

In License Central, how can I find out how many devices in my Account?

Introduction

This document outlines a step-by-step process for finding the count of all devices in your smart account and accessing all device information in Cisco License Central.

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 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 CLC” under the 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 "Overview".

Step 5: Under the “Device Coverage” Tab, see your “Total devices”.

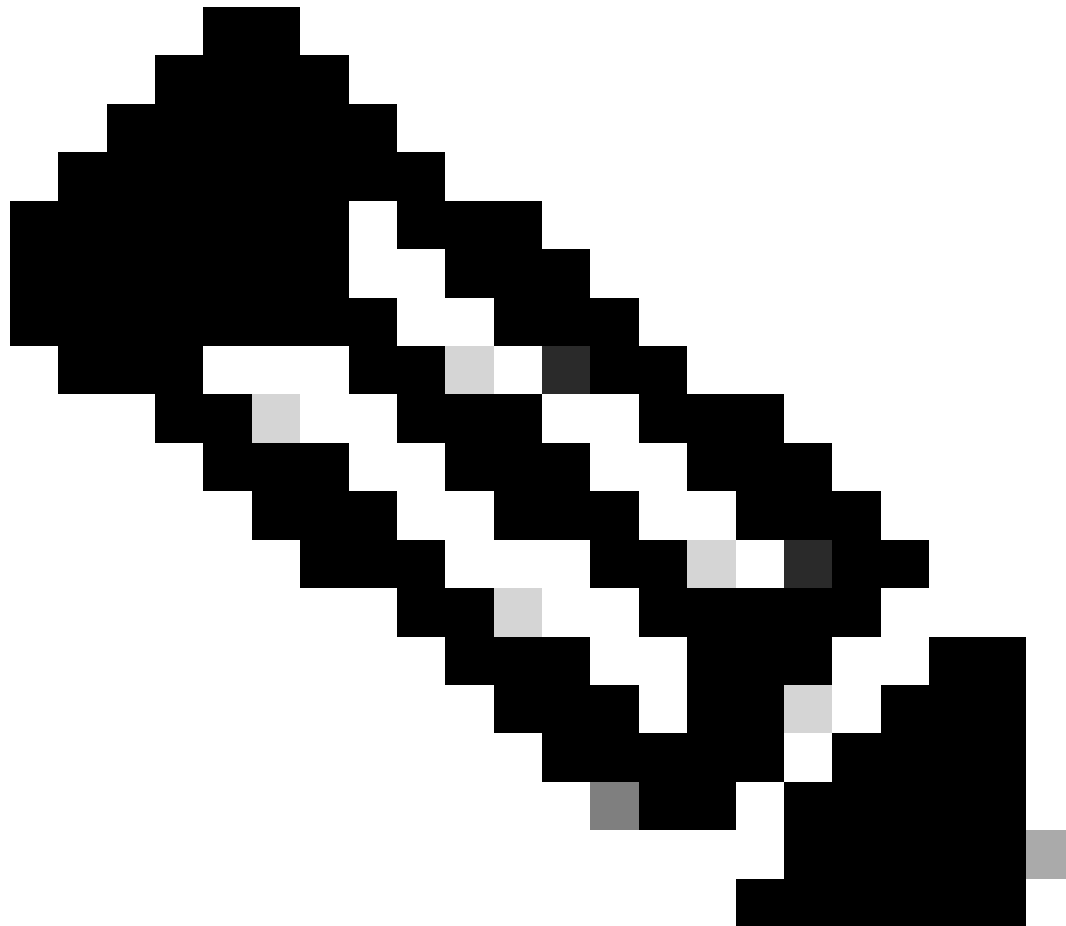
Step 6: You can view the data from the view by drop-down menu based on your preferences for Architecture or Country.

Step 7: For additional information, see “License expirations within 12 months”, “Products with contract & Subscription and dates within 90 days”, “Device Last Date of Support (LDoS) within 12 months”, “Device service coverage and dates within 90 days”

Step 8: To get more information on “Passed Last Date of Support”, go to “Devices” and select "Device Inventory". You can see the results in “Last Date of Support”. Device details will be shown below the

dashboard.

Step 9: You can also drill down on the available data using the available Filters.



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 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.