

# How Can I find My Smart Account Assigned Licenses within LRP (License Registration Portal)?

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**For External Customer / Partner Use Only:** These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active cisco.com account
- User must have access to the Smart Account and Virtual Account where they want to find the license.

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

Step 2: Click on "Access LRP" under the Traditional Licenses section.

Step 3: Select the Smart Account from the "Show Smart Account" dropdown list.

Step 4: Select a Virtual Account from the "Virtual Account" dropdown list.

Step 5: Navigate to the "Licenses" tab.

Step 6: All the licenses assigned to the selected Smart Account and Virtual Account would be displayed in this view by default.

### **Troubleshooting:**

1. I am getting error "We have encountered a technical issue and require you to open a support case before your request can be processed." while trying to log to LRP. Please create a case with [Support Case Manager \(SCM\)](#) to fix the technical issue.

2. I am not able to find the license in any of the virtual account I see on "Product License registration"/ License registration portal (LRP). Please create a case with [Support Case Manager \(SCM\)](#) to fix the technical issue.

If you experience an issue during the process explained in this document, open a case in [Support Case Manager \(SCM\)](#).

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