

How Can I Generate a Traditional or Classic License through Enterprise Agreement (EA) Portal?

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 hav:

- Active Cisco.com account
- Access to SA (Smart Account) / VA (Virtual Account)Valid Cisco EA and access to available suites and licenses included in that EA

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

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

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

Step 4: Select VA (Virtual Account) from where the classic license will generate

Step 5: Click on Catalog

Step 6: Expand Suites by clicking the (+) button, find products in the sub-categories and select Generate License in the Action column

Step 7: Select license type as "Traditional" and then click on Add Devic

Step 8: Enter device details or click on Select Device

Step 9: Select the radio button of the device, and then click Add Selected Device

Step 10: Click on "Select Features"

Step 11: Select the feature, enter quantity, and click Verify License.

Step 12: Review details and select the checkbox to accept the provision license terms and conditions. Then, click Review.

Step 13: Select "I agree with terms of the license", then click Generate License



Note: Only one license can be created at a time. It is recommended that the bundle license be created first. Complete this process again to add other needed features for the same device

Troubleshooting:

1. What if the customer is not getting the feature that they are looking for? Open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.
2. How to check under which suite the feature customer is looking for to be generated? Open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.
3. Customer is getting a warning while adding the device in EAWS or is not able to add it. 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](#).