

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

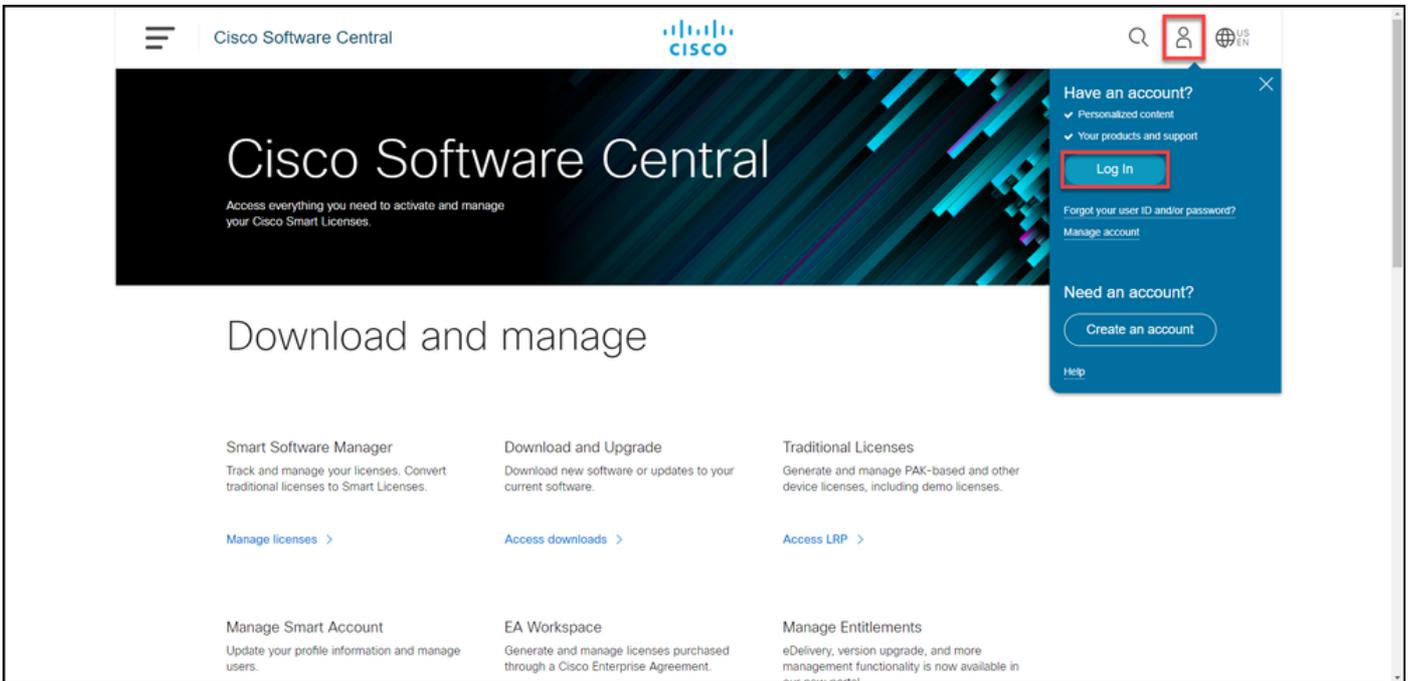
Before you start, ensure that you have the following data at your disposal:

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

Verifying That a Smart License Is Deposited to a Smart Account

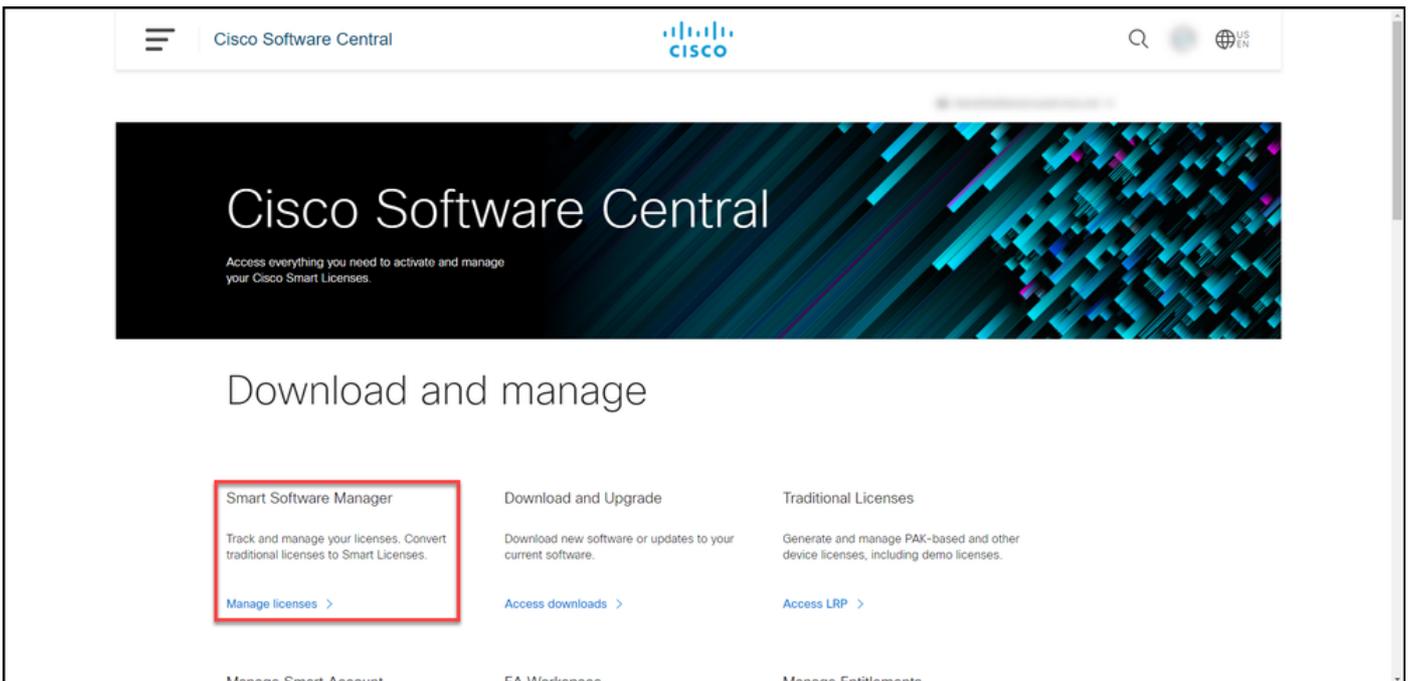
Step 1:

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



Step 2:

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



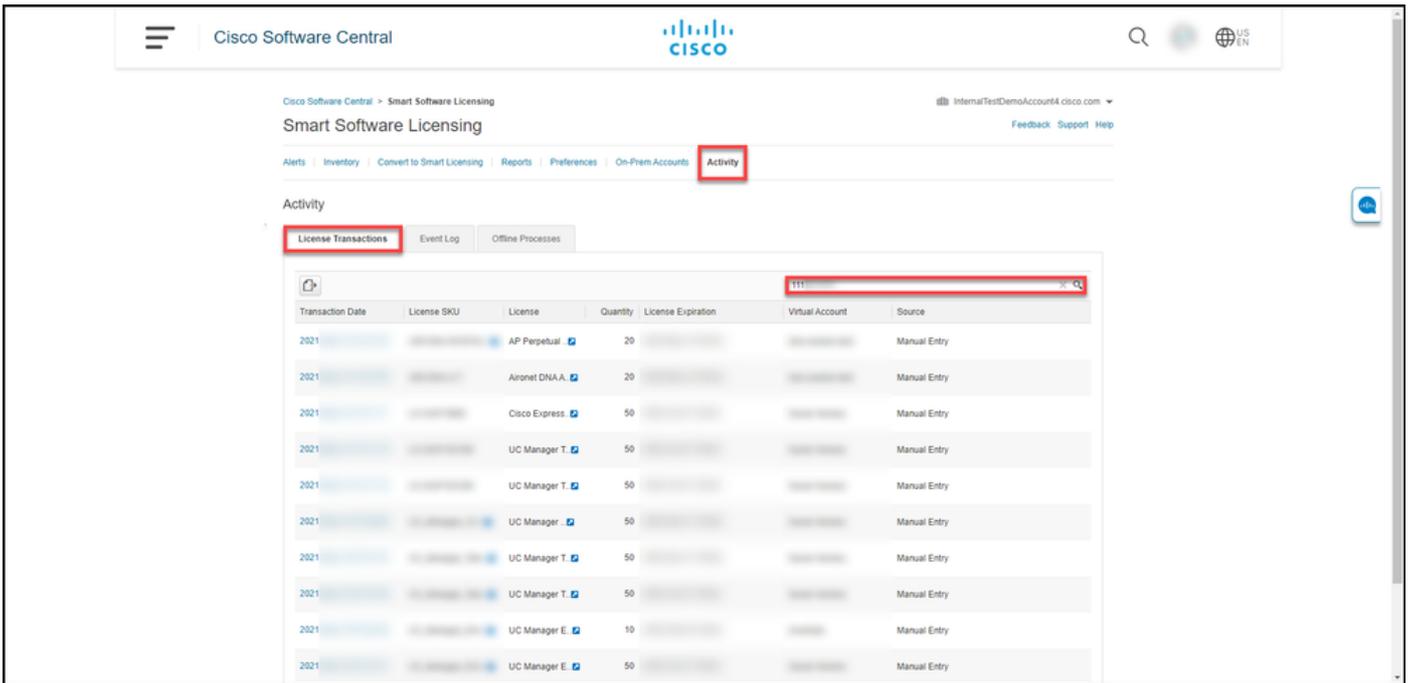
Step 3:

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

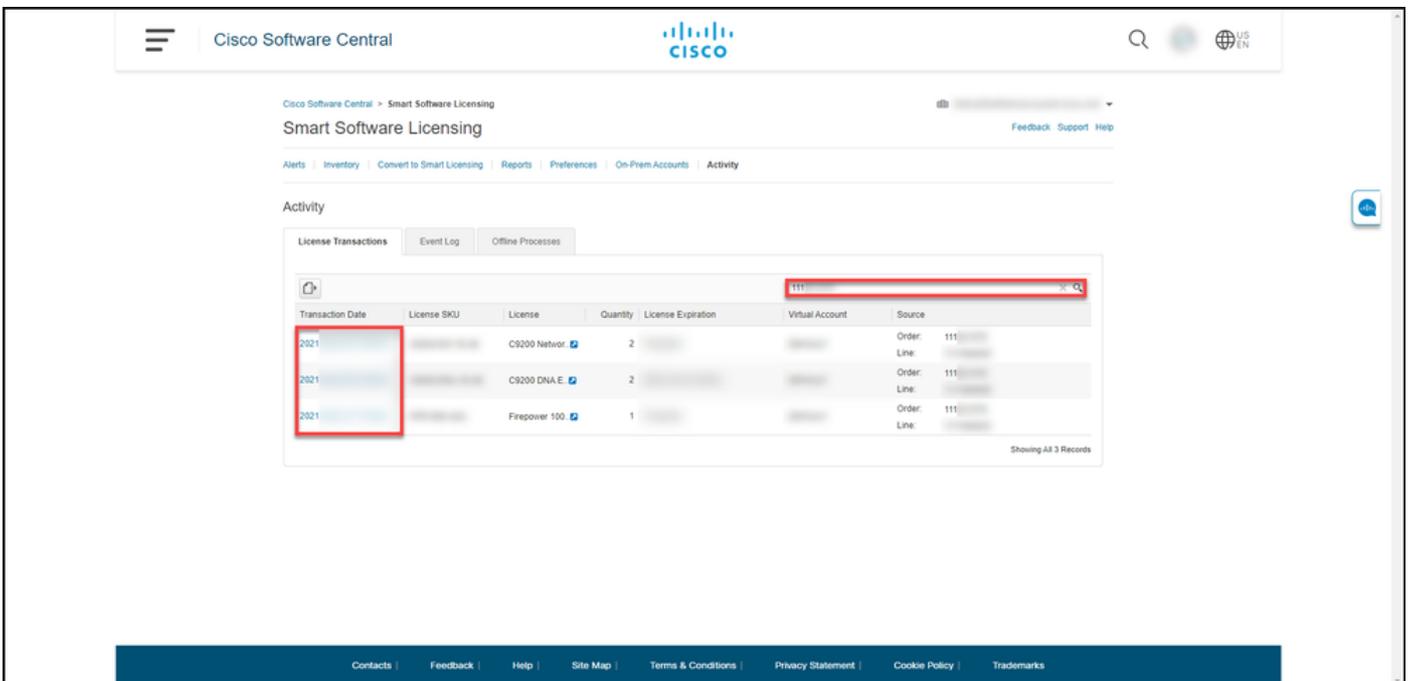
Hybrid license.



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.

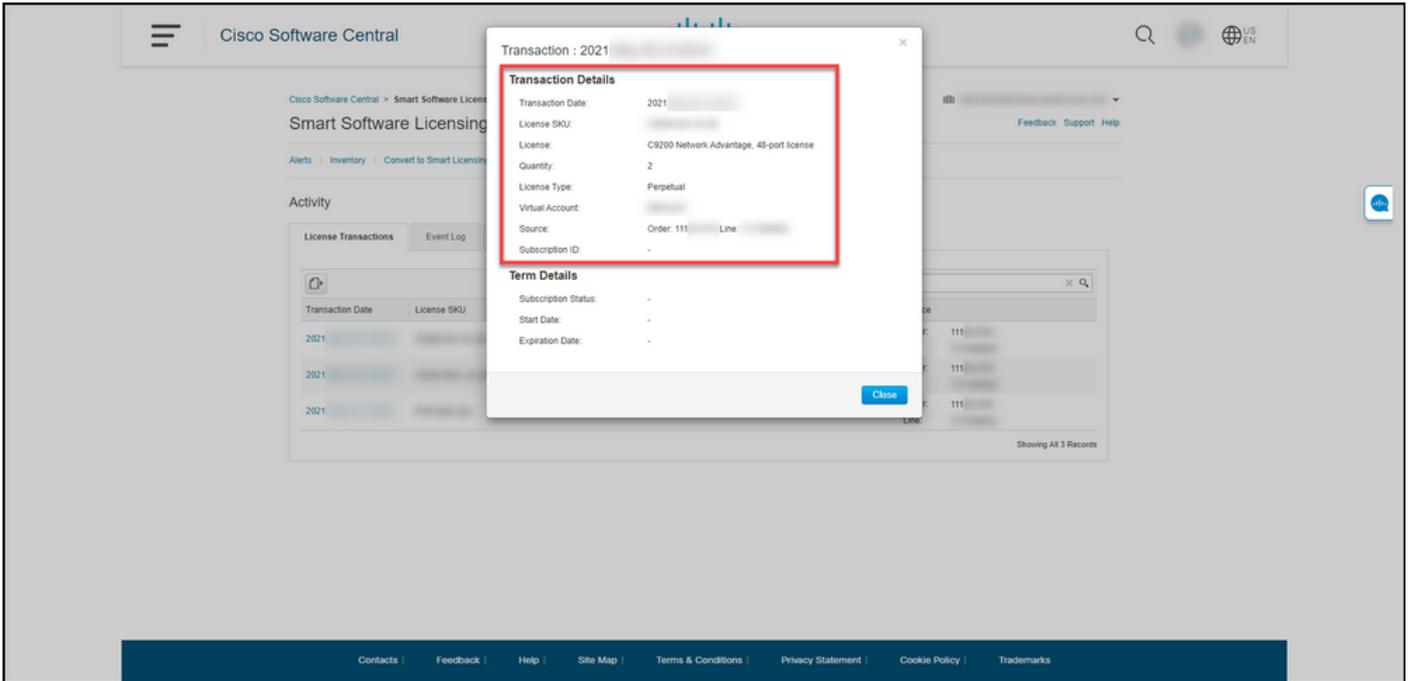


Step 5:

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](#)