How can I locate license alerts for my device, in License Central (LC)?

Introduction

This document explains how to locate license alerts for your device in License Central to identify and address potential licensing issues.

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 Cisco License Central must have 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 Cisco License Central 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 the "Devices" tab, and select "License Alerts” under Device Insights.

Result: Under License Alerts, along with number of Alerts, you can view Alert title, Affected devices and Virtual Account.

Step 5: Click on Alert Title to drill down for more details.

Note:

- You can also Export these details by clicking the “Export” button.
- CLC will have the below Alerts:

1.Reserved License Expired

2.Enabled usage but prepaid consumption

3.Inactive Subscription in Use

4.Enforced license unsupported for Usage

- 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 Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

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 following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) To help resolve.