

Cisco Licensing Experience & Operations

> *Driving a quality licensing experience across the lifecycle*

March 2026 Release Newsletter for Customers & Partners



This month, we encourage you to try out the new features you have available to you and prepare for what we plan to deliver next!

Smart Account Transformation in Cisco License Central From Purchase to Provisioning: A Faster, More Transparent Way to Manage Your Entitlements

When customers invest in Cisco hardware, software, or SaaS, putting it to work quickly is important. This has been the focus of our journey to transform Smart Account management. We introduced several enhancements in February which remove administrative bottlenecks and allow customers to use their technology investments as soon as possible:

Smart Account creation

Customers (and partners who manage Smart Accounts on a customer's behalf) have visibility to a complete list of Smart Accounts linked to their company domain, and either request access to an existing Smart Account or create a new one. In both scenarios, clear steps and real-time status updates make Smart Account onboarding more efficient than before. Similarly, the approval process for Smart Account Admins is simple and straightforward – they receive the request via email and can easily review, approve, decline or forward to another admin for approval.

[>How to Video for Customers](#)

[>How to Video for Partners](#)

Order visibility and Smart Account assignment

Order lines are now fully visible in the Order Inventory tab. You can track order status and—most importantly—assign Smart Accounts to your orders yourself. This removes the dependency on Cisco support, giving you the freedom to use your licenses immediately after shipment.

[>How to Video](#)

New roles to expand Smart Account assignment privileges

For customers who opt to let a partner assign Smart Accounts to orders on their behalf, these assignments can be made by newly assigned Partner Order Fulfillment

Managers. These are individuals from partner organizations who can assign Smart Accounts to an order on the customer's behalf immediately after booking. This new role has been assigned 1,600+ times already, making the fulfillment process faster and more accurate.

[>Guide: How to assign OFM in PSS Tool](#)

Redesigned email notifications

Cisco License Central is now the home for all Smart Account notification email formats and preference settings. Users can manage alerts for access and subdomain requests through a new dedicated section using simple checkboxes. These improved emails will now include direct action links and easy unsubscribe options, making account management simpler and more intuitive while keeping your existing preferences intact. Notifications from other systems will discontinue.

[>How to Video](#)

[>Learn more about each enhancement here](#)

Get Ready: Smart Account Links Will Redirect to Cisco License Central in May

Starting in May, all links to initiate Smart Account creation and manage Smart Accounts will redirect from Cisco Software Central to Cisco License Central. We're making this change to keep everything in one place and make managing Smart Accounts easier for customers and partners.

When this change takes effect, standard account management tasks, such as managing account properties, creating Smart Accounts, or requesting access, will be routed directly to the corresponding page within Cisco License Central.

Prepare now for a smooth transition in May! We encourage you to explore Cisco License Central, register for training and keep reading this newsletter.

[Follow along for updates here](#)

License Management

Bringing Modern Efficiency to Air-Gapped and Secure Environments

License Reservation Management has been incorporated into Cisco License Central, consolidating new, user-driven features into a streamlined flow to eliminate manual, error-prone steps and making it easier to manage licenses for devices that cannot connect directly to the internet.

[Get the full details here](#)

Ask Licensing

Transforming Licensing Support with AI-Powered Assistance and Enhanced Features

The Ask Licensing platform has advanced from a reactive, generative AI, to the goal-oriented Agentic ecosystem. Agentic bridges the gap between knowing and executing, thus transforming Ask Licensing from a tool which responds to prompts into a collaborative partner that can pursue multi-step execution.

[>Read about it here](#)

Cisco License On-Prem

March and April Webinars Will Unveil the Next Generation Experience

Cisco will shift from the current On-Prem server to an updated and modernized Cisco License On-Prem (CLP) platform this June. The redesign and relaunch of our On-Prem solution is a key part of the Licensing Simplification Program, which aims to unify the user experience across all Cisco licensing systems. If your organization is working in high-security or air-gapped locations, this transition provides you with a modern, cloud-like interface while keeping data local.

Register for one of our webinars where we will showcase the latest enhancements and features of the current On-Prem solution and give you an early look at the refreshed experience before the release in June.

[>Register now for Webinar sessions](#)

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