

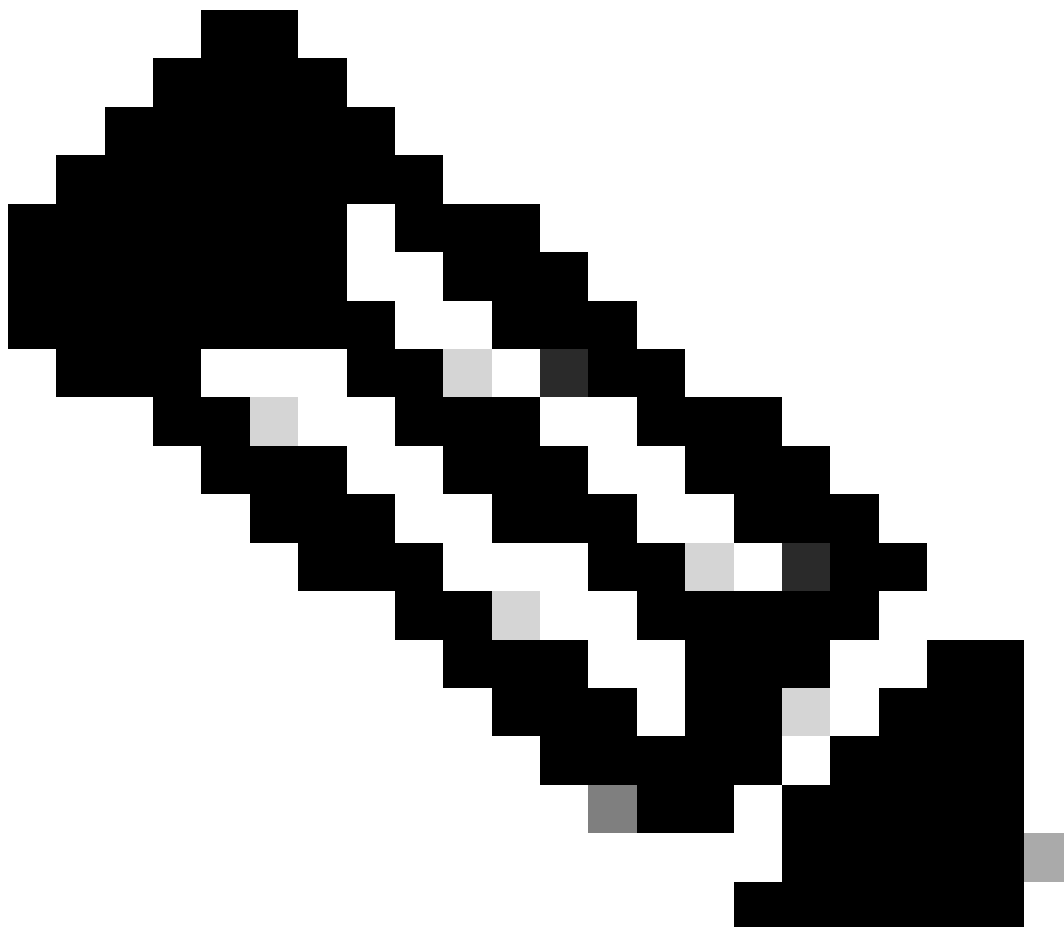
How Can I Upgrade My License through Version Upgrade in My Cisco Entitlements (MCE)?

Contents

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:

- An Active Cisco.com account
 - The Users CCOID must be associated with the contract which has upgrade.
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Note: Internal users can open a case with the Licensing support team to resolve the customer issue with version upgrade in MCE

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

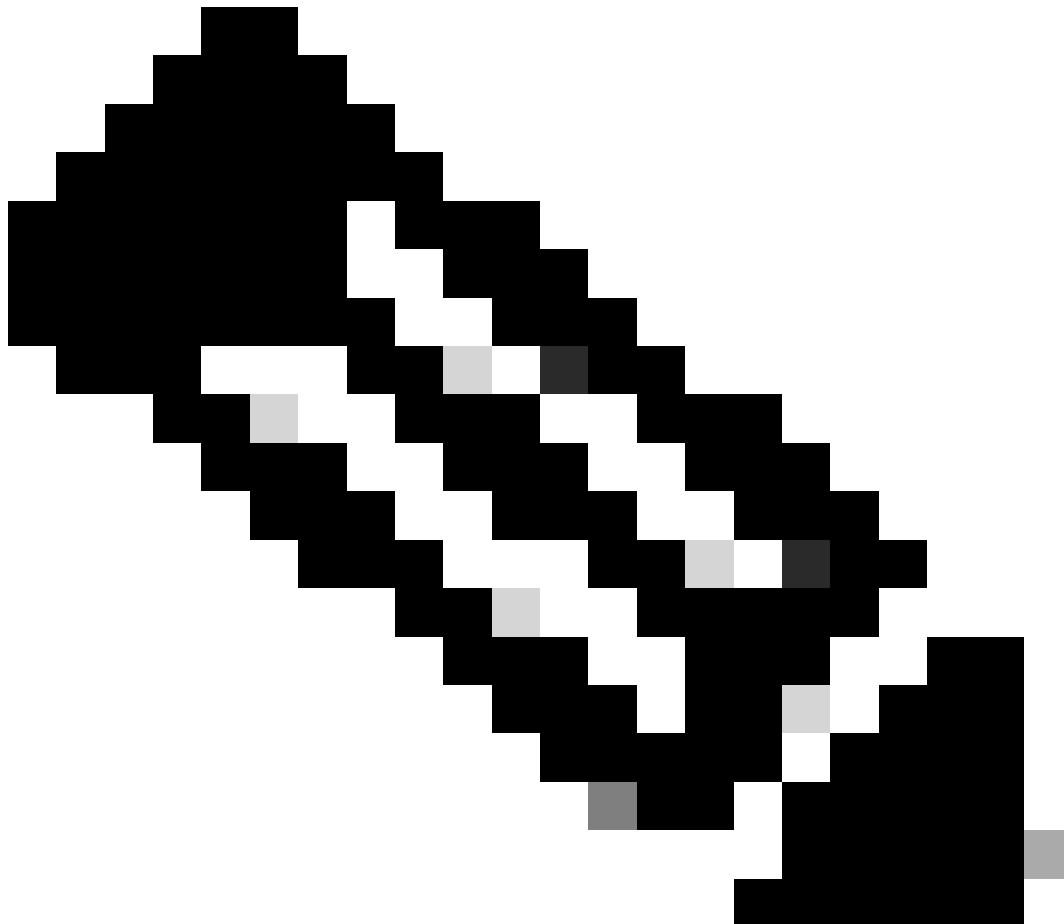
Step 2: Navigate to the licenses tab

Step 3: Click on Version Upgrade to see all the licenses available for version upgrade

Step 4: On the Create Order page, find a product license that needs to be upgraded, review the details, and provide the order quantity

Step 5: Click on the pencil icon in the Virtual Accounts column if the Virtual account needs to be changed

Step 6: Click the Proceed to Order button



Note: Proceed to order button would be enabled after the quantity is provided

Step 7: In the Review Order page, review the summary of upgrades and enter the eDelivery email under the order details section

Step 8: Click Place Order to proceed to the DocuSign page

Step 9: Review the document on DocuSign page by clicking Continue

Step 10: Click on Start, insert signature by clicking on the Sign button and Click on Finish to display the Order confirmation page

Step 11: In the order confirmation page, click Done

Troubleshooting:

1.I am not seeing any upgrade available in my view. If no version upgrades were found for the selected Smart Account and Virtual Account, please [contact Cisco Support](#)

2.I am getting error when performing version upgrade. If no version upgrades were found for the selected Smart Account and Virtual Account, please [contact Cisco Support](#)

3.I did not receive the confirmation email.

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](#).