# How can I download license policy for my device in, Cisco License Central (CLC)?

## Introduction

This document explains how to download license policy for the device in Cisco License Central (CLC).

## 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
- Access to the smart account in which the device exists
- The user accessing License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin

## 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 the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to find it.

Step 4: Navigate to the left menu bar, click on the *Account Management* tab, then click on *License Settings* under *Settings.*

Step 5: Select the Virtual accounts from drop down to select which Virtual accounts should be enabled for the License Policy.

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✎    **Note**: This step can be performed only by Smart Account Admin.

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Step 6: Navigate to the left menu bar, click the *Devices* tab, then select *Device Inventory* under Devices.

**Step Results:** The dashboard provides a consolidated view of all the devices associated with the Smart Account.

Step 7: Click on *Filters*, under *Device Insights,* select the checkbox for *Devices with custom license policies.*

Step 8: Use the search bar to locate the device by *Device identifier, Product number, Device name,* etc.

Step 9: Select the device, then in the rightmost column, click the 3 dots.

Step 10: Select the option *Download license policy* from the drop-down list.

**Step Results:** The license policy will be downloaded to your local drive.

# 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](https://www.cisco.com/go/scm)) to help resolve.