Cisco License Central

Frequently Asked Questions

Document Purpose
This document answers frequently asked questions about Cisco License Central.

Audience
Cisco Internals, Customers and Partners

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1. Cisco License Central

1.1 Overview

Q: What is Cisco License Central?

A: Cisco License Central is a free and easy-to-use platform that leverages Smart Accounts (SA). You can use this secure platform to get a consolidated view of all your assets and entitlements, including services, subscriptions, licenses, and devices. This platform provides insights into your business by giving you the views you need for your Cisco assets and entitlements.

Q: When will MCE be decommissioned?

A: August 2025

Q: Why should I use Cisco License Central?

A: Cisco License Central offers an improved user experience with user-centric design shaped by partner and customer feedback. It provides you with multiple benefits such as:

- ✓ Real-Time Insights: The platform provides you with a simple view of products and services, along with activation and utilization metrics.
- ✓ Cost Optimization: You can plan and control usage of your products and services.
- ✓ Enhance Business Continuity: You can also proactively identify products and services close to expiration so you may renew them in advance and remain in compliance.
- ✓ Secure and Consolidated User Access: It simplifies the way you view your information by providing your organization with a platform that provides secure and consolidated user access.

Q: Will Customers be forced to migrate once Cisco License Central is Generally Available?
A: We recommend customers to migrate to Cisco License Central as soon as it becomes available to ensure a smoother transition when MCE is retired.

Q: Do I, as Cisco customer or partner, need to take an action for MCE to Cisco License Central migration?

A: There's no specific action we expect of you for the migration. However, although old URLs will be automatically redirected, we suggest updating your bookmarked MCE URL to the new Cisco License Central URL for seamless access. Cisco Internals can register for webinars here.

Q: Will existing MCE users automatically get access to Cisco License Central, or is a new access request required?

A: Like MCE, Cisco License Central can be accessed via Account View or User View.

'Account View' provides visibility of all assets that are associated to a Smart Account, based on your

existing access privilege.

'User View' allows you to view the list of Orders that you were given access to, even if you don't have Smart Account access.

Q: What is the impact to Cisco Customer, Partner and Distributors?

A: The new platform offers an intuitive user interface for enhanced license, device, contacts, subscription visibility, and management. It will eventually consolidate all existing licensing tools, simplifying maintenance and streamlining processes.

Q: If I make changes in Cisco License Central, will I also need to make changes in MCE?

A: No, Cisco License Central and MCE use the same data source.

Q: What are assets and entitlements?

A: Assets refer to software, hardware/devices, and physical equipment. Entitlements refer to Licenses, Service contracts, General Terms (formally EULA), and Offer Descriptions (formally SEULA) in terms of Right to Use, Right to Technical Support, Right to Software Download, Right to Manage Licenses, and more.

Q: Are there any prerequisites to access Cisco License Central?

A: The Cisco License Central platform leverages the Smart Account (SA) construct; hence, to be able to view all your assets and entitlements in Cisco License Central and take full advantage of the platform, you are required to have a Smart Account/ Smart Account access and a valid Cisco ID. If you don't have a Smart Account, you can still use Cisco License Central via 'User View' but will be restricted to view the list of eDelivery orders that you were given access to via order-based access email notification.

Q: How do I access Cisco License Central?

A: After you have created a Smart Account, access the platform here. Log in with your Cisco username and password.

Your views and permissions in Cisco License Central are based on the access granted and the role assigned (SA Admin, SA viewer, VA Admin, and VA User) to you in the Smart Account(s) and Virtual Account(s).

Q: Can I authorize additional users to see my information in Cisco License Central?

A: Your SA administrator can authorize access and assign roles to allow other users, including partners, to view your information.

Q: How is Cisco License Central different from a Smart Account?

A: Cisco License Central allows you to see all assets and entitlements in one consolidated view. A Smart Account is a container that contains Smart Licenses, some traditional (PAK-based) licenses, Enterprise Agreements information, and Smart Enabled products.

Q: Do I still need to use the Smart Account Administration and Cisco Smart Software Manager (CSSM) portals on software.cisco.com, or does Cisco License Central provide a single point of access for all my information?

A: Cisco License Central is designed for all post-sale transactions, *except finance.*

You will still need to use the Smart Account Administration Portal and CSSM until all functionalities are available in Cisco License Central.

Q: How is Cisco License Central different from other applications like BCI and SNTC that Cisco provides?

A: Cisco License Central offers insights into Cisco's hardware, software, subscriptions, and services, giving you a complete view of your purchases.

Business Critical Insights (BCI) is an analytics portal for Engineers and customers, providing key insights into their networks.

Smart Net Total Care (SNTC) focuses on Cisco hardware and service coverage information.

1.2 What's coming next

Q: What is the future roadmap of License Central?

A: License Central has a robust and committed transformational product roadmap to simplify license management at Cisco by merging key licensing tools - My Cisco Entitlements (MCE), Cisco Smart Software Manager (CSSM), and License Registration Portal (LRP)-into one unified platform. We have achieved feature parity with MCE in our initial version and are enhancing the design and user experience to prepare for future development.

Next, we are integrating critical transactions and Smart Licensing features from CSSM into License Central, followed by the classic features from LRP. To support this, our engineering teams are creating a unified data layer to provide timely and accurate licensing, subscription, and install base data via API's.

Additionally, Cisco plans to strengthen License Central by including Enterprise Agreements from the Enterprise Agreement Workspace (EAWS).

Q: Will the Version Upgrade capability be available in Cisco License CentralA?

A: No, the version upgrade capability will not be available in Cisco License CentralA. Please open a case in the [Support Case Manager](#) for assistance regarding version upgrade.

Q: When can I leverage Cisco License CentralA APIs with my 3rd party applications?

A: Cisco License CentralA APIs are on the roadmap and will be available in the near future.

Q: What is the end state for Cisco License Central?

A: The end state for Cisco License CentralA is a single pane of glass for managing all your licenses, devices, services, and subscriptions.

Q: Will CSSM functionalities be incorporated in Cisco License CentralA?

A: Yes, this is planned for the near future.

1.3 Functionalities and Features for All Roles

Q: Can I see all my assets and entitlements in a single portal?

A: Yes, Cisco License Central allows you to securely view all your assets and entitlements.

Q: What are the different insights that Cisco License Central provides?

A: When you log into Cisco License Central, you'll be directed to the Overview tab, where you can view key asset and entitlement insights, including:

- ✓ Total Devices: Shows the number of Cisco devices you own.

- ✓ LDoS (Last Date of Support): Displays the percentage of devices that have passed their last date of support.

- ✓ Service Coverage: Shows the percentage of devices covered under a service contract.

    Additional graph and list views include:

- ✓ Assigned License Consumption: Displays the breakdown of license quantity and consumption assigned to a Smart Account. Click on the blue quantity to view licenses by category.

- ✓ Contract and Subscription Expirations: Shows the total products in contracts and subscriptions assigned to a Smart Account, with filters for architecture or country. Click on the quantity to view details.

- ✓ Device Coverage: Shows the breakdown of devices covered or uncovered by a service contract, with filters for architecture or country.

    Finally, you can also view insight cards in Cisco License Central that display the number of percentage of licenses, devices, contracts and subscriptions.

Q: What are the different actions I can take to manage my assets and entitlements?

A: Cisco License Central allows you to view your assets and entitlements by carrying out various actions such as:

✓ Search: Search for your assets and entitlements either through global search or within any of the tabs: Licensing, Contracts & Subscriptions, Devices, Orders and Event log.

✓ Filter: Filter your assets and entitlements based on available fields.

✓ Export: Download reports on your assets and entitlements into multiple formats. Currently you can export 100,000 lines of data. This number is expected to increase with future releases.

✓ Sort: Sort your data in ascending or descending values.

✓ Organize: Organize your assets and entitlements by assigning them to Virtual Accounts.

✓ Manage Columns: Manage columns to customize the view of your assets and entitlements.

✓ Send Order Based Access (OBA): Granting access to order lines to other users.

✓ Edit Account Assignment: Edit virtual account assignments for licenses, devices, and services and subscriptions.

✓ License and Software Download: The ability to download your license documents and software.

Q: What assets are shown under the Devices tab?

A: The Devices tab in Cisco License Central displays all Software, Hardware and Cloud assets assigned to your Smart Account. Additionally, you can find your maintenance contracts, warranty and last date of support.

Q: Is a record captured for any event that impacts the assets and entitlements associated with my Smart Account / Virtual Account?

A: The Event Log tab records details of all Cisco License Central-initiated events affecting your assets and entitlements, including the date, event type, user (who performed the action), event details, and any notes captured. This tab also allows you to search for specific events or filter by date or event type.

Q: Can a user download a report of assets (licenses, devices, contracts and subscriptions) from Cisco License Central?

A: Users can extract reports on license consumption, device coverage, device assignment status, last day of support, and expiration of contracts and subscriptions from the Overview tab. These reports can be generated in Excel or PPT format.

Q: Can a user download software from Cisco License Central portal?

A: Currently, the software download feature is not integrated into Cisco License Central, but it will be added in future releases. In the meantime, you can use the existing section in the CSC portal to

download software images. Please note that the Order specific downloads will be available in the 'Orders' tab

Q: Can I move licenses from one SA to another?

A: Once all the tools are migrated to Cisco License Central, customers will be able to transfer licenses between SAs. In the meantime, you can refer Asset Transfer Manager User Guide to learn how to use Asset Transfer Manager (ATM) to transfer Cisco assets between two Customer Smart Accounts. Please note that ATM currently not available for Enterprise Agreement and OnPrem assets.

Q: Can I see if the device is license sufficient?

A: Yes, you can. Additionally, if there is a license insufficiency, you'll see a red dot next to the license as a warning.

1.4 Functionalities for Smart Account (SA) Administrators

Q: Are any actions restricted for me as a SA administrator?

A: You will be able to complete all actions in mentioned in the previous sections.

Q: What additional insights can I access as an SA administrator?

A: As an SA administrator, you can see data for all Virtual Accounts and all users. Additionally, you can view the Assign Status on the Overview tab, showing the percentage of assets and entitlements assigned to Virtual Accounts. You also have access to the Contracts & Subscriptions view in the Contracts & Subscriptions tab, which provides detailed information at the contract or subscription level.

Q: Will I receive alerts if I am out of compliance or if a license/subscription is about to expire?

A: Notifications are not yet available in Cisco License Central, but they are planned for future updates. In the meantime, insights and filters on the dashboard can help you identify these situations.

Q: Can I modify my Service Contracts and Subscriptions in Cisco License Central?

A: Cisco License Central gives full visibility into your Service Contracts and Subscriptions and lets you see who can view and use those entitlements.

Today, there is no ability to change Service Contracts or Subscriptions in Cisco License Central.

Q: How can I view the service coverage for my eligible products?

A: You can view a list of covered devices by selecting the 'Covered' checkbox under the 'Coverage Status' filter in Devices tab.

2. Partner-specific Information

Q: Can I access Cisco License Central as a Partner?

A: As a Partner, if you have a Smart Account to manage your products and services, you can access that specific Smart Account in Cisco License Central.

Access is granted by the Customer Smart Account Admin.

Q: Does this impact Partners' current use of PX (Partner Exchange Portal)?

A: No.

Q: Can I view what I have sold to each customer?

A: No. Cisco License Central provides insights on a specific Customer Smart Account to the Customer Smart Account users and administrators.

Partners should continue to use *Cisco Commerce Workspace (CCW)* and *Cisco Commerce Workspace Renewals (CCW-R)* for visibility into what they have sold to a customer.

Q: Can I use Cisco License Central for my end Customer as a Partner?

A: If assigned the role by the Customer, a Partner can act on behalf of the customer in their Smart Account.

A Partner View will be added to Cisco License Central, showing only what the Partner has sold to the customer, not the customer's total purchases from all partners.

Q: Do Partners have access to a Customer's Smart Account?

A: Third parties, such as Partners or System Integrators, can only access a Customer's Smart Account if the Customer grants them access. Customers can choose to provide access either to the entire Smart Account or to specific Virtual Accounts (folders). *This decision is entirely for the Customers to make!*

Customers can grant a Partner full access to their Smart Account by adding the Partner to the authorized users list during setup or by using the *Manage Smart Account application* on software.cisco.com.

Cisco will not share Smart Account information with a Partner unless explicit consent is given by the Customer.

Q: If a customer purchases licenses from two different Partners, can each Partner see the total entitlements in Cisco License Central?

A: No. Customers can grant Partners access to the entire Smart Account or specific Virtual Accounts.

The Partner's access to entitlements in Cisco License Central depends on the permissions granted.

3. Architecture

Q: Does Cisco have a SOC 2 Type II report for this cloud-based tool?

A: The Cisco License Central Platform undergoes all security assessments based on current Cisco InfoSec guidelines, but it does not currently include a SOC 2 Type II report.

Q: What data from the customer's network does Cisco License Central retain?

A: Cisco License Central stores order and shipping records, along with information from Renewal and Collector-based reconciliation, as well as Traditional and Smart Software Licensing deployment data.

Q: Does Cisco License Central sync with DNA Center (DNAC) or Cisco Smart Software Manager (CSSM On-Prem)?

A: Cisco License Central uses CSSM data as the source of truth for Smart Licensing and License Registration Portal (LRP) for Traditional Licensing.

Since DNAC and CSSM On-Prem (Satellite) report consumption to CSSM, Cisco License Central will reflect that data accordingly.

4. Privacy and Security

Q: Does Cisco License Central pull data from the customer's network or push data to the customer's network?

A: Cisco License Central does not pull or push data to or from the customer's network. Instead, it visualizes entitlement information from Cisco's internal sources, providing views of hardware, software subscriptions, and services.

Cisco License Central Customers with collectors can choose to reconcile against this data, but it is not required.

Q: Is Cisco License Central data encrypted?

A: Cisco License Central data, except for the PAK, is not encrypted. However, access to the platform is controlled by user roles.

Only users with specific access to a Smart Account or Virtual Account can view and take actions based on their assigned permissions. Additionally, access to the platform is secured.

Q: Do you share Smart Account Administrator contact information within an organization with Partners?

A: Cisco License Central follows Smart Account privacy and data protection policies.

Smart Account Administrator contact information is only shared with employees within the same organization. It is up to the customer to decide whether to share this information with third parties.

Q: Do people outside of my organization have access to users in my Smart Account?

A: No, but only Smart Account Administrators can assign users to roles within the Smart Account.

If the Administrator assigns someone outside your organization to a role, they will have access to your Smart Account based on that role, including visibility of information like Cisco IDs and associated emails of the user base.

Q: How does Cisco manage and maintain internal control of Customer and User information associated with a Smart Account?

A: Cisco support personnel who assist customers with the creation and management of Smart Accounts have controlled access to customer data based on specific roles and responsibilities.

This access is periodically validated by internal service owners.

Q: If the Smart Account Administrator leaves or transitions to a new role, how do we on-board a new Administrator and maintain continuity of access to entitlements?

A: The best practice is to have more than one Smart Account Administrator.

Any current Administrator can add a new Administrator or promote an existing user to the Administrator role using the *Manage Smart Account application* on software.cisco.com.

If the last Administrator leaves, you can request a new Administrator by opening a case with the Support Case Manager.

Q: What is GDPR and who does it affect?

A: The European Union General Data Protection Regulation (EU GDPR) took effect on May 25, 2018, and impacts organizations that process EU personal data. Focused on protecting privacy rights, the regulation is broad and strict, requiring global compliance.

Even organizations outside Europe must adhere to GDPR if they offer goods or services to, or monitor the behavior of, individuals in the EU.

Q: Will Cisco License Central make an organization GDPR-compliant?

A: No single product or application can make an organization GDPR compliant. GDPR embodies privacy best practices, emphasizing transparency, fairness, and accountability in data processing.

It promotes Privacy by Design and by Default, meaning privacy and data protection must be integrated into all data processing activities by the data controller or processor.

Compliance involves respecting individual rights, securing processes, and managing risk.

While technology alone cannot ensure compliance, solutions like Cisco License Central can support it by helping customers understand where personal data is stored in the cloud and alerting them to suspicious user activity that may indicate account compromise.

Read more...

Q: What is Cisco's position on data privacy?

A: Cisco is committed to respecting and protecting personal information. Our privacy statements align with global principles and standards for handling personal data, including notice and choice, data access and integrity, security, onward transfer, and enforcement.

Cisco is certified under the EU-US and Swiss-US Privacy Shield frameworks for the collection, use, processing, and cross-border transfer of personal data from the EU and Switzerland.

We are also certified under the APEC Cross Border Privacy Rules system, endorsed by the 21 member economies of the Asia Pacific Economic Cooperation (APEC).

View Cisco's full privacy statement

5. Order Management

Q: Will the links in my old eDelivery Order notification e-mail still work?

A: Yes, the old MCE order link will be redirected to the relevant order in Cisco License Central.

Q: What are the differences between the user view and the smart account view in the Orders tab?

A: User view allows users to see all the orders assigned to them through the Order Based Access (OBA) notification. It is personalized to the individual user. Smart Account view allows users to see orders associated with a specific Smart Account and Virtual Account. It provides a broader view of orders related to the Smart Account, depending on the user's access rights.

Q: What is order-based access (OBA)?

A: Order-based access allows users to manage and share access to specific orders and their associated assets and entitlements. To grant order-based access, go to the Orders tab and use the 'Send Order Based Access' (OBA) feature for the specific order. You will need the recipient's active email ID.

Q: Is it possible to limit access of a user to specific sections of an order within Cisco License Central?

A: Yes, with Order Based Access (OBA), you can restrict user access to specific order or order lines. This includes particular order lines or specific assets, ensuring that only the necessary information is shared with the recipient. The user view under Orders will also allow users to see all the orders assigned to them if they are part of eDelivery contact.

6. Resources

Q: Can I request a demo or training session of Cisco License Central?

A: Customers and partners can reach out to their Cisco Internal Representative, who will be able to request a live demo with Cisco Licensing Enablement & Adoption team. Partners can also register for webinars to learn more about Cisco License Central and its functionalities.

Q: What support options are available for Cisco License Central?

A: Cisco License Central offers in-app support via Ask Licensing, and guided help. To learn steps required to perform transactions, please refer short how-to videos. You can also visit Licensing Hub which is designed to make navigating licensing simpler, faster, and more intuitive.