

How Can I Generate a Cloud Provisioned License on the Enterprise Agreement (EA) Portal?

Contents

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.

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:

- Active Cisco.com account
- Smart account user, Smart account Admin, Virtual Account User, or Virtual Account Admin role
- The user must have a valid Cisco EA (Enterprise Agreement) and have access to available suites and licenses included in that EA



Note:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, EAWS, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

Steps

Step 1: Go to [Cisco Software Central](#) and log in with your Cisco.com credential

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on Access EA Workspace in the EA Workspace section

Step 4: Select a Virtual Account. Click on catalog

Step 5: You can view all license details in the suite by clicking the (+) button. Click Request Provisioning.

Step 6: Provide details and click Review

Step 7: Provide details and click on Provision Licenses



Note:

- If Customer purchased a Cisco EA, he would see all the available suites and licenses included in that Enterprise Agreement (for Cisco DNA/Data Centre, Security, or Collab). He can generate licenses for the products he has not originally purchased within the Cisco EA, but this will result in an additional purchase.
 - Under the View EA by Catalog screen, If you are a Virtual Account Admin or Virtual Account User for one Virtual Account only, Cisco EA-Security, Cisco EA- Collaboration or Cisco EA DNA, you will see only the Virtual Account for which you are an Administrator or User.
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Troubleshooting

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1. I am getting an error when hitting on Request Provisioning and what needs to be done? Open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.
2. I have submitted my provisioning request, but it is still pending. Open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.

If you experience an issue with this process, that you cannot address, please open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.

For feedback on the content of this document, please submit [here](#).