

# How Can I find My Smart Account Assigned Licenses within MCE (My Cisco Entitlements)?

## 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:

- 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 MCE" under the Manage Entitlements section.

Step 3: Select the desired Smart Account and an appropriate Virtual Account from the selectors at the top right corner.

Step 4: Navigate to the "Licenses" tab at the top

Step 5: Under the "License Feature" tab, the user can view all the licenses that are assigned to the selected Smart Account and Virtual Account

### **Troubleshooting:**

1. I am not able to find the license in the selected SA/VA. Check the order assignment to selected SA/VA in CCW, View or Change Smart Account Assignments section. If it is assigned correctly to the selected SA/VA and still not available in MCE then open a case using SCM.

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

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