



# Entitlement Portal

## Overview



# Challenge: Disconnected Experience



## Disconnected Data

**No common view** of the install base and usage footprint for Customers across traditional and new business models



## Complex User Experience

Customers and Partners have to **navigate multiple portals** in order to access and manage their entitlements



## Inconsistent Processes & Tools

Quoting and ordering **processes and post-sale management tools vary** by offer type and product family

Cisco's current asset management capabilities are fragmented across hardware, software and services.

# Vision: Connected Experience

Cisco's future asset management capability will provide a consolidated, comprehensive view of across hardware, software and services



**Single view** of  
entitlements across all  
Cisco products



**Enriching** the Customer  
& Partner entitlement  
management  
experience

# Today: Entitlement Portal Launch



Foundational elements of the Entitlement Portal were implemented in September 2016.



The Entitlement Portal is currently deployed on a controlled availability basis for targeted Customers (not available for all users).



Users can take action from within the Portal as a single point of entry for post-sale licensing entitlements transactions to License Registration Portal, Cisco Smart Software Manager, Enterprise License Agreement Workspace.



The following Smart Account tagged assets are visible in the portal.\*



Devices



Subscriptions



Licenses



Alerts



\*Note: The full targeted capabilities of the Portal are expected in late-2017

# Entitlement Portal: Holistic Asset Management



## Entitlement Portal

The Entitlement Portal is now fully supported by GLO (Global Licensing Operations) and by TAC.

[Click here to see the support options.](#)

### Consolidated License Management



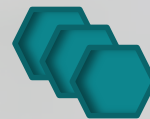
#### Classic Licensing

Source Portal: LRP



#### Smart Licensing

Source Portal: SSM



#### Enterprise License Agreement

Source Portal: ELA Workspace

- ✓ Visibility of **Classic Licenses**, **Smart Licenses** and **ELA Licenses**
- ✓ Entitlement Portal consolidates all the functionalities of Cisco license management platforms

### Subscription Management



- ✓ Entitlement Portal will be a significant part of the subscription management process in future

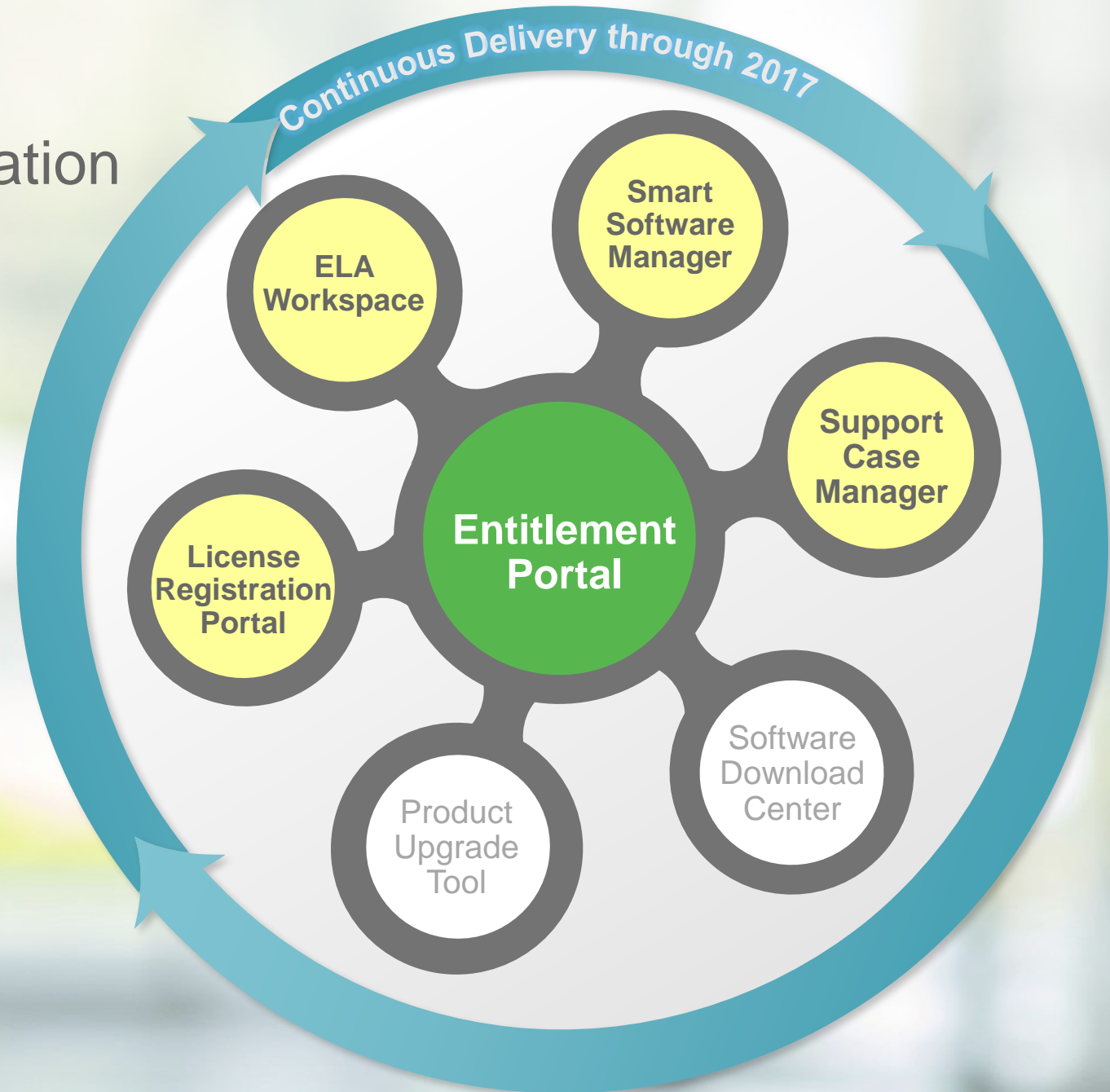
#### **New capability!**

- ✓ Enables visibility of the relation between licenses and subscriptions

# Long Term Solution

## Portal and Workspace Consolidation

The Entitlement Portal will **consolidate portal views and workspaces to streamline** the Customer & Partner experience



# Live Demo

- You can access the Entitlement Portal through this link:  
<https://software.cisco.com/?route=module/eb>

# Looking Ahead: Entitlements Management

The Entitlement Portal will deliver refined capabilities that will help transform Customer and Partner relationship through a holistic entitlement view.

- Ability to capture Smart Account information on Commerce transactions
- Establish common mechanism to represent enterprise-wide entitlements
- Holistic entitlement and asset view
- Ability to manage transactions on entitlements from the Entitlement Portal
- Self service ability to associate legacy entitlements and assets with Smart Accounts

- Provide Smart Account based common service to perform entitlement checks and provide entitled data
- Software and service fulfillment delivery and case management tools evolve and integrate with the Entitlement Portal
- Expand management capabilities within the Entitlement Portal
- Management of subscription entitlements

- Publish Smart Account based entitlements data to enterprise analytics platform
- Expand reporting capabilities within the Entitlement Portal
- Predictive analytics across the Customer, Partner, and seller software lifecycle
- Utilize entitlement-based data to drive business outcomes
- Leverage hierarchical view of an install base to generate sales opportunities



**Allow Customers to view and organize their entitlements based on their perspective**



**Streamline business processes for Cisco**



**Provide intelligence on how Customers manage & consume entitlements.**




# Additional Resources – Entitlement Portal

Location	Audience	Description
<a href="#">Entitlement Portal Overview</a>	Customers/ Partners	Entitlement Portal Overview Presentation
<a href="#">Entitlement Portal Training</a>	Customers/ Partners	Entitlement Portal step-by-step training guide
<a href="#">Smart Account Roles Overview</a>	Customers/ Partners	Smart Account Roles in the different Cisco tools: Cisco Software Central, Smart Software Manager, License Registration Portal, Entitlement Portal.
<a href="#">Smart Account Enabled SBP Offers</a>	Customers/ Partners	Subscription Billing Platform (SBP) offers currently supporting Smart Accounts.
<a href="#">Entitlement Portal FAQ</a>	Customers/ Partners	Frequently Asked Questions about the Entitlement Portal.
<a href="#">Entitlement Portal QRG</a>	Customers/ Partners	This Quick Reference Guide (QRG) will provide you with an instructional overview of how to navigate to suite and generate and transfer licenses.
<a href="#">Entitlement Portal VOD</a>	Customers/ Partners	Entitlement Portal Video
<a href="#">Entitlement Portal AAG</a>	Customers/ Partners	Entitlement Portal At-a-Glance Document
<a href="#">Entitlement Portal Help Document</a>	Customers/ Partners	Help Document

# Entitlement Portal – Support Options

The Entitlement Portal is now fully supported by GLO (Global Licensing Operations) and by TAC (Technical Assistance Center).

- ✓ **GLO Software Licensing Support ([licensing@cisco.com](mailto:licensing@cisco.com)) is available 24 x 7**
  - ✓ **Product Support: Technical Assistance Center (TAC):** Customers can contact TAC for product support issues & questions using existing Cisco processes
- 
-  **Within the Entitlement Portal you will find a link between the ELA subscriptions and the Support Case Manager (SCM) tool.**
  - **Here you can also check the [Support Case Manager Guide](#) for an overview of how to perform the most common tasks in Support Case Manager (SCM).**



# Entitlement Portal: Subscriptions

1 The **Subscriptions** page has been added to the navigation bar on the Entitlement Portal home page. Click the **Subscriptions** tab to view the list of all the subscriptions that have been assigned to a Smart Account. Features, such as Subscription ID, Product description, SKU for that particular product, the Quantity of that SKU, and the Start Date and End Date of the subscription are displayed in the list.

2 The first line of the subscription can be expanded to show the individual features within the subscription.

**Note:** The subscriptions supported are *Multi-Line Bundle, ATO, and Billing SKU*. ATO also supports *a la carte*.

Cisco Software Central > Entitlements English [ Change ] Hello, Brian Gallo Q3\_E2E\_test\_SA11 VA1

Entitlement Portal

Licenses **Subscriptions** Service Contracts Alerts

Subscriptions

Search by Subscription ID, Product, SKU...

Subscription ID ▲	Product	SKU	Quantity	Start Date	End Date	License Feature
▶ Sub1001626	E2-BNDL	E2-BNDL		2017-Feb-01	2020-Feb-01	
▶ Sub1001812	E2-BNDL	E2-BNDL		2017-Feb-02	2020-Feb-02	
▶ Sub1001854	E2-BNDL	E2-BNDL		2017-Feb-02	2020-Feb-02	
▶ Sub1001925	E2-BNDL	E2-BNDL		2017-Feb-03	2022-Feb-03	
▶ Sub1001928	E2-BNDL	E2-BNDL		2017-Feb-03	2020-Feb-03	
▶ Sub1002484	E2-BNDL	E2-BNDL		2017-Feb-07	2020-Feb-07	
▶ Sub1002487	E2-BNDL	E2-BNDL		2017-Feb-07	2020-Feb-07	
▶ Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
▶ Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	

Showing All 9 Records

Contacts | Feedback | Help | Site Map | Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks

Search by Subscription ID, Product, SKU...

Subscription ID ▲	Product	SKU	Quantity	Start Date	End Date	License Feature
▶ Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
▼ Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	
	▼ CISCO ONE ELA	E2C1-ELA-ATO	1			

# Entitlement Portal: Viewing Subscription Information

- 1 In this view, the subscriptions have been expanded to show the individual SKUs within the subscription.
- 2 To **view the bill to details** for a specific product line, click the respective field under the **Bill To** column. The **Bill To Details** pop up appears with the required information.
- 3 To **view the install site details** for a specific product line, click the respective field under the **Install / Customer Site Name** column. The Install Site Details pop up appears with the required information.
- 4 The highlighted portion of the screenshot shows an example of a TnC Contract.  
**Note:** To distinctly identify a subscription from a TnC Contract, click the ID number in the **Subscription ID/Contract Number** column. If the pop-up lists the **Subscription Ref ID**, then it's a Subscription and if it lists the **contract number**, then it's a TnC Contract.

The screenshot displays the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below this, the page title is 'Entitlement Portal' with sub-tabs for Licenses, Subscriptions, Service Contracts, and Alerts. A search bar is located on the right. The main content area shows a table of subscriptions. A red box labeled '1' highlights the 'Subscriptions' tab. A warning message states 'There are subscriptions within 30 days of their end date.' Below this is a search bar and a table with columns: Subscription ID / Contract Number, Product, SKU, Quantity, Bill To, Install / Customer Site Name, Start Date, End Date, and License Feature. A red box labeled '2' highlights the 'Bill To' field for a subscription, which has opened a 'Bill To Details' pop-up. A red box labeled '3' highlights the 'Install / Customer Site Name' field for a subscription, which has opened an 'Install Site Details' pop-up. A red box labeled '4' highlights a row in the table, which is a TnC Contract. The table data is as follows:

Subscription ID / Contract Number	Product	SKU	Quantity	Bill To	Install / Customer Site Name	Start Date	End Date	License Feature
▼ Sub110292	Muti Line Bundle Description			ABC Company	XYZ	2015-Nov-17	2018-Oct-16	
	Subscription ATO	ATO SKU	1	ABC Company	XYZ			2 Features
	Billing SKU Description1	Billing SKU1	Unit + Measure					CSR_1KV_AX_50M
	Support Plan Billing SKU1	Billing SKU2						
	Subscription ATO	ATO SKU						
	Billing SKU Description1	Billing SKU10	1					
▼ Sub112093	À La Carte Subscription ATO (Header level)	ATO SKU	1			2016-Feb-17	2017-Feb-16	
	Billing SKU Description	Billing SKU6	Unit + Measure					5 Features
	Billing SKU Description	Billing SKU6	Unit + Measure					10 Features
	Billing SKU Description	Billing SKU7	Unit + Measure					
▼ 11038948	Service SKU Descr1	Service SKU1		Test Company	Test Site	2016-Feb-17	2018-Oct-16	
	Covered Product A	Covered Product SKU		Test Co	Test Site	2016-Feb-17	2017-Feb-16	
	Covered Product B	Covered Product SKU		Test Company			2018-Oct-16	
	Covered Product C	Covered Product SKU		Test Company			2017-Feb-16	

# Entitlements Portal: Licenses Within a Subscription

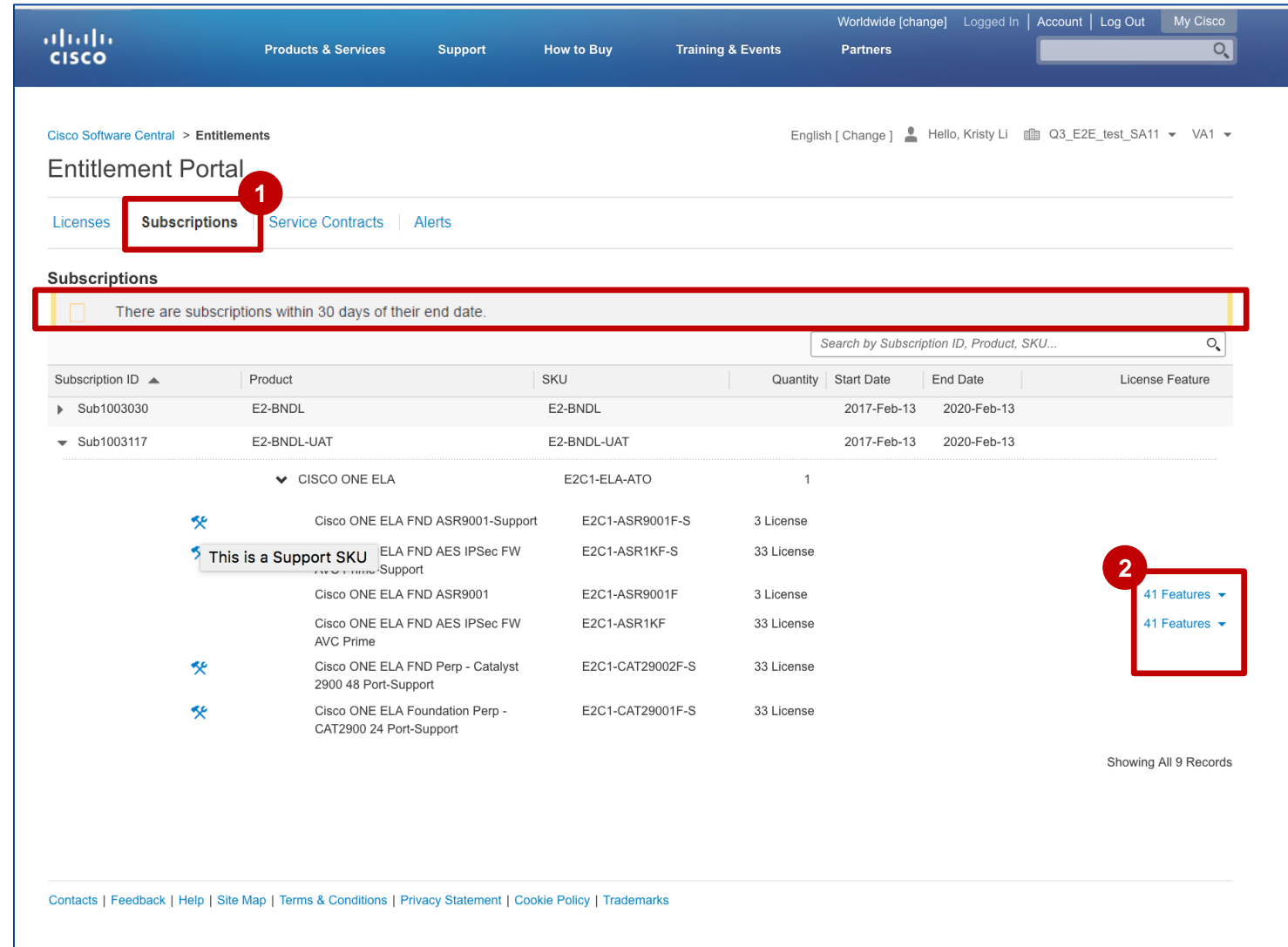
- 1 Click the **Subscriptions** tab to view subscriptions. If the subscription has an associated license, then it will be displayed when the subscription is expanded. A warning message will appear when a subscription is within 30 days of its end date.

For the Cisco Enterprise Agreement product suite, Cisco ONE Enterprise Agreement has been enabled as of today and Cisco ONE Multi Line Bundle subscriptions tagged to Smart Accounts/Virtual Accounts (SA/VA) can be viewed in the **Subscriptions** tab.








- 2 If there are license features associated with the subscription, the **Features** link will be displayed in the **License Feature** column. The link also displays the number of features associated with the subscription.

**Note:** The blue icon  implies that the subscription is a support SKU.

The yellow warning icon appears if the subscription is nearing the expiry date.



The screenshot shows the Cisco Entitlements Portal interface. The top navigation bar includes 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The main content area is titled 'Entitlement Portal' and has tabs for 'Licenses', 'Subscriptions', 'Service Contracts', and 'Alerts'. The 'Subscriptions' tab is active, and a yellow warning icon is present next to the text 'There are subscriptions within 30 days of their end date.' Below this is a table with columns: Subscription ID, Product, SKU, Quantity, Start Date, End Date, and License Feature. The table lists several subscriptions, including 'Sub1003030' and 'Sub1003117'. The 'Sub1003117' subscription is expanded to show details for 'CISCO ONE ELA' and 'E2C1-ELA-ATO'. The 'License Feature' column contains links to '41 Features' for several rows. A tooltip for one row reads 'This is a Support SKU'. The bottom of the page shows 'Showing All 9 Records' and a footer with various links.

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
▶ Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
▼ Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	
	▼ CISCO ONE ELA	E2C1-ELA-ATO	1			
	 Cisco ONE ELA FND ASR9001-Support	E2C1-ASR9001F-S	3 License			
	 This is a Support SKU  Cisco ONE ELA FND AES IPsec FW Support	E2C1-ASR1KF-S	33 License			<a href="#">41 Features</a>
	 Cisco ONE ELA FND ASR9001	E2C1-ASR9001F	3 License			
	 Cisco ONE ELA FND AES IPsec FW AVC Prime	E2C1-ASR1KF	33 License			
	 Cisco ONE ELA FND Perp - Catalyst 2900 48 Port-Support	E2C1-CAT29002F-S	33 License			
	 Cisco ONE ELA Foundation Perp - CAT2900 24 Port-Support	E2C1-CAT29001F-S	33 License			

# Entitlements Portal: Licenses Within a Subscription (Continued)

- 3 Click the expand icon to view the features and select the feature to navigate to the particular license feature.

The screenshot shows the Cisco Entitlement Portal interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The main content area is titled "Entitlement Portal" and includes a search bar and a table of subscriptions. The table has columns for Subscription ID, Product, SKU, Quantity, Start Date, End Date, and License Feature. One subscription is expanded, showing a list of licenses. A red circle with the number 3 highlights the expand icon next to a license entry.

Subscription ID	Product	SKU	Quantity	Start Date	End Date	License Feature
Sub1003030	E2-BNDL	E2-BNDL		2017-Feb-13	2020-Feb-13	
Sub1003117	E2-BNDL-UAT	E2-BNDL-UAT		2017-Feb-13	2020-Feb-13	
	▼ CISCO ONE ELA	E2C1-ELA-ATO	1			
	✕ Cisco ONE ELA FND ASR9001-Support	E2C1-ASR9001F-S	3 License			
	✕ This is a Support SKU ELA FND AES IPSec FW Support	E2C1-ASR1KF-S	33 License			
	Cisco ONE ELA FND ASR9001	E2C1-ASR9001F	3 License			41 Features
	Cisco ONE ELA FND AES IPSec FW AVC Prime	E2C1-ASR1KF	33 License			41 Features
	✕ Cisco ONE ELA FND Perp - Catalyst 2900 48 Port-Support	E2C1-CAT29002F-S	33 License			
	✕ Cisco ONE ELA Foundation Perp - CAT2900 24 Port-Support	E2C1-CAT29001F-S	33 License			

# Entitlement Portal: Viewing Contract Summary Tab

You can view **Service Contracts** in the Entitlement Portal.

- 1 Click the **Service Contracts** tab. The **Service Contracts** page appears displaying the information under the **Contract Summary** tab.

**Note:**

- The **Contract Summary** tab will only display Active, Signed, and Overdue contracts. It does not include any Expired contracts.

Cisco Software Central > Entitlements English [Change] Hello, Bob Smith ABC Company DEFAULT

## Entitlement Portal

Licenses Subscriptions **Service Contracts** Alerts Assign

### Service Contracts

There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
102434	ABC Company	Multiple	Multiple	2015-May-01	2019-Jun-30	OVERDUE
102435	Canada Motors	AT&T	Multiple	2015-May-01	2019-Jun-30	ACTIVE
102450	Canada Motors	XYZ Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	ACTIVE
103333	Canada Motors	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
103433	Canada Motors	XYZ Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
106433	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
106733	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
109883	Canada Motors	XYZ Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED

Showing Page 1 of 1 (2 Records)



# Entitlement Portal: Viewing Contract Summary Tab

- Users will see a warning when contracts are within 30 days of their end date. **Bill To Details** will appear when users click on the line level under the **Bill To** column.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
<a href="#">102038</a>	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
<a href="#">102433</a>	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ <a href="#">102434</a>	ABC Company	Multiple ▾	Multiple ▾	2015-May-01	2019-Jun-30	OVERDUE
<a href="#">102435</a>			Multiple ▾	2015-May-01	2019-Jun-30	ACTIVE
<a href="#">102450</a>		any	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	ACTIVE
<a href="#">103333</a>		any	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
<a href="#">103433</a>		any	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
<a href="#">106433</a>		any	SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
<a href="#">106733</a>		any	SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
<a href="#">109883</a>		any	SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED

10 ▾

Showing Page 1 of 1 (2 Records) ⏪ ⏩

**Bill To Details**

Bill To ID  
**401803424**

Bill To Address  
**South Division Account  
10 Sixth Road Woburn MA  
01801 US**

GU Name  
**PRESIDIO INC**

GU ID  
**89308798**

Customer Number  
**117897**

# Entitlement Portal: Viewing Contract Summary Tab

- 3 If there are multiple **Install at GUs** and **Service Levels** for a contract, the user will see **Multiple** with a drop-down arrow, as shown in the screenshot.

Click the drop-down arrow to see the list of all Install At GUs and/or Service Levels.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
102039	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
102433	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ 102434	ABC Company	Multiple ▾	Multiple ▾	2015-May-01	2019-Jun-30	OVERDUE
102435	Canada Motors	ABC Company	SWSS 8x5	2015-May-01	2019-Jun-30	ACTIVE
102450	Canada Motors	XYZ Company	PTNR 24x7	2015-May-01	2019-Jun-30	ACTIVE
103333	Canada Motors	DEF Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
103433	Canada Motors	Test Company	SMARTNET 8x5xNBD	2015-May-01	2019-Jun-30	SIGNED
106433	Canada Motors	Test2 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
108733	Canada Motors	Test3 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	OVERDUE
109883	Canada Motors	Test4 Company	SWSS 24X7X4	2015-May-01	2019-Jun-30	SIGNED
		Test5 Company				
		Test6 Company				
		Test7 Company				

Showing Page 1 of 1 (2 Records)

# Entitlement Portal: Viewing Covered Product Lines Tab

1 Under the **Contract Summary** tab, click the contract number for which you want to view the covered product lines.

2 The grid under the **Covered Product Lines** tab is displayed.

Service Contracts

⚠ There are overdue contracts or contracts expiring within the next 30 days.

Contract Summary Covered Product Lines

Search by Contract Number, Bill To, Service Level, or Status

Contract Number	Bill To	Install At GU	Service Level	Start Date	End Date	Status
<a href="#">102039</a>	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	ACTIVE
<a href="#">102433</a>	ABC Company	XYZ Company	PRTNR SUP 24X7X4	2015-May-01	2019-Jun-30	SIGNED
⚠ <a href="#">102434</a>	ABC Company	Multiple ▾	Multiple ▾	2015-May-01	2019-Jun-30	OVERDUE
<a href="#">102435</a>	Canada Motors	AT&T	Multiple ▾	2015-May-01	2019-Jun-30	ACTIVE

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number: 102434 ▾ | [Filter by Virtual Account](#)

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
<input type="text" value="Product"/>	<input type="text" value="SKU"/>	<input type="text" value="SN/PAK"/>	<input type="text" value="Site Name"/>	<input type="text" value="Service Level"/>		
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	133333552EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting ▾
⚠ Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	133333552EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features ▾	Accounting
Cisco UCS B200 M3 Blade Server	CS-X6348-RR44	499333552EBC	New York ABC	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	CS-X6348-RR43	133333552EEE	New York CM	SMARTNET 8x5xNBD	4 Features ▾	DEFAULT

# Entitlement Portal: Viewing Covered Product Lines Tab

3 The grid under the **Covered Product Lines** tab displays the product lines for the selected contract number across all the related Virtual Accounts that the user has access to.

You can also use the **Contract Number** drop-down to change the contract number without having to navigate back to the **Contract Summary** tab. This drop-down lists all the contract numbers from the **Contract Summary** tab.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number 102434 | Filter by Virtual Account

Search Search by ERP Order ID

Product	Virtual Account	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
Cisco 3900 Services Router	X6348-RR44	133333552EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco 3900 Services Router	X6348-RR44	133333552EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco UCS Server	X6348-RR44	493333552EBC	New York ABC	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	X6348-RR43	133333552EEE	New York CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	X6348-RR44	133333552ETT	Salt Lake CM	SMARTNET 8x5xNBD		DEFAULT
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44 V01	133333552ESS	Salt Lake CM	PRTNR SUP 24X7X4	2 Features	Accounting
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Seattle CM	PRTNR SUP 24X7X4		Security
CSR 1 KV AX 50M	CS-X6348-RR44	133333552EKD	Boulder CM	SMARTNET 8x5xNBD		Security
Cisco 3900 Series Integrated Services Router	CS-X6348-RR44	357333552EAA	Boulder CM	PRTNR SUP 24X7X4		Security

Showing Page 1 of 1 (12 Records)

# Entitlement Portal: Viewing Covered Product Lines Tab

4 The grid also includes values related to product, SKU, End Date, Virtual Account, Status, etc.

For additional details, you may click the cell(s) in the **Product**, **Install Site Name**, and **Service Level** columns, as shown in the screenshot.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary Covered Product Lines

Contract Number: 102434 | Filter by Virtual Account

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	133333552EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	133333552EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
	-RR44	499333552EBC				Smart Account: ABC Compar Collaboration
	-RR43	133333552EEE				DEFAULT
	-RR44	133333552ETT				DEFAULT
	-RR44 V01	133333552ESS				Accounting
	-RR44	133333552EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	357333552EAA	Seattle CM	PRTNR SUP 24X7X4		Security

**Product Details**

ERP Order ID  
80430398

Install Base Instance ID  
80430398

Warranty  
Warranty Name (type description)  
3 Year RMA TAC Support  
Warranty End Date

**Install Site Details**

Install Site ID  
401803424

Install Site Address  
South Division Account  
10 Sixth Road Woburn  
01801 US

**Service Level Coverage Template**

Business Process  
Software Center Access  
Maintenance Software Releases  
Major Software Updates  
Minor Software Updates  
Remote Tech Support Access  
CCO Access  
Signature File Updates



# Entitlement Portal: Viewing Covered Product Lines Tab

5 You can also use the **Filter by Virtual Account** link to view covered product lines assigned to specific Virtual Accounts.

On clicking the link, a pop-up appears listing all the Smart & Virtual Accounts the Covered Product Lines are assigned to in a hierarchy, as shown in the screenshot.

## Note:

- The pop up will ONLY display Smart & Virtual Accounts the user has access to
- Smart Accounts are expandable/collapsible to show/hide Virtual Accounts
- Users can check/uncheck VAs to change the CPL display in the grid.
- By default, all Virtual Accounts should be checked.

The screenshot shows the 'Service Contracts' interface. At the top, there is a warning: 'There are overdue products or products expiring within the next 30 days.' Below this, there are two tabs: 'Contract Summary' and 'Covered Product Lines'. The 'Covered Product Lines' tab is active, showing a table of product lines. A red box highlights a 'Filter by Virtual Account' pop-up window. The pop-up has a search bar and a list of Smart Accounts. The first Smart Account is 'ABC Company', which is expanded to show four checked Virtual Accounts: 'Accounting', 'Collaboration', 'DEFAULT', and 'Security'. The second Smart Account is 'BU Prod Test 1', which is collapsed. The background table shows columns for Product, Service Level, License Feature, and Virtual Account. The table contains 12 records, with the first few rows showing various Cisco products and their associated Virtual Accounts.

Product	Service Level	License Feature	Virtual Account
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco UCS B200 M3 Blade Server	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	SMARTNET 8x5xNBD		DEFAULT
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4	2 Features	Accounting
CSR 1 KV AX 50M	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4		Security
CSR 1 KV AX 50M	SMARTNET 8x5xNBD		Security
Cisco 3900 Series Integrated Services Router	PRTNR SUP 24X7X4		Security

# Entitlement Portal: Viewing Covered Product Lines Tab

- 5 The grid includes the In-Line filters for each column (except for Virtual Account and License Feature). It also provides an option to **Search by ERP Order ID**.

**Note:** You can view **ERP Order ID** once you click any specific product from the **Product** column in the grid.

In case the covered product line is part of multiple Virtual Accounts, you can view the accounts in the **Virtual Account** column by clicking the drop-down arrow.

You can also hover the mouse over the cells in the **Virtual Account** column to see the associated Smart Account.

Service Contracts

⚠ There are overdue products or products expiring within the next 30 days.

Contract Summary | Covered Product Lines

Contract Number: 102434 | Filter by Virtual Account

Search by ERP Order ID

Product	SKU	SN/PAK	Install Site Name	Service Level	License Feature	Virtual Account
Product	SKU	SN/PAK	Site Name	Service Level		Accounting
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	133333552EFF	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
⚠ Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	133333552EGG	Chicago ABC	PRTNR SUP 24X7X4	2 Features	Accounting
Cisco UCS B200 M3 Blade Server	CS-X8348-RR44	499333552EBC	New York ABC	SMARTNET 8x5xNBD		Collaboration
CSR 1 KV AX 50M	CS-X8348-RR43	133333552EEE	New York CM	SMARTNET 8x5xNBD	4 Features	DEFAULT
CSR 1 KV AX 50M	CS-X8348-RR44	133333552ETT	Salt Lake CM	SMARTNET 8x5xNBD		DEFAULT
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44 V01	133333552ESS	Salt Lake CM	PRTNR SUP 24X7X4	2 Features	Accounting
CSR 1 KV AX 50M	CS-X8348-RR44	133333552EFH	Seattle CM	SMARTNET 8x5xNBD	4 Features	Accounting
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	357333552EAA	Seattle CM	PRTNR SUP 24X7X4		Security
CSR 1 KV AX 50M	CS-X8348-RR44	133333552EKD	Boulder CM	SMARTNET 8x5xNBD		Security
Cisco 3900 Series Integrated Services Router	CS-X8348-RR44	357333552EAA	Boulder CM	PRTNR SUP 24X7X4		Security

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# Version History (October 2017)

Slide #	Details	Release
16-23	Viewing Service Contracts Tab – Updated screenshots	September 2017