How can I find serial number associated with my product, in Cisco License Central (CLC)?

Introduction

This document in Cisco License Central explains how to locate your product’s serial number, understand its purpose, and interpret the related license information for managing your Cisco entitlements.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- The user accessing the Commercial Consumption View musthave at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on "Access CLC" under Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart

Account.

Step 4: Navigate to the left Menu bar and click on "Contracts & Subscriptions".

Step 5: Click on Contract & Subscription Inventory.

Step 6: Click on the Contract number/Subscription ID in the dashboard.

Step 7: Click on the Product Number.

Step 8: The Overview dashboard displays the Serial Number and Instance number.

Note: Internal users should open a case with the Licensing support team to resolve the customer view issue with the orders in License Central. There are no checks in place for internal users with a Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

For feedback on the content of this document, please submit here .

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.