

# How to Verify That a Smart License Is Deposited to a Smart Account

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## Introduction

This article describes the process of verifying that a Smart license is deposited to a Smart account.

## Prerequisites

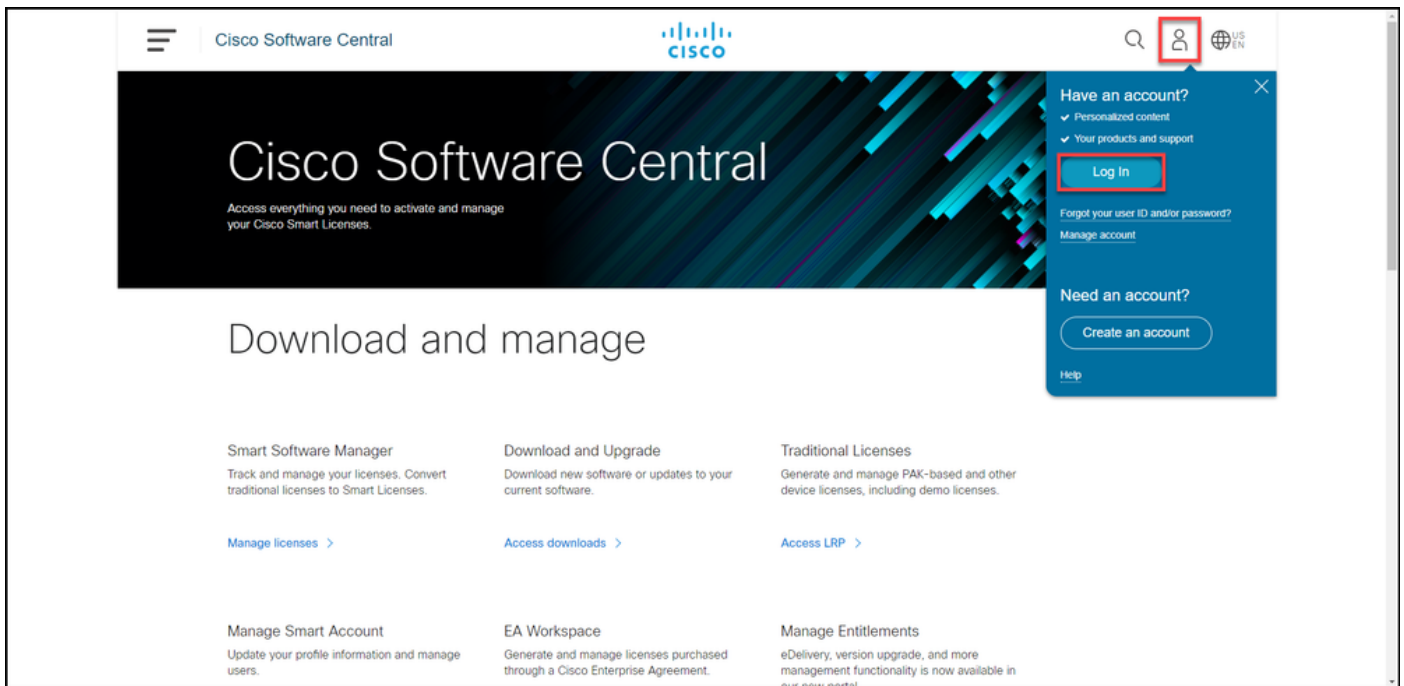
Before you start, ensure that you have the following data at your disposal:

- [Active Cisco.com account](#)
- [User or Admin access to Smart Account](#)
- [Sales order](#)

## Verifying That a Smart License Is Deposited to a Smart Account

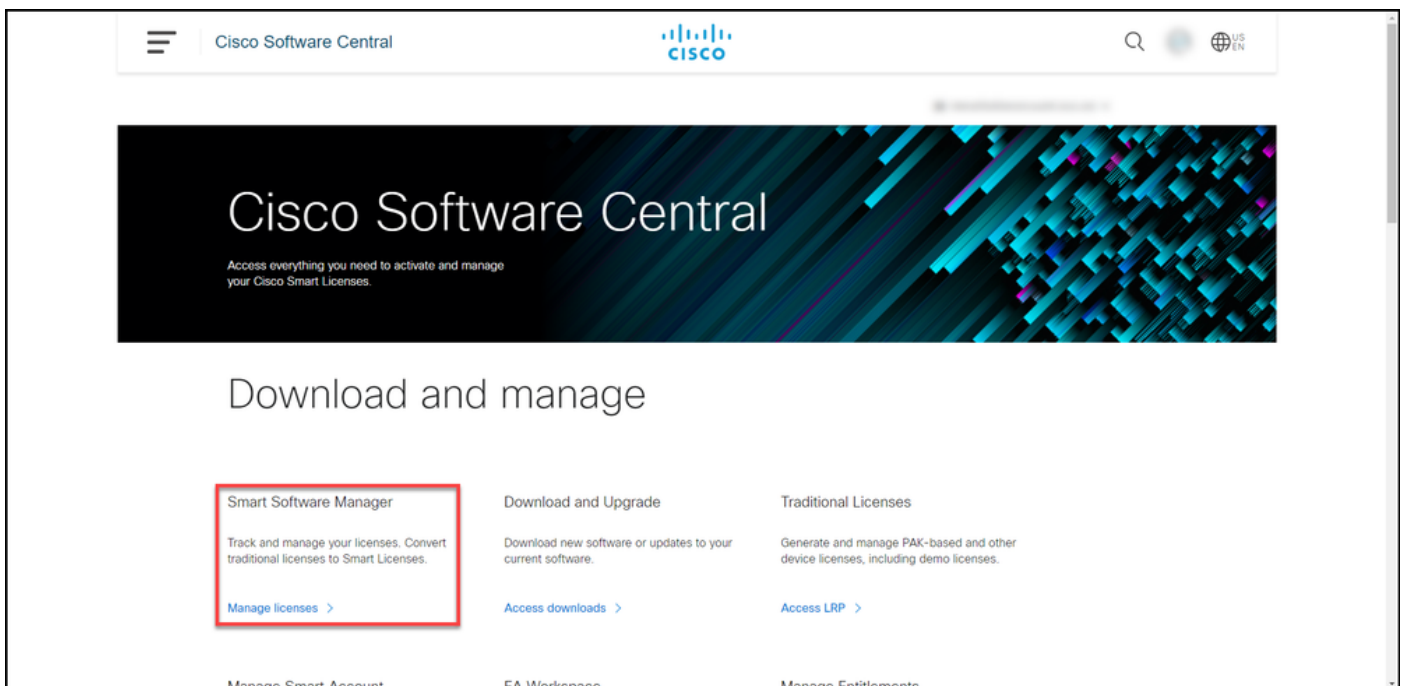
### Step 1:

Go to [Cisco Software Central](#) and log in with your Cisco.com account.



## Step 2:

In the **Smart Software Manager** section, click **Manage licenses**.



## Step 3:

On the menu bar, click **Activity**. On the **License Transactions** tab, in the search bar, enter the [sales order number which you associated to a Smart Account](#), and then press **Enter** or click the magnifying glass icon.

**Step result:** The system displays results that match the search criteria which is also a verification that the Smart license is deposited to your Smart Account.

**Note:** If the system displays no results for that specific sales order, then you should [search for the sales order on the Convert to Smart Licensing tab](#) since you may have ordered a

Hybrid license.

The screenshot shows the Cisco Software Central interface. The top navigation bar includes the Cisco logo and a search icon. The main header is "Cisco Software Central" with a sub-header "Smart Software Licensing". The "Activity" tab is selected, and the "License Transactions" sub-tab is active. A table lists license transactions with columns: Transaction Date, License SKU, License, Quantity, License Expiration, Virtual Account, and Source. The first row shows a transaction for "AP Perpetual" with a quantity of 20. The "Transaction Date" column contains hyperlinks for each transaction.

Transaction Date	License SKU	License	Quantity	License Expiration	Virtual Account	Source
2021		AP Perpetual	20			Manual Entry
2021		Aironet DNA A	20			Manual Entry
2021		Cisco Express	50			Manual Entry
2021		UC Manager T	50			Manual Entry
2021		UC Manager T	50			Manual Entry
2021		UC Manager	50			Manual Entry
2021		UC Manager T	50			Manual Entry
2021		UC Manager T	50			Manual Entry
2021		UC Manager E	10			Manual Entry
2021		UC Manager E	50			Manual Entry

#### Step 4:

Click the **Transaction Date** hyperlink of the license that you want to view.

**Step result:** The system displays the **Transaction** dialog box that contains transaction details specific to that particular license.

The screenshot shows the same Cisco Software Central interface, but with the "Transaction" dialog box open. The dialog box displays detailed information for a specific transaction, including the Transaction Date, License SKU, License, Quantity, License Expiration, Virtual Account, and Source. The "Transaction Date" column is highlighted with a red box, indicating the selected transaction.

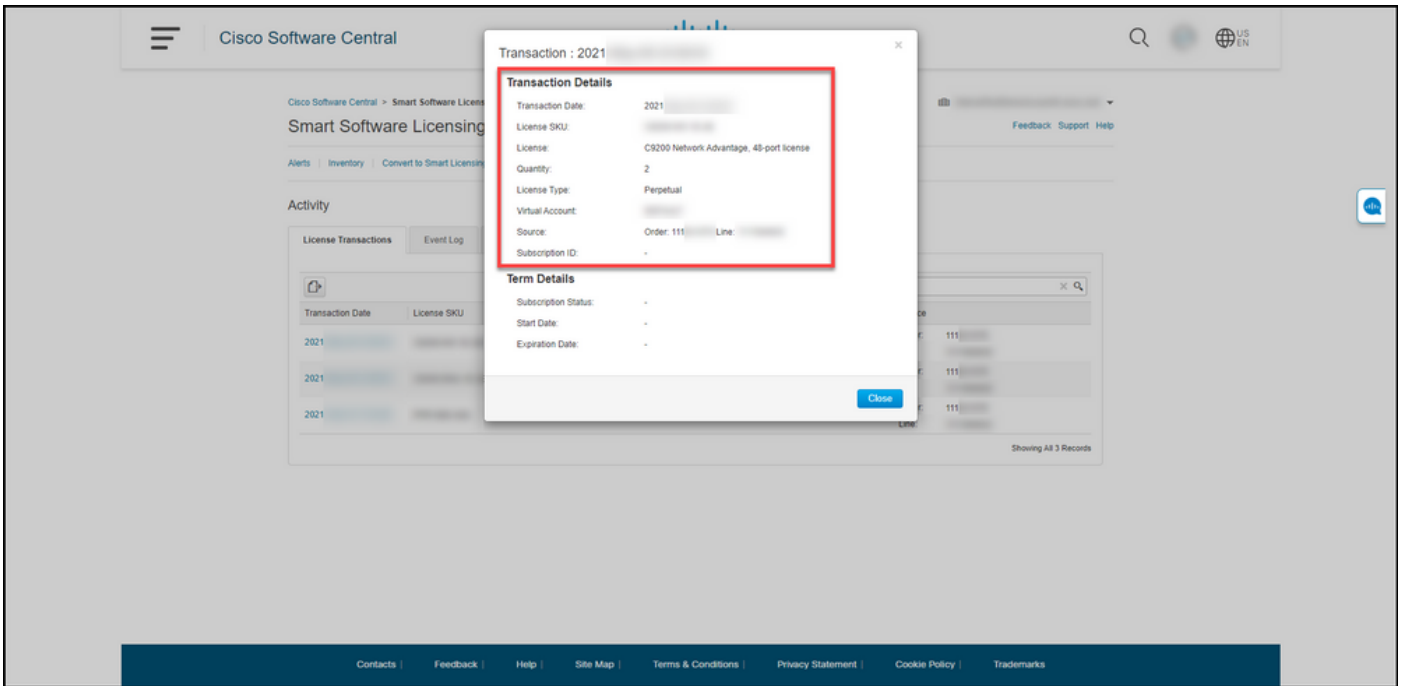
Transaction Date	License SKU	License	Quantity	License Expiration	Virtual Account	Source
2021		C9200 Network	2			Order: 111
2021		C9200 DNA E	2			Order: 111
2021		Firepower 100	1			Order: 111

#### Step 5:

In the **Transaction** dialog box, you can view detailed information about the license that you ordered.

**Note:** If the license is deposited to the incorrect Virtual account, you need to [transfer the](#)

[license between Virtual accounts.](#)



## Troubleshooting

If you experience any issue during the verification process, open a case in [Support Case Manager \(SCM\)](#).

## Related Information

[How to Transfer Licenses Between Virtual Accounts](#)

[How to Associate a Sales Order to a Smart Account](#)

[How to Update Smart Account Assignment in CCW](#)