Getting Started
Holding Licenses

? **How do I set up a Holding Account when purchasing a Cisco® Smart License? I want to make sure that someone else in my company has access.**

✅ Follow these steps to create a Holding Account.

? **If someone else within our company purchased our Cisco Smart License, how do I obtain access and begin using it?**

✅ First, create a Smart Account. Then, ask the person who purchased the license to transfer it from the Holding Account to your new Smart Account.

? **What if our Cisco Smart License wasn't placed into a Holding Account upon purchase?**

✅ If the license wasn't added to a Holding Account at the time of purchase, email the TAC Smart Licensing Team (licensing@cisco.com) to have the license transferred to your Smart Account.

Smart Accounts

What is a Smart Account?

A Cisco Smart Account gives you full visibility into all Cisco software assets at your company, including how they're used. It also enables you to easily manage and control your licenses. Think of it like an online bank account where you can view, store and manage your Cisco software assets.

Why should I set up a Smart Account?

We recommend setting up your Smart Account before your Cisco Next-Generation Firewall deployment because:

- Some licenses are mandatory for enabling feature configuration on the Cisco Firepower® Threat Defense (FTD) device.
- The Export Controlled feature is enabled in the evaluation license, which prevents you from using the VPN functionality.

What is the Export Controlled feature for the licensing on Cisco Firepower Management Center (FMC)?

Cisco products are controlled under the U.S. Export Administration Regulations and Wassenaar Arrangement as telecommunications or networking equipment. Although most Cisco products are subject to antiterrorism controls, some items contain cryptographic features designed to prevent unauthorized access to network management functions and user data. Read more about the Export Controlled feature.

How do I set up a Cisco Smart Account and ensure that others in my company have access?

A Cisco Smart Account is now required when you buy a Cisco Smart License. And, you only need one. Employees can be added to the license. Follow these steps to create a Cisco Smart Account. Then, use this info to add people to the account.

How can I find out if I have Smart Licenses available to me that I might not know about, such as Threat, URL Filtering, or Malware Licenses?

That's the beauty of a Smart Account. You'll be able to see all your owned software licenses companywide. This cuts down on confusing and time-consuming communications between procurement and other members in your IT department.

I have access to a Threat license from our Cisco Smart Account. What are the benefits?

With a Cisco Smart Threat license you have access to the Cisco Next-Generation Intrusion Prevention System (NGIPS), which combines superior visibility with embedded security intelligence and automated analysis. With NGIPS, you can see and correlate extensive amounts of event data within your Next-Generation Firewall management console.

I have access to a URL Filtering license from our Cisco Smart Account. What are the benefits?

With a Cisco Smart URL Filtering license you can see alerts and control suspect web traffic. You'll also be able to enforce policies on millions of URLs in more than 80 categories, restrict access to objectionable websites, and reduce your attack surface.

I have access to a Malware license from our Cisco Smart Account. What are the benefits?

With Cisco Smart Malware license you can track, contain, and block the progression of network-based advanced malware, zero-day attacks, and persistent threats. The license helps you find hidden malware in your environment with Advanced Malware Protection. Plus, you benefit from advanced threat intelligence along with static and dynamic malware analysis with Cisco Threat Grid.

Smart Licenses

Are there default features that come standard with my Cisco Next-Generation Firewall product?

Without having a Smart Software License enabled, you can still configure basic user and application control, switching and routing, and Network Address Translation (NAT).

If someone else within our company purchased our Cisco Smart License, how do I obtain access and begin using it?

Follow these steps to request access to your company's Smart Account:

- Log into software.cisco.com in the **Administration** section of the portal.
- Click **Request Access to an Existing Smart Account.**
- Enter your company's Internet domain address in the search box and click **Submit.**

Next, email your company's account administrator and let them know your role and what level of access you need. Your admin will then add you to the account.

What if no one responds to my request to be added to the Cisco Smart License?

Open a case with licensing@cisco.com and ask to be manually added to the account.

What if our Cisco Smart License wasn't placed into our company's Smart Account after purchase?

If the license wasn't added to your company's Smart Account after purchase, email licensing@cisco.com to have the license transferred to your Smart Account.

Where can I learn more about using a new Smart Account?

You can watch a series of short video courses to get up to speed:

- Smart Licensing Overview
- Cisco Smart Software Manager Quick Tour
- How to Convert PAK Licenses to Smart Licenses

Is the Smart Licensing Permanent License Reservation (PLR) available for FTD devices?

No. PLR is not currently supported. Here is the enhancement tracking that feature.

Where can I find more information on Smart Licensing for Cisco Adaptive Security Appliance (ASA), Cisco Adaptive Security Virtual Appliance (ASAv), and Cisco Firepower devices?

Access the Cisco ASA Series General Operations CLI Configuration Guide for more information.

Troubleshooting

Compliance Issues

What causes my device to be out of compliance?

Your device can become out of compliance in the following circumstances:

- Overutilization: Your device uses unavailable licenses.
- License expiration: A time-based license has expired.
- Lack of communication: The device cannot call home for reauthorization.

How can I check to see if my account is in, or approaching, an out-of-compliance state?

Sign up for notifications from your Smart Account so that you're alerted when an item is nearing expiration or being out of compliance.

In an out-of-compliance state, the device will be limited in some way, depending on the application.

The ASAv will be severely rate-limited until you are able to reauthorize it. With ASA on the Cisco Firepower 4100 or 9300 chassis, you will not be able to make configuration changes to features requiring special licenses, but operation is otherwise unaffected.

What happens to the Strong Encryption License (3DES/AES) if the device is unable to access the Internet for an extended period of 180 days (for example, during the 90-day authorization period and 90-day grace period)?

You will still be able to change the policies on the Cisco ASA device, but you will not be able to use any of the features that access the Strong Encryption License, such as SSL, VPN, and ASDM.

What happens to the device configuration management and traffic if the Cisco FMC is not able to access the Internet for an extended period of 180 days (for example, during the 90-day authorization period and 90-day grace period)?

You will still be able to deploy the policies, and the traffic in the environment will not be affected, but you will not be able to use the features (referred to in the Access Control Policy) that are enabled using specific feature licenses.

Have more Smart Licensing questions?
Post them to the Cisco Security Community. A Cisco expert or one of your peers will respond with answers.