Cisco Software: ELA Workspace

Customers and Partners
<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
<th>Role Description</th>
<th>Managing Application</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cisco Software: Capability Overview for Customers</strong></td>
<td>1 hour</td>
<td>• All Customer Roles involved with Smart Accounts as Admins and Users</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Cisco Software: Smart Account Setup and Administration for Customers</strong></td>
<td>1 hour</td>
<td>• All Customer Roles</td>
<td>Cisco Software Central (CSC)</td>
</tr>
<tr>
<td><strong>Cisco Software: Smart Licensing Management with Smart Accounts</strong></td>
<td>1 hour</td>
<td>• Software license and purchasing approver • License administration and management</td>
<td>Smart Software Manager (SSM)</td>
</tr>
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<td>License Registration Portal (LRP)</td>
</tr>
<tr>
<td><strong>Cisco Software: ELA Workspace</strong></td>
<td>1 hour</td>
<td>• Customer roles involved in Cisco Enterprise Agreement Management</td>
<td>ELA Workspace</td>
</tr>
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<td>Cisco Software: CCW Quoting and Ordering with Smart Accounts</td>
<td>1 hour</td>
<td>• Person placing orders • Person assigning order from holding account to customer smart account</td>
<td>Cisco Commerce Workspace (CCW)</td>
</tr>
<tr>
<td>Cisco Software: B2B Quoting and Ordering with Smart Accounts</td>
<td>1 hour</td>
<td>• Person placing orders • Person assigning order from holding account to customer smart account</td>
<td>Cisco Commerce Workspace (CCW) and B2B systems</td>
</tr>
<tr>
<td>Cisco Software: Cloud/ SaaS Quoting</td>
<td>0.5 hours</td>
<td>• Person creating quotes for Cloud/ SaaS</td>
<td>Cisco Commerce Workspace (CCW)</td>
</tr>
<tr>
<td>Cisco Software: Cloud/ SaaS Ordering</td>
<td>0.5 hours</td>
<td>• Person creating orders for Cloud/ SaaS</td>
<td>Cisco Commerce Workspace (CCW)</td>
</tr>
<tr>
<td>Cisco Software: Cloud/ SaaS Subscription Management</td>
<td>0.5 hours</td>
<td>• Person managing subscriptions</td>
<td>Cisco Commerce Workspace (CCW)</td>
</tr>
<tr>
<td>Cisco Software: Cloud/ SaaS Invoicing</td>
<td>0.5 hours</td>
<td>• Person managing invoices</td>
<td>Cisco Commerce Workspace (CCW)</td>
</tr>
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<td>1 hour</td>
<td>• Customers</td>
<td>ELA Workspace</td>
</tr>
</tbody>
</table>
Learn:

• Key capabilities and processes within the ELA Workspace
Agenda

1. Simplifying the Cisco Software Experience
2. ELA Workspace Overview
3. How Smart Accounts work with the ELA Workspace
4. Live demo on ELA Workspace
5. Support and useful resources
Simplifying the Cisco Software Experience
1. Pre-sales Simplicity

Thousands of SKUs simplified down to a few top-level offers
Dynamic configuration tool to easily choose/configure options

2. Billing Flexibility and Transparency

Ability to choose between pre-pay and monthly billing options
Usage and overage information clearly called out

3. Ongoing Ease of Doing Business

One tool for quoting, configuring, provisioning, ordering, and managing subscriptions
Retirement of legacy platforms

Software Operations Enablement
ELA Workspace Overview
ELA Workspace is an enterprise-wide software license management and provisioning tool

The Cisco Enterprise Agreement ELA Workspace:
- displays Cisco Enterprise Agreement license and usage information
- enables immediate self-service license download, provisioning, entitlement management and real-time consumption reporting

Benefits
- Automated Enterprise Agreement license fulfillment; faster and easier – No PAKs required
- Consumption data at your fingertips – updated in real-time
- Flexible reporting capabilities – screen display and exportable formats
- Smart Account user management for the ELA Workspace

Previously
- Generating licenses off of PAKs
- Limited visibility to EA entitlements
- Manual reports

Now
A new self-service ELA Workspace that provides immediate processing of your licensing requests, robust consumption reporting, easy cloud provisioning, and simplified device management
Key Features of the ELA Workspace

Self Service License Fulfillment
- View your ELA product entitlements at a glance
- Generate and fulfill license requests
- Access online inventory management features and past transactions
- Provisioning per Cisco Enterprise Agreement and device capacity
- Easy re-hosting
- View historical transactions and suites

Consumption Reporting
- View your license consumption by product in selectable formats
- Access programmed and customizable license consumption reports

Access Management
- Secure access
- Use Smart Accounts to manage access for other users

Device Management
- Add devices, license multiple devices at the same time, and review your device list
- Upgrade licenses
Key Features of the ELA Workspace
Operations enhanced by the ELA Workspace features

**Cisco Support**
- Support for Licensing Issues/Questions
- Customer Onboarding
- ELA Workspace Support

**ELA Licensing Workspace Features**
- Self Service License Fulfillment
- Consumption Reporting
- Access Management using Smart Accounts
How Smart Accounts work with the ELA Workspace
What is a Smart Account?

Smart Account is a new software licensing entity that serves as one central storage location of Cisco assets across the company.

Customer Smart Account

Account where software licenses are deposited and managed

Managed by customer directly, designated VAR or authorized party

- Account Approvers – Owner of account and enters/approves agreements with Cisco
- Account Administrators – manages users access and privileges
- Administrator of account can view and make changes to licenses, review logs, track purchases, etc.
Smart Accounts for Cisco Enterprise Agreement

ELA Workspace users need to set up a Smart Account to gain access to the portal.

The ELA Workspace has used Smart Accounts to act as the access point to the workspace. Users now have a separated view of Cisco Enterprise Agreements by product lines (e.g. Collab EAs in a “CiscoELA-Collaboration” Virtual Account) and can use the Smart Account to manage user access to the Workspace.

Benefits

- ELA Workspace users need to set up a Smart Account to gain access to the portal.
- Security
- EA
- EA
- EA Licenses placed in EA
- Specific VAs based on product line

Naming conventions for Virtual Accounts:
- CiscoELA-Security Virtual Account
- CiscoELA-Collaboration Virtual Account
- CiscoELA-CiscoONE Virtual Account
ELA Workspace and Smart Accounts

How to access and use your Enterprise Agreements through your Smart Account

1. Request and manage your Smart Account in the Administration tab in CSC
2. You can easily switch between Virtual Accounts by clicking on the drop down
3. When using the ELA Workspace, you see a single pane view of your licenses in the selected Virtual Account

Cisco Software Central (CSC)
Create and Manage Smart Accounts

For more information on ELA Workspace, check the ELA Workspace Training Guide

Please note that if the Customer would like a Partner to manage their Cisco Enterprise Agreements, they will have to add the Partner as a User or Administrator to their Smart or Virtual Account.
ELA Workspace and Smart Accounts
How a Customer can add a Partner User to their Smart Account

If the Customer would like a Partner to manage their Cisco Enterprise Agreements, they will have to add their Partner as a User or Administrator to their entire Smart Account or one specific Virtual Account.

1. Go to Cisco Software Central → Administration → Manage Smart Account → Users
2. Click on New User
3. You will 1) Identify the new user by Email or Cisco ID, 2) Select Roles and 3) Confirm by clicking Add User

The Customer can assign one of these roles to a Partner User: Smart Account Administrator, Virtual Account Administrator, Smart Account User, Virtual Account User. For more details, check this QRG: Assign a Partner to Manage your Smart Account
ELA Workspace Live Demo
Logging into Cisco Software Central (CSC)

Step by Step Instructions:

1. Go to the Cisco Software Central via software.cisco.com. If you already have a CCO ID, select Log In.

*Note: If you do not have a CCO ID, you may register for a Cisco Account.*
Logging into Cisco Software Central (CSC)

Step by Step Instructions:

1. Enter your User Name (this is also your CCO ID) and your password. Click Log In to proceed.
Accessing the ELA Licensing Workspace

Step by Step Instructions:

Upon logging in you will see the Cisco Software Central landing page. In order to access the ELA Licensing Workspace, go to the License section of the page and click on **Enterprise License Agreements**.
Navigating through ELA Tab

Step by Step Instructions:

1. Upon clicking Enterprise License Agreements on the CSC home page, you will be brought to this landing page.

2. You can select the Smart Account you wish to navigate to by clicking on the drop down.

3. Based on your Smart Account selection, you must then choose a Virtual Account:
   - For Security EA products, select the CiscoELA-Security Virtual Account
   - For Collaboration EA products, select the CiscoELA-Collaboration Virtual Account
   - For Cisco One, your products may be in the CiscoELA-CiscoONE Virtual Account or any other virtual account you specified at the time of order.

4. Upon selecting a Virtual Account, all suite and license related details will appear. Note that customers can also see their contract numbers appended in the Customer Suite Name.

If you are a Smart Account Administrator, Smart Licensing Administrator, or a Virtual Account Administrator for multiple Virtual Accounts, you MUST select a Virtual Account to proceed in the ELA tab.

If you are a Virtual Account Admin for only one Virtual Account, CiscoELA-Security, CiscoELA-Collaboration or CiscoELA-CiscoONE, you will by default see the Virtual Account that you are an Admin for.

It is strongly recommended that you create a Virtual Account titled “CiscoELA-CiscoONE” for your Cisco One EAs.
Navigating through ELA Tab

Step by Step Instructions:

5. You can view all license details in the suite by clicking the expand arrow button.

6. You can also perform various Actions.

7. You will be able to perform the following actions:
   - **Generate Licenses**: You will need to provide details to generate a license for the device.
   - **Request Provisioning**: You will need to provide details to request provisioning for a license for the device.
To begin, click on the Generate License icon.

Products that are enabled for both traditional and smart license will present the radio buttons and have "Traditional License" as the default option. To generate a Smart Licenses, select the Smart License radio button. If you do not have these hardware/software combinations listed on the screen, you must use traditional licensing.

If you have a smart enabled account and you need to create a new license please refer to the Central CC ELA and SSM Job Aid.
Users will receive a warning message once they reach 90-99% of their entitled quantity limit.

Additionally a user will receive one of the following messages requiring acknowledgement if they:

- Order more licenses than they are entitled to
- Generate a license in a suite outside of their ownership
- Add a device with pre-installed licenses to notify that these pre-installed licenses will count towards their consumption cap and may result in an increase in the growth metric beyond their consumption cap

Users will need to accept the message that they may be charged for the license on the True-Forward cycle.
Navigating through the ELA Tab – Generate Licenses

Scenario #1 – Generate License within Growth Allowance
• The license is requested and generated within the Customer’s Growth Allowance.
• The Customer can see the number of licenses they are entitled to and how many licenses have already been fulfilled.

Scenario #2 – Generate License at 90-99% of Growth Allowance
• The license requested and generated at 90-99% of the Growth Allowance.
• The Customer will display a warning message:
  You have reached 90% of your Growth allowance. If you exceed 100% of the licenses you are entitled to under your Cisco Enterprise Agreement, you will be required to pay for the additional licenses at the next true forward event.

Scenario #3 – Generate License exceeding Growth Allowance
• The license requested exceeds the Growth Allowance and will result in an additional purchase.
• Click-to-Accept for the Customer to acknowledge that additional charges may apply.
Request Provisioning: Once you click on Request Provisioning, a pop up will appear allowing you to provide details to ensure provisioning of the licensing.

Click Submit to proceed.

*Note: All provisioning forms are currently being updated to include Smart Account and Contract Number information details.
Navigating through ELA Tab

Step by Step Instructions:

**Request Activation:** Upon clicking on the Request Activation link, a pop up will appear allowing you to select the device and enter the desired quantity to generate licenses for the selected device.

Click **Review** to proceed.
Manage PLM PAK: Upon clicking on the Manage PLM PAK link, a pop up will appear guiding you through the e-fulfillment process. Copy the PLM PAK, and per the instructions shown, paste into the Prime License Manager.

This is an alternate method to generating licenses as shown in 7a & 7b for the PLM managed products.
In order to provide visibility to upcoming renewal opportunities, users will be able to view all suites under a Virtual Account or choose between Active Suites and Inactive Suites. Below are the suite status details:

a) Active Suites - within Enterprise Agreement term
b) Inactive Suites - outside of Enterprise Agreement term
   • Overdue suites - within 30-day grace period
   • Inactive suites - beyond 30-day grace period

A new Status column will also be added so that user can see the status of each suite.
Downloading Software Images

Step by Step Instructions:

1. To download software images, click on the **ELAs** tab.

2. A table with all the Enterprise Agreement suites will appear. Click the **Action** dropdown and select **Download Software Images** from the list of options, which will take you to where you can download software images. **Note that not all suites will have the option to download software images.**

3. To select the product for which you want to download a software image, either:
   - Click the **icon** under the **Download** column for a specific product
   - OR
   - Check the boxes next to each Product ID you wish to download and click the **Download** button. Note that the number in the **Download** button will correspond to the number of products you have selected.

Note: The browsers that are compatible for the downloads are: Edge, Firefox, Chrome, Safari – IE11 or below can be intermittent based on security settings.
After clicking the Download or Accept button, a confirmation message will appear, asking you to accept the End User License Agreement (EULA). After reviewing the EULA and agreeing to the conditions, click Accept. The download will not continue if you Decline.

Users will need to enable pop ups on their computers in order for this functionality to work. If your laptop blocks the download, a pop up message will appear asking you to ‘Try Again’, disable the pop up blocker and then try the download again.

If this your first time downloading a Software image, you will need to download the Akamai NetSession Interface download manager. Click on the here hyperlink to download the software. This will only appear if you have never downloaded a software image from Cisco.com.

After clicking Accept (and downloading the Akamai NetSession Interface download manager if necessary), the software image download(s) will begin.
As the software image download(s) are taking place, a popup will appear, allowing you to select a download folder for the software images. Only the latest image version is available.

To select a folder, click on one of the listed folders. To create a folder, click the **Make New Folder** button and create a new folder.

Click **OK** to add the downloads to the chosen folder.

After the downloads have been completed, clicking the icon will open the software image downloads in the selected folder from the previous step.
Navigating through ELA Tab

Step by Step Instructions:

If you only own one Enterprise Agreement suite and the suite expires, the suite will be displayed as inactive for 30 days after expiry. After 30 days, you will see the following error message:
Navigating through the Devices Tab

Step by Step Instructions:

1. Upon clicking the Devices tab, you will be able to view all device details relating to the selected Smart Account.

2. You can also edit the device name and description per your preference. You will need to click on Actions and then Edit Device. A pop-up will appear where you can provide the required device details.

3. Click Save to proceed.
Navigating through the Devices Tab

Step by Step Instructions:

You can also view applicable device Licenses and Features.

**Licenses:** Click on the license count and you will see a pop-up displaying License details for the product families.

**Features:** Similarly, upon clicking Features, a pop-up will appear displaying all Features details.
Navigating through the Devices Tab

Step by Step Instructions:
You can also add new devices by clicking on Add New Devices.

Upon clicking Add New Devices, a pop-up will appear allowing you to make a selection through the available options. Note that you can select multiple options to add devices. You will need to provide the necessary device details and click on Add Devices to proceed.

You can also import the device related details by clicking on the Import Devices button.

A message is displayed so that the customer can acknowledge that they are adding devices with pre-installed licenses that will count towards their license consumption counts.
Upgrading Licenses in the Devices tab

Step by Step Instructions:

You can also **Upgrade Licenses** directly in the ELA Workspace.

This new license upgrade functionality is available for:

1. **All PLM Products**
2. **Non-PLM Telepresence Conductor**
3. **Non-PLM Expressway**
4. **Non-PLM Telepresence Conductor**
5. **Non-PLM Video Communications Server**

**License Upgrade:** Click on the Action dropdown for the device you would like to upgrade, and click **License Upgrade**.

Click the license quantity in the **Available** column to specify which licenses you would like to upgrade.
Upgrading Licenses in the Devices tab

Step by Step Instructions:

You can also Upgrade Licenses directly in the ELA Workspace (cont.).

Select the New License Version from the dropdown and specify the Quantity to Upgrade. Click Save when done.

After clicking Save, we are returned to the License Upgrade screen. Notice your upgrades reflected in the Change(+-) column. If everything is accurate, click Review to proceed.
Upgrading Licenses in the Devices tab

Step by Step Instructions:

You can also Upgrade Licenses directly in the ELA Workspace (cont.).

Verify the changes you have made in the Review Changes section. Add in any Notes as desired, and specify the Send To and End User fields. Lastly, to complete the License Upgrade process, click Upgrade.
Upgrading Licenses in the Devices tab

Step by Step Instructions:

A confirmation pop-up will appear indicating successful license upgrade. This pop-up notes that license details have successfully been sent to the email ID associated with the license account.

The user must select Done to close the process.
Smart License Transactions

Step by Step Instructions:

1. This capability will enable customers to fulfill Smart licenses from the Cisco Enterprise Agreement. Smart license transactions that are performed from the ELA Workspace will appear in Cisco SSM under the **Licenses Tab** and the **Event Log**.

Note: if you would like further information regarding, please reference the **SSM Job Aid**.
Smart License Transactions: History

Step by Step Instructions:

1. Smart licenses transactions that are performed from the ELA Workspace will appear in the Cisco SSM transaction history table.
Smart License Transactions: Email Notification

Step by Step Instructions:

1. Anytime a license request is submitted in ELA Workspce, you will have the option to receive Daily Email Notifications for it.

<table>
<thead>
<tr>
<th>Cisco Smart Licensing Daily Event Summary - TestELADemo</th>
<th>Status at March 17, 2016 04:52 UTC - View Account</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Virtual Account: CiscoONE</strong></td>
<td></td>
</tr>
<tr>
<td>New Licenses (2)</td>
<td></td>
</tr>
<tr>
<td>10 new &quot;UCS-MDMGR-SERVER&quot; term licenses were added to the Virtual Account &quot;CiscoONE&quot; from the Customer Suite Name &quot;Test-DC&quot; (TRAN ID:TRAREQ:QIEEN2FT) - March 16, 2016</td>
<td></td>
</tr>
<tr>
<td>10 new &quot;UCS-MDMGR-SERVER&quot; term licenses were added to the Virtual Account &quot;CiscoONE&quot; from the Customer Suite Name &quot;Test-DC&quot; (TRAN ID:TRAREQ:QIEEN2FT) - March 09, 2016</td>
<td></td>
</tr>
<tr>
<td><strong>Virtual Account: DEFAULT</strong></td>
<td></td>
</tr>
<tr>
<td>Severity: Minor (1) - View in Smart Software Manager</td>
<td></td>
</tr>
<tr>
<td>Licenses Expiring - 20 &quot;Firepower 9300 ASA Security Context&quot; demo licenses in the Virtual Account DEFAULT are set to expire in ~2 days on Mar 17, 2016</td>
<td></td>
</tr>
<tr>
<td>New Licenses (3)</td>
<td></td>
</tr>
<tr>
<td>109 new &quot;Firepower 9300 ASA Security Context&quot; perpetual licenses were added to the Virtual Account &quot;DEFAULT&quot; - January 15, 2016</td>
<td></td>
</tr>
<tr>
<td>10 new &quot;Firepower 9300 ASA Security Context&quot; term licenses were added to the Virtual Account &quot;DEFAULT&quot; - January 15, 2016</td>
<td></td>
</tr>
<tr>
<td>20 new &quot;Firepower 9300 ASA Security Context&quot; demo licenses were added to the Virtual Account &quot;DEFAULT&quot; - January 15, 2016</td>
<td></td>
</tr>
<tr>
<td><strong>Virtual Account: SecurityFLA</strong></td>
<td></td>
</tr>
</tbody>
</table>
Navigating through the Transactions Tab

Step by Step Instructions:

1. You can view the status of your transactions by clicking on the **Transactions** tab. This will allow you to check transaction statuses on a Smart Account level to if your transactions are pending or have been processed.

2. Upon selecting a transaction ID, two options will appear.
   - **Resend**: Allows you to resend the license request by providing an email id.
   - **Download**: Allows you to download the license details.
Navigating through the Transactions tab

Step by Step Instructions:

3 If you would like to view the transaction details click on the **Actions** link.

4 Upon clicking on **View Details**, a pop up will appear with two tabs:

4a **Details**: This tab provides product and license related information. Note that this includes Suite name instead of Contract number.

4b **Transaction History**: This tab provides the history of transactions performed on the device. The user can now **Edit Notes**.
Navigating through the Provisioning Requests tab

Step by Step Instructions:

1. You will be able to see the provisioning details of a product along with the status of the provisioning request for the product on a Smart Account level by clicking the **Provisioning Requests** tab.

2. Upon clicking the **View Details** link, a pop up will appear allowing you to view customer and contact details.
Navigating through the Reports tab

Step by Step Instructions:

1. The **Reports tab** allows you to generate a report on a Smart Account level by selecting any of the following parameters:
   - **a. Suite Name**: You can also select the suite to generate the report for.
   - **b. Report type**: This functionality allows you to select the report type (e.g. by technology, devices etc.).
   - **c. Date Range**: You can select a defined date range e.g. last 30 days, 60 days etc. Note that you can also customize the date range.

2. Clicking **All Active Suites** will allow users to generate reports for all active suites within current virtual account.

3. If user selects **ELA Suite Duration** option then user will be able to generate reports for the entire Cisco Enterprise Agreement duration.

Reports can be generated for inactive suites by Cisco Admins and Support Users only.
EA Consumption Report

Step by Step Instructions:

1. An EA Consumption report option is now available in the Reports tab of the ELA Workspace and is only visible to EA users with Cisco Admin and/or EA support role and Customers and Partners with Smart Account Admin or Smart Account User Roles.

2. You can select the Virtual Account from the drop down for which you want to generate the report.

For consumption report, select “All Active Suites” from the Suite Name dropdown. Then select Consumption Report from the Report Type dropdown, specify the Date Range.

Presently, the Consumption Report will only be applicable to Cisco ONE EA 2.X (subscription-based) and Security 2.0 EAs.
EA Consumption Report (cont’d)

Step by Step Instructions:

Click the View button to display the level 1 Consumption Report, as shown in the bottom section of the screenshot. It is the high-level report based on suite consumption.

Note: Hover the mouse on the column headers to view the column description.

For each suite, the level 1 report lists values such as Suite Name, License Category, Total Initial Entitlement, Next True Forward Date, Total True Forward, Overage, Subscription Ref ID, and Days left until next True Forward.

Some points to note:

• The Subscription Ref ID is applicable when the suite is initiated through a Subscription Based Process order.

• The value for the Days left until next true forward will generally be the days left to the anniversary of the start date of the suite.

• If the consumption increases over the allowed entitlement, then Overage is triggered. You may hover the mouse over the warning icon to view the message.

Presently, the Consumption Report will only be applicable to Cisco ONE EA 2.X (subscription-based) and Security 2.0 EAs.
EA Consumption Report (cont’d)

Step by Step Instructions:

4 You can also expand the **suite** to go to the next level and view consumption against each **License Category**. It lists the different products that the suite supports. The level 2 report displays values for each License Category such as **Total Entitlement** and **Total Consumption**. Based on entitlement and consumption, value in the **Remaining Entitled** column is triggered. If consumption exceeds with respect to the entitlement, the value in Remaining Entitlement will appear as negative.

<table>
<thead>
<tr>
<th>Suite Category</th>
<th>Overage/Alerts</th>
<th>Counting Metric</th>
<th>ELA</th>
<th>Quantity</th>
<th>20% Growth Allowance</th>
<th>Total Initial Entitlement</th>
<th>Next True Forward Date</th>
<th>Days until next</th>
<th>Year 1</th>
<th>Year 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Controller (Foundation)</td>
<td>0</td>
<td>QUANTITY</td>
<td>11</td>
<td>3</td>
<td>14</td>
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<td></td>
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<tr>
<td>Mobility Services (Foundation)</td>
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<td></td>
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<td>Identity Services Engine (ISE)</td>
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<td></td>
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<tr>
<td>Prime Infrastructure</td>
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<td>QUANTITY</td>
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<td></td>
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<tr>
<td>Mobility Services (Advanced)</td>
<td>0</td>
<td>QUANTITY</td>
<td>12</td>
<td>3</td>
<td>15</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Step by Step Instructions:

5 Click the Export button to export a single suite or all suites to an Excel file. In this example, we have selected all the suites for export. Save and open the file to view the level 2 detailed license entitlement and consumption report.

6 The screenshot shows the level 2 report. The Excel file generated will have the same columns as that in the online View. Note: you would see value(s) in the Subscription ID column only if the suite was activated via the SBP order.

Presently, the Consumption Report will only be applicable to Cisco ONE EA 2.X (subscription-based) and Security 2.0 EAs.
There is also a level 3 display of the report, which is a drilldown version of each Billing SKU.

Click the View Details button on the top. You can now select multiple suites.
EA Consumption Report (cont’d)

Step by Step Instructions:

8. The screenshot shows the **level 3 report for more than one suite**. This report shows values corresponding to each license category and billing SKU.

9. You can also **generate an Excel file for a level 3 report by clicking the Export button on the top of the report**. This would include more details with respect to Billing SKU.

10. The screenshot shows the **xls displaying the detailed level 3 report**.

**Note:** If you’re only looking at the information for one suite, you will see specific suite details at the top.
Navigating through the Preferences tab

Step by Step Instructions:

1. Upon clicking the Preferences tab, you will be able to customize how you view details within the ELA Workspace.

2. **End Users and Email Contacts:** This part of the page allows you to create a list of contacts and end users.

   ![Diagram](image-url)
Navigating through the Preferences tab: End User Creation

Step by Step Instructions:

2a  End Users and Email Contacts (cont’d):
Upon clicking the expand button, you will be able to enter details which are required for record creation.

2b  Click this check box to ensure that the person you are adding is included as an End User.
Navigating through the Help tab

Step by Step Instructions:

1. For ease of use and finding general information, the Help tab can be accessed. There is a navigation list on the left of the page for users to navigate between general ELA help content and product specific content. Additionally, there is a video selection in this navigation list that brings up videos organized into general basic video tutorials and product specific video tutorials.

The left navigation bar includes a "Release Notes" section and "User Guides / FAQ" section with the existing resources that are bucketed.
Navigating through the Help tab

Step by Step Instructions:

A new product specific help section for C1 is being added to the ELA Workspace help Page. The Cisco ONE Product help section will have a new drop down selector to select a specific C1 suite and then a new search section to search for license levels and supported models for that particular suite.
Navigating through the Help tab

**Step by Step Instructions:**

1. There is a new E2E training link in the Collaboration product section of the ELA Workspace help section.

   Clicking on the "End-to-End Training Guide" link will open a separate browser window to the training site.
Navigating through the Customer Support tab

Step by Step Instructions:

If you are in need of Cisco Enterprise Agreement Support, you will be able to find the necessary contact information in the Customer Support tab. Here you will also find the Suite Name information at a Smart Account level and Contract Information, which you will need when you call for Technical Support as well.
Support and useful resources
**ELA Workspace Support**

- For Collaboration EA Support, contact **EA Collaboration Operations** (collab-ela-support@cisco.com)
- For Security EA questions, contact **EA Security Operations** (secela-ops@cisco.com)
- For Cisco One EA questions, contact **EA Cisco One Operations** (ciscoone-ela-support@cisco.com)
- For ELA Workspace access or Smart Account questions, contact **Global Licensing Operations** (licensing@cisco.com)
- For Technical Support questions contact Cisco TAC at:
  - +1-800-553-2447.
Next Steps and Additional Resources

• Verify you have added the necessary Licensing users to your Smart Account
• Begin utilizing the ELA Licensing Workspace for all of your licensing needs!

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## Version History (October 2017)

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