

Software Smart Licensing and Smart Accounts

FAQS | Partner, Distributor & Customer

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Smart Accounts

Smart Accounts Overview

Q. What is a Smart Account?

A. A Customer Smart Account is an Account that can contain Smart Licenses, some traditional (PAK-based) licenses, Enterprise Agreements information, and Smart Enabled products. There are two types of Smart Accounts: Customer Smart Account and Partner Holding Smart Account. Customer Smart Account enables users to manage their licenses, monitor license usage, and track Cisco license purchases in Smart Software Manager (SSM). A Partner Holding Smart Account enables users to temporarily deposit Smart License orders until the End Customer Smart Account is identified.

Q. When do I need a Smart Account?

A. All Smart License-enabled products must have a Smart Account assigned in CCW Order to submit the order. These Smart Account mandatory products are indicated by a SA icon and 'Smart Account Required' message in red at the line level.

Q. What are the differences between Smart devices and non-Smart devices?

A. Difference is the types of licenses that get delivered for Software features (ex: PAKs vs. Smart Licenses), portal that the licenses are used in (ex: LRP vs. SSM) and the way that the device is configured (ex: traditional configuration vs. Smart Licensing and Smart Call Home).

Please note that most traditional licenses can be converted to Smart licenses.

Q. What is a Customer Smart Account?

A. Customer Smart Account is an Account where Smart Licenses are deposited and Smart Enabled products are registered, providing customer visibility to what they own and what they are consuming. All Customers purchasing Smart products will require this Account to consume their licenses. Partners who are purchasing and consuming licenses for their own use will also need a Customer Smart Account. A Customer Smart Account can be managed by the Customer directly or by a designated Channel Partner, or other authorized party.

Q. What is a Partner Holding Smart Account?

A. A Partner Holding Smart Account is an Account where users can temporarily hold Smart License-enabled orders that contain Smart License products until the End Customer Smart Account is identified. Post-sale, Resellers must deposit these orders in an End Customer Smart Account before the licenses can be consumed. Licenses cannot be activated in Partner Holding Smart Accounts. All Partners and Distributors will need to create a Partner Holding Smart Account.

Q. What is the difference between a Customer Smart Account and a Partner Holding Account?

A. Software Licenses can only be used (consumed) when assigned to a Customer Smart Account. You won't be able to view or manage any Licenses in a Partner Holding Account.

Customers can move licenses freely between Virtual Accounts and between Smart Accounts if they meet the legal criteria. Discover more in the [Asset Transfer Manager tool manual](#).

Licenses in a Partner Holding Account can be moved to either a Customer Account or to another Partner Holding Account (for multi-tier distribution). Products cannot be registered to Partner Holding Accounts nor can licenses be consumed from a Partner Holding Account.

Licenses can be assigned to either type of Smart Account as part of the ordering process. However, the software licenses will ultimately have to be assigned to the Customer Smart Account to be used (consumed) by the Customer.

Q. What is a Virtual Account?

A. It is a subset of a Smart Account, which Customers and Partners can use to internally organize licenses. This organization is designed to be flexible to fit your company's specific needs. A Partner may create Partner Holding Virtual Accounts for regions, offers, or Partner groups whereas a Customer may create Customer Virtual Accounts to reflect their company departments.

For example, if BigU.edu is a customer's umbrella Smart Account, they can also create BigU.edu Physics Dept., a Virtual Account where they can deposit all licenses pertaining to BigU's Physics department. In this example, the Virtual Accounts are used to assist BigU in tracking license usage at a department level. When a Smart Account is created, a corresponding default Virtual Account is automatically created at the same time. Additional Virtual Accounts for Partner Holding Smart Accounts and Customer Smart Accounts are created in CSC (Cisco Software Central).

Q. What is a Nested Virtual Account?

A. A Nested Virtual Account is a sub-Virtual Account which is "nested" under an existing Virtual Account. This option allows Customers to create multiple levels of Virtual Accounts (up to 10 levels of Virtual Accounts).

When creating a new Virtual Account within your Smart Account you can choose if you want to create it at top-level, or nested under an existing Virtual Account.

Nested Virtual Accounts allow Smart Account Admins to assign individual Virtual Account Admins. Virtual Account Admins can then create additional Virtual Accounts within their Virtual Account. This means Customers and Partners will be able to easily create a Virtual Account hierarchy to categorize and organize assets.

Get more details on [creating a Virtual Account](#). You can find multiple step-by-step instructions for managing Smart Accounts under Smart Account Administration on the [Licensing Support page](#).

Q. What does it mean if we change the name of a Virtual Account ? Does this affect the devices lying here with their licenses?

A. No impact to devices and licenses, the Virtual Account Name is a User Interface display attribute, the system works using hidden Virtual Account identifiers.

Q. What does changing the name of the Virtual Account mean with regards to the connection to a local Smart Account on the SSM On Prem?

A. VA Name is a User Interface display attribute, the system works using hidden Virtual Account identifiers.

Q. When do I need a Customer Smart Account versus a Partner Holding Smart Account?

A. All Partners and Distributors who resell Cisco products need to create a Partner Holding Smart Account. If a Partner is also going to act as a consumer and purchase products for their own company, then they will also need a Customer Smart Account. Both Accounts can be setup through a one-time setup process in Cisco Software Central.

Q. Where do I create Smart Accounts?

A. To create a Customer Smart Account, log into [Cisco Software Central \(software.cisco.com\)](https://software.cisco.com) with your CCO ID and initiate a request for a Customer Smart Account.

To create a Partner Holding Smart Account, log into [Cisco Software Central](https://software.cisco.com) with your CCO ID and initiate a request for a Partner Holding Account.

You can also initiate a request for either type of Smart Account when ordering in CCW. Although, the recommended best practice is to proactively set up your Smart Accounts.

Q. What is the Smart Account onboarding process for Customers?

A. The Customer needs to login to Cisco Software Central (software.cisco.com) with their Cisco ID and Password. Then click on “Request a Smart Account”. The Customer can request and activate the Smart Account directly or nominate another person at their company to setup the Smart Account. During the Smart Account setup the Customer will have to enter their Company Name and Headquarters Address. In addition, they can add additional Smart Account Approvers and Administrators. After viewing the Account Request Summary, the Customer will click “Create Account”.

- A Partner can also [initiate Smart Account activation on behalf of their End Customer](#) (using the same Smart Account Request process, as described above)

Q. If the Partner is not sure whether their Customer has a Cisco Smart Account: can the Partner still complete the order in Cisco Commerce?

A. Partners can look up what Smart Accounts exist either by Smart Account name or domain. The look up is available within Cisco Commerce (CCW) and also in [Cisco Software Central](https://software.cisco.com) under Administration by starting (but not necessarily completing) the Request Access to an Existing Smart Account process. If no Smart Account exists, a Provisional/Unapproved Smart Account can be set up for the Customer at the time of order directly from within Cisco Commerce (CCW). While the Customer cannot access their new licenses until they complete the setup, the order will be fulfilled.

Q. Where can we find guidance on how a Customer can structure their Smart Account?

A. Best Practices for structuring a Customer Smart Account [here](#).

Q. Is it possible for a Partner to request a Smart Account for their End Customer?

A. Yes, the Partner can request a Smart Account on behalf of their End Customer. The Partner will have to follow the standard Smart Account Request process. When requesting the Smart Account, they need to select the option “No, the person specified below should be notified to authorize activation” and provide their End Customer’s email address. During the request process, the Partner can request Administrative User access to their End Customer’s Smart Account. The Customer Representative will have complete the Smart Account setup and will be able to approve or reject the Partner’s administrative access request. For more details, have a look at this training:

Q. Can Partners who are not registered as Cisco Partners but still have CCO IDs and purchase from Cisco have a Partner Holding Account?

A. Yes, it is technically possible, but the Partners may not be able to access their Holding Account in Cisco Commerce (CCW) if their CCO IDs do not have the appropriate access. This may result in orders getting stuck in their Holding Account.

Q. What is the role of the Cisco Partner in the Smart Account Management?

A. The Partner can manage their Customer’s Smart Account on behalf of their Customer.

Please note that the Customer Smart Account Admin must grant to the Partner a role within their Smart Account and/or specific Virtual Account. Typically, the Customer would grant to a Partner the role of Smart Account User or Virtual Account User, to enable the Partner to manage licenses within the entire Smart Account, or a specific Virtual Account. The Customer can also grant to a Partner a Smart Account Admin or Virtual Account Admin role, if they want the Partner to manage users and other Smart Account settings. [Add a user to your Smart Account](#). [Accept or decline Smart Account access request](#).

Q. Where do I view and manage Smart Accounts?

A. Once a Smart Account is created and the Smart Account-enabled products are purchased, basic account management for Partner Holding and Customer Smart Accounts is done in [Cisco Software Central](#) (CSC). The End Customers can access and manage their licenses assigned to their Smart Account through Smart Software Manager (SSM). Partners and Customers can manage their Smart Account and create new Virtual Accounts through Cisco Software Central (CSC).

Q. How many Bill to IDs are mapped to one Smart Account?

A. Currently Bill-to-IDs are not mapped to Smart Accounts.

Q. When are more products going to be required to have a Smart Account?

A. Products will continue to be Smart License-enabled over time.

Q. What is the difference between Cisco Software Central and Smart Software Manager?

A. [Cisco Software Central](#) is the place to go to launch the Smart Account Administration options and Smart Software Management capabilities. Cisco Software Central is where users can access the Smart Account Administration section to manage their Smart Account attributes, manage Virtual Accounts and manage Smart Account/Virtual Account users.

[Smart Software Manager](#) is where users can track and manage their smart software licenses.

Q. How many Virtual Accounts can be configured under a Smart Account?

A. There is no upper limit, you can create as many Virtual Accounts as your company needs. However, at some point there will be a limit to how many Virtual Accounts are manageable.

Q. What are the Best Practices for creating and managing Virtual Accounts within a Customer Smart Account?

A. You can create multiple Virtual Accounts within one Smart Account.

Virtual Accounts should be used to enable access control for licenses. Virtual Account Users can manage only the licenses in their Virtual Account.

Virtual Account names are visible for Partners in the Cisco Commerce (CCW) Smart Account search. Therefore, it is recommended to use Virtual Account names that do not disclose any internal and confidential Customer company information.

Q. Will Cisco employees have access to the Customer Smart Account?

A. A small number of Cisco support personnel have access to Customer Smart Account to facilitate assisting customers. See Privacy and Data Protection below. Other Cisco employees, Account teams, marketing, etc. do not have access unless granted by customers. Customers can grant access to their Customer Smart Account by adding new Users (either to the entire Smart Account or to one of the Virtual Accounts). Both Customer employees and Cisco employees can be added as new Users.

Q. How can a Partner manage a Customer Smart Account?

A. The Customer needs to grant access to the Partner to manage either the entire Customer Smart Account or a specific Virtual Account.

Q. Can multiple Partners have access to the same Customer Smart Account?

A. The best practice would be that a Customer creates multiple Virtual Accounts within their Customer Smart Account. Access to each Virtual Account can be granted to a different Partner. Note that access will then be limited to those assets within the authorized account.

Q. Can End Customer revoke Partner's access to their Customer Smart Account or any of their Virtual Smart Account?

A. Yes, they can.

Q. Can a Partner or Customer have multiple Customer Smart Accounts?

A. Yes, they can. However, we highly recommend having a single Customer Smart Account as that will give Customers comprehensive view of their licenses. Multiple Smart Accounts can also cause confusion for partners trying to determine which Smart Account to associate any particular order.

Q. What happens if a Customer deactivates their Customer Smart Account, but there are still licenses in that deactivated Smart Account? How can the Customer retrieve those licenses?

A. The Customer should open a case via [Support Case Manager](#) (SCM). Smart Accounts and licenses don't go away when they are deactivated. The Smart Accounts are only going into a deactivated state. If the account is re-activated, all the assets should still be in the Account.

Creating and Managing Smart Accounts

Q. Who can create a Smart Account?

A. The Requestor is the individual who makes the initial Smart Account Request. The Requestor can nominate another individual to actually create the Smart Account. If the Requestor nominates someone else to create the Smart Account, the Account will be placed in a pending state until the nominated individual completes the Smart Account creation and set up process. Note that the Requestor can also be the Creator.

The Creator is the individual who creates and sets up the Smart Account. This individual has the authority to represent his or her company and create the Account. Note that the Creator can also be the Requestor.

The Account Creator(s) have the authority to bind the company in any agreements pertaining to the Smart Account. The Creator may designate additional Creators during the Smart Account set up process.

Q. Are Smart Accounts available for all type of licenses not just Cisco One Licenses?

A. Smart Accounts are available for Smart Licenses and PAK-based licenses. For Smart Licenses, Smart Account assignment is mandatory at the time of order in CCW.

Q. Is it possible to use a team email alias to create a Smart Account?

A. Yes, it is possible to use a team email alias to create a Smart Account. However, it is not recommended as it limits the audit trail and prevents independent email notifications/alerts.

Q. When requesting a Smart Account, who should I designate as the Creator (Approver) role?

A. The Creator (Approver) must be someone associated with the company, who can represent the company and own the company's license management. The email address of the Creator must match the company's Domain ID, so the email needs to be the person's primary company email and not their personal email. The creator must also have a CCO ID.

Q. After the Creator (Approver) has authorized Smart Account activation, are they defaulted to a particular role in the Smart Account?

A. The Creator/Approver is designated automatically as a Smart Account Administrator and Smart Account Approver. The intent is to have someone started in this role to manage the Smart Account and also to manage Smart licensing.

Q. If there are two Creators/Approvers on one Smart Account, can they see each other's additional Accounts?

A. One person only can be the Smart Account Creator/Approver who will authorize Smart Account activation. Additional Users can be added to the Smart Account as Approvers, Admins or Users.

Q. How can Partners help their Customers create a Smart Account?

A. Partners initiate a Smart Account request in CCW or CSC. They must enter a Creator email address and submit the request. The Creator from the Customer company will receive an email directing them to CSC to accept or decline the role. Once the role is accepted and the Domain ID and email match, the Creator can complete the Account setup. If the setup is not completed, the Account goes into a pending status for either agreement acceptance or Domain ID approval.

Q. Should a Partner create the Smart Account for the Customer or ask the Customer to create it themselves?

A. If the Partner is ordering a license in CCW and their Customer does not have the Smart Account yet, the Partner can request a Customer Smart Account for their End Customer directly from CCW, order, items tab. At that point, the Partner will have to provide the End Customer's email address and send the request. The End Customer User will have to complete the Smart Account creation, so it is recommended for the Partner to follow-up with the Customer. The Partner can also request a Customer Smart Account on behalf of their Customer from Cisco Software Central. The Customer can directly request and create their Customer Smart Account from Cisco Software Central. It depends on the business situation.

Q. Is there a way to limit individual's visibility to the Account?

A. Yes, you can create multiple Virtual Accounts, place select licenses in Virtual Accounts, and provide the user access to a specific Virtual Account. If you are a Smart Account Administrator or Virtual Account Administrator, you can designate this role by adding the user as a Virtual Account Administrator or Virtual Account User in Cisco Software Central (CSC). This will provide users access only to the licenses within a particular Virtual Account, instead of the entire Smart Account.

Q. Is there a time limit from the moment of activation of the Smart Account until the moment the first licenses are assigned to the Smart Account?

A. There is no time limit from Smart Account activation to first deposit of a Smart License in the Smart Account.

The licenses can also be associated to a Customer Smart Account in "pending" status, and then will be automatically 'deposited' (provisioned) to the Account when the Smart Account is activated.

Q. What is the response time for CCW Smart Account approval requests?

A. It takes about 24 to 48 hours to approve the request as long as the Creator's email ID matches the Domain ID of the company and it is not a public domain.

Q. Where can I determine if a Customer has already set up their Smart Account?

A. You can determine whether a Smart Account exists by using the search functionality in CCW, or by using the "Request Access to Existing Smart Account" link in [Cisco Software Central](#). When you request access to Smart Account, the request will only process if the Smart Account is valid.

Q. How do we search for an existing Smart Account?

A. You can determine whether a Smart Account exists from the “Request Access to existing Smart Account” link in the Cisco Software Central tool (software.cisco.com). When you search for a Smart Account to which request access, you need to enter and submit the Account Domain Identifier. After submitting, you will see a list of existing Smart Accounts to which you can request access.

Q. How do you ensure there are no duplicate Smart Accounts created?

A. There is a duplicate check when a Smart Account is created. This ensures the top-level domain ID requested is not already taken and valid. The Smart Account request process will prevent any duplicate accounts from being created and will message the user if a duplicate is requested

Q. What happens when a Customer merges/acquires new Customers?

A. In situations of mergers or spin-offs, a Customer will be able to request for their Smart Account(s) to be merged or separated as appropriate. We understand the various reasons to legally change the owner of the Cisco license. You can contact support to address licensing issues and needs: open a case via [Support Case Manager](#) (SCM).

Q. Does the Customer Smart Account Requestor (a Partner) receive any confirmation that the Account has been created for the requested End Customer?

A. Yes, both the Partner and the Customer will receive an email notification if the Smart Account has been created or if it is in a pending state. This notification will be provided on multiple occasions such as a couple of days after the Account was requested and is still pending. If the Smart Account remains pending, the Partner and Customer will continue to receive email notifications until the Account status is changed (until the Smart Account is created).

Q. What are the Customer Smart Account Roles?

A. There are six roles for Smart Accounts:

- Smart Account Approver: can edit Smart Account properties, view all Users, accept Agreements and view event logs. The Approver has access to Cisco Software Central, but no access to SSM, LRP and EA Workspace, therefore they cannot perform any license management activities.
- Smart Account Administrator: can edit Smart Account properties, add/ edit Users, add/ edit Virtual Accounts, accept Agreements and view event logs. The Smart Account Administrator has access to CSC and can also perform all license management activities in SSM, EA Workspace and LRP for the entire Smart Account.
- Smart Account User: Similar to a Smart Account Administrator, this role allows access to all Virtual Accounts across all tools (CSC, SSM, EA, LRP). A Smart Account User can perform licensing activities, but cannot create new Virtual Accounts or perform user management activities.
- Virtual Account Administrator: Similar to Smart Account Administrator, but limited to assigned Virtual Accounts. This role allows to edit/ add Users to assigned Virtual Accounts, view event logs for assigned Virtual Accounts and view Account Agreements. The Virtual Account Administrator can perform all license management activities in SSM, EA and LRP for the assigned Virtual Accounts.
- Virtual Account User: Similar to a Smart Account User, but is limited to the Virtual Account the user is assigned to: they can perform licensing activities for the selected Virtual Accounts, but they cannot add new users to their assigned Virtual Account.
- Smart Account/Virtual Account Viewer: Can view Smart Account or Virtual Account data but cannot make changes.

Note: for all the roles (except Smart Account Approver) CCW Order View management incorporated automatically for applicable Partner Holding Smart Accounts.

For more detailed information, go to the [Smart Accounts Roles Training](#).

Q. Is it possible to change the Approver or Administrator of the Smart Account and allow additional User(s) to see all the licenses and/or agreements?

A. Yes, User roles can be changed by a Smart Account Administrator in “Manage Smart Account” in [Cisco Software Central](#). A different User or an additional User can be authorized as the Smart Account Approver or Administrator. Existing User roles can also be changed by a Smart Account Administrator.

Q. Since the Smart Account Approver has no access to Smart Software Manager, how can they click-to-accept the Smart Licensing agreement in SSM? Can Click-to-Accept be done in CSC?

A. Smart Software Manager (SSM) is not the only place where the Smart Licensing Click-to-Accept (C2A) can be accepted.

The C2A can be accepted in Cisco Software Central (CSC) as well, in Administration → Manage Smart Account → Account Agreements.

As a result, the Smart Account Administrator can accept the agreement in two places: SSM & CSC. The Approver can accept the agreement only in CSC & not in SSM. In practice, Approvers would most likely be legal personnel from the Customer Organization. Therefore, enabling them to accept the agreement only in CSC makes sense.

Q. I’m trying to get access to a Cisco Smart Account, but I don’t know who the Administrator is and the “Request Access” option doesn’t work.

A. Open a case via [Support Case Manager](#) (SCM). You will need proof from the Customer that the Customer is requesting a new Administrator to be completed for them.

Q. Can you provide more information regarding Smart Accounts in reference to Cisco Enterprise Agreements (EAs)?

A. Smart Accounts are now mandatory for all EA’s we have (Security and Collaboration). This allows for the information to be tracked more thoroughly than it has been in the past.

Get more information about Enterprise Agreements [here](#).

Q. How to create notifications in the smart account for when new licenses are deposited?

A. Go to Software.Cisco.com → Select your smart account (if more than one) → Go to Smart Software Manager → Preferences tab → check the 'new licenses' event under Email Notification.

Q. When setting up the Smart Account do you have to set yourself up as the Administrator? Can you leave that blank?

A. There must be at least one administrator and it does not have to be you.

Q. Can multiple partners have access to a single customer Smart Account?

A. Yes, they can. The Customer just needs to grant access to the users from the different Partners.

Q. Sometimes the customer does not know if they have a Smart Account. How do we, as a partner, investigate if they have an account?

A. You can use the "Request Access to existing Smart Account" link in Cisco Software Central (software.cisco.com) to check.

In order to verify it, just input the customer domain (e.g. cisco.com) in the field "Account Domain Identifier". If the Smart Account does not exist, the "Account Domain Identifier" box will turn to the red color and show the message "Please enter a correctly formatted domain, e.g. company.com or west.company.com". If there is a Smart Account, you will be to select the Smart Account.

Q. How do I track and manage the Smart Accounts and Smart Licensing for my ends users?

A. You can manage the Smart Accounts and Smart Licensing for your End Customers once they grant you access.

Q. Can you assign a Smart Account to an Estimate?

A. No, currently it is possible to assign a Smart Account only to a Quote and Order in Cisco Commerce.

Q. If a Partner has access to their Customer's Smart Account, can that external Smart Account access be revoked when that person leaves the Partner company?

A. Yes, employers are able to identify and revoke external Smart Account user access of employees or contractors that separate from the employer.

The User access authorizations are enforced when the current access is de-authorized by the Smart Account Admins due to a change in the employment status or due to a change in the primary email address in the [Cisco.com](https://cisco.com) profile (a change of the email Domain ID). Once the User is de-authorized, they have the option to request access to a Smart Account again from software.cisco.com

Q. If the Customer Smart Account Admin wants to modify the Smart Account address, will they have the option to do it manually or should they open a case with Cisco Support?

A. Yes, the Customer needs to open a case via [Support Case Manager](#) (SCM). There is no self-service Smart Account address change.

Q. Can I add multiple Users to a Smart Account at once, instead of adding Users one by one?

A. Yes, a Smart Account Administrator can create User Groups within a Customer Smart Account. After creating a new User Group, the Smart Account Admin will automatically become a Group Owner and can add any number of users to a group and define Smart Account and Virtual Account access at the group level. See [how can I create user groups to manage users in my Smart Account](#).

Q. Can I assign Tags to my Virtual Accounts?

A. Yes, if you are a Smart Account Administrator, you can create Virtual Account Custom Tags from Cisco Software Central (software.cisco.com). You can now create Custom Tags at the Virtual Account level (e.g. Department, Platform Technology, Country etc.) and list values for each of them. This will help you effectively organize and manage Virtual Accounts (VAs) based on the organizational structure and entitlement policies of your company.

Q. Can I assign Tags to Smart Software Licenses?

A. Yes, you can do it in Smart Software Manager. Please note that License tags are different from Virtual Account Custom Tags. You can create new License Tags from the Inventory tab in SSM.

Limited Use Smart Account for Small Medium Business Customers

Q. What is a Limited Use Smart Account?

A. It is a Smart Account with more simple and limited functionalities than a standard Customer Smart Account. A Limited Use Smart Account is meant specifically for Small Businesses – Customers that don't have a company email domain and are using a public email domain (such as gmail.com, yahoo.com, etc.).

Q. Who qualifies to create a Limited Use Smart Account?

A. Only Customers who do not have a company email domain ID and use a public email domain, such as gmail.com, for their day to day business operations qualifies to create a Limited Use Smart Account.

If you have a company email domain ID, you cannot create Limited Use Smart Account. You must create the Standard Smart Account.

Q. How is Limited Use Smart Account different from Standard Customer Smart Account?

A. Limited Use Smart Account has restricted features such as limited number of Users (up to 3 Users) and Virtual Accounts (up to 3 Virtual Accounts), no User Groups or Virtual Account Custom tagging.

The Customer's Cisco.com profile primary email must be a Public Domain (gmail.com, yahoo.com, etc.)

Q. At the time of Limited Use Smart Account activation, the Customer User can immediately set up Smart Licensing and Create a Smart Licensing Token. However, if then they need to generate a second Smart Licensing Token, should they go to Smart Software Manager?

A. Yes, the first token can be created by the Customer User right after activating the Limited Use Smart Account. This token can be used only once for product registration and its validity is 30 days. The objective is to simplify things for the Customer (they can create a Smart Licensing Token immediately once the Smart Account is set up and active).

For any additional tokens, the Customer would have to go to Smart Software Manager and generate a token from the Inventory tab (through the standard process). The tokens generated in Smart Software Manager can be used multiple times for product registration and can be valid for any period of time between 1 and 365 days (however, it is recommended to select a duration of 30 days).

Q. If the Customer wants someone else (a Partner) to set up Smart Licensing for the Customer, will the Customer still be accepting the Smart Licensing Agreement?

A. This option (I want someone else to set up Smart Licensing) is provided so that the Customer can nominate a Partner to have access to the Customer's Smart Account and generate tokens for product registration. The Partner cannot represent an End customer and accept a Cisco contractual agreement like the Smart Licensing Click to Accept. Hence, when the Customer sends the invite to the Partner, at that time he automatically accepts the Smart Licensing Agreement.

Q. Is it possible to upgrade a Limited Use Smart Account to a Standard Customer Smart Account?

A. Yes, the Smart Account Administrator of a Limited Use Smart Account for Small/Medium Business companies can now request an upgrade to a Standard Customer Smart Account.

The upgrade can be requested in [Cisco Software Central](#) → Manage Smart Account → Account Properties.

To be eligible for the upgrade to a Standard Customer Smart Account, the Customer needs to update their Cisco.com profile to include their company email domain.

The upgrade to a Standard Customer Smart Account will allow the Customer to benefit from the full features and functionalities of the Standard Customer Smart Account.

Smart Licensing

Smart Licensing Overview – Smart and Classic Licenses

Q. Why is Cisco changing Software Licensing?

A. Cisco's innovation has led the networking market for two decades. Cisco's Engineering teams produce world-class products and solutions for your Customers. The evolution of products, along with numerous acquisitions, has introduced a variety of methods for purchasing, licensing, activating, renewing, and upgrading our products. This practice has led to significant inconsistency and confusion for those who sell and manage products from across Cisco's product lines. We are changing our software licensing to help increase our Customers' and Partners' productivity and ease of doing business.

- Today, our Customers' Cisco software lifecycle experience has up to 19 steps and multiple stopping points that require support. The current process has:
- No central location where all the Customer software entitlement and related data is stored and visible
- Too many software licensing technologies
- Various licensing tools
- Too many touch points with Cisco Support to complete licensing tasks.

In order to transform the Cisco software lifecycle, we have designed Smart Software Licensing to support simpler and more flexible offer structures and provide Customers with an easier, faster, and more consistent way to purchase, activate, manage, renew, or upgrade their software products across the Cisco portfolio.

Q. How does Smart Software Licensing work?

A. Cisco Smart Software Licensing makes it easier to buy, deploy, track, and renew Cisco's software by removing today's entitlement barriers and providing information about a Customer and Partner's software install base. This is a major change to Cisco's software strategy—moving away from a PAK-based model to a new approach that enables flexibility and advanced consumer-based models.

Customers, their chosen Partners, and Cisco can view the Customer's hardware, software entitlements, and eventually services, in the Cisco Smart Software Manager.

All Smart Software Licensed products upon configuration and activation with a single token will self-register, removing the need for going to a website and registering product after product with Product Activation Keys (PAKs). Instead of using PAKs or license files, Smart Software Licensing establishes a pool of software licenses or entitlements that can be used across the entire Customer portfolio in a flexible and automated manner. Pooling is particularly helpful with Return Material Authorizations (RMA) because it eliminates the need to re-host licenses.

Customers may self-manage license deployment throughout their company easily and quickly in the Cisco Smart Software Manager. Flexible contracts allow Customers to activate devices and software when necessary and bill for all use, including overage, periodically if desired.

Through standard product offers, a standard license platform, and flexible contracts Customers will have a simplified, more productive experience with Cisco software.

Q. What is the process to obtain licensing from the portal?

A. A Smart License is assigned to a CCW order, so after the order is booked, the License will be automatically available in the Customer's Smart Account. You can assign the license on the order to a specific Virtual Account or just to the overall Smart Account. The Customer can then move the License from the "Default" Virtual Account to the appropriate "Virtual Account".

A PAK-based license can be assigned to a CCW order, and after the order is booked, the PAK will be available in the Customer's Smart Account. If the Smart Account is not assigned at the time of order, the Customer will be able to assign the PAKs to their Smart Account in LRP (after order placement).

Q. How is Smart Software Licensing different from traditional PAK-based licensing?

Traditional Licensing	Smart Software Licensing
<p>Limited View</p> <ul style="list-style-type: none"> Customers do not know what they own. Customers would need to access multiple portals/tools to view information about their software assets. 	<p>Complete View</p> <ul style="list-style-type: none"> Partners and Customers have a shared, complete view of the Customer’s software assets. License and device usage is easily managed from a single interface.
<p>PAK Registration</p> <ul style="list-style-type: none"> Customers must manually register each device. A device can be unlocked only with a license key 	<p>Easy Registration</p> <ul style="list-style-type: none"> No PAKs are required for unlocking a device. Customers can easily activate devices.
<p>Device Specific Licensing</p> <ul style="list-style-type: none"> Licenses are specific to only one device (also referred to as node locking). 	<p>Company Specific Licensing</p> <ul style="list-style-type: none"> Flexible licensing feature enables use of licenses across devices. Licenses can be pooled and applied to applicable devices in any grouping as designated by the Customer or Partner. Customers and Partners can consume licenses beyond the original purchase and reconcile overage usage at a later agreed date to speed execution and reduce the friction in the procurement

Q. How can we convert Classic, PAK-based licenses into Smart Licenses?

A. Customers can convert a Classic, PAK-based license to a Smart Entitlement (if a Smart License equivalent is available). The License conversion can be performed both in the License Registration Portal (LRP) and in Smart Software Manager (SSM).

In LRP, you can go to PAKs/Tokens tab → Actions → Convert to Smart Entitlement. Conversion can be done by PAK # for unclaimed licenses in a PAK. For licenses claimed by a product, you will need to enter the product UDI (PID + Serial # or UUID) and convert all of the PAK licenses being used by that product.

In SSM, there is a “License Conversion” tab where you can convert Classic Licenses that have been assigned to your Smart Account to Smart Licenses. A Smart Account Admin can convert Classic Licenses to Smart Licenses in “bulk” or even set up automatic conversion settings for new PAKs and Devices assigned to a Smart Account with new orders.

For more details view these on-demand training modules:
Please see the License Management section on the [License Support](#) page.

Q. What are the benefits of Cisco Smart Software Licensing?

A. Smart Software Licensing makes it easier to do business with Cisco. We believe that software should just work. Benefits for Partners include:

- Visibility to devices and software purchased and deployed
- Ability to monitor and manage devices, licenses, and usage in real time
- Automatic license activation
- Product simplicity with standard software offers, licensing platform, and policies
- Decreased operational costs

Q. What is required to use Smart Software Licensing?

A. A new Smart Account is required for Smart Software Licensing. Existing Cisco.com IDs can be linked to the Smart Account. The product will also need to be Smart License-enabled to leverage the Smart licensing features.

Q. Can you go see what classic license a device is using today? Can you go to a device and see what Smart License is connected, or can you only view that information from SSM?

A. For classic licenses, if you go to the device you are able to see what license you are running. For Smart Licensing, if you go to the device you will see which entitlements you are consuming as you have to tell the device what you want it to consume.

Q. Which purchasing models does Cisco Smart Software Licensing support?

A. Currently, perpetual and term/subscription licenses are available for Smart Software License-Enabled products. Some products also support the Managed Service Provider License Agreement (MSLA) via Smart Licensing as well. More models will be added over time.

Q. What is the difference between perpetual and subscription licensing?

A. In the subscription model, the Customer pays an annual fee that includes the cost of the license(s) term right to use and the cost of Software Support Service for software support, suite updates, version upgrades and license portability. If the Customer decides to cancel the subscription, they lose the right to use the license(s).

In the perpetual model, the Customer pays the entire cost of the license(s) perpetual right to use at the time of purchase. The Customer must maintain an annual Software Support Service contract in order to get software support, updates, upgrades and license portability rights. If Customer stops paying the Software Support Service contract, they can continue to use the license on that device. However, they would not be eligible for support, updates, upgrades or license portability if they move to a new device in the future.

Q. Are my service contracts Smart Account-Enabled?

A. No, not at this time.

Q. What tools are involved with Smart Licensing?

A.

- [Cisco Software Central](#) (CSC): Create and Manage Smart Accounts
- [Cisco Commerce Workspace](#) (CCW): Order Smart products, view orders assigned to Partner Holding Smart Account, re-assign orders from Partner Holding Smart Accounts to Customer Smart Accounts
- [Cisco Smart Software Manager](#) (CSSM): Manage, activate, and register licenses and product instances in a Customer Smart Account

Q. Is there any documentation that shows the roadmap of when product families will become Smart License-Enabled?

A. The Smart Licensing Product Roadmap is available [here](#).

Typically, when we introduce Smart Licensing to existing products, we ship the products in Hybrid mode so that users can choose to use the new Smart Licensing system or the classic one. Switching to Smart License mode allows users to reap the benefits of the Smart License. New products are shipped as Smart License-enabled only.

Q. What are the differences between Traditional and Smart Licenses?

A.

- Classic licenses/PAKs are received either by mail, eDelivery or placed into a Smart Account and are node-locked to a given device.
- Smart licenses do not require PAKs and are a pooled licensing model.

Q. Please cover the differences between the fulfilled and unfulfilled statuses for traditional PAKs in LRP (License Registration Portal).

A. After the PAKs are loaded, they are available for fulfillment and appear under the PAKs/ Tokens tab in LRP with an “Unfulfilled” status. If the user activates a PAK, then it is “Fulfilled”.

Q. Is Smart Licensing supported via IPv6?

A. The Smart Agent is indifferent to the IP addressing scheme. So if it is a product that supports IPv6 then it will simply be passing the call home messages. The SSM On-Prem is supported via IPv6, as of January 2017.

Q. There is a tab in LRP called PAKs/Tokens. What are the tokens in LRP? PAKs are product activation keys but what do tokens represent?

A.

- A Token is technically a PAK and can be consumed/fulfilled like a PAK.
- Tokens are enabled for selected product families (only supported for two product families: UBR and SPVTG).
- A Token gets created when a customer wants to remove their licenses from their existing devices (either due to incorrect quantity usage or moving licenses across their network devices) and later use that token via subsequent transactions in LRP.
- Token fulfilment process is exactly the same as PAK fulfilment.

Q. Can you quickly elaborate on the Automatic PAK Registration?

A. Cisco is enhancing your ease of doing business by offering an on demand PAK consolidation service for your Cisco ONE purchase. For all requests to consolidate your Cisco ONE PAKs and have them deposited into your Smart Account, please submit an online request by opening a case with [Support Case Manager](#) (SCM).

When a PAK is assigned to a Smart Account at the time of order in Cisco Commerce, the license will be automatically deposited in the Smart Account. PAKs will be automatically available in the Smart Account.

Q. How does a Customer enter existing PAK keys into the portal?

A. You should go to Cisco Software Central (software.cisco.com), and click the “Traditional Licensing” link from the Administration section. You will be redirected to License Registration Portal (LRP). You can use the option “Add New PAKs/Tokens” to add PAKs and assign them directly to a Smart Account

and Virtual Account. If a PAK is already added to the PAKs/Tokens tab, you can assign it to a Smart Account.

Q. What about PAK keys for products that are not smart-enabled?

A. PAK-based licenses can be assigned to a Smart Account at the time of order in Cisco Commerce. PAKs can then be managed in the Customer Smart Account in LRP.

Q. How do you add existing PAK based licensed keys to a Smart Account?

A. You can set up your smart account in Cisco Software Central (software.cisco.com) and then transfer those classic PAK based licenses into the Smart Account or contact Support by opening a case via [Support Case Manager](#) (SCM) to consolidate your licenses in Smart Account.

Q. How are Classic PAKs linked to a Smart Account? Just in CCW when placing the order?

A. Yes, that is the best way when ordering in CCW to link to a SA at that time. However, if that is not done at that time, you can always create a Smart Account later in Cisco Software Central (software.cisco.com) and go back into the license portal to link it to the Smart Account.

Q. Is there a documented process on how a customer can import/add existing PAKs to their Smart Account?

A. Please visit the License Management section of the [License Support](#) page.

Ordering Smart Licenses in CCW

Q. How do I order Smart License-enabled products?

A. Order Smart SKUs in CCW, following the as-is process. In the order, you will need to assign a Smart Account – either a Partner Holding Smart Account or a Customer Smart Account. A Smart Account must be assigned to place the order.

Q. Will a Smart License SKU trigger any additional holds on the Order? When a Smart License-enabled SKU is entered into a CCW quote or order, given that these SKUs represent new products, will these products trigger any kind of compliance holds?

A. No because it is a Smart SKU. If there is a hold for other reasons, then those holds will apply.

Q. How can Partner/Customer manage orders with both legacy PAK SKUs and new Smart SKUs?

A. Smart Licensing SKUs are managed in SSM. It is required to have a Smart Account. Classic PAK licenses have the option to be assigned to a Smart Account, however, they are still managed in the License Registration Portal (LRP). Assigning a classic PAK to a Smart Account (which is the case for most Cisco ONE bundles) allows the user to view all PAKs associated to the Smart Account instead of only the ones mapped to their CCO ID in LRP.

Q. As a 1-Tier Partner, what Smart Account should I assign in CCW?

A. For 1-Tier Partners, the best approach is to search for the End Customer Smart Account using their Company Domain ID, Smart Account Name or Email ID, when assigning the Smart Account in CCW. If you find their Account, assign it to that Customer Smart Account.

If you cannot find the correct Smart Account, but you think the Smart Account for that Customer has already been created, you can Nominate a Customer or Partner User for Smart Account Assignment (Order Based Access). If you cannot find the correct Smart Account and you are confident that it has not been created yet, then you should initiate a Customer Smart Account Request on your Customer's behalf.

If you initiated a request on their behalf, the End Customer will receive instruction on how to setup their Account. You should communicate to the end Customer that they need to complete the Smart Account setup to receive and consume their licenses.

In any situation, if you are unsure of the Customer contact or Smart Account information, you can always assign the order to your Partner Holding Smart Account so you are able to submit and book the order. From there, you would go back into CCW, search for the order, and change the Smart Account Assignment to the correct End Customer Smart Account.

Q. As a Distributor, what Smart Account should I assign in CCW?

A. For Distributors, the best approach is to search for the Reseller (2-Tier Partner) Holding Smart Account using their Company Domain ID, Smart Account Name or Email ID, when assigning the Smart Account in CCW. If you find their Account, assign it to that Partner Holding Smart Account. If you do not find it, that usually means they do not have a Smart Account set up yet. From there, you should initiate a request for a Customer Smart Account on their behalf.

If you initiated a request on their behalf, the Reseller Partner will receive instructions on how to setup their Account. You should communicate to the Reseller that they need to complete the Smart Account setup to receive and consume their licenses.

If you had a relationship with the End Customer or know the End Customer information, you could assign the order directly to their end Customer Smart Account.

In any situation if you are unsure of the Reseller/Customer contact or Smart Account information, you can always assign the order to your Holding Smart Account until you are able to submit and book the order. From there, you would go back into CCW, search for the order, and change the Smart Account Assignment to the correct Reseller Holding Smart Account or End Customer Smart Account.

Q. Can Distributors place stocking orders?

A. Smart products are not available on the Wholesale Price List (WPL), so Distributors cannot place stocking orders. They can only place orders when they are buying the product and immediately reselling. This is because they currently cannot split their order across multiple Partners.

Q. As a Reseller (2-Tier) Partner, what is my role in Smart Account Assignment?

A. In most situations, the Distributor will assign the order to your Reseller Holding Smart Account, because you have the best relationship with the End Customer. From there you will need to login to CCW, search for the order, and assign the End Customer Smart Account so they can receive and consume their licenses.

Q. I would like to know how Cisco intends on dealing with the logistics of Smart Accounts for Distis and 2-Tier Partners.

A. The Disti can assign the order to their Reseller's Holding Account, and then the Reseller can re-assign the order to their End Customer's Smart Account. If the Disti is working directly with the End Customer, they will assign the order directly to the End Customer's Smart Account.

Q. When is Smart Account Assignment Mandatory to place the order?

A. A Smart Account is mandatory to submit the order when you have a Smart License-enabled product, which is indicated by an “SA” icon at the line level and the message ‘Smart Account Required’ in red text. You will not be able to submit the order until a Smart Account is assigned, and will receive hard stop errors until one is assigned. The initial Account assigned could be either the Customer Smart Account or a Partner Holding Smart Account. Ultimately, the order needs to be assigned to an End Customer Smart Account; otherwise, customers will not receive the licenses and cannot activate and consume them in SSM.

Q. What do I do if the order was originally assigned to a Partner Holding Smart Account?

A. After the order is placed and the End Customer is identified, search for the order by clicking ‘Smart Account Orders’ from the Order tab at the top of CCW. This will return all orders with Smart License-enabled items. From there you can click the assignment status column to filter by Customer Smart Account ‘not assigned’. Then go into the order and you will be able to change the assignment to the Customer Smart Account.

Q. Why do I need to move the order from the Partner Holding Smart Account to the Customer Smart Account?

A. The Customers cannot receive, activate, and consume their licenses until they are deposited into their Customer Smart Account.

Q. If a buyer places an order within their Customer Smart Account, do they have to also add the order to the Partner Holding Smart Account?

A. No – a Partner Holding Smart Account is only required if the End Customer is not known. However, the Partner Holding Smart Account also provides the Partner traceability and future visibility into the End Customers’ Account activity.

Q. What if I am placing an order for the Customer and the Customer does not have a Customer Smart Account?

A. You should request a Customer Smart Account on their behalf from CCW. When assigning the Smart Account, there is a link, ‘Request Smart Account’. The Customer will receive an email and need to complete the Smart Account setup. It is recommended you talk them through the process. You can also assign the order to a Partner Holding Smart Account to place the order. After that, you should request a Smart Account on behalf of the Customers. Once the Customer Smart Account is created, the Partner can go into Cisco Commerce Workspace (CCW) and re-assign the order from the Partner Holding Smart Account to the Customer’s Smart Account.

Q. If you are a Partner or a Distributor with Smart products in your Partner Holding Smart Account, how do you deliver a Smart License-enabled product to your End Customer?

A. Resellers must [reassign the order to the End Customer’s Smart Account](#); this can take place before or after shipping. In the case of Distributors selling to 2-Tier Partners, Distributors can reassign the order from their Partner Holding Smart Account to the 2-Tier Partner Holding Smart Account. The 2-Tier Partner is then responsible for reassigning the order to an End Customer Smart Account. The End Customer can then access their Smart Account to view their Smart Account-Enabled products as well as activate and manage their licenses. It is important to note that the licenses cannot be used until the order has been assigned to an End Customer Account.

Q. How long can a license stay in a Partner Holding Smart Account?

A. There is no limit to how long the order can stay in a Partner Holding Smart Account. It is in the Partner's best interest not to wait long after the Customer is identified because the Customer will be waiting for their order so they can consume the licenses. You will not be able to change the assignment after the order has been shipped. Note Partner Holding Account assignment doesn't start the subscription timer, however, Customer Smart Account assignment starts the timer when licenses are delivered.

Q. Can I change the Customer Smart Account assignment, if the licenses were assigned to an incorrect Customer Smart Account?

A. Partners cannot change the Customer Smart Account assignment after the licenses have been deposited into the Customer Smart Account. They will need to contact Cisco Support. Cisco will then re-assign licenses to the correct Account.

Q. How do I know I have orders that need to be assigned to a Customer Smart Account?

A. The Partner Holding Smart Account owner receives CCW notifications of their pending Smart License orders informing them to take action only if they are subscribed to receive the notification. The preferences for this notification can be set in Cisco Software Central.

Q. Where can I view the orders assigned to my Partner Holding Smart Account?

A. You can check for orders placed in the Partner Holding Smart Account in CCW.

Q. Who can view the orders placed in a particular Partner Holding Smart Account?

A. All users who have access to the Partner Holding Smart Account can view orders placed in it.

Q. Is there a way to see if the license has been delivered to the Customer Smart Account if you do not have access to the Customer Smart Account?

A. You will not be able to see the transactions history but you will be able to see in CCW if the order was assigned to the Customer Smart Account.

Q. What Roles associated with the Partner Holding Smart Account can go into CCW and view the order as well as manage the assignment in the CCW?

A. For the following Smart Account Roles, CCW Order View management is incorporated automatically for applicable Partner Holding Smart Accounts:

- Smart Account Administrator
- Smart Account User
- Virtual Account Administrator
- Virtual Account User

Q. If a Reseller/Partner bought licenses and assigned them to their Partner Holding Smart Account and the End Customer is unknown for some time, does the Reseller/Partner get billed for these licenses?

A. Yes. If the order is ship confirmed to bill, the party will receive an invoice from Cisco.

Q. Can Partners assign the order to a Customer Virtual Smart Account?

A. Yes. You can assign to either the overall Customer Smart Account or a specific Virtual Account.

Q. Who can move the order from a Partner Holding Smart Account to a Customer Smart Account in CCW?

A. Any user who has visibility to the Partner Holding Smart Account can assign the order to a Customer Smart Account. However, users need to have order management roles in CSC so that they can view and edit orders. Admin users can access all orders. Users with Virtual Account level order access can see only orders specifically assigned to that Partner Holding Virtual Account.

Q. What does it mean to associate a Partner Holding Smart Account in CCW?

A. Associate a Partner Holding Smart Account with the order so that all users tied to the Partner Holding Smart Account can view the order in CCW to serve as a record.

Q. How is the billing done for invoices?

A. If the license is utility based, the billing is done as per usage. For a perpetual license term, once the shipping of licenses is confirmed, the invoice for all licenses is sent to ERP for billing.

Q. How is the provisioning of the software supported in the new process when the Partner does not know which version the Customer will download?

A. Provisioning is not impacted by the version of the software. The software version that sits on the device is irrelevant. The new versions of software are automatically pushed depending on the services.

Q. If a Customer needs to have physical paper evidence of all licenses to present to organizations like the government, is it possible to access these documents from within the Smart Account?

A. We send out a Right to Use license documents for all Smart Licensed products whether in physical form or downloadable and printable via eDelivery. It is part of the order even though the licenses auto provision to the Customer's Smart Account.

Q. Since paper licensing is not available in the Smart Account for our Customers, how would they be able to access them again, if it was only a paper license? Paper licenses (RTUs) are currently not visible in the Smart Account.

A. Cisco is exploring options to provide digital traceability of these entitlements.

Q. Are there any particular guidelines that would need to be followed for Returns for Smart License-enabled products / licenses? For example, in regards to licenses, do they need to be confirmed not activated or revoke prior to being returned? Who is the Point of Contact for all questions related to returns for Smart License-enabled orders?

A. As process stands today, any Returns of Smart License-enabled products need to contain both the Cisco Sales Order numbers and the SKUs that are being returned. With this information there is a process to check all Smart License-enabled products that will be debited from the Customers Smart Account at time of return.

Returns for Smart License-enabled products will follow the same process as non-Smart License-enabled products. They need to be confirmed not activated or revoked prior to being returned. Partner facing PoC for returns of Smart License-enabled orders would be the same team that supports Returns today.

Q. How do Returns work in Smart Licensing? If we do an RMA, then do licenses get pulled out of a Smart Account? What if the licenses are already in use by product instances?

A. Returns of Smart Licensing products works the same way as it does today. Currently there is an operations team who manually checks for Smart License product returns and will perform the 'debiting' of licenses from the Customer's Smart Account. If the licenses are already in use by a device and there are no other free licenses to debit from, those licenses will still be 'debited' and the device will go into an 'Out of Compliance' mode. The product instance will still be functioning as normal but the Customer will be alerted that they need to purchase more licenses or reduce the amount of licenses to be consumed by the product instance to get back into compliance.

If a product goes out of service unexpectedly, the Customer can remove a product instance from SSM to free the licenses used by that particular device. Once the product instance is removed, the licenses will go back to the pool and can be used by a new device. After removing the product instance, this action will be shown in the Event Log.

Q. If the Smart Licensing order is assigned to the Reseller's Partner Holding Smart Account, will the Reseller be able to access the entire order in CCW View Status, including the pricing information?

A. If the Smart License order is assigned to the Reseller's Holding Smart Account, the Reseller will be able to see all of the lines that were on the order (Smart License or not), because only complete orders can be placed in a Partner Holding Smart Account. Pricing information will also be available for the Reseller in the Discounts Tab.

Q. Does the Customer need a Sales Order Number, for them to retrieve their licenses?

A. Due to the simplicity of Smart Accounts and Smart Licensing, they do not need any specific information. Once the licenses have been assigned to a Customer Smart Account, they will be placed in the SSM tool. The Customer would just navigate to the SSM and would see all the licenses deposited their Account.

Q. If I am using B2B to place an order, how do I assign the order directly to the Customer Smart Account?

A. When placing the order through your B2B system, you can only designate the Smart Account to a specific Smart Account from your B2B system if you have made the needed modifications to your system and XML form. If you have not or do not want to make those changes to your system, you need to have a default Partner Holding Smart Account. When you place the order through the B2B system, it will automatically be routed to your default Partner Holding Smart Account. From there, you must go to CCW to assign the order from the Partner Holding Smart Account to a Customer Smart Account.

Q. How can we reassign the Order from the Partner Holding Smart Account to the Customer Smart Account if ordering via B2B?

A. B2B users will still need to log in to CCW, search for the order, and change/re-assign the assignment from the Partner Holding Smart Account to the Customer Smart Account following the process described in [this training](#). Once Smart Accounts features have been implemented on the B2B side, users will be able to assign the order directly to the Customer Smart Account, and will only need to do this extra step when the Customer Smart Account is not known or setup.

Q. Is the B2B default Partner Holding Smart Account set in CCW at the enterprise or CCO ID level?

A. Each CCO ID within the company should set up a default Partner Holding Smart Account in CCW for their orders placed through B2B. If you are a large global company and require multiple Partner Holding Smart Accounts, this allows you to set different default Accounts per region when differing CCO IDs are used.

Q. How can you move licensing from a Partner Holding Account to a Smart Account? Is there going to be an option to go back into an order and add it to a Smart Account after the fact?

A. If a Partner Holding Account is assigned to the order, you will receive a notification upon order submission informing you that a Customer Smart Account assignment is required. To receive these notifications, you must be associated to the Holding Account and your notification preferences must be set in your user settings on Cisco Software Central. The Smart Account or Virtual Account Admins and Users for the Partner Holding Account can go into CCW to assign orders from Partner Holding Account to Customer Smart Account.

Q. If we assign the Smart Account Domain to an Order when placing and there is a classic PAK SKU, will it be delivered both ways? i.e. will the E-Delivery email be sent and it will show in their Smart Account?

A. Yes, the PAKs will be delivered both ways.

Q. Can I search for a Smart Account in CCW using my Customer's email address?

A. Yes, Partner Users are able to search for a Smart Account in Cisco Commerce (CCW) using the email ID of the Customer contact. The search results will show all of the Smart Accounts that the email ID is part of as well as other Smart Accounts with the same email domain name. Please note that each Smart Account User can "allow" or "not allow" Smart Account search by Email from Cisco Software Central [Manage Smart Account](#) [Account Properties](#).

Q. If I don't know which Smart Account to assign to the CCW order, can I nominate another User for Smart Account assignment in Cisco Commerce (CCW)?

A. If you cannot find the correct Smart Account, you can Nominate User for Smart Account Assignment. You can enter Order Based Access (OBA) Email ID in cases where Smart Account is not known or not available in CCW Order. The OBA option can be used to share the order with someone else who knows who the End Customer is, so that the nominated individual can access the order outside of CCW and assign it to a Customer Smart Account.

Q. What can I do if the Smart Account I'm assigning in Cisco Commerce is Pending Customer Acceptance, and so the Smart Account is not active yet?

A. You can now nominate an additional Smart Account Creator (Approver) if the selected Smart Account is in "Pending Customer Acceptance" status.

Q. Can Cisco assign my Partner Holding Account to each CCW order automatically?

A. In [Cisco Software Central](#) (CSC), Holding Smart Account Admins can access their Partner Holding Smart Account, and they have an option to associate their Partner Bill-to-IDs (linked to the Cisco maintained Partner's Company ID) to their Partner Holding Account.

Whenever an order is placed in Cisco Commerce (CCW), if no Partner Holding Smart Account is assigned explicitly, the Bill-to-IDs of the order creator will be used to derive the corresponding Company ID and from the Company ID, the Partner Holding Smart Account that is mapped to it will be automatically assigned to the order.

Q. Can we assign a Smart Account to Technical Services in CCW?

A. There is a new option to assign a Smart Account to Technical Service lines. Partners can assign an End Customer Smart Account to Cisco Branded service lines fulfilled by End Customers.

Partners can also assign a Partner's Customer Smart Account (also known as Partner Smart Account) to Partner Branded service lines fulfilled by Partners. Please note that Smart Account assignment to Technical Services is currently optional.

In the future, the Technical Services assigned to Smart Accounts will be managed in the My Cisco Entitlements Portal, however, currently that new Entitlements experiences is not available yet. At this time, Customers and Partners will see the Smart Account assignment to Technical Services only in Cisco Commerce.

Managing Smart Licenses in Smart Software Manager (SSM)

Q. How are Smart Software Licenses managed?

A. Customers may self-manage license deployment throughout their company easily and quickly in Cisco Smart Software Manager. Cisco Smart Software Manager is the cloud-based tool that maintains a record of a Customer's or Partner's purchased Smart Software licenses. It allows the user to group licenses in Virtual Accounts (pools). The system maintains real-time status of license usage after products are registered and activated. The user is notified by alerts (expiring, expired, insufficient), event logs, and summary emails as to the status of licenses in the Virtual Accounts.

Q. Can a Customer transfer one of the licenses from one of the products to a different device?

A. For Smart products, all licenses are pooled within each Virtual Account. Moving license consumption from one compatible product to another within a Virtual Account is simply a matter of de-configuring functionality on one product and configuring it on another. If needed customers can go to SSM and transfer licenses between Virtual Accounts.

Q. If a Partner buys hardware and software on the same order, the software licensing is often assigned immediately to the Customer's Smart Account, but the hardware is delivered a few weeks later. If the software licensing is term & content, will the license term start before hardware delivery?

A. Yes, the license term will start even if the hardware is not delivered. Please note that the license could technically be used for another hardware.

As a workaround, the Customer can order hardware in advance, on a separate order, and then order software in a second order (a few weeks after ordering the hardware).

Q. When is the device activated?

A. Once the licenses are deposited to the Customer Smart Account, the billing starts immediately. The license will remain inactive until the end user activates them, which is when the term begins. It is best practice to activate the license as soon as possible because the billing starts immediately after the user has purchased the license. If it is a demo license, then it is activated as soon as it is deposited into the Account.

Q. Where can I renew the licenses that give warnings about expiration?

A. Software Licenses are currently renewed in CCW-R.

Q. What if a Customer has a Smart Account with another Partner? How will this affect renewals?

A. Smart Accounts align to the End Customer (and not the Partner). The End Customer can choose to do renewals with any Partner regardless of who originally set up the Smart Account.

Q. What is the process to register and activate a Smart License-enabled product?

A. The steps involved in registering and activating a Smart License-enabled product are:

- Step 1.** Create an initial registration token for the device in SSM On-Prem or SSM cloud or use a valid, existing registration token
- Step 2.** Configure the Smart Call Home feature on the device if it is associated with a SSM On-Prem so that it can send the device information to the SSM On-Prem. SSM cloud is the default and no additional configuration is needed..

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- Step 3.** Set the token on device with “(exec)license Smart register idtoken” command.
- Step 4.** The device connects to SSM and a notification is received about the activation.
- Step 5.** Product instance for the device appears on the SSM display.

Q. How is licensing information reported back to Cisco?

A. Cisco Smart Software Licensing offers several flexible deployment options for gathering software usage data. A Customer may choose to use a single or multiple means of transferring data from different systems. The following options are available:

- An Internet connection directly between the Customer system and the Cisco Cloud system. This is the default option.
- An HTTPS proxy can be used to mediate connectivity between the end system and your Cisco Smart Account. You may choose either to use Cisco’s Smart Call Home Transport Gateway free of charge, or you may use your own https proxy system.
- A CSSM On-Prem, an on premises license manager (data collector). CSSM On-Prem (previously called SSM satellite) is a store and forward license manager that periodically exchanges information with Cisco in either by a connected file exchange or air-gapped, manual file exchange. For details, please see Smart Licesning Using Policy in Cisco DNA Center, below.

Q. What kind of secure connectivity options does Cisco offer to Customers who do not want to be connected to Cisco.com?

A. The Cisco product is configured to use smart licensing at install/provisioning time. To receive near real-time information about your inventory, the product instances must periodically connect to the SSM servers during a specific renewal period. There are five options depending on the needs of the Customer company.

- The default option is Direct Cloud Access: this is a direct connection over HTTPs. With this option the product sends information directly over the internet and no additional components are needed – this should be adequate for most Customers.
- The second option is through an HTTPs proxy that will mask the network behind it and provide a single IP address pointing out to the Internet. You can use the Smart Call Home Transport Gateway (a free VM download is available), or you can use any off-the-shelf proxy (such as Apache). Check the free download link for Cisco’s [Smart Call Home Transport Gateway](#)
- Option 3 is a mediated deployment in connected mode: access through on-premise license management. Cisco products send usage information to a locally installed On-Prem. The SSM On-Prem takes the same functionality of Smart Software Manager and it moves it local (on premises) to the Customer network. Devices talk directly with the SSM On-Prem and the SSM On-Prem issues ID Tokens used for product registration. The SSM On-Prem will synchronize with Cisco as often as the Customer configures it to do (synchronization can be monthly, daily, weekly, or a specific day of the month).
- Option 4 is also a mediated deployment, in other words access through on-premise license management via SSM On-Prem, but in air-gapped mode. It is a disconnected process in which the information is transferred offline via a SSM On-Prem collector. The offline transfer via SSM On-Prem is a good option for Customers who have completely disconnected networks. The Customer will do the synchronization manually every 30 days or as often as needed.

Generally speaking, the SSM On-Prem option (in connected or disconnected mode) works for those Customers who do not mind the administrative overhead by deploying and maintaining the SSM On-Prem. Please refer to the [SSM On-Prem page](#) for more information on using the SSM On-Prem option:

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- Option 5 is also available, it is the Specific License Reservation. It allows you to copy/paste information between the product and Cisco.com to manually check in and out licenses. It is functionally equivalent to current node locking, but with Smart License tracking.

Q. Are there any Export Compliance Considerations?

A. Smart Licensing includes mechanisms that allow Cisco to be compliant with US Export Regulations. The primary mechanism is to require that some customers order a restricted license prior to enabling certain functionality. When this order is placed, Cisco will confirm the existence of an existing government issued Export License or apply for a new one. Once Cisco has confirmed the existence of the Export License, the order will be released, and the functionality can be enabled in the specified quantity. Please see specific product documentation for how to enable restricted functionality. For export details, please see [Global Export Trade](#).

Q. Will the Customer require an outbound connection to Cisco to register their devices in their Smart Account?

A. The Customer will either need an outbound connection or use one of the information transfer technologies such as the Smart Call Home Transport Gateway/HTTPs Proxy or by establishing the Smart Account locally using the Smart Software On-Prem. These mechanisms are discussed above for the question “how is licensing information reported back to Cisco?”.

Q. What should a Customer do if they do not want his/her device to connect back and forth with Cisco?

A. If Customers do not want their device to communicate back and forth with Cisco, they must use the SSM On-Premise. This solution can eliminate the device's communication directly with Cisco. Customers must have a SSM On-Prem set up on their site. SSM On-Prem then communicates with Cisco periodically (customer configurable) either over a direct HTTPs or via an “air-gapped” HTTPS file exchange. However, if the ssm On-Prem does not communicate with Cisco within a year, the device would be automatically de-registered.

Q. What happens to under-utilized Smart License-enabled devices that do not have Internet connectivity to Cisco?

A. After one year of no contact/network communication, the Smart License-enabled device's ID certificate will expire and the device will be unregistered. Note: There are alerts if the Smart License-enabled device has not communicated within the last 30 days, and its license usage is released after 90 days. Once the ID certificate is revoked, the product returns to evaluation mode and may experience degraded functionality under the terms of the particular products evaluation policy.

Q. Does a Smart License-enabled device eventually lose its licensable feature capabilities?

A. The Smart License-enabled device's ID certificate will expire after 1 year of no communication. Cisco does have an air-gapped environment capability, called License Reservation, where the Customer can permanently deploy a license (and the device does not ever need to connect to Cisco or a CSSM On-Prem).

Q. How many devices can a Smart Account hold?

A. Customers may have as many devices as they like attached to their Smart Account. However, if you are using a Smart Software On-Prem, the existing system can currently support 10,000 devices per SSM On-Prem 6.0 and above. Earlier On-Prem/satellite versions support up to 4,000 devices.

Q. When can I change my entitlements from classic to SMART?

A. When the product in question supports Smart licensing, if the Customer is eligible to upgrade to the Smart version of the product they will be able to initiate the migration themselves through the License Registration Portal.

Q. How do I initiate my entitlements from classic to SMART?

A. Customers can self-initiate this process by downloading and installing the Smart version of the Software, enabling the device in Smart Mode and registering the device to a Smart Account using a registration token generated from the Customer's Smart Account. The migration of any entitlements tracked by Cisco will automatically be migrated to the Customers Smart Account. Customers will also be able to initiate the migration of unused classic PAKs to Smart Accounts for future consumption by products in Smart Mode. This process will be available through the License Registration Portal.

Q. Does transferring a product instance from one Virtual Account to another Virtual Account result in the corresponding licenses being transferred or do you have to transfer the licenses separately?

A. If you transfer a device, the license that it is consuming is not transferred along with it. This may cause the "new" virtual account to go Out of Compliance. Therefore if you want to transfer licenses as well, you would do that separately.

Q. Can the same token be used to register different software licenses in Smart Software Manager?

A. A token can be used to register as many devices as you want, even from different product families. It is possible to register two devices from different product families with the same valid (not expired or revoked) token, as long as you wish to consume licenses for both devices from the same Virtual Account.

Q. Can Partners relocate Licenses among different countries and/or regions?

A. If transferring licenses from one country or region to another is possible, what are the legal and financial consequences?

It depends on the license, the country the license is coming from, and the country the license is going to. So there are a huge number of possible answers depending on those factors. Cisco is not responsible for ensuring that Partners/Customers are following the letter of their local laws. That is something that has been, and will continue to be, the responsibility of the Partner/Customer.

Q. When a license expires, is the Customer immediately out of compliance or not? If not, for how long?

A. The Customer will receive notifications in Cisco Smart Software Manager (and by email if they have elected to receive notifications) when licenses are getting ready to expire. When the license expires the status in Smart Software Manager will update immediately. A product may take up to 30 days to reflect the change. This is because products check-in every thirty days. The product can run in an out of compliance state indefinitely – largely speaking it will continue to operate as anticipated. Please note that this is product dependent and there are a few exceptions.

Q. What reporting tools are available for Smart Licensing? What reporting tools are available to help Partners monitor licensing usage in a Smart Account?

A. In [Cisco Smart Software Manager](#) you will find a “Reports” section, where you can download reports on Licenses, License Subscriptions and Product Instances. All the reports can be viewed in your browser and/or exported to CSV or to XLS.

You can access Smart Software Manager from [Cisco Software Central](#).

Q. We know that the Product instances must periodically connect to the SSM servers during a specific renewal period. How often will the product send information? Is it going to be every day, or multiple times a day, or at a different cadence?

A. The device will connect to Cisco SSM or the SSM On-Prem every 30 days or whenever a license consumption change occurs (e.g. if the device starts or stops consuming a new license. Products will also communicate after a reboot.

The SSM On-Prem will communicate to the SSM server as often as the Customer configured it to do. It can be monthly, daily, weekly, or a specific day of the month. The daily sync is recommended, but it's up to the Customer to schedule it. It's included in the SSM On-Prem installation guide. You will find the installation guide in the Cisco.com SSM page: <https://www.cisco.com/c/en/us/buy/smart-accounts/software-manager.html>

Q. What is Self-Serve License Provisioning?

A. After registering a Product Instance, you may have the option to add additional Licenses to your Inventory. For certain Product Instances, you will be able to add to your Inventory additional free licenses, based on the mapping to the Product Tag, UDI PID and Quantity, so that you may have access to additional licenses. This applies in particular to Products such as CUBE and CSR (but not exclusively).

Q. How can I see Sales Order numbers and PO numbers on CSSM?

A. Users can click on a license line in Inventory -> Licenses tab. This will bring up the detailed usage information screen. There the user can click on the “Transaction History” tab to show details such as SO#, transaction date and so on. To simplify getting this information, the Smart Account Administrator can enable “Show License Transaction Details in Inventory Tab” from the Preferences Tab on CSSM. Once this is done, users will see a “+” next to the licenses shown on the Inventory -> Licenses tab. Click on the “+” to expand an entry. The user will now see SO#, and PO# that was entered on the order, and other information.

Smart Software Manager On-Prem

Q. How does the Smart Software Manager On-Prem Work?

A. After installing the Smart Software Manager On-Prem the Customer's devices will communicate to SSM On-Prem rather than with the cloud-based Smart Account directly. The product instances will operate as if they are talking directly to Cisco Smart Software Manager in the cloud. Once a month (or more often) the Customer will synchronize the databases between the Smart Software Manager On-Prem and Smart Software Manager cloud which will update the local database with Customer-wide licensing states and update the Smart Account with the Customer's local usage. The SSM On-Prem will synchronize with Cisco as often as the Customer configures it to do (synchronization can be monthly, daily, weekly, or a specific day of the month).

This synchronization can occur in one of two ways:

- Enable Direct Access during specified time periods.
- Enable Indirect Access by acquiring a readable (YAML format) update file that may be transferred through indirect means (such as a USB drive) to an upload tool. A readable response file will be generated and can be inserted back into the Smart Software Manager On-Prem to complete the synchronization.

Q. Why is a disconnected server used to transfer license information?

A. Smart Software Licensing enables Customers or their approved Partners to pool and share licenses across devices, rather than attaching each license to only one specific device. This capability benefits the Customer because licenses can be distributed throughout the organization to meet current usage requirements and easily shifted to other devices as business requirements change.

Due to this license pooling approach, the Customer's license usage may change frequently. Smart Software Licensing requires a transfer of information between the Customer's deployed Cisco product and the Customer's Cisco Smart Account to have a current, accurate view of license usage and installed base data that can be visible to the Customer, the Customer's chosen Partners, and Cisco.

For some Customers, very strict attention is paid to infrastructure security, therefore the data collection units may not be connected to the Internet or other corporate systems. The data collection unit known as a Smart Software Manager On-Prem acts as a local database and source of truth for the local network with which it is associated and has limited or no access to the cloud-based Smart Account; thus maintaining the required security for the institution's data and system.

Q. How can the Customer know in real-time what the license usage is when the Customer deploys the Smart Software Manager On-Prem?

A. While the cloud-based Smart Software Manager and the Customer's Cisco Smart Account remain the global source of truth for the overall licensing state, the Customer will also be able to view local information through the Smart Software Manager On-Prem directly. It uses the same interface as the cloud-based version, and the Customer may use it to understand local software usage and local license compliance. A Smart Software Manager On-Prem will have the most current information about license consumption for those products registered to it, while SSM cloud will have the most current information about license purchases and ownership. The periodic On-Prem to cloud synchronization allows each to exchange the latest information and status.

Q. Does the Customer need to configure Cisco products differently to use the Smart Software Manager On-Prem?

A. The only change needed to product configurations is to change the target of the Smart Call Home communications. The Customer should refer to the appropriate product documentation to determine how to set the target. No other changes are required beyond registering the product to the SSM On-Prem.

Q. Who is supposed to help customers set up the Smart Software Manager On- Prem solution?

A. The Customers can contact TAC (<https://www.cisco.com/c/en/us/support/index.html>) or they can open a case via [Support Case Manager](#) (SCM).

Q. What happens if a Partner (Service Provider) has all customer devices within their own network? If

A. Cisco boxes need to call home, is there a list of ports/IP addresses that the Service Provider would need to allow from their network to the internet to enable this?

Yes, it is tools.cisco.com. For Cisco Smart Software Manager (SSM) (cisco.com) you should use tools.cisco.com (Port 443). Below you will find information about Authorized Backends and ports for SSM and SSM On-Prem.

Authorized Backends



Cisco Smart Software Manager (SSM) (cisco.com)
HTTPS: tools.cisco.com (Port 443)
HTTP: www.cisco.com (Port 80) (Cert Downloads)



SSM On-Prem (formerly known as SSM satellite)
User Interface: HTTPS (Port 8443)
Product Registration: HTTPS (Port 443), HTTP (Port 80)
Communication to SSM: HTTPS (tools.cisco.com, api.cisco.com, cloudssso.cisco.com, swapi.cisco.com), port 443

Managing Smart Licenses on Behalf of a Customer

Q. How can Partners manage licenses on behalf of a Customer?

A. The Customer can add a Partner as a new User in their Customer Smart Account. There are four User roles that a Customer can assign to a Partner, depending on the level of access they would like to provide:

- Smart Account Administrator: allows the Partner to view and manage license inventory for the entire Smart Account, and also to perform Account management activities, such as editing Account Properties, adding/ editing or deleting Virtual Accounts, adding/ editing or deleting Users and accepting the Smart Licensing Agreement.

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- **Virtual Account Administrator:** the Partner can view and manage licenses only in specific Virtual Accounts for which they have been granted access. The Partner will also be able to add/edit and delete Virtual Account Admins and Users.
 - **Smart Account User:** allows the Partner to view and manage license inventory for the entire Smart Account, however, the Partner will not be able to create new Virtual Accounts or perform User management activities.
 - **Virtual Account User:** allows the Partner to view and manage license inventory for assigned Virtual Account(s). The Partner will not be able to add/edit or delete Users within the assigned Virtual Account(s).

For licenses management only, the Smart Account User or Virtual Account User roles would work well.

Q. If a Customer uses multiple Partners, can all Partners see license utilization for products they did not sell to the Customer? Can the Customer limit what is viewable to the Partner?

A. If two different Partners have Administrator access to a Smart Account, they can see all licenses owned by the Customer, regardless of who sold them. The Customer can limit which Partner sees which licenses. To limit the view, Customers can create multiple Virtual Accounts and deposit licenses from only one Partner in an Account. From there, they can provide the Partner access only to the Virtual Account that holds licenses of the Partner that sold it to them, thereby limiting the view from the other Virtual Account that holds licenses purchased from a different Partner.

Q. How can you manage and assign orders for larger customer bases that might have many Software Administrators and how can we guarantee that they have access to these Software Licenses?

A. This issue is solved with the Virtual Accounts. When placing the order in CCW, the Partner will assign the End Customer Smart Account to the order and the license will be placed in the End Customer's Smart Account and default Virtual Account. After purchase, the End Customer can move the licenses to another Virtual Account. The End Customer can create multiple Virtual Accounts based on how they need to organize and divide their assets (licenses). Virtual Accounts can be divided by Department, by Organizational Unit, by Business Unit, by Business line (e.g. Networking, Communications, Security). If the End Customer is working with more than one Partners, they can create e.g. two Virtual Accounts for two different Partners and grant access to each VA to each Partner.

If the customer tells the partner which Virtual Account to assign licenses to, the partner can add the Virtual Account to the order on a line item basis and the licenses will be delivered directly to that Virtual Account, removing the need to transfer them from the Default Virtual Account.

Q. What browsers can I use with Cisco Smart Software Manager?

A. Safari, Firefox, Chrome, and Internet Explorer are the supported browsers. The browsers have been tested on Mac OSX and Microsoft Windows 7.

Q. Who can I contact for more information about Smart Software Licensing?

A. If you have support questions about Software Licensing, open a case via [Support Case Manager](#) (SCM).

Q. Will Right To Use licenses be managed in SSM in the future?

A. RTU licenses will populate in SSM Inventory for visibility, and will remain unused until a Smart Licensing enabled version of the product requests for these RTUs.

Managing Licenses as a Service Provider

Q. How will Service Providers operate with Smart Accounts?

A. Service Providers own the licenses that are essentially 'rented' to their End Customers for a given amount of time (End Customers receive a 'Right to Use' the licenses from the Service Provider). Therefore, the licenses need to be deposited in the Service Provider's Smart Account, since the owner of the assets should also be the owner of the Smart Account in which they are held.

The Service Provider will assign the licenses to their own Customer Smart Account in Cisco Commerce Workspace at the time of order placement. Subsequently, the licenses can be assigned to different Virtual Accounts within the Service Provider Customer Smart Account.

Virtual Accounts should be used to enable access control for licenses. The Service Provider can organize their Virtual Accounts according to the needs of their organization and business model: for example Virtual Accounts by business line, product family, department, region, other organizational unit, etc.

In order to maintain visibility into Customer asset use, devices may be named with a Customer specific prefix for filtering in Cisco Smart Software Manager.

In addition to service provision, a Service Provider can also sell assets to Customers in a simple Partner resale model. The Service Provider can also offer an outsourced IT solution, i.e. manage licenses owned by the Customer in the End Customer's Smart Account.

Q. Are Service Providers allowed to move licenses from one End Customer to another?

A. Through the traditional PAK licensing, a Service Provider would need to go through the re-hosting process which involved relicensing fees to transfer licenses from one End Customer to another because the traditional license and product are paired together. Through Smart licensing, Service Providers are essentially renting the licenses that they own to their Customers so they can move them around as they please. There is no restriction on the licenses a Service Provider moves between Virtual Accounts within their Smart Account.

Q. Are there any benefits for Service Providers when it comes to owning licenses and giving their Customers access to use their licenses?

A. Service Providers will see less operational costs due to the visibility of their license utilization. As Service Providers move products around, the Smart licenses that are not in use with current products can be transferred to new products. This creates a more efficient way of using licenses.

Smart Licensing and Smart Accounts for Cisco ONE

Q. What is the process for getting a Smart Account in relation to a Client purchasing Cisco ONE?

A. Most of the Cisco ONE product offers contain Classic Product Activation Key (PAK) licenses which makes them Smart Account optional at the time of order in the Cisco Commerce Workspace (CCW). Only the following products in Cisco ONE use Smart Licensing today: UCS, Firepower 41xx and Firepower 91xx. However, Cisco is moving into a direction where Smart Accounts will be required for both Classic and Smart licenses.

Smart Accounts are important to Cisco ONE as it is a way for our Customers to manage and track their Cisco ONE license usage (within Smart Software Manager). It is advised to assign a Smart Account to the order in CCW, or after the time of ordering in the License Registration Portal: [LRP](#). Customers will go to [LRP](#) to see their PAKs and/or License files. They will click on the PAK they want to associate to a Smart Account and select Associate to Smart Account.

Q. Please provide more details on Cisco One Smart Account criteria.

A. Previously, the Enterprise Cloud Suite had a Smart License-enabled product in the suite and required a Smart Account at the time of order. Recently, that bundle has been updated, and now there are no Smart-License-Enabled products contained within any of the Cisco ONE suites that would require a Smart Account be assigned at the time of order.

Q. Can my Customer manage and view their Cisco ONE entitlements using Smart Accounts via Product Authorization Key?

A. Yes. Your Customer can view Cisco ONE entitlements, Product Authorization Keys, and licenses in their Customer Smart Account. Users will be able to assign the Smart and non-Smart elements of the Cisco ONE bundle to Smart Accounts directly in ordering. After that, users can utilize [License Registration Portal \(LRP\)](#) to view the Product Authorization Keys that were placed in that Smart Account. The Smart-enabled portion of Cisco ONE can be viewed in [Cisco Smart Software Manager](#).

Q. Provide some best practices for managing Cisco ONE deployments.

A. Immediately request a Smart Account for your End Customer, find out who will be the point of contact for Customer license management and assign them as the Smart Account Administrator.

Q. Is the Customer able to add existing Cisco ONE licenses to a Smart Account?

A. Yes, the Customer can assign Cisco ONE licenses to a Smart Account in [LRP](#). A Partner can also assign a Smart Account to a Cisco ONE license in CCW at the time of order. Cisco ONE product offers currently contain traditional Product Activation Keys (PAKs) licenses which make them Smart Account optional at the time of order in CCW. For more information, go to the [Cisco ONE Software page](#).

Q. How can Cisco ONE order issues be escalated?

A. Cisco ONE Software has multiple regional help desks to help you with ordering software. The emails are:

- Americas - sw-ops-helpdeskamericas@cisco.com
- EMEAR - sw-ops-helpdeskemear@cisco.com
- APJ/GC - sw-ops-helpdesk-apac@cisco.com

For more information on Smart Accounts, visit the [Cisco Smart Accounts](#) page.

Q. One of the benefits of a Smart License is license portability, will portability be granted to all Smart Licenses or only to Cisco ONE licenses?

A. Portability of software licenses across generations of hardware is available for Cisco ONE licenses with a SWSS contract active. The capability to port licenses across generations of hardware exists today for Cisco ONE. However, you will need to have an active SWSS contract to allow for the portability to take place.

There are two types of portability:

- Like to-Like Portability: The user has many devices of the same type and they are moving things around. This portability scenario is being extended to everyone and not just Cisco ONE
- Portability Plus: Port across generation and extends to products that are similar but not exactly the same and to do that requires an active Cisco ONE and SWSS service.

A Smart License can go into the organization pool and users can assign/move to one singular type of device. Cisco ONE with SWSS will give you portability across generations.

Q. What are the benefits of Assigning Cisco One orders to Smart Accounts?

A. The primary benefit is being able to transfer licenses into a single account.

Secondary benefits:

- You are not reliant on individual User to move PAKs. - PAKs will not be lost when they are assigned to a Smart Account.
- Guaranteed delivery
- Re-host in case of RMA
- You can convert licenses and put them into your Smart Account

Q. In which kind of scenarios would Partners and Customers use on-demand PAK consolidation? Is it for those PAKs that were not assigned to a Smart Account at the time of order?

A. Cisco One bundles due to their setup generate multiple PAKs based on the order configuration and the Customer will get many PAKs. This means many PAKs for their consumption & tracking.

In view of this the Customer has an option to contact Cisco support and merge multiple PAKs into a single PAK. This makes it easier for consumption & tracking at the customer end.

In certain greenfield purchases for C1, where multiple hardware devices are purchased (e.g. 100 switches or routers), with each device configured with Cisco ONE foundation purchases a Customer may end up with 100 sets of product activation keys for some components like Prime Infrastructure. In this case, Customers can open a case via [Support Case Manager](#) (SCM), to get these 100 Prime Infrastructure purchases to a single product activation key, so they can consume just 1 key giving them an entitlement of using 100 quantity of Prime Infrastructure end points licenses.

Specific License Reservation

Q. What if I operate a secure network and cannot run a connected deployment of Smart License-enabled products?

A. You can operate your device in License Reservation mode. SLR (Smart License Reservation), either factory-installed or initiated on the Cisco Smart Software Manager portal, allows you to reserve a license and assign it to a specific product until you return that license to your license pool. The product is not connected to Cisco to provide periodic usage reporting.

Q. What is Specific License Reservation?

A. Specific License Reservation (SLR) is a feature used in highly secure networks. It provides a method for Customers to deploy a Software License on a Device (Product Instance) without ongoing product communication with Cisco. The advantage of this approach is that it provides Product Activation Key (PAK) / License file-like functionality while also retaining some of the benefits of Smart Licensing.

Specific license reservation (SLR) allows for entitlements, perpetual or term, to be reserved on Product Instances if users have an excess of licenses. The user generates a reservation request code on the Product Instance that is entered in Smart Software Manager (SSM). The user then indicates which licenses to “reserve” for that product instance and SSM generates an Authorization code that is entered into the Product Instance.

Q. What are the disadvantages of Specific License Reservation?

A. Please be aware that License Reservation reduces or nullifies many of the benefits of Smart Licensing including:

- Dynamic movement of license consumption between products, failed or otherwise
- License usage visibility and asset management
- Simplified product registration

SSM On-Prem provides these benefits while not requiring end products to connect to the Internet. SSM On-Prem aggregates license consumption information and forwards to Cisco either directly or in a completely air-gapped method.

Q. How Specific License Reservation is activated or enabled?

A. Please follow the instruction below for enabling SLR.

Open a case via [Support Case Manager](#) (SCM) to request to enabling SLR with justification Provide Smart Account Name & Domain ID along with justification below.

- Reason you need to enable SLR (i.e. Datacenter security policy, etc.)
- We understand the potential disadvantages of using SLR – Cisco may contact you to confirm.

Cisco Global Team will confirm the above, approve, and enable SLR.

Q. What is Reserved License Preinstallation or Factory Install?

A. To improve user experience with license reservations, the Specific License Reservation (SLR) authorization codes for an end product can be pre-installed at the factory. Customers do not need to reserve licenses manually by generating authorization code in Smart Software Manager, as they can choose to have the authorization Code preinstalled with the Factory Install capability.

Once Specific License Reservation (SLR) is enabled on a Smart Account, SA Admins can see SLR Pre installation drop-down menu under Preferences tab in SSM (Default: Disabled).

Q. Is it possible to Rehost a Product Instance Reserving Licenses?

A. When a Product Instance reserving licenses fails due to various reasons, Customers lose access to their licenses. To solve this problem, you can now rehost a Product instance reserving licenses (making a Replacement Product work for these licenses). The Replacement Product will reserve the same quantity and type of Licenses as those that were reserved by the Failed Product.

New Deployment Method: Smart Licensing Using Policy

Smart Licensing Using Policy

Q. What is Smart Licensing Using Policy?

A. The Smart Licensing Using Policy is an evolved version of the Smart Licensing. Starting with IOS-XE 17.3.2 / 17.4.1 all product running these versions of software will only support Smart Licensing Using Policy. PAKs and Specific License Reservation (SLR) keys will persist through the upgrade and remain intact unless explicitly removed.

The Smart Licensing Using Policy simplifies the day-0 operations for customers. The product will not boot in evaluation-mode, per product software, registration is not required, and on-going communication every 30 days with the Cisco cloud is not required. However, license use compliance does require software reporting. Reporting is and can be done:

- From Cisco factory. when all new purchases include a Smart Account on an order
- Using Cisco DNA Center on-prem controller (December 2020 release)
- Smart Software Manager (SSM) on-prem (February 2021)
- Cisco Smart Licensing Utility (CSLU) lite-windows application
- Via APIs / CLIs for any 3rd party system
- Directly to a Smart Account

Q. Which platform and software release supports Smart Licensing Using Policy?

A. The Cisco Polaris IOS-XE release 17.3.2 / 17.4.1 (targeted CCO 6th November 2020) and later releases will support Smart Licensing Using Policy for the following Cisco products.

- Cisco Catalyst 9000 series switches.
- The routing platforms such as the ASR1K, ISR1K, ISR4K.
- The Next Generation virtual routers starting with Polaris IOS-XE release 17.4.1
- Cisco Catalyst 9800 Series Wireless Controllers and APs.
- Internet of Things (IoT) Next Generation platforms such as Industrial Router IR 1101, Industrial Ethernet IE 3200/3300/3400 and any Next Gen IoT products will also adopt Smart Licensing Using Policy.
- Collaboration products; CUBE, SRST, and CME with their November release.

Q. What are the key differences between Smart Licensing and Smart Licensing Using Policy?

Smart Licensing	Smart Licensing Using Policy
<ul style="list-style-type: none">• Mandatory evaluation mode	<ul style="list-style-type: none">• No registration, no evaluation mode
<ul style="list-style-type: none">• Day0 registration to CSSM or SSM on-prem per device for software compliance	<ul style="list-style-type: none">• Allows un-enforced license change, but reporting required
<ul style="list-style-type: none">• On-going license reporting every 30 days	<ul style="list-style-type: none">• On-change reporting policies and customer- specific reporting

Smart Licensing	Smart Licensing Using Policy
	policies
<ul style="list-style-type: none"> • SLR/PLR for off-line customers 	<ul style="list-style-type: none"> • Supports SLR/PLR for brownfield. • No SLR/PLR for greenfield • Disconnected networks supports by default
<ul style="list-style-type: none"> • Software compliance is a pre-use per product activity requirement 	<ul style="list-style-type: none"> • Software compliance is managed on change automation tools provided to assist with SW compliance
<ul style="list-style-type: none"> • Export Control Flag method for crypto feature enablement is no longer approved for use by Global Export Trade. 	<ul style="list-style-type: none"> • Design supports Global Export Trade Software use requirements for 100% compliance with US Commerce.

Q. What is different in CSSM with IOS-XE version 17.3.2?

A. In CSSM, users will no longer need to register devices prior to use. However, to set up automated reporting a Cisco tool, API reporting, or direct connection from a product using a trusted connection to CSSM can be used. Alternatively, users can manually upload software use records (RUM reports) directly to CSSM via the Upload Usage Data button under the Reporting and Usage Data Files tabs. An active Smart Account is required in order to submit software use RUM reports.

Q. How often is reporting required?

A. For perpetual licenses-

- Report is required within 90 days only when there is a change in software use.
- However, if there is no change in software use than no report is required ever. We do recommend uploading software use reports of all products that have been upgraded to a Smart Licensing Using Policy release in order to establish a software use baseline against purchased assets in order to have an accurate accounting going forward.

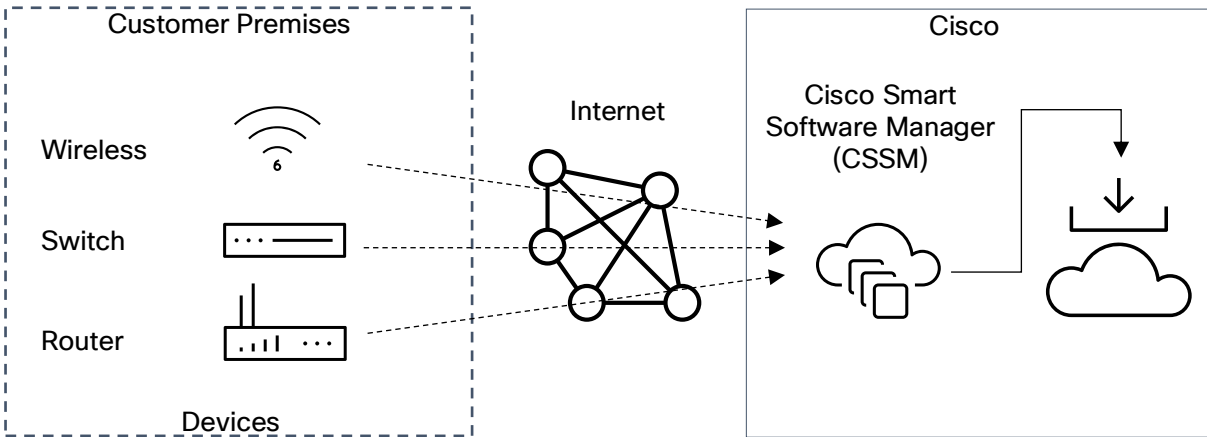
For subscription licenses -

- Reporting is required within 90 days if there is a change in software use from what was purchased. A true-forward accounting will occur for products under an Enterprise Agreement, true-up accounting and quotes for over-use will be prepared for invoicing.

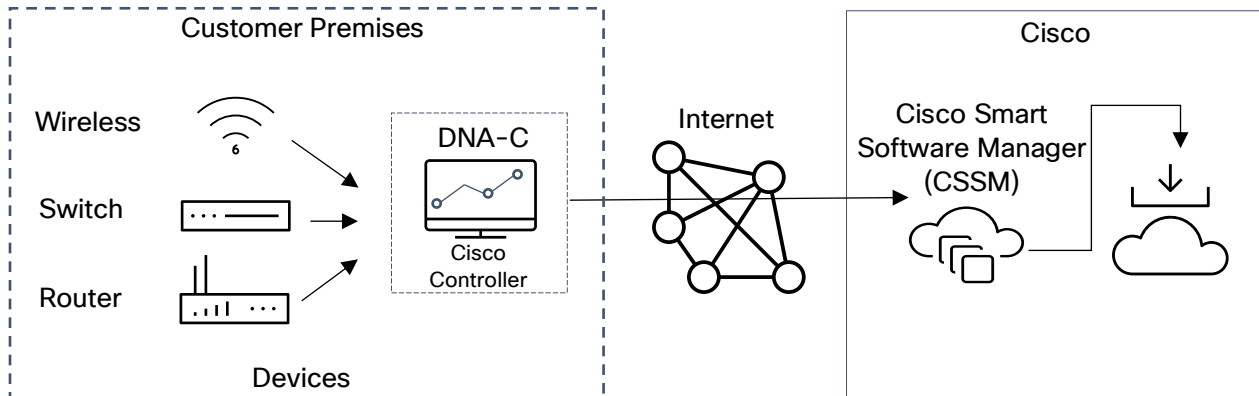
Q. What are the supported topologies for connecting to Cisco Smart Software Manager (CSSM)?

A. The following are the supported topologies:

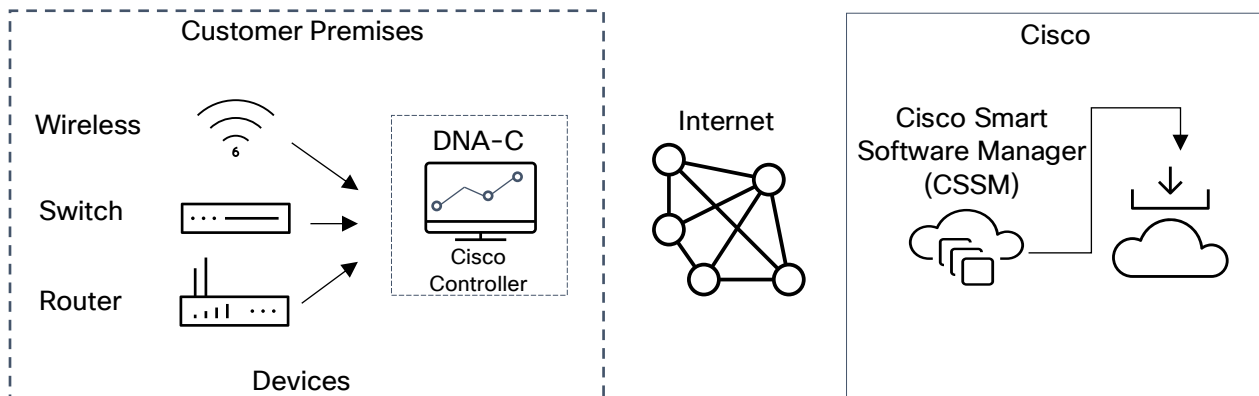
Topology 1: Direct connection from Cisco devices to the CSSM



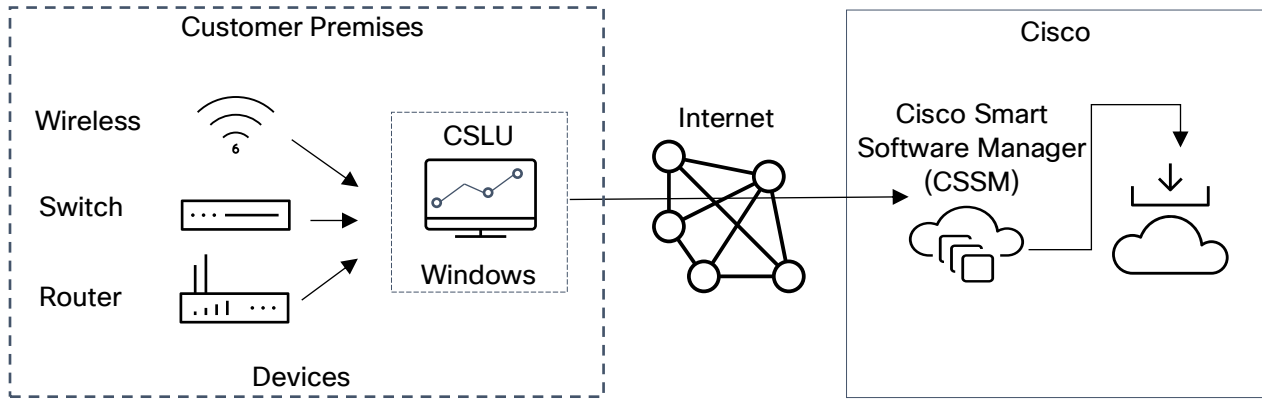
Topology 2: Cisco devices connected to CSSM through a Cisco DNAC



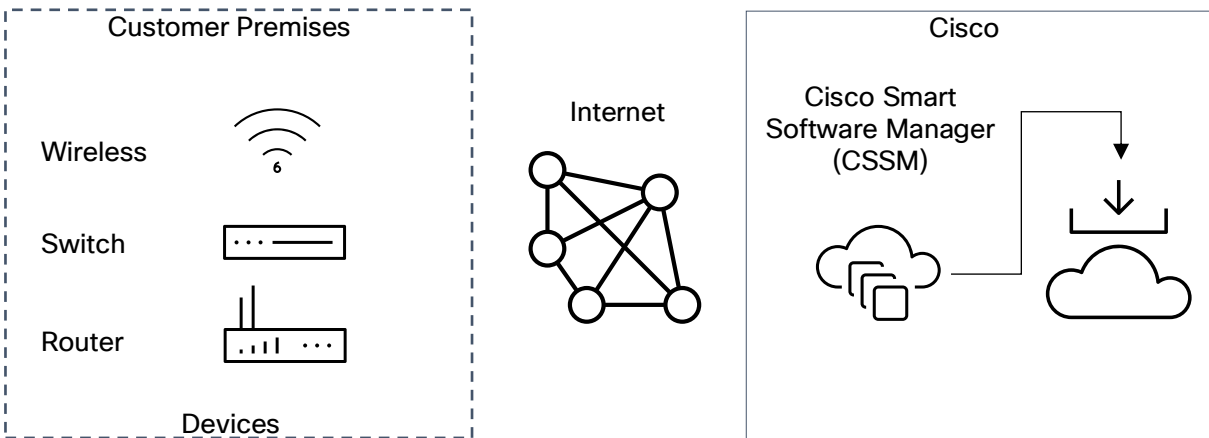
Topology 3: Cisco devices and Cisco DNAC are connected with no connectivity to CSSM



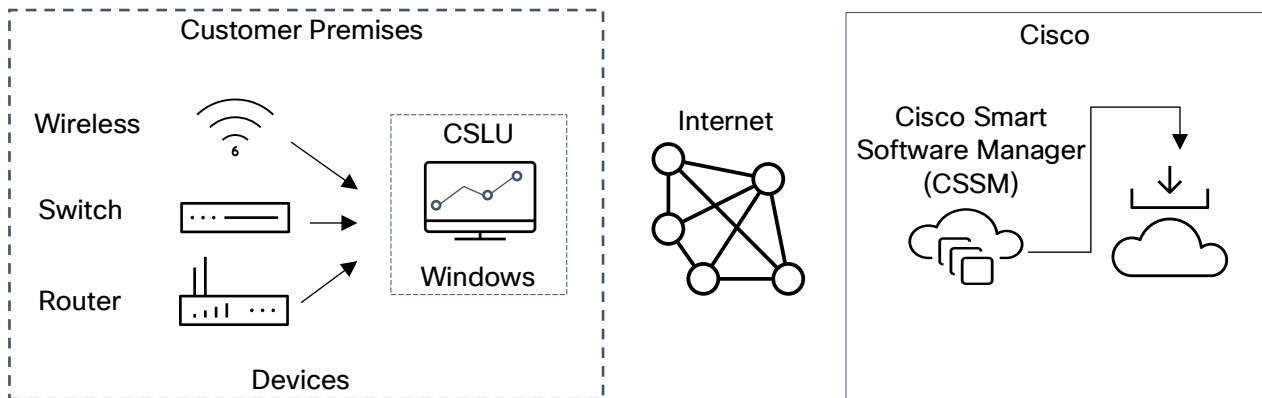
Topology 4: Cisco devices connected to CSSM through a Cisco Smart License Utility (CSLU) - Windows application



Topology 5: No connection between Cisco devices and CSSM



Topology 6: Cisco devices connected to CSLU but no connection to CSSM



Q. How do customers Report software use?

A. Cisco Smart Licensing Using Policy provides various reporting options using online and offline modes to report software use.

- Cisco DNA Center on-prem, Cisco DNA Center Cloud coming in 2021
- SD WAN's vManage (targeted year 2021)
- Managed Service Accelerator (MSX)
- Reporting Utility, IOS-XE via export for off-line or direct connect
- Cisco Smart License Utility (CSLU) Lite-Windows application
- Direct to CSSM via APIs or UI portal
- With the help of Cisco controllers' customers can run an application once in 90 days to pull the software use record and then upload the RUM report.

Q. Does the customer require to install a trust token?

A. No, unless customer is using a direct connection to CSSM then a one-time trust exchange is established.

Q. Will I lose Specific License Reservation (SLR) / Permanent License Reservation (PLR) keys after I move to Cisco IOS-XE 17.3.2 release or later?

A. No.SLR/PLR keys will persist through software upgrades. They are only removed if they are explicitly removed.

Q. What will happen if customers upgrade from legacy licenses or from Smart Licensing to a Smart Licensing Using Policy for non export-controlled software?

A. If a customer upgrades from a legacy license such as PAK (Product Activation Key) and RTU (Right- To-Use) or from a SL (Smart Licensing) to a Smart Licensing Using Policy, there will be no operational changes. All keys will persist through the upgrade.

Q. Will the Smart Account/Virtual Account migrate to Smart Licensing Using Policy by default or does it need to be requested?

A. Starting November 2020, by default Smart Account/Virtual Account will be enabled with Smart Licensing Using Policy functionality. No migration of Smart Account is necessary.

Q. Are all Virtual Accounts inside a Smart Account enabled for Smart Licensing Using Policy?

A. Yes.

Q. Can a Smart Licensing Using Policy-enabled Smart Account/Virtual Account handle non-Smart Licensing Using Policy Images?

A. Yes.

Q. Can a non-Smart Licensing Using Policy IOS-XE (example 16.12 release) connect to a Smart Licensing Using Policy Smart Account/Virtual Account?

A. Yes.

Q. Does anything change with the existing software subscription tiers?

A. No. The software subscription tier will remain the same.

Q. Can I continue to use SL with Software version 17.3.2? Or does it have to be only Smart Licensing Using Policy from this release onwards? What will not be supported if I stay with SL?

A. Starting software version 17.3.2 devices will only support Smart Licensing Using Policy. There are various features that will not be supported in SL, such as -

- No evaluation, No registration.
- Export control flag will not be complaint with the US trade commerce.
- It will not support use of API and CLI to enable reporting automation.
- Software use report via Cisco Smart Licensing Utility (CSLU) windows tool.
- Product tagging.
- Cisco DNAC appliance.

Q. After migrating to Smart Licensing Using Policy, what's the maximum amount of time I get before I send the first report.

A. For perpetual licenses, a report is required within 90 days only when there is a change in the package of software use. However, if there is no change in software use than no report is required ever. For subscription licenses, a report is required within 90 days if there is a change from what was purchased

Q. What happens when a customer enables Cisco DNA Advantage even when they are entitled to use Cisco DNA Essentials?

A. In such case a new report to Cisco is required before 90 days for an Enterprise Agreement true-forward or transactional true-up invoicing event.

Q. How many Authorization codes are required in a stack or a High Availability (HA) configuration?

A. In an active/standby route processor configuration where all the devices in the stack or HA configuration get their Unique Device Identifier (UDI) from the chassis and all devices have the same UDI, only one authorization code will be needed because the authorization code is tied to the UDI. In case where UDIs are different, Smart Licensing Using Policy will require that each device in the HA configuration that has an UDI has its own authorization code tied to its UDI.

The active Switch will check the following for all stack members:

- The same entitlements
- The same counts
- The same terms

If there is a mismatch, the active switch will send an error syslog once per week indicating Smart Agent HA is not configured correctly.

Q. Who determines the policy and how many polices can be applied on a single device?

A. CSSM determines the policy that is applied to a product. Only one policy is in use at a given point in time

Q. Is the Policy a hard requirement?

A. The policy is a requirement from Cisco. It is a soft requirement on device and not an enforcement. However, for features like CUBE(Voice), ACK is a hard requirement/enforcement.

Q. What is Cisco Smart Licensing Utility (CSLU)?

A. Cisco Smart Licensing Utility (CSLU) is a Windows application that is used to automate receiving or pulling software use reports from a Cisco product, and report the software use to a Smart Account on Cisco Smart Software Manager (CSSM). It is also capable of managing trade controlled software authorization codes per product as required for one or many products.

Q. What are the minimum Windows system requirements to install CSLU?

Component	Minimum	Recommended
Hard disk	100 GB	200 GB
RAM	8 GB	8 GB
CPU	x86 Dual Core	x86 Quad Core
Ethernet NIC	1	1

Q. What are the key features of CSLU?

A.

- Collect license usage reports from the product instances in either a push or pull modes
- Store and forward usage reports to CSSM for billing and analytics.
- Obtain and distribute policy and authorization codes from CSSM.
- It can be deployed as standalone micro service:
 - Windows host (up to 10,000 Product Instances (PI))
- It can also be integrated as software component with controller-based products:
 - Cisco DNAC
 - On the Product Instance (PI)
- Regardless how the micro service is deployed, it will be able to deliver an on-line or off-line connectivity model for the license data.

Q. What are the key features of CSLU?

A. The CSLU report format is based on ISO 19770-4 standard RUM report format. It is delivered in JSON format and is signed per trust model.

Q. What are the various tools to collect software use report?

A. Customers can use various sets of APIs that are available through the YANG model. They can also use the Command Line Interface (CLI) and the SNMP (via MIB's) to collect the software use for reporting.

Q. What data does Cisco care about?

A. Below are the required data fields for software reconciliation for each Cisco products that supports Smart Licensing Using Policy.

UDI	Hardware Product serial number
SN	<ul style="list-style-type: none"> Software Unique ID Serial Number
Software Package and Reg ID	<ul style="list-style-type: none"> Software product package and entitlement tag
Count	<ul style="list-style-type: none"> Software use count per license entitlementdefa
Time and date stamp	<ul style="list-style-type: none"> Per license entitlement change and use

Optional data fields for software reconciliation for each Cisco products that support Smart Licensing Using Policy (SA = Smart Account, VA = Virtual Account)

SA/VA/Free Form	Data
SA-VA Level 1	<ul style="list-style-type: none"> e.g., Entity (map to a SA)
SA-VA Level 2	<ul style="list-style-type: none"> e.g., GEO (map to a SA)
SA-VA Level 3	<ul style="list-style-type: none"> e.g., department (map to a SA)
SA-VA Level 4	<ul style="list-style-type: none"> e.g., building (map to a SA)
SA-VA Level 5	<ul style="list-style-type: none"> e.g., room (map to a SA)
Free form	<ul style="list-style-type: none"> Data does not go back to Cisco
Free form	<ul style="list-style-type: none"> Data does not go back to Cisco

Q. How does Smart Licensing Using Policy work with device replacement (RMA)?

A. If customers are connected to CSSM through Cisco controller, then the reporting policy will be managed by a Cisco controller or it can be manually performed with the help of Cisco TAC. Replacement identified per Product Instance within a free form field by a customer – optional Depot Terms

- Will rely upon normal process for trade controlled HW and SW, per ECCN (Export Control Classification Number)
- Config center process will follow the standard trade control PRR checks

Q. What are Licenses Enforcement types?

A. The enforcement type indicates if the license requires authorization before use. Following are the three types of license enforcement.

- **Unenforced** - Unenforced licenses do not require authorization before use in air-gapped networks, or registration in connected networks. The terms of use for such licenses are as per the End User License Agreement (EULA)
- **Enforced** - Licenses that belong to this enforcement type require authorization before use. The required authorization is in the form of an authorization code, which must be installed in the corresponding product instance.
 - An example of an enforced license is the Media Redundancy Protocol (MRP) Client license, which is available on Cisco's Industrial Ethernet Switches.
- **Export-Controlled** - Licenses that belong to this enforcement type are export-restricted by U.S. trade-control laws, and these licenses require authorization before use. The required authorization code must be installed in the corresponding product instance for these licenses, as well. Cisco may pre-install export-controlled licenses when ordered with hardware purchase.
 - An example of an export-controlled license is the High Security (HSECK9) license, which is available on certain Cisco Routers.

Export Controlled Software

Q. What happens when a customer orders new hardware with export-controlled software?

A. As per trade-control regulations, an authorization code is required per UDI or Serial Number. This authorization code is installed at a Cisco factory per product requiring the use of export-controlled software. This authorization code will persist through the software upgrades

Q. What happens when a customer buys new export-controlled software for existing hardware and software?

A. As per trade-control regulations, an authorization code is required per UDI or Serial Number. Cisco tools or API's are available to automate the workflows.

Q. How does a customer use trade-controlled software report ACK file?

A. Customers will collect a license use report from the device using trade-controlled software and will upload the RUM report to their Cisco Smart Account. Once the RUM report is uploaded, CSSM will generate a Smart Licensing Authorization Code which will be embedded into the ACK file. Customers can install this ACK file on their device.

Q. What is Smart License Authorization Code (SLAC)?

A. Earlier in Smart Licensing, export-controlled features were implemented using export control flag which is specified per Smart Account. Cisco products that are registered to a Smart Account with an export control flag are allowed to configure more than 250M of throughput. However, the current export control regulation requires any throughput above 250M to have a smart license authorization code (SLAC) which is tied to UDI.

Q. What happens when a customer purchases hardware from a Distributor?

A. Distributors always keep a stock of hardware without active Smart Accounts. When a customer buys hardware and software from the distributor, the software image comes with a default 90 day reporting policy. The initial report of perpetual licenses is satisfied as hardware and software leaves Cisco manufacturing. Customers can start using hardware and software with no day-0 configuration or connection to the internet. Customers can also download their policy from CSSM and apply it on the device.

Smart Software Manager (SSM) On-Prem Server

Q. Which version of SSM On-Prem supports Smart Licensing Using Policy?

A. SSM On-prem with Smart Licensing Using Policy support will be available in version 8-202012 which is planned for release in February 2021.

Smart Licensing Using Policy in Cisco DNA Center

Q. What is new in Cisco DNA-Center?

A. Cisco DNA-Center will now be supporting Smart Licensing Using Policy.

Reporting	<ul style="list-style-type: none">• Manages all software use compliance reporting, through both on and off-line methods
Export -Controlled Software	<ul style="list-style-type: none">• Manages authorization codes required for any purchase export controlled software, e.g., HSEC
Legacy Management	<ul style="list-style-type: none">• Managing RTU, PAK, Smart Licensing (including SLR/PLR) and SLE use (smart licensing enhancements) for migration scenarios
Telemetry	<ul style="list-style-type: none">• Data from and tagging of products makes needed information possible

Q. What is the Enforcement strategy in Cisco DNA-Center?

A. Today there is only soft enforcement using notifications shown in alerts and the UI displays gaps between purchased vs. in-use software compliance.

Additional Resources

Training Resources and Additional Information

Q. Where can I find additional Training Resources?

A. You can leverage these additional resources:

- [Cisco Smart Accounts Overview](#): Your hub for Smart Accounts and Cisco Licensing support.
- [Smart Software Manager On-Prem](#): learn about Smart Software Manager On-Prem, access additional resources and detailed User documents (Users Guide, Install Guide, etc.)

Privacy and Data Protection

Smart Accounts: Privacy and Data Protection

Q. Do you share the Smart Account Administrator's contact information within an organization to Partners?

A. No. The Smart Account Administrator contact information is only shared with the employees of the same organization. Only the Customer can decide whether to share the same contact information with third parties or not.

Q. How does Cisco manage and maintain internal control of Customer/User information associated to a Smart Account?

A. Cisco internal employees and support personnel who provide support to Customers in creation and management of Smart Accounts have controlled access to Customer data with specific roles and responsibilities, which are periodically validated by internal service owners.

Q. How does Smart Account enable a Customer to manage and protect their assets & entitlements?

A. Cisco Smart Accounts is a new, time-saving method for Customer or Partner-managed software license asset management.

Through an account on the Cisco.com website, Customers can view and control access to all of their Cisco software licenses/entitlements across their organization and manage the use of the information accordingly.

Before Smart Accounts, visibility of licenses/entitlements required individual Cisco.com identification, which restricted license management and reporting capabilities across the enterprise.

With Smart Account, Customers have the flexibility to create sub accounts (virtual accounts) to help manage their licenses/entitlements for departments, areas, or locations within their organization. Licenses/entitlements can be pooled within virtual accounts.

Smart Accounts have role-based user access control, which allows the Smart Account Administrator to grant access to other Users, at the Smart Account level or at the Virtual Account level. In addition, Customers can manage Partner visibility and manage rights to their Virtual Accounts or enterprise-level Smart Accounts. The Partner will be granted access either to the entire Smart Account or to a specific Virtual Account, for the purposes of Software Licenses management.

Q. Do Partners have access to a Customer's Smart Account after the entitlements are deposited into the Smart Account?

A. Third parties, such as Partners or System Integrators, have access to the Customer's Smart Account only if the Customer provides them with access. Customers can provide access either to the entire Smart Account or just the Virtual Accounts (Smart Account folders) chosen by the Customer.

The choice is completely in the Customers' hands!

The Customer can provide the Partner with complete access to their Smart Account by simply adding the Partner contact to the authorized users list when initially setting up the Smart Account or by using the 'Manage Smart Account' application on software.cisco.com.

Q. If I, as a Customer, purchase licenses from two different Partners – can each Partner see the total entitlements in my Smart Account?

A. The Customer is entitled to grant Partners access to the entire Smart Account, or a portion of it (specific Virtual Accounts).

Q. If my Administrator leaves the company or transitions to another role within the company, how do we onboard a new Administrator and/or maintain continuity of access to entitlements?

A. In general, the best practice is that you have more than one Smart Account Administrator defined.

Any of the existing Administrators can create a new Administrator or promote an existing user to the Administrator role by using the 'Manage Smart Account' application on software.cisco.com.

If the last Administrator leaves, you may open a case via [Support Case Manager](#) (SCM) to request a new Administrator be defined for the Smart Account.

Q. Can there be more than one individual within an organization who has access to licenses and entitlements in a Smart Account?

A. Yes! You may add as many Administrators or users as you like to your Smart Account. Each user or Administrator can have access to either the entire Smart Account or individual Virtual Accounts as is appropriate. You may define additional users either at Smart Account setup or anytime by going to the 'Manage Smart Account' application on software.cisco.com

Q. If a user gets accidentally deleted from the Smart Account, how do I recover or reinstate the user?

A. There are two ways:

1. The Smart Account Administrators may Add/Delete/Modify/Recover users from a Smart Account by going to the 'Manage Smart Account' application on software.cisco.com.
2. The user who was accidentally deleted, can request access to the Smart Account by going to the 'Request Access to an Existing Smart Account' application on software.cisco.com.

Q. Can someone accidentally delete licenses/entitlements in the Smart Account?

A. Licenses/entitlements cannot be removed or deleted from a Smart Account by the User or Administrator once they are deposited into the Smart Account.

Only Cisco's support team can delete licenses/entitlements in the Smart Account.

Q. Will Smart Software Licensing and Smart Account management make an organization GDPR compliant?

A. No single product/application will make an organization GDPR compliant. GDPR is the legislative embodiment of privacy best practices and calls for transparency, fairness, and accountability when processing personal data. GDPR pushes the concepts of Privacy by Design and by Default: privacy and data protection have to be built-in and integrated in all data processing activities performed by the entity (the data controller) or by external organizations on its behalf (the data processor). This is about respecting individual rights, secure processes, and managing risk. Well-applied technology solutions can help underpin success. For example, Smart Software Licensing and Smart Account management can help the customer raise their security levels by helping them to understand what and where personal data is stored in the cloud and by alerting customers to suspicious user activity that might suggest an account compromise

Smart Software Licensing and Smart Account Privacy Data Sheet

[Smart Software Licensing tools and Smart Account Management Privacy DataSheet](#) is available on [Cisco.com](https://www.cisco.com)