

How can I view the Service Coverage information about my Buying Program (BP) suites, in License Central (LC)?

Introduction

This document provides detailed insights into Service Coverage related to the Buying Program, in 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.
- Access to SA/VA is needed.
- Active Enterprise Agreement (EA) Suite.
- Contracts & Subscriptions.

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 search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "**Contracts & Subscriptions**" tab and click on "**Overview**"

Step 5: There are two ways to navigate to the "Service Coverage" card.

- a. Navigate using the left Menu bar and click on the "**Contracts & Subscriptions**" tab and click on "**Service Coverage**".
- b. Navigate to the left Menu bar and click on the "**Contracts & Subscriptions**" tab and click on "**Overview**". Click '**Services**' under '**Active suites in the agreement**' and then choose any portfolio. Then click on "**View service coverage**".

Step 6: There are three cards present under '**Service Coverage**' page.

- a. **Services Suites by portfolio card** shows the portfolios along with the respective Services suite and Covered assets counts.

b. **Covered assets card** shows the total number of devices that are covered along with what is Paid vs. Unpaid. You can interact with the card and apply a filter to the table.

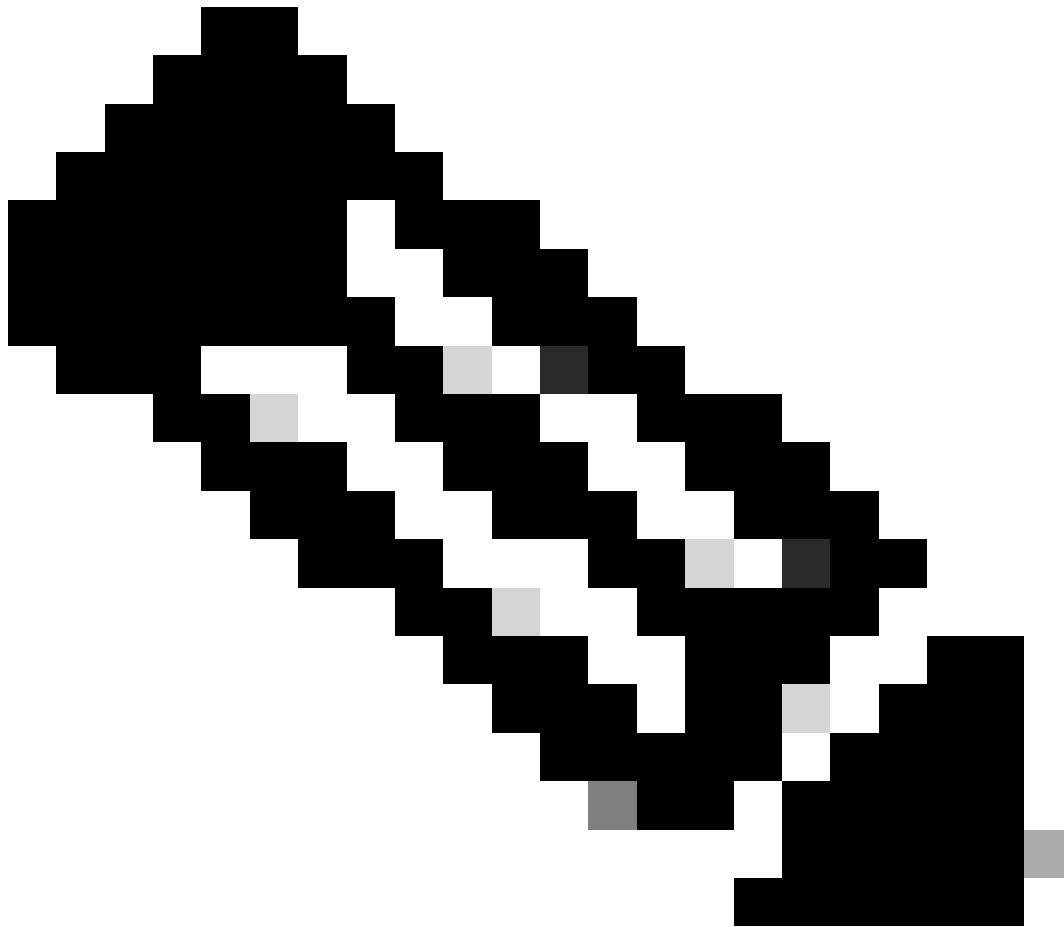
c. **Device changes by suites card** shows the device counts that were added and removed. You can interact with the card and apply a filter to the table.

d. **Table view:** you can search/filter against any columns in the table. The table would have column attributes like Product Number, Product Description, Device Identifier, Item Type, Product Family, Service Level, and Contract Number.

d.1. You can search your assets by selecting available suites above the table and next to the search table below the covered assets page.

d.2. On the right-hand side, by clicking the gear icon button, you can create your own table by using by Select or Deselect, to show or hide columns. Reorder columns by dragging up and down. Use the pin button to pin or unpin a column to the left.

d.3. You can select the product number by clicking the checkbox on the left-hand side and can click on the filter and select the Export to Excel or Export to CSV. Currently, when you click on the product number checkbox, it displays only the 1st 10 products. If you select '**all**', then it will select all and Export to Excel or Export to CSV.



Note: Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent 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 action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve.