

# How Can I Download the Devices Registered under the On-Prem Account?

## 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. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Access to On-Prem Server
- Access to the On-Prem Account

Step 1: Login to the OnPrem Graphical User Interface (GUI) using the IP address of the On-Prem Server with user ID and password. Customer can enter IP address of their On-Prem.

Step 2: Select the onprem Account from onprem account selector on top right corner

Step 3: In the License section, select Smart Licensing

Step 4: Go to Reports tab

Step 5: Click on Product Instance Report

Step 6: Fill in the details as per report requirement

Step 7: Click Run Report to open the report within browser window. You can also Export to Excel or CSV by choosing appropriate options on the pop up

### Troubleshooting :

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](#).