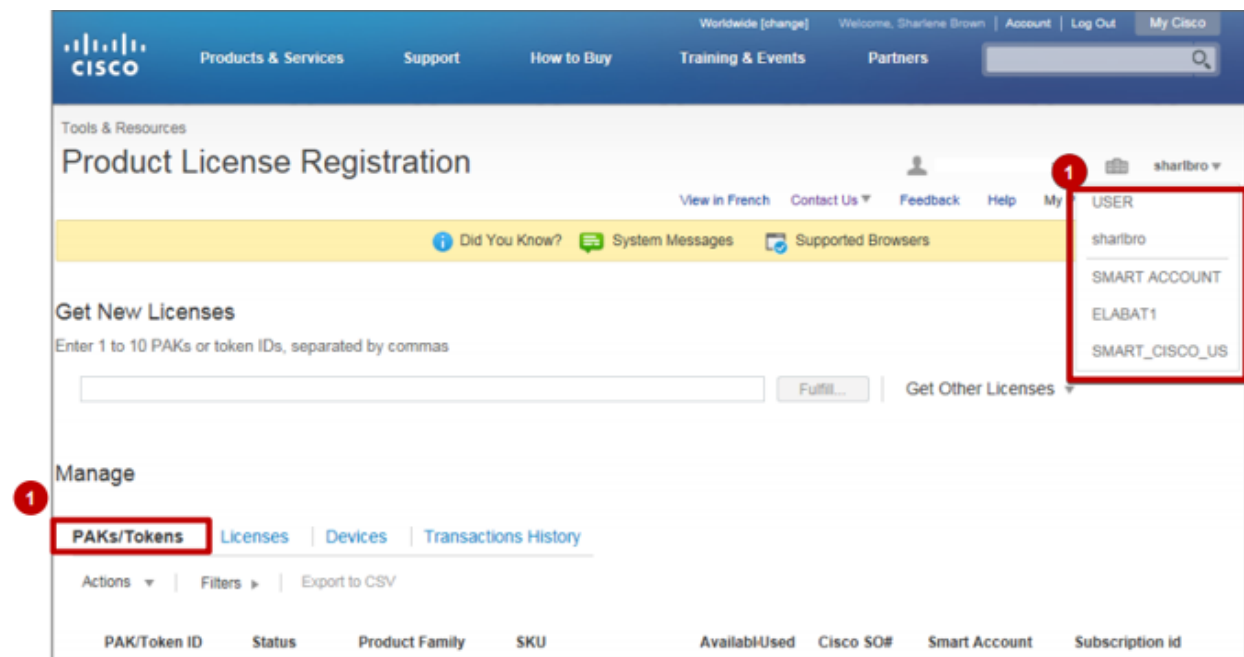






## 2.7 Viewing PAK licenses

1. You can filter by Smart 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 that have been assigned to your Smart Account.



## 2.8 View license information associated to your Virtual Account

1. Under Licenses tab, select a license to view.

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 'Product License Registration' page. A table lists various licenses. One license, 'AIR-CT2504-K9', is selected and highlighted with a red box. A red arrow points from this box to a 'License info' pop-up window. The pop-up window has three tabs: 'Detailed Transaction Information', 'Org Information', and 'Transaction History'. The 'Detailed Transaction Information' tab is active, showing fields for Product Name, Quantity, Email to notify of edits, License Request Information, UDI Product ID, UDI Serial #, Sales Order #, PAK, Contract #, Transaction Type, and Subscription ID.

License ID	Used Device	Product Instance	Product Family	Term/Sub...	Start Date	End Date	Default
<input checked="" type="checkbox"/> AIR-CT2504-K9	1	AIR-CT2504-K9, PSZ19...	Cisco 2504 Wireless Co...	None	Term/Sub...	05/31/2016	07/30/2016
<input type="checkbox"/> L-ASA5506-AMP-E...	1	72:00:08:2F:E8:3E:80	Cisco FirePOWER Produ...	None	Demo	05/26/2016	07/10/2016
<input type="checkbox"/> ISA30002C2F-CTR...	1	72:00:08:2F:E8:3E:80	Cisco FirePOWER Produ...	7751J5627B5	Perpetual	05/10/2016	--
<input type="checkbox"/> L-ASA5515-URL-E...	1	06:00:0C:26:6F:5B:93	Cisco FirePOWER Produ...	None	Term/Sub...	05/04/2016	10/31/2016
<input type="checkbox"/> L-ASA5515-AMP-E...	1	06:00:0C:26:6F:5B:93	Cisco FirePOWER Produ...	None	Term/Sub...	05/04/2016	10/31/2016
<input type="checkbox"/> ASA5515-CTRL-LL...	1	06:00:0C:26:6F:5B:93	Cisco FirePOWER Produ...	None	Term/Sub...	05/04/2016	10/31/2016
<input type="checkbox"/> F3A-MY-SW-K9-E...	500	06:00:0C:26:6F:5B:93	Cisco FirePOWER Produ...	None	Term/Sub...	05/04/2016	10/31/2016
<input type="checkbox"/> L-CSR-MEM-120...	1	CSR1000V, 99SJZY31...	Cloud Services Router	None	Demo	04/19/2016	06/16/2016
<input type="checkbox"/> L-CSR-100-IPB-60...	1	CSR1000V, 99SJZY31...	Cloud Services Router	None	Demo	04/19/2016	06/16/2016
<input type="checkbox"/> ISA-3000-ENCR-K9	1	FOC1950Y03M	ASA 5500 Series	None	Perpetual	03/10/2016	--

2. Click Devices to see all the devices associated with your company Smart Account.

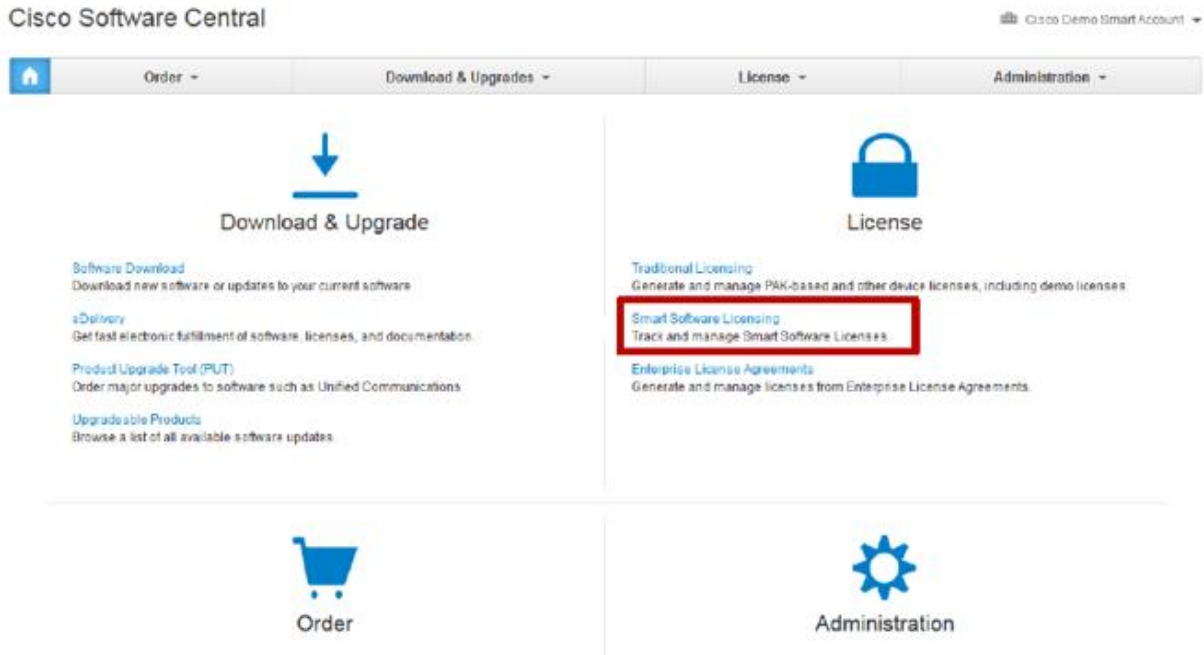
The screenshot shows the 'Virtual Account' page. The 'Devices' tab is selected and highlighted with a red box. The page displays a table of devices associated with the account.

Device/Product Instance ID	Product Family	Licensed Features	Used	Virtual Account
<input type="checkbox"/> 000C292CA024	Clean Access Failover Manager	USER-COUNT	1	UK-Public Sector

## 3.0 SSM NAVIGATION

### 3.1 Access SSM

- Log in to [Cisco Software Central \(CSC\)](#).
- Under License tab, click **Smart Software Licensing**



### 3.2 Basic navigation

The Smart Software Manager has 7 tabs and provides visibility to alerts – major and minor. At the Virtual Account and Smart Account level, when license expiration alert messages are generated for licenses that are part of a subscription, the word term is added after the license type.

Click the export icon to download information on a tab.

Cisco Software Central > Smart Software Licensing

Theme SOTUE Cisco Demo Smart Account

Switch To Previous Version Feedback Support Help

Smart Software Manager

Alerts Inventory License Conversion Reports Email Notification Satellites Activity

Alerts 1 Major 33 Minor

Export icon (highlighted with a red box)

Sev	Message	Source	Action Due	Actions
✖	Updated Smart Software Licensing Agreement - Please review and indicate acceptance of the updated Cisco Smart Software Lic...	-	New	Actions
⚠	Licenses Expired - 64 "ASAv5 Standard - 100M" demo licenses in the Virtual Account "rhindere-lab" expired on Mar 30, 2015	rhindere-lab	New	Actions
⚠	Licenses Expired - 8 "ASAv5 Standard - 100M" demo licenses in the Virtual Account "UK-Public Sector" expired on Apr 03, 2015	UK-Public Sector	New	Actions
⚠	Licenses Expired - 8 "CSR 1KV AX 100M" demo licenses in the Virtual Account "rhindere-lab" expired on Apr 03, 2015	rhindere-lab	New	Actions
⚠	Licenses Expired - 1 "ASAv30 Standard - 2G" demo license in the Virtual Account "DEFAULT" expired on Apr 13, 2015	DEFAULT	New	Actions
⚠	Product Instance Failed to Connect - The Product instance discoasa in the Virtual Account dev-innovate has not connected for its r...	dev-innovate	New	Actions

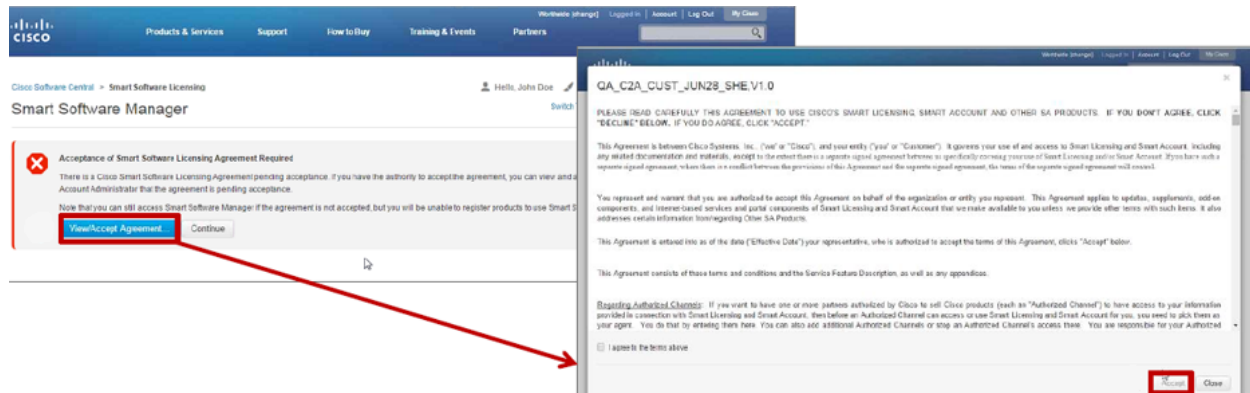
### 3.3 License Agreement

When logging into SSM for the first time or when a new agreement needs to be accepted, a notification agreement will display.

#### 3.3.1 Accept the agreement:

1. Click **View/Accept** to accept the agreement.

2. Review the agreement
3. Click **Accept** to agree to the terms.

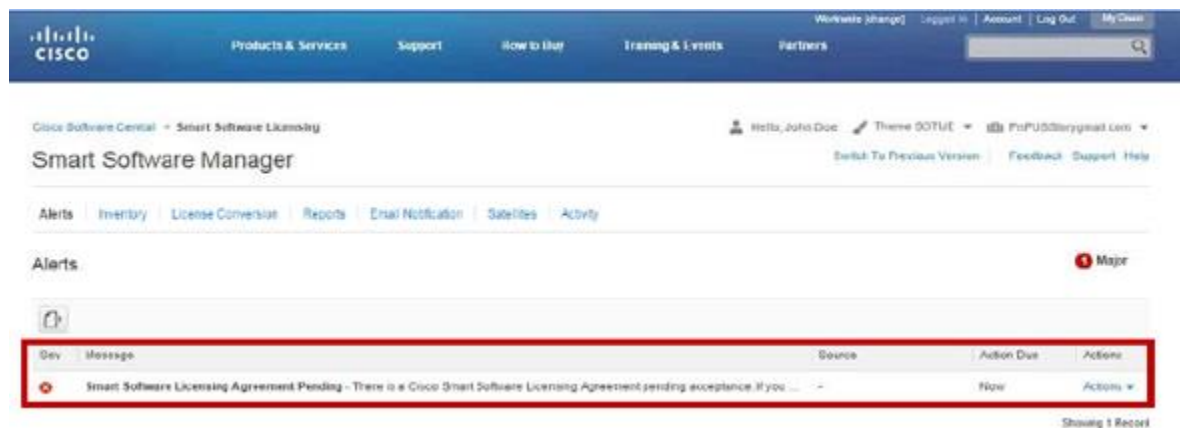


**NOTE:** Only a Smart Account Administrator can accept the agreement in SSM. Upon accepting the agreement, an Administrator will obtain the approver role in addition.

### 3.3.2 Defer the agreement

1. Click **Continue** to defer the agreement.

You will be able to view SSM, but, upon selecting inventory, the interface will generate an error as the Smart Account will be in pending status until outstanding Smart Software Licensing Agreements are accepted.



If the agreement was not accepted upon initial login, there will not be an option to generate tokens and you can accept the agreement from the General tab.

The agreement displays in pending signature status. Click the hyperlink to view and accept agreements so you can generate tokens.

QA\_C2A\_CUST\_JUN26\_SHE\_V 1.0

PLEASE READ CAREFULLY THIS AGREEMENT TO USE CISCO'S SMART LICENSING, SMART ACCOUNT AND OTHER SA PRODUCTS. IF YOU DON'T AGREE, CLICK "DECLINE" BELOW. IF YOU DO AGREE, CLICK "ACCEPT."

This Agreement is between Cisco Systems, Inc., ("we" or "Cisco"), and your entity ("you" or "Customer"). It governs your use of and access to Smart Licensing and Smart Account, including any related documentation and materials, except to the extent there is a separate signed agreement between us specifically covering your use of Smart Licensing and/or Smart Account. If you have such a separate signed agreement, when there is a conflict between the provisions of this Agreement and the separate signed agreement, the terms of the separate signed agreement will control.

You represent and warrant that you are authorized to accept this Agreement on behalf of the organization or entity you represent. This Agreement applies to updates, supplements, add-on components, and Internet-based services and portal components of Smart Licensing and Smart Account that we make available to you unless we provide other terms with such items. It also addresses certain information pertaining to Other SA Products.

This Agreement is entered into as of the date ("Effective Date") your representative, who is authorized to accept the terms of this Agreement, clicks "Accept" below.

This Agreement consists of these terms and conditions and the Service Features Description, as well as any appendices.

**Regarding Authorized Channels:** If you want to have one or more partners authorized by Cisco to sell Cisco products (such as "Authorized Channel") to have access to your information provided in connection with Smart Licensing and Smart Account, then before an Authorized Channel can access or use Smart Licensing and Smart Account for you, you need to click them as your agent. You do this by entering them here. You can also add additional Authorized Channels or stop an Authorized Channel's access there. You are responsible for your Authorized

☒ I agree to the terms above

 By accepting this agreement you represent and warrant that you are authorized to accept this Agreement on behalf of the organization or entity you represent and therefore you will be automatically added to the role of the company's Approver for any future correspondence requiring authorized approval.

**NOTE:** By accepting the agreement you will become the Smart Account Approver.

## 4.0 ALERTS

1. View alerts for the entire Smart Account in one location. Major alerts are red and minor alerts are yellow.
2. Click **Actions** to resolve any issues or dismiss alerts.

Cisco Software Central > Smart Software Licensing

Theme: SOTUE Cisco Demo Smart Account

Smart Software Manager

Switch To Previous Version Feedback Support Help

Alerts Inventory License Conversion Reports Email Notification Satellites Activity

Alerts **1**

**2** **1 Major** **3 Minor**

Dev	Message	Source	Action Due	Actions
	Updated Smart Software Licensing Agreement - Please review and indicate acceptance of the updated Cisco Smart Software Lic	-	Now	<a href="#">Actions</a>

3. View alerts by Virtual Account in the inventory tab and click header icon to expand message.

Cisco Software Central > Smart Software Licensing

Theme: SOTUE Cisco Demo Smart Account


Smart Software Manager

Switch To Previous Version Feedback Support Help

**3** **Inventory** License Conversion Reports Email Notification Satellites Activity

Virtual Account: **1\_EMEAR Demo**

**3 Minor** Hide Alerts

 Licenses Expired - 6 CSR 1KV UCSD VIRTUAL CONTAINER demo licenses in the Virtual Account 1\_EMEAR Demo expired on May 04, 2015

[Actions](#)  
Action Due: Now

General Licenses Product Instances Event Log

Virtual Account

**NOTE:** Any license or product instance that is not in compliance with the licensing agreement creates an alert. For example, more licenses in use than purchased.

## 5.0 INVENTORY

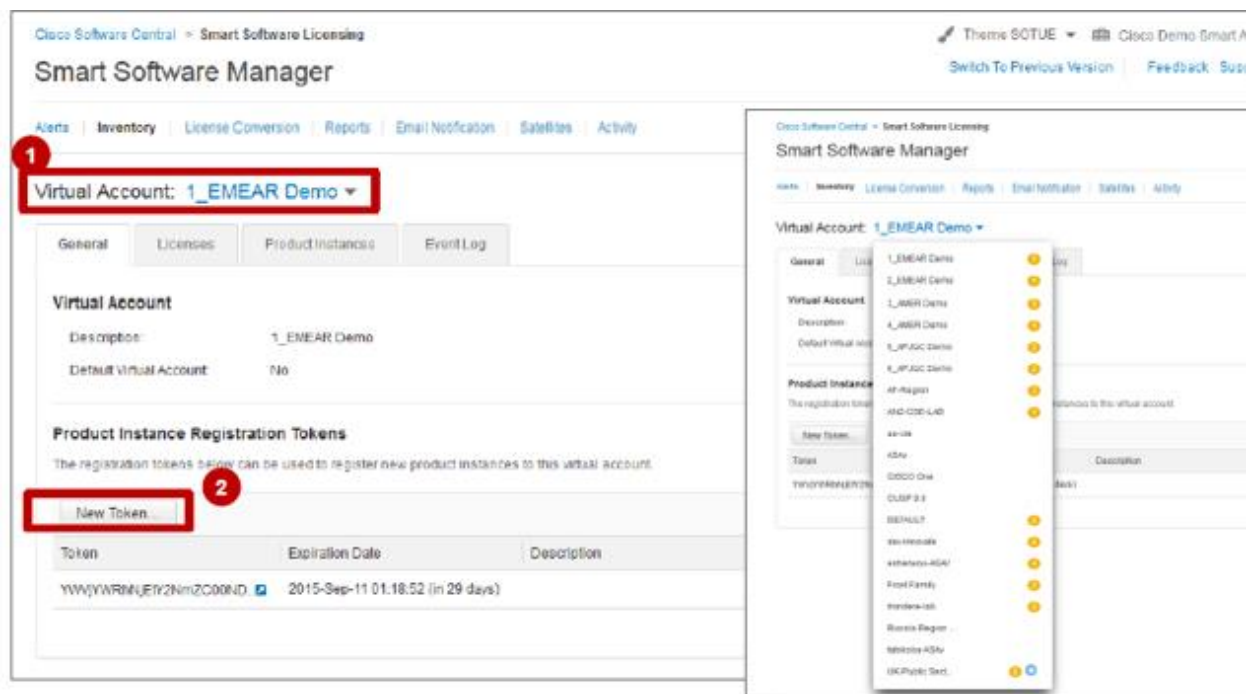
### 5.1 General

1. Under Inventory, General tab, view Virtual Account details for a selected Virtual Account. Toggle between Virtual Accounts by clicking the drop down menu. Virtual Accounts are created in CSC.
2. You can also generate tokens to register new product instances to the Virtual Account.

**NOTE:** A Virtual Account is a subset of a Smart Account used to internally organize licenses.

#### Default Virtual Accounts:

- Indicated with Blue Star Icon
- If items were assigned to the overall Smart Account and not a specific Virtual Account, licenses will be deposited into the default Virtual Account.
- Before setting up Virtual Accounts in CSC, all smart licenses will display in the default account in the Licenses tab.



### 5.2 Licenses

1. View License inventory, their usage, which account have a surplus or shortage, and alerts. This keeps you informed of your licenses and actions needed to maintain compliance.



- Alerts at line level indicate when licenses are expiring soon, so you know when to review licenses. It will also notify you if you have insufficient licenses. This will ensure you remain in compliance.

Cisco Software Central > Smart Software Licensing

## Smart Software Manager

Alerts | **Inventory** | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: **cBR-8 Demos**

General | **Licenses** | Product Instances | Event Log

1

License	Quantity	In Use	Surplus (+) / Shortage (-)	Alerts	Actions
<a href="#">cBR8 Supervisor 10G Port License Feature</a>	8	0	8		<a href="#">Transfer...</a>
<a href="#">cBR8 DOCSIS 3.0 Downstream Channel License Feature</a>	364	0	364	<b>Licenses Expiring</b>	<a href="#">Transfer...</a>
<a href="#">cBR8 DOCSIS 3.0 Upstream Channel License Feature</a>	364	0	364		<a href="#">Transfer...</a>

2

Insufficient License Alerts occur when more licenses are in use than are purchased. To remedy this issue:

- Transfer available licenses from another Virtual Account
- Purchase more licenses to return to compliance

Click a license to view more detail, including Overview (Virtual Account usage, License expiration), Product Instances, Event Log and Transaction history.

### CBR8 DOCSIS 3.0 Upstream Channel License Feature in Network Account -GDT

Overview | Product Instances | Event Log | Transaction History

**Description**  
CBR8 DOCSIS 3.0 Upstream Channel License Feature

**Virtual Account Usage**

Quantity: 0 / In Use: 24 / Shortage: 24

Shortage: 100%

**License Types**

Count	Type	Start Date	Expiration Date	Subscription ID
0	-	-	-	-
0	-	-	-	-

Showing All 2 Records

Under Transaction History, you can see a table featuring details such as:

- Transaction date
- License SKU
- Quantity
- License expiration
- Order (line) number

Click on a transaction to see transaction details.

Transaction : 2015-Apr-24 00:00:00

**Transaction Details**

Transaction Date: 2015-Apr-24 00:00:00  
License SKU: CBR-D39-US-LIC  
License: CBR8 DOCSIS 3.0 Upstream Channel License Feature  
Quantity: 448  
License Type: PERPETUAL  
Virtual Account: Network Account -GDT  
OrderLine Number: 100503714(930791594)

**Term Details**

Subscription ID: -  
Subscription Status: ACTIVE  
Start Date: -  
Expiration Date: -

Close

### 5.3 Transfer a license

1. Easily transfer licenses to other Virtual Accounts to fulfill license needs in other parts of the company. In the License tab of the Virtual Account you want to transfer licenses from, click **Transfer**.
2. Select the Virtual Account that you want to transfer the license to and enter quantity to transfer.
3. Click **Preview** to see resulting license count or click Complete Transfer.

Cisco Software Central > Smart Software Licensing

Smart Software Manager

Alerts | Inventory | License Conversion | Reports | Email Notification | Satellites

Virtual Account: cBR-8 Demos

General | Licenses | Product Instances | Event Log

License Conversion | Reports | Email Notification | Satellites | Activity

Search by License

License	Quantity	In Use	Surplus (+) / Shortage (-)	Alerts	Actions
CBR8 Supervisor 10G Port License Feature	8	0	8		Transfer.
CBR8 DOCSIS 3.0 Downstream Channel License Feature	364	0	364	Licenses Expiring	Transfer.
CBR8 DOCSIS 3.0 Upstream Channel License Feature	364	0	364		Transfer.

**Transfer Licenses**

License: CBR8 Supervisor 10G Port License Feature in cBR-8 Demos (Qty: 8, Surplus: 8)

Transfer: To: DEFAULT

Quantity: Perpetual (no expiration) 4

**Transfer Preview:**

	cBR-8 Demos	DEFAULT
Before Transfer	8	0
Change	-4	+4
After Transfer	4	4

Complete Transfer Preview Cancel

1 2 3

### 5.4 Product Instances

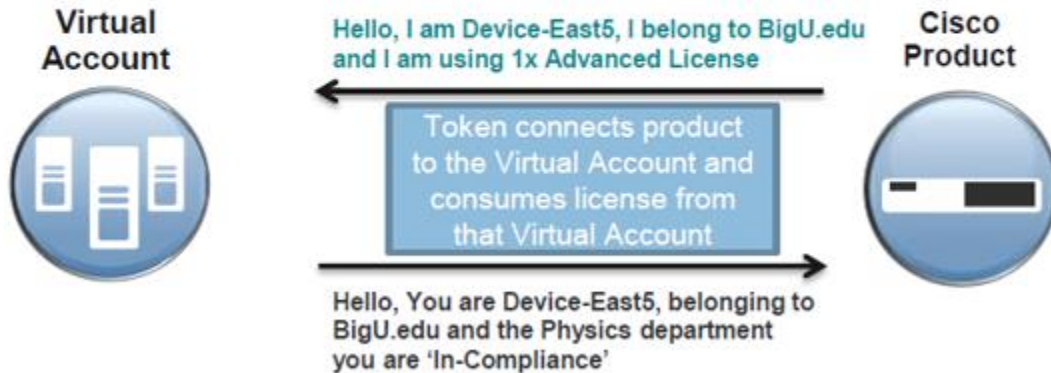
A product instance is an individual device with a unique device identifier(UDI) that is registered using a product instance registration token.

The token is specific to the Virtual Account and you can register several instances of a product with a single registration token. Each product instance can have one or more licenses that reside in the same Virtual Account.

Product instances must periodically connect to the SSM servers during a specific renewal period. If a product instance fails to connect, it continues to use the license. If you remove the product instance, its licenses are released and made available within the Virtual Account.

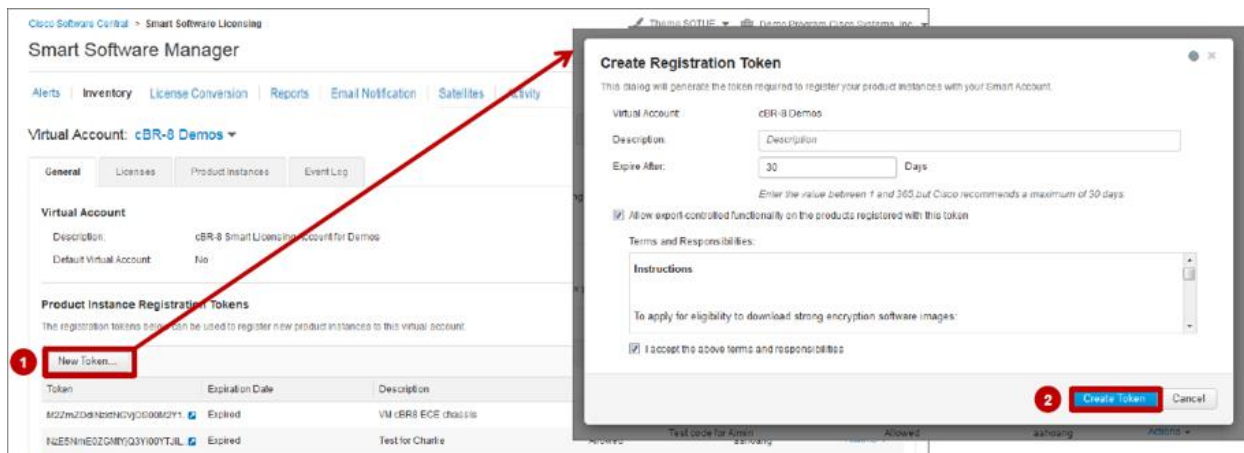


## Register Product Instance Using Token



### 5.5 Register Product Instance to Virtual Account

1. In the General tab of Virtual Account, click **New Token**.
2. Enter a description and the number of days that you want the token to be valid for. Select the checkbox for export-controlled functionality and accept the terms and responsibilities. Click **Create Token**.



### 5.6 Register Product Instance to Virtual Account

1. Click **Copy** to copy the newly created token.

Cisco Software Central > Smart Software Licensing

## Smart Software Manager

Switch To Previous Version | Feedback | Support | Help

Alerts | **Inventory** | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: **cBR-8 Demos** 4 Minor Hide Alerts

**General** | Licenses | Product Instances | Event Log

**Virtual Account**

Description: cBR-8 Smart Licensing Account for Demos

Default Virtual Account: No

**Product Instance Registration Tokens**

The registration tokens below can be used to register new product instances to this virtual account.

[New Token...](#)

Token	Expiration Date	Description	Export-Controlled	Created By	Actions
hYWWjYWRhNjEY2NmZC00ND	2015-Sep-11 01:18:52 (in 29 days)		Allowed	liserian	<a href="#">Actions</a>
NzESNmEQZGMtYjQ3YjI0YTJIL	Expired	Test for Charlie	Allowed	aahuang	<a href="#">Actions</a>

**1** Copy Download... Revoke...

**A Token is required to register the product. Once the product is registered, the registration token is no longer necessary and can be revoked and removed from the table. Registration tokens can be valid from 1 to 365 days.**

## 5.7 Product Instances

1. In the Product Instance tab, product instances are displayed.
2. Click the **product instance** for more details on license usage and event log.

Cisco Software Central > Smart Software Licensing

## Smart Software Manager

Alerts | **Inventory** | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: **esherwoo-ASAV**

**General** | **Licenses** | **Product Instances** | Event Log

**2** esherwoo-ASAV Brand1-ASAV ASA-CVO esherwoo-ASAV

Name	Product Type	Last Contact
esherwoo-ASAV	ASAHIGH	2015-Apr-08 21:22:20
Brand1-ASAV	ASAHIGH	2015-Feb-03 13:39:10
ASA-CVO	ASAHIGH	2015-Apr-04 12:46:10
esherwoo-ASAV	ASAHIGH	2015-Apr-07 09:47:50

**1** Failed to Connect Actions

**ASA-CVO**

**Description**

ASA

**General**

Name: ASA-CVO

Product: ASA

Host Identifier: -

MAC Address: -

PD: ASA

Serial Number: 9007652070

Virtual Account: esherwoo-ASAV

Registration Date: 2014-Dec-30 01:26:38

Last Contact: 2015-Apr-04 12:46:10

**License Usage**

License	Required
ASA90 Standard - 10	1

Showing 1 of 1 Rows

Transfer Remove

**Any license or product instance that is not in compliance with the licensing agreement creates an alert. (e.g. more licenses in use than purchased)**

### 5.7.1 Transfer Product Instances

1. Under Action dropdown, click **Transfer**.
2. In the **Transfer Product Instance** dialog box, select the Virtual Account to transfer to and click **OK**.

Cisco Software Central > Smart Software Licensing

## Smart Software Manager

Alerts | Inventory | License Conversion | Reports | Email Notification

Virtual Account: **esherwoo-ASAV**

General | Licenses | **Product Instances** | Event Log

You can also remove product instances. For that purpose you will have to provide a Reservation Return Code for removing the product instance. This Reservation Return Code can be generated by the Product Instance itself. When you remove a product instance from Smart Software Manager, you are removing it only from the table. The licenses that the product instance was using are still available and can be used by other products. You must register the product instance with the Virtual Account (using a Token) again, so that the product can communicate with the Virtual Account and consume the licenses within that Virtual Account.

Transferring a product instance from one Virtual Account to another Virtual Account does not result in the corresponding licenses being transferred. You will have to transfer the licenses separately.

Minor | Hide Alerts

**Transfer Product Instance**

Name: esherwoo-vASA (ASA/ASB)

Transfer To: **esherwoo-ASAV**

Although its still your current account the new Virtual Account the product instance will not update its configuration until it contacts the Smart Software Manager.

Failed to Connect

Failed to Connect

Failed to Connect

Failed to Connect

Transfer...

1. The product instances need to **periodically connect** to the SSM servers during a specific renewal period. If a product instance **fails to connect**, it is marked as having a **license shortage**, but continues to use the license. If you remove the product instance, its licenses are released and made available within the Virtual Account.

Cisco Software Central > Smart Software Licensing

## Smart Software Manager

Alerts | **Inventory** | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: **esherwoo-ASAV**

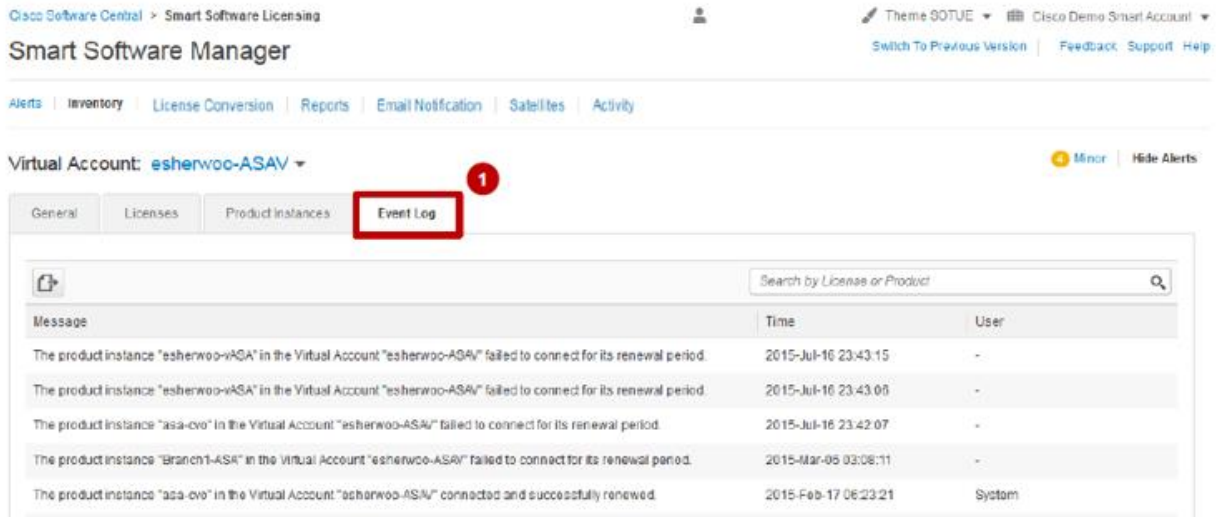
General | Licenses | **Product Instances** | Event Log

Search by Name, Product Type

Name	Product Type	Last Contact	Alerts	Actions
esherwoo-vASA	ASA-HIGH	2015-Apr-08 21:22:20	<b>Failed to Connect</b>	Actions
Branch1-ASA	ASA-HIGH	2015-Feb-03 13:35:54	Failed to Connect	Actions
asa-cvo	ASA-HIGH	2015-Apr-04 12:46:18	Failed to Connect	Actions
esherwoo-vASA	ASA-HIGH	2015-Apr-07 09:47:50	Failed to Connect	Actions

## 5.8 Event log

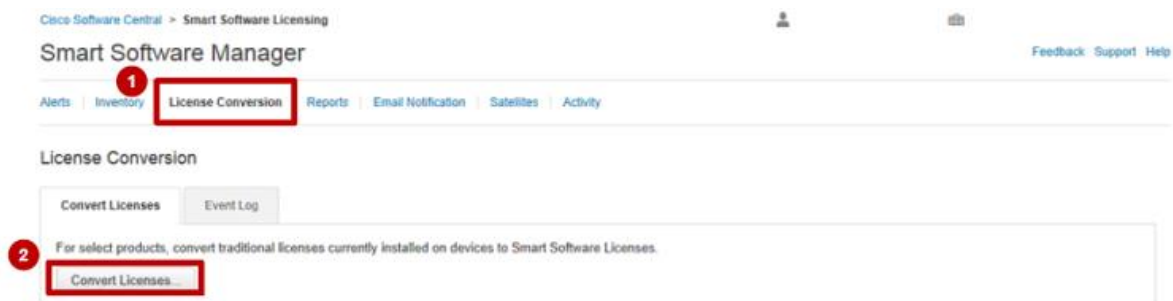
1. In the Event log tab, view recent activates and alerts of the Virtual Account to easily troubleshoot license and product inventory.



## 6.0 LICENSE CONVERSION

### 6.1 Convert traditional licenses currently in use to Smart Software License

1. From the **License Conversion** tab, you can convert traditional Term & Content license which are currently in use to Smart Software Licenses, and gain the valuable benefits of Smart Accounts.
2. On the **License Conversion** tab, click on **Convert Licenses** to convert traditional licenses to Smart Software Licenses.



License conversion in Smart Software Manager can be performed in a pick and choose fashion versus having to convert all licenses on a device at once using LRP.

Non-converted T&C licenses will continue to use their classic equivalents.

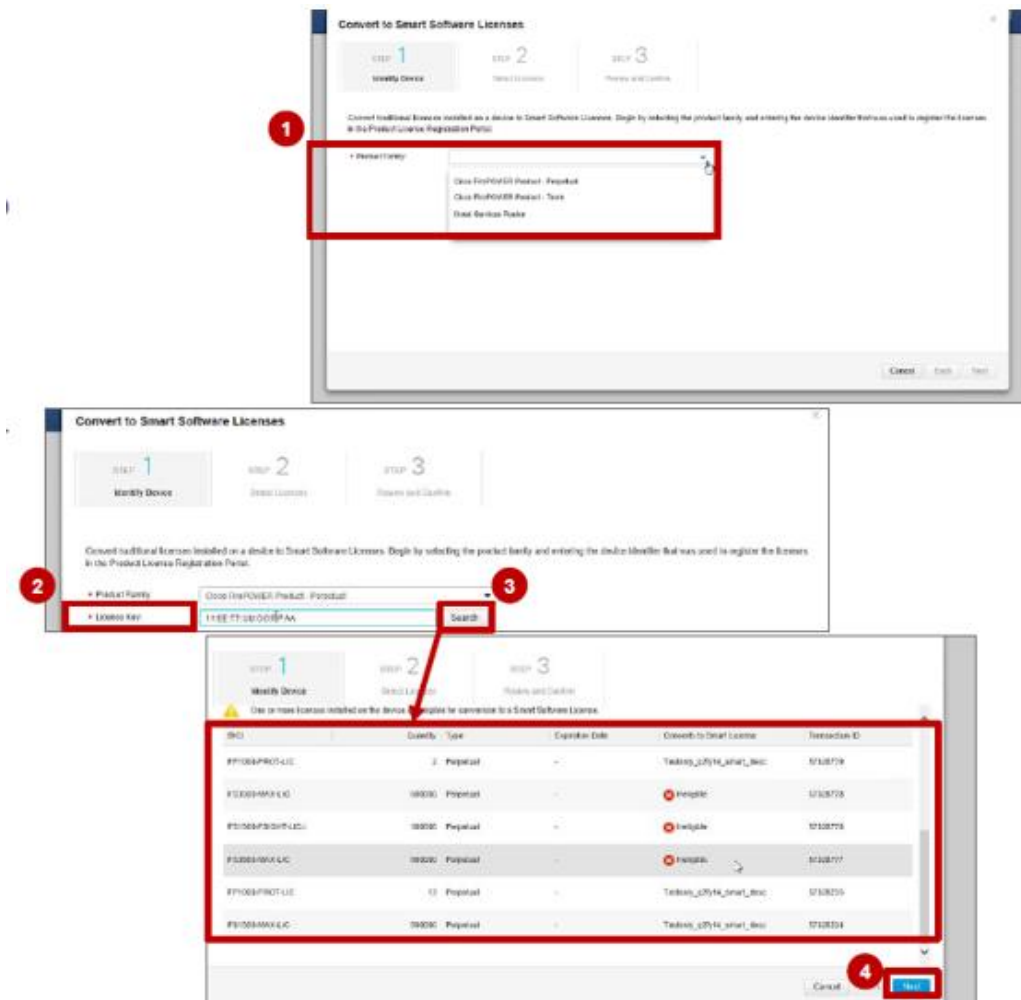
#### Step 1: Identify Device

By selecting Convert Licenses, a pop up appears: Convert to Smart Software Licenses.

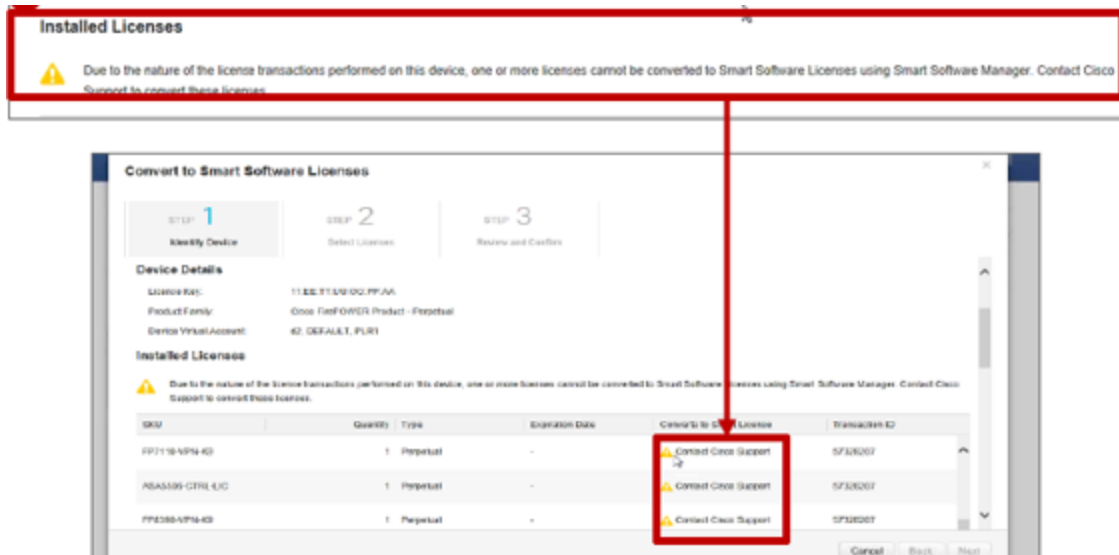
1. Select the **Product Family** from a pre-populated list.
2. Enter the **Classic License Key**, which you should already have.

**NOTE:** If you enter an invalid License Key, the system will prompt an error message.

3. Click **Search**, all the licenses installed on the system will be listed.
4. Click **Next**.



If licenses were found but due to incorrect tagging on the licenses they are unable to be converted, you will have to contact Cisco Support in order to convert the licenses.

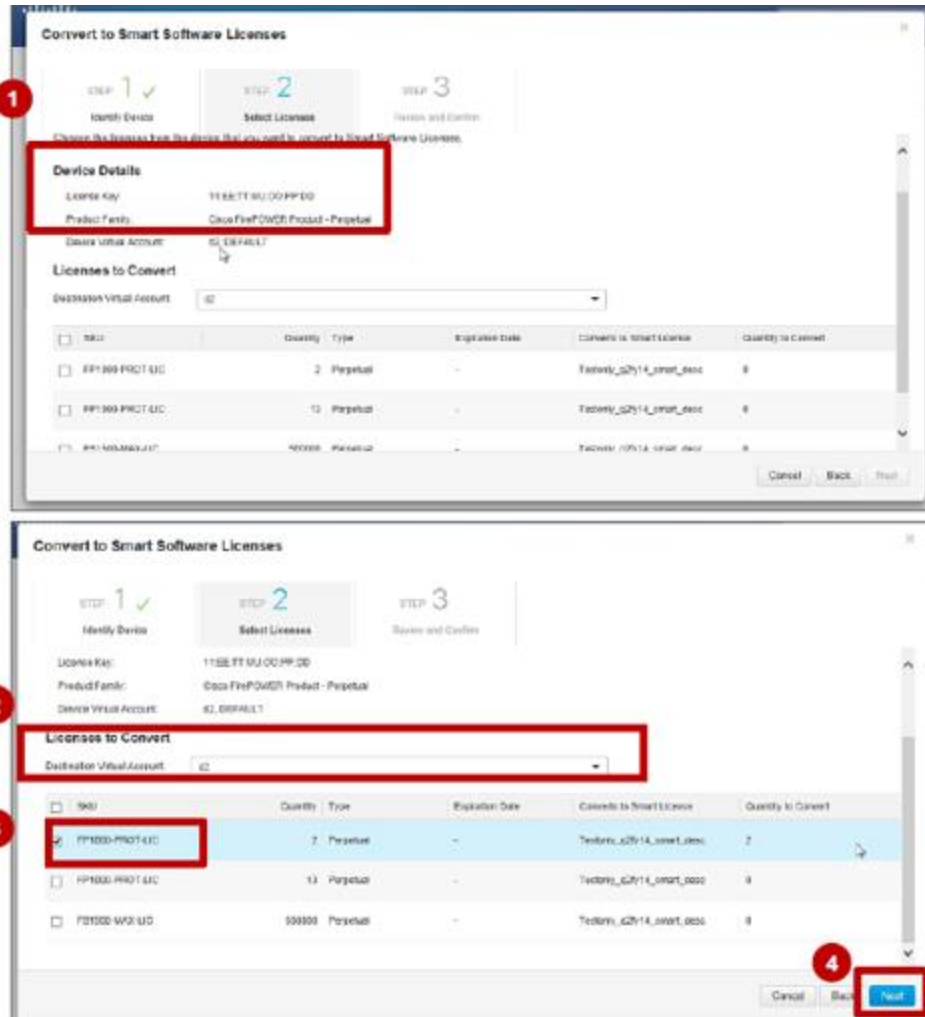


If no problems with the selected licenses you can, click **Select Licenses**.

## Step 2: Select Licenses

1. In the conversion pop-up, you will see the **License Key** and the **Product Family** selected, as well as the Virtual Account the device is in.
2. Select the destination **Virtual Account** from the drop down. Only Virtual Accounts you have access to will be displayed.
3. Select the license SKU you would like to convert.
4. Click **Next**.

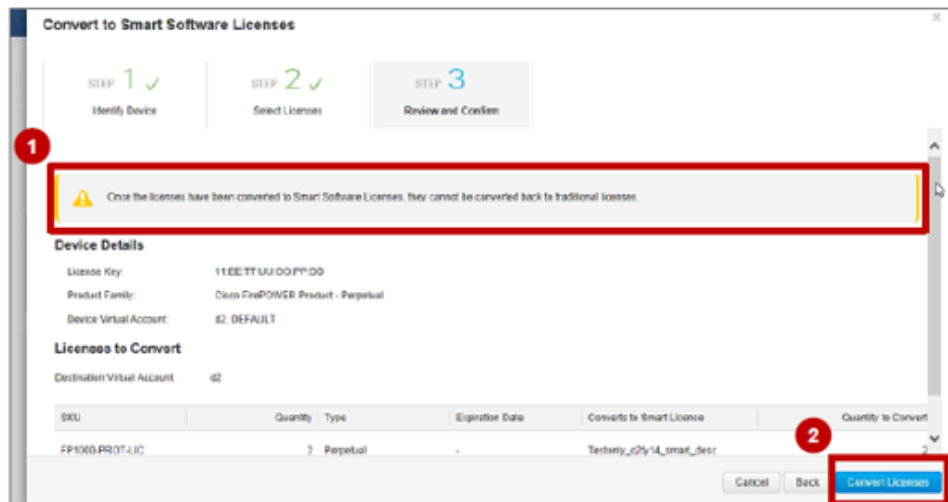
**NOTE:** On selecting the license, quantity will be displayed. If the license allows partial conversion, a text box will be displayed which can be edited.



### Step 3: Review and Confirm

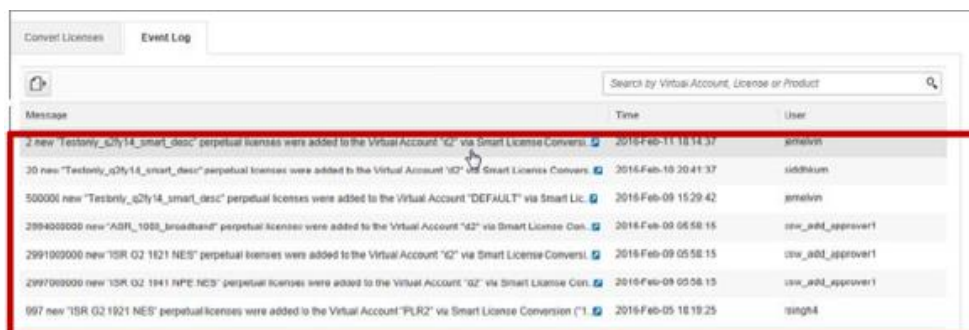
1. A warning message that once the license has been converted, they cannot be converted back.
2. Review your selections, click **Convert Licenses**.
3. You will get a **Licenses Converted** message.





## 6.2 Event log

In the Event Log tab, you can access the latest changes, including a message featuring change descriptions.



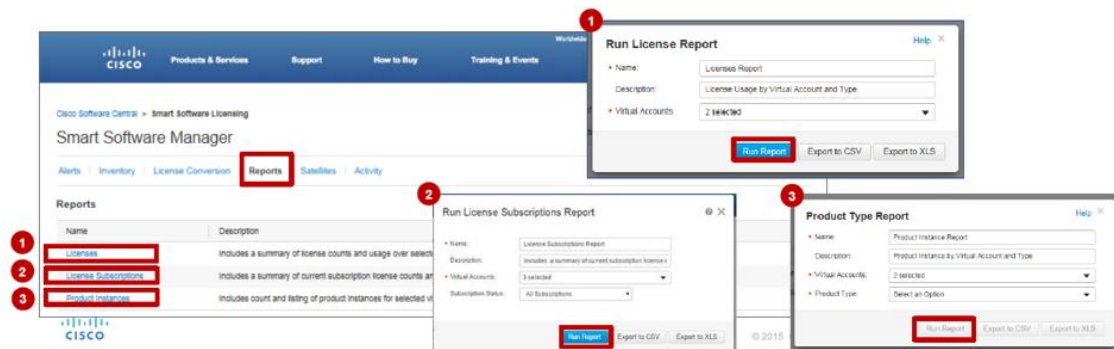


## 7.0 REPORTS

### 7.1 Licenses and Product Instance Details

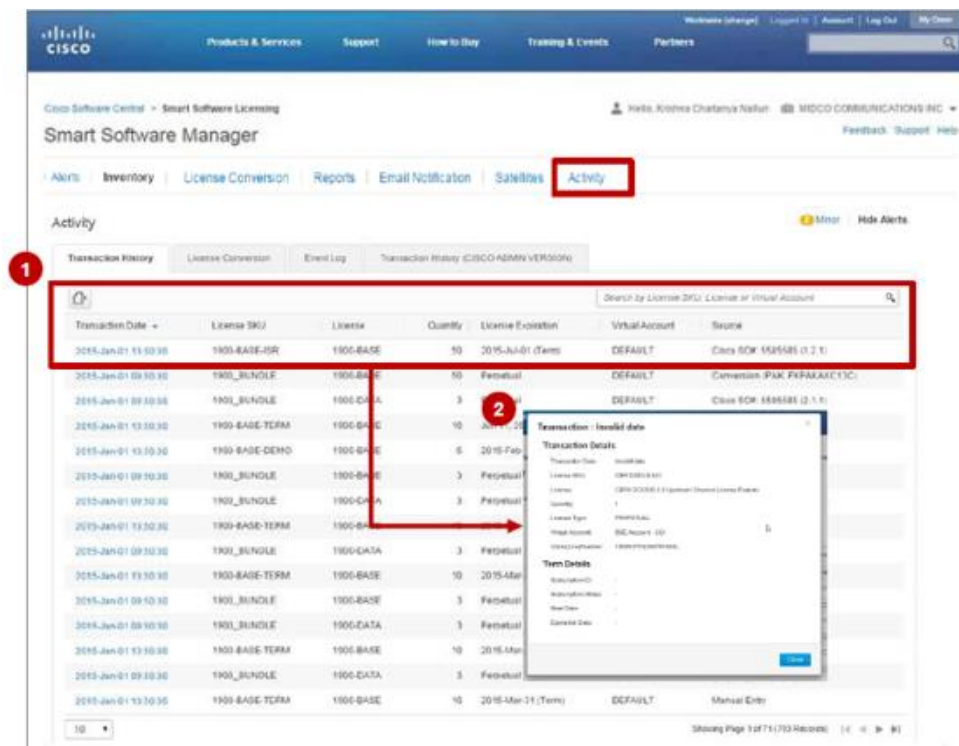
You can generate reports for selected Virtual Accounts, run reports in the tool (it will open in a web page of your browser), or export to CSV or XLS. Click on the report name (e.g. Licenses) to view the report customization pop-up and run the report.

1. The **License report** provides a summary of license count and usage.
2. The **License Subscription report** is a summary of current subscription license counts and usage.
3. The **Product Instance report** includes count and listing of product instances.



### 7.2 Holistic View of License Transactions

1. On the Activity page, in the Transaction History tab, view License Transactions and additional details.
2. You can click on the Transaction Date link to view Transaction Details and Term details.



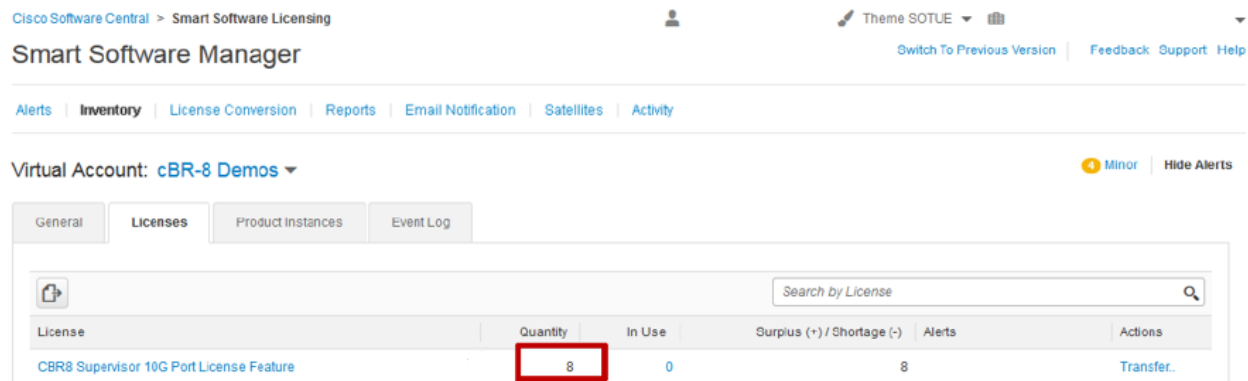
## Additional links

On all pages, there are links to provide Feedback, Support, or Help. See the Support section for additional contact information.

## 8.0 CONVERT CLASSIC LICENSES TO SMART LICENSES

### 8.1 View current total of Smart Licenses in SSM

Currently there are 8 Smart Licenses in SSM. Once Cisco converts classic licenses to Smart Licenses, more will be available in SSM.

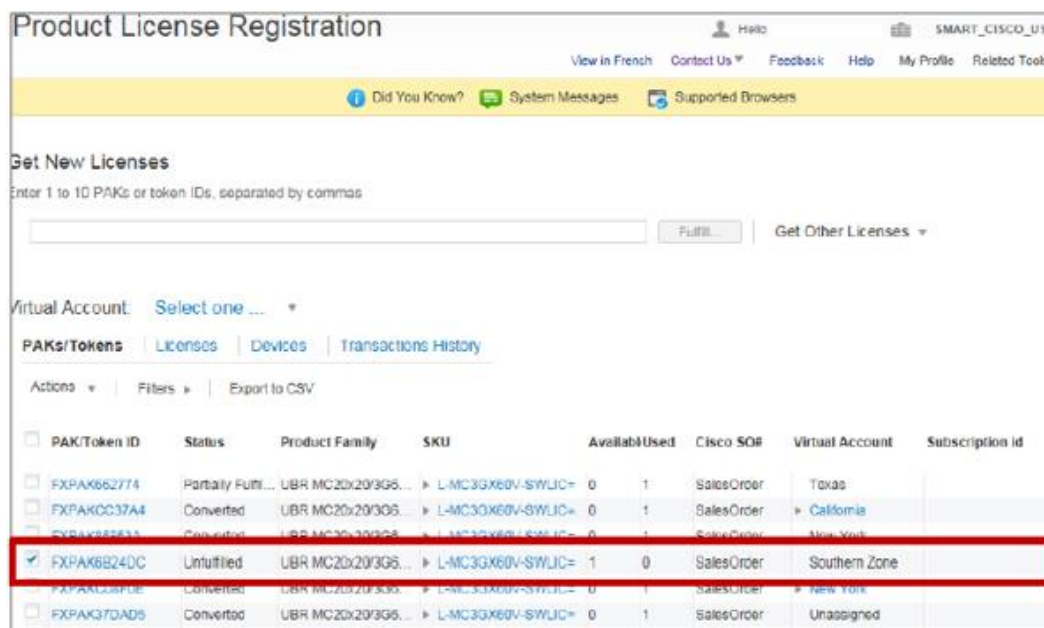


The screenshot shows the Cisco Software Central Smart Software Manager interface. The top navigation bar includes links for Alerts, Inventory, License Conversion, Reports, Email Notification, Satellites, and Activity. The main content area displays the 'Licenses' tab for the 'cBR-8 Demos' virtual account. A table lists the licenses, with the 'Quantity' column highlighted by a red box, showing a value of 8 for the 'CBR8 Supervisor 10G Port License Feature'.

License	Quantity	In Use	Surplus (+) / Shortage (-)	Alerts	Actions
CBR8 Supervisor 10G Port License Feature	8	0	8		<a href="#">Transfer...</a>

### 8.2 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 Product License Registration (LRP) interface. The top navigation bar includes links for View in French, Contact Us, Feedback, Help, My Profile, and Related Tools. The main content area displays the 'PAKs/Tokens' tab. A table lists the PAKs/Tokens, with the 'Availability' column highlighted by a red box, showing a value of 1 for the 'FXPAK6824DC' PAK.

PAK/Token ID	Status	Product Family	SKU	Availability	Used	Cisco SO#	Virtual Account	Subscription ID
FXPAK682774	Partially Fulfilled	UBR MC20x20/306...	L-MC30X60V-SWUC=	0	1	SalesOrder	Texas	
FXPAK0037A4	Converted	UBR MC20x20/306...	L-MC30X60V-SWUC=	0	1	SalesOrder	California	
FXPAK6824DC	Unfulfilled	UBR MC20x20/306...	L-MC30X60V-SWUC=	1	0	SalesOrder	Southern Zone	
FXPAK0037A4	Converted	UBR MC20x20/306...	L-MC30X60V-SWUC=	0	1	SalesOrder	New York	
FXPAK0037A4	Converted	UBR MC20x20/306...	L-MC30X60V-SWUC=	0	1	SalesOrder	Unassigned	

### 8.3 Convert to Smart Entitlements

Under **Actions** drop-down menu, click **Convert to Smart Entitlements**.

The screenshot shows the 'Product License Registration' interface. At the top, there's a header with 'Hello' and 'SMART\_CISCO\_US'. Below it, a navigation bar includes 'View in French', 'Contact Us', 'Feedback', 'Help', 'My Profile', and 'Related Tools'. A yellow banner contains 'Did You Know?', 'System Messages', and 'Supported Browsers'. The main section is titled 'Get New Licenses' with a subtext 'Enter 1 to 10 PAKs or token IDs, separated by commas' and a 'Fulfill...' button. Below this is a 'Virtual Account' dropdown set to 'Select one ...'. A tabbed interface shows 'PAKs/Tokens', 'Licenses', 'Devices', and 'Transactions History'. The 'PAKs/Tokens' tab is active, displaying a table with columns: 'Product Family', 'SKU', 'Availability', 'Used', 'Cisco SO#', 'Virtual Account', and 'Subscription id'. The 'Actions' dropdown menu is open, highlighting 'Convert to Smart Entitlements'. The table lists several PAKs, including 'FXPAK85653A', 'FXPAK8624DC', 'FXPAK888FOE', and 'FXPAK37DAD5', each with a 'Convert' checkbox and a 'Fulfill' button.

1. If you haven't yet assigned the licenses to a Smart Account/Virtual Account, you will be prompted to at this time.
2. Reselect the SKUs to be converted and select the quantity.
3. Click **Submit**.

The screenshot shows the 'Convert to Smart Entitlements' dialog box. It features a yellow information banner at the top with the following text: 'Once this PAK has been converted it cannot be used for future transactions.', 'Please note that existing licenses produced from these PAKs/Tokens will be automatically assigned to the selected Smart Account: FXPAK00B270', and 'Please select a Smart Account and Virtual Account before converting to Smart Licenses.' Below the banner, the 'Virtual Account' dropdown is set to 'PA1 TEST'. A table lists PAKs and SKUs for conversion. The first row is selected, showing 'FXPAK8624DC' and 'L-LIC-CT2504-5A' with a quantity of 8. The 'Quantity to Convert' field is set to 2. The 'Virtual Account' is 'SPRINT12'. At the bottom, there are 'Cancel' and 'Submit' buttons. A note on the right states: 'Note: The system asks for this confirmation since once these SKUs are converted, they cannot be used for future transactions in this tool. Instead, you can manage these licenses in SSM.'

You will receive a message that confirms that the SKU conversion has been successful.

## 8.4 View Status

1. The status of the license is now converted. You can view them as a record, but will need to manage them in SSM now.

**Product License Registration**

View in French | Contact Us | Feedback | Help | My Profile | Related Tools

Did You Know? | System Messages | Supported Browsers

**Get New Licenses**  
Enter 1 to 10 PAKs or token IDs, separated by commas

Virtual Account: Select one ...

PAKs/Tokens | Licenses | Devices | Transactions History

Actions | Filters | Export to CSV

PAK/Token ID	Status	Product Family	SKU	Availability	Used	Cisco SO#	Virtual Account	Subscription ID
FXPAK680774	Radically Con...	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	Texas	
FXPAKCC37A4	Converted	MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	California	
FXPAK685853A	Converted	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	New York	
FXPAK6824DC	Unfulfilled	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	1	0	SalesOrder	Southern Zone	
FXPAKCD8F0E	Converted	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	New York	
FXPAK37DAD5	Converted	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	Unassigned	
FXPAK0602E8	Converted	UER MC20x20/3G6...	L-MC3GX60V-SWLIC=	0	1	SalesOrder	Northern Zone	

## 8.5 Event Log

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

**Smart Software Manager**

Switch To Previous Version | Feedback | Support | Help

Alerts | Inventory | License Conversion | Reports | Email Notification | Satellites | Activity

Smart Account

Activity

License Transactions | **Event Log**

Search by Virtual Account, License or Product

Message	Time	User
The product instance "fmc.dcloud.cisco.com" in the Virtual Account "DEFAULT" connected and successfully renewed.	2015-Oct-31 00:16:45	System
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DEFAULT" due to DEVICE Migration.	2015-Oct-29 20:18:56	chuning
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DE...	2015-Oct-29 20:05:54	chuning

**Smart Software Manager**

Switch To Previous Version | Feedback | Support | Help

Alerts | Inventory | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: DEFAULT

General | Licenses | Product Instances | **Event Log**

Search by License or Product

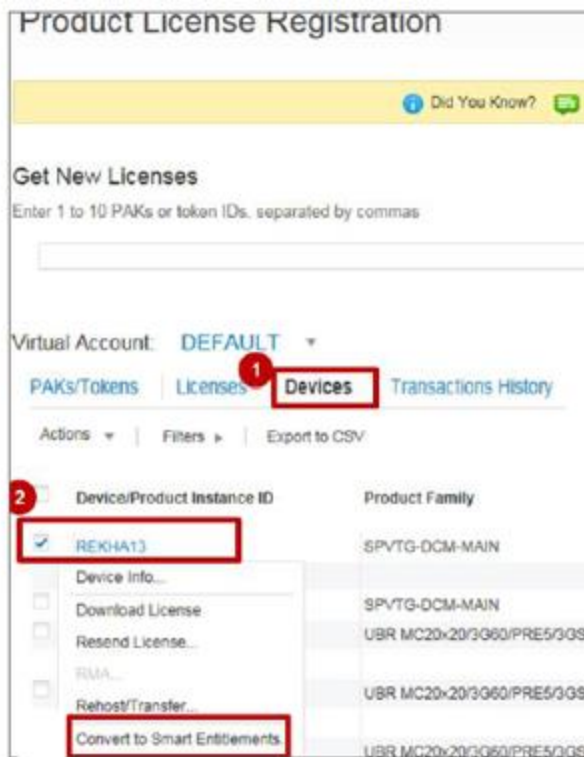
Message	Time	User
The product instance "fmc.dcloud.cisco.com" in the Virtual Account "DEFAULT" connected and successfully renewed.	2015-Oct-31 00:16:45	System
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DEFAULT" due to DEVICE Migration.	2015-Oct-29 20:18:56	chuning
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DEFAULT" due to PAK Migration("F...	2015-Oct-29 20:05:54	chuning

## 9.0 CONVERT LICENSE ON DEVICE TO SMART ENTITLEMENT

### 9.1 Convert a Device

To convert license already registered on a device to Smart License, go to the device tab.

1. Select the device(s) that contain the licenses you wish to migrate to Smart Entitlements.
2. Click the device or Actions dropdown, click Convert to Smart Entitlements.



NOTE: All or none. All licenses on the device must have Smart equivalent SKU available.

### 9.2 Partial Device Conversion

1. You can select a single device and perform partial device conversion.
2. Once the device has been selected, you can enter 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 Manage (SSM).

Virtual Account: **Convert to Smart Entitlements**

PAKs/Total: 4

Once these entitlements have been converted they will no longer appear in this portal.

Device ID: PRTK1000 , 1234567890S

Product Family: Cloud Services Router

Smart Account: TEST LRP ATT Account

Virtual Account: LRP test 1

SKU	Type	Term Date	Quantity Available	Quantity to Convert
<input checked="" type="checkbox"/> L-CSR-1G-APP-3Y=	Term/Subscription	04/05/2019	1	1
<input type="checkbox"/> L-CSR-2.5G-SEC-3Y=	Term/Subscription	04/06/2019	1	0

Cancel Submit

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

A confirmation page displayed. You will also receive an email notification that your licenses have been removed from the LRP and are deposited into your Smart Account.

### 9.3 Licenses available in SSM

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

Cisco Software Central > Smart Software Licensing

Smart Software Manager

Alerts | Inventory | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: esherwoo-ASAV

General | Licenses | **Product Instances** | Event Log

Name	Product Type
esherwoo-vISA	ASAHIGH
Branch1-ASA	ASAHIGH
asa-cic	ASAHIGH
esherwoo-vISA	ASAHIGH

Search by Name, Product Type

Smart Software Manager

Alerts | Inventory | License Conversion | Reports | Email Notification | Satellites | Activity

Virtual Account: DEFAULT

General | Licenses | Product Instances | **Event Log**

Virtual Account

Message

Message	Time	User
The product instance "fsmc.cloud.cisco.com" in the Virtual Account "DEFAULT" connected and successfully renewed.	2015-Oct-31 00:16:45	System
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DEFAULT" due to DEVICE Migratio...	2015-Oct-29 20:18:56	chuning
1 new "CSR 1KV SECURITY 100M" perpetual license was added to the Virtual Account "DEFAULT" due to PAK Migration("F...	2015-Oct-29 20:05:54	chuning

Search by License or Product

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



## 9.4 View Eligible Devices

In the Device 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 that there are licenses available for Smart conversion.

1. Click on **View eligible devices** to access a table displaying the appropriate information.

Get New Licenses

Enter 1 to 10 PAKs or token IDs, separated by commas

Virtual Account: **DEFAULT**

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

Add Device | Actions | Filters | Export to CSV

Column Filters | Apply | Clear All

Device/Product Instance ID	Product Family	Licensed Features	Used	Virtual Account
CISCO2811, 11223344551	800 Fixed	800tse_sku	1	DEFAULT
		MEM-8XX-512U1GB	1	
		800tse_sku1	1	

1 show 10 records

**Licenses Available for Smart Conversion** - One or more devices using traditional licenses can be converted to use Smart Software Licenses. [View eligible devices](#).

2. A pop-up will appear listing the licenses that available for smart conversion, select a device to begin the device conversion process.

**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.

Device/Product Instance ID	Product Family	Licensed Features	Used	Virtual Account
52472434c03304a805ea78e98	Cisco United Communications	UCM_Advanced	2	DEFAULT
58dcd98b1bc6770b86d025c8...	Cisco United Communications	UCM_Advanced	1	DEFAULT
CISCO2811, 11223344551	800 Fixed	800tse_sku	1	DEFAULT
		MEM-8XX-512U1GB	1	
		800tse_sku1	1	

Cancel Next

## 10.0 SUPPORT

For general registration help, visit [http://www.cisco.com/web/help/reg/general\\_reg.html](http://www.cisco.com/web/help/reg/general_reg.html)

For software licensing issues or questions, contact Cisco at:

- Email: [Licensing@cisco.com](mailto:Licensing@cisco.com) (include your CCOID in the email)
- Phone: 1-800-553-2447

Software licensing support hours are Monday to Friday, 8 a.m. to 5 p.m. (PT).