

# How Can I Generate a Cloud Provisioned License on the Enterprise Agreement (EA) 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
- Smart account user, Smart account Admin, Virtual Account User, or Virtual Account Admin role
- The user must have a valid Cisco EA (Enterprise Agreement) and have access to available suites and licenses included in that EA

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

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

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

Step 4: Select a Virtual Account. Click on catalog

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

Step 6: Provide details and click Review

Step 7: Provide details and click on Provision Licenses



**Note:** If Customer purchased a Cisco EA, he would see all the available suites and licenses included in that Enterprise Agreement (for Cisco DNA/Data Centre, Security, or Collab). He can generate licenses for the products he has not originally purchased within the Cisco EA, but this will result in an additional purchase

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**Note:** Under the View EA by Catalog screen, If you are a Virtual Account Admin or Virtual Account User for one Virtual Account only, Cisco EA-Security, Cisco EA- Collaboration or Cisco EA DNA, you will see only the Virtual Account for which you are an Administrator or User

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**Troubleshooting:**

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

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

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