Get Smart with Smart Accounts! Training

Questions and Answers

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Get Smart with Smart Accounts! Training Questions and Answers

Customer Smart Account and License Administration at Cisco Systems, Inc.

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More Training for Smart Accounts and Smart License

We know the Get Smart with Smart Accounts! Training you may have attended was only the beginning. There is more help available to you as a license administrator.

1. Refer colleagues to the basic Get Smart with Smart Accounts! Training.
2. After this initial course, choose training on advanced topics. Scroll down on the web page to see Smart Accounts training, VoDs and Quick Reference Guides.

General Smart Account Questions

3. What are the Benefits of having a Smart Account?

Benefits of Smart Accounts include: Central and Transparent Visibility, Keyless and Electronic License Delivery, Easy Device Registration and License Activation, Centralized License Management with License Portability and Proactive Notifications and Alerts to make timely purchasing and renewal decision.

4. How are Customers defined?

Typically, the Customer is defined as the company that is purchasing Cisco software and is tied to the Customer's headquarters location. However, additional locations can be added to the SA if there are other locations with end users.

5. How should different entities under the same email domain be differentiated?

If the entities are independent and never require sharing assets among themselves, then the best way to create separation is to create individual smart accounts and differentiate from parent domain by adding prefix. Example with the domain xyz.com, add a prefix as shown here: abc.xyz.com; efg.xyz.com; ijk.xyz.com.

6. Who approves the request when a Smart Account is created with a new prefix in domain identifier?

All Domains that are created with a prefix go to Cisco backend team for review. The team will reach out to the account creator with a request for business justification and approve accordingly.

7. How do Customers request Smart Account?

Customers can request to create a new Smart Account on Cisco Software Central here.

8. Can a Partner create a Smart Account for a Customer who does not have one when the Partner books an order on behalf of the Customer?

A Partner can initiate a request to create a Smart Account on behalf of the Customer, but the steps for approval and activation must be completed by the Customer. Orders can be booked with Smart Account that is Pending (Activation), but licenses will only be delivered when SA status is Active.

9. How can the Account Creator for a Smart Account be changed?

The Account Creator is derived from the email address of the person in the organization who has been nominated to approve the smart account on behalf of their organization. If the

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account creator needs to be changed, then a new account creation request must be triggered and the previous one deleted. You cannot edit account creator after the account is created.

10. How do Customers request access to an existing Smart Account?

If a Smart Account already exists for the Customer's company, they can request access to the Smart Account on Cisco Software Central here.

11. How many licenses can be associated with a single Smart Account?

There is no limit to the number of licenses that can be associated with a single Smart Account.

12. How many Smart Accounts can be associated for one user?

There is no limit to the number of smart accounts that can be associated to a user.

13. How would a third-party maintainer use Smart Accounts to access MCE on behalf of a customer?

To access MCE for a customer, you will need to be added as a user to Customer Smart Account. Smart Accounts are fundamental for MCE. Access rights can be managed utilizing Virtual Accounts. After you are part of their Smart Account, visit https://www.cisco.com/c/en/us/products/software/my-cisco-entitlements.html and select Sign me up!

14. How many users can be associated with one Smart Account?

There is no limit to the number of users that can be added to one Smart Account, each user with their own Role-Based Access.

15. How many administrators can be set up in one smart account?

There is no limit on the number of administrators in a Smart Account.

16. Is there any way to activate Smart licenses offline?

No, you cannot activate smart licenses offline, you must use a smart account to activate smart licenses. Please follow the SA agreement in the software portal.

17. Can a partner use CCW to find end customer consumption or entitlement information tied to a specific Smart Account?

Unfortunately, CCW does not have this capability. Partners can ask customers to give access to their Smart Account so that they can check entitlement and consumption information in Cisco Smart Software Manager. Smart Account access can be provided by CCOID.

License Management Questions

18. Is it possible to transfer smart license from one Smart Account to another?

Cisco Licenses are nontransferable, as such we do not allow customers to transfer licenses between Smart Accounts, as Smart Account represent a Company. If licenses were delivered to the wrong SA, Cisco support team can help you move licenses between SA by opening a case in SCM.

19. Is it possible to transfer smart license from one Virtual Account to another?

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Yes, licenses can be transferred between Virtual Accounts within the same Smart Account.

20. How do licenses get deposited in Virtual Accounts other than the default Virtual Account?

When an order is placed with a Smart Account Assignment, the person placing the order can choose any Virtual Account to deposit the licenses. If the licenses are deposited in a partner's Holding Account, when they are transferred to the end customer Smart Account, the partner can choose any Virtual Account to deposit the licenses. If no specific Virtual Account is chosen, the licenses will be deposited into the default Virtual Account.

21. What are "Nested Virtual Accounts" and how do they work?

Nested Virtual Accounts can be useful if you want to manage your business by geography, business unit, or division. You can further organize them by city, for example. Nested Virtual Accounts are like folders and subfolders. Nested Virtual Accounts can be useful in segmenting access to licenses by limiting the number of users in each Virtual Account and by delegating control of licenses to Virtual Account Administrators.

22. Can licenses be delivered to end customer without a Smart Account?

No, they cannot. If the end customer does not have a SA yet, book the order using a Holding Account, then assign the End Customers SA once available in CCW (Cisco's Ordering portal). Once assigned, the licenses will then be delivered to the SA.

23. How can Partners manage licenses or devices for their Customers?

A Partner can request access to Customers Smart Account. Once granted an Admin or User role partner can handle all Smart Account, license, and device management activities.

24. What happens if the Smart License was not registered with my Smart Account when purchased?

All Smart Licenses must be assigned to a Smart Account when purchased. Smart License products must be registered with an account to remain compliant. If you purchased a Smart License and it is not in your account, it is either in your partner's Holding Account or in the wrong Smart Account.

- My Smart License is in my partner's holding account: Contact your partner and provide the domain id of your Smart Account. Request that your licenses be transferred to your Smart Account.

- My licenses are in the wrong Smart Account: Open a case on SCM to have your licenses moved to the correct Smart Account.

25. Do devices have to be reloaded or rebooted to install new licenses if the licenses are expired?

No need to reboot the device. System will automatically sync the consumptions against active licenses.

26. Can a Smart License be used with other devices if it is de-registered from a retired hardware or a returned (RMA) device?

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Smart License is a pooled model, which means that you can use a Smart License with any compatible product. If you retire or return a device (RMA), the licenses used by the returned or retired device are deposited into your pool and can be used again with another device. You do not need to open a case with Cisco Global Licensing Operations (GLO). This is one of the benefits of Smart License, licenses are not locked to a device. As a Smart Account Administrator, you can be notified when a license is due to be renewed.

Legacy PAK based licenses are still node locked and need to be rehosted in the License Registration Portal: https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart

27. When I renew products in CCW-R and I "Assign a Smart Account", what happens after the order is placed? What does the customer see on their end?

Once the order is complete, the licenses would be listed in the Smart Account. Customers assigned with access to the Smart Account will see those licenses listed in the Smart Account.

28. Can an old (legacy PAK) license converts to a Smart License?

Yes, for products that are now offered as Smart Licensed products you can convert the legacy PAK license to a Smart License by a process triggered by the device, or through LRP and or CSSM portals. Cisco will continue to expand Smart License to its product line. Please see information on how to convert licenses on page 21: https://community.cisco.com/t5/smart-licensing-enterprise/cisco-software-classic-licensing-management-with-smart-accounts/ta-p/3651453?attachment-id=184352.

29. Will the transition of all licensing to Smart License negatively impact users who have traditional PAK-based licenses?

Existing devices can continue to operate using classic license until the device software is upgraded to the Smart License version. Gradually, users should upgrade software from classic license to Smart License and will need to register the devices into their Smart Account.

30. Is there any downtime or risk while Classic Licenses are converted to Smart Licenses?

If a device initially consuming classic licenses undergoes an IOS upgrade, the device will be Out of Compliance if license is not converted from Classic to Smart. But otherwise there is no downtime or urgency to convert classic licenses to smart. They can continue business as usual.

31. How often is the Cisco Smart Software Manager license portal updated? If I purchase a new license today, when can I expect it to reflect in the portal?

Your Smart License is available in your Smart Account as soon as it is purchased, and your Customer Smart Account is applied to the order line. If your license does not appear in your account after purchase, it may be in a Partner Holding Account and you should contact your partner with your Smart Account domain id and ask the partner to assign your licenses to your Smart Account. Smart Licenses can only be used when applied to your Customer Smart Account.

32. If a license is incorrectly assigned to the wrong Smart Account how do you get it assigned to the correct Smart Account?

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Raise a case on SCM so they can assign your licenses to your correct Smart Account.

33. Can licenses be allocated across different countries and regions?

Yes, you can allocate licenses across geographic regions; however, there are exporting and tax implications for doing so. For more information on export rules please speak with your Cisco Sales Representative.

34. How are licenses deployed to customers who cannot be connected to a public Internet connection, like defense customers?

Cisco Smart License Enabled products can be deployed in secure or disconnected mode using either OnPrem SW manager, an http proxy, or License Reservation.

35. What is CSSM On-Prem?

CSSM On-Prem (also known as Satellite) is a subcomponent of your Smart Account. On-Prem allows users to operate their Smart Licenses without direct connection to Cisco.com. Users can dedicate Virtual Accounts for on-premise usage. The on-premise portal has the same interface and features as the online web portal. Users can use On-prem deployment, online deployment, or a combination of both. Learn more here.

36. How can users get help setting up the http proxy to the Smart Licensing site?

Raise a case on SCM.

37. How do customers enable License Reservation in Smart Account?

Customers can contact their account manager or open a case with the licensing team at cisco.com/go/scm.

38. Is there a limit on the Virtual Accounts (sub folders in a Smart Account) that can be created?

No, there are no limits on the number Virtual Accounts you can create for your Smart Account. However, you can have no more than 10 levels of subfolders in the Nested Virtual Account model. It will help to have a strategy for structuring your Smart Account and creating Virtual Accounts. Find out more about structure here.

39. What will be the effect on licenses duration if a registered device that is consuming licenses becomes unregistered?

The licenses will be released back to the pool and will keep their original start and end dates aligned to the original order or subscription.

40. Do the 90-day Evaluation license and full year subscription license both get counted for a single device on Smart Account?

Each device comes with 90 days Evaluation period. Subscription licenses with start and end dates are independent of evaluation period.

41. How are the start and end date for term-based licenses determined?

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The start and end date for term-based licenses are derived from subscription start and end date on the order or contract. It is not derived from the actual usage of a license on a device. For example, if a customer has purchased five term-based licenses and only uses one of them, all the licenses would still expire on the same date, including the unused licenses.

42. Do all PAKs need to be associated with both a Smart Account and Virtual Account?
No, but if not associated with a specific Virtual Account, everyone in your organization can also see or use the PAK in the Smart Account if they are granted access to the Smart Account.

43. How long are tokens valid for a device without licenses?
A token is for Device registration to a Virtual Account. Device Registration is a one-time activity. Once a device is registered it continues to be part of the SA/VA until somebody forcefully removes it. A token can be used to register multiple devices and is active for the length of time assigned during token creation.

44. Can Smart Account registration tokens be generated in My Cisco Entitlements?
Currently, registration tokens can only be generated in Cisco Smart Software Manager. The capability will be coming to My Cisco Entitlements in a future release.

45. Do you need to create a Smart Account first as a customer before you can allow managed services provider to manage on your behalf?
If managed service provider utilizes the individual customer accounts, then yes, you should have one created. If a managed service provider uses their own – single account – to manage assets, then a separate account is not needed.

46. Why is "Allow export-controlled functionality on the products registered with this token" not available when Creating Registration Token?
Export Controlled Features are not allowed for accounts with category D & C. Please contact sa-adoption@external.cisco.com or open a support case using Support Case Manager to get export-controlled features enabled.

47. How do we move a license from the Default to the sub team?
You can easily transfer licenses between Virtual Account using the Smart Software portal.

48. Is it possible to move a group of legacy licenses used for branch to a new device?
Yes, this will be automatic as Smart License is a pooling model, all your licenses in your Virtual Account are useable by any device authorized to consume the license.

49. How do we move PAK licenses from default to Sub Team group?
Within the portal, you can select the PAK/ License/ Device and click on transfer action to move them.

50. Do you specify Smart Account name, domain ID, or both when supplying Smart Account details for new licenses?
Either one is acceptable, if you have only one Smart Account but domain ID is unique, so it is more accurate.

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51. Can I tag licenses to stop someone else from using them?

You can use license tags to enable more robust searches, but you cannot use them to prevent access from someone else who has access to the Virtual Account. You can only manage access at the Virtual Account level.

Product Questions

52. Is Smart License limited to a specific hardware series?

Cisco is moving toward Smart License for all products, however, not all are available with Smart License yet. You can see a list of current Smart License enabled products here: https://www.cisco.com/c/en/us/products/software/smart-accounts/smart-licensing-feature-roadmap-comparison-table.html.

53. What happens if a Customer has insufficient licenses?

Insufficient licenses will result in devices going "Out of Compliance" but there will be no impact to the device functionality. The recommendation would be to make up for the insufficient licenses by either borrowing licenses from other VA within your smart account or make a new purchase.

54. What happens if a device fails to synchronize?

If the device fails to synchronize, it will re-attempt within the set schedule. After which, the device will go Out of Compliance and de-register from the smart account. The device will continue to function in OUT OF COMPLIANCE mode.

55. Will every registered device visible in Product Instances?

Yes, all registered devices will be visible under product instances along with their unique device identifier details.

56. Can I purchase a perpetual license rather than a subscription license?

If a product is sold with a perpetual license, then you may purchase it with one. The option to purchase perpetual or subscription is a choice offered in Cisco Commerce Workspace (CCW) when you are ordering.

57. Is there any way in CUCM 12.5 to opt for traditional license?

No, CUCM 12.5 is only for Smart Licenses. Customers cannot opt for traditional licenses.

58. Can CMS, Expressway, or other licenses also be Smart License?

All Cisco products will be Smart License enabled based on this roadmap. https://www.cisco.com/c/en/us/products/software/smart-accounts/smart-licensing-feature-roadmap-comparison-table.html

59. Can I renew SmartNET service through the Smart License Portal?

No, you cannot order SmartNET through the Smart License portal at this time. Cisco is working toward adding visibility and management of service contracts to My Cisco Entitlements. Learn more about My Cisco Entitlements portal here: https://www.cisco.com/c/en/us/products/software/my-cisco-entitlements.html?dtid=osscdc000283

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60. Is the service agreement defined in a Smart Account based on SNTC & PSRT support?

A Smart Account is only for managing smart licenses. It is not based on Service Contracts.

61. Is there any way to manage Meraki licenses in the smart account?

Currently, Meraki licenses are not smart enabled.

62. When I register a device by call home, I got an email to register for Smart Call Home but there would be no valid contract. How does Smart Call Home fits in this model?

A subset of the Smart Call home functionality is used in Smart Accounts to exchange data from Cisco Cloud. Your Smart Account only shares the licensing usage data to Cisco, no contract details are shared with Smart License registration.

63. What are licenses like DNA Essentials and Advantage?

A customer can purchase DNA offerings in tiers, each tier allows for a specific set of features. Please reach out to your Cisco Sales Representatives, for additional information.

64. Can we manage smart account from DNAC?

DNAC works with your Smart Account to display your assets and perform actions from within DNAC.

65. Can we use WebEx Control Hub to view Smart License consumption information?

Control Hub will give consumption information for WebEx licenses, video devices and teams licenses. It will not comprise of all Smart License consumption information. But Smart Account contains all smart licenses along with their consumption information.

66. Can we auto split licenses to Virtual Accounts based on their SKU?

When your Partner places your order, if you provide the Virtual Account for the different Products, then each type of license will be delivered to the right Virtual Account.

67. Do we need connectivity between device and Cisco Software Central to registering a device?

Multiple device deployment modes are supported, the easiest one is device talking back to Cisco directly, via proxy, SLR and PLR, or via an OnPrem SSM during registration and consumption reporting.

68. Do we have to move our traditional licenses to smart licenses for all our production equipment?

You have the option to convert traditional licenses to smart licenses. However, many product lines are moving to Smart License only.

69. How do I know if my existing equipment is smart license ready?

Hardware are not classified as “Smart License ready” or not, only licenses are smart.

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70. What do we if a device is listed, but the licenses that came with it are not shown? Is this always a TAC Case?

Yes, it is a TAC case. There are a multitude of reasons why licenses would not show on a listed device and TAC identifies the issue. Open a case using Support Case Manager at www.cisco.com/go/scm.

71. Can I keep my license in the default bucket and consume it without having a Virtual Account?

You can consume licenses from the default virtual account. However, you can easily transfer licenses between Virtual Account using the Smart Software portal.

72. Is there a fee for an initial check of device status for joining the Smart Account program, both hardware and or software?

Smart Account is a free service for Cisco Customers.

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