How can I find the serial number of my device?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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 the following data:

- Active Cisco.com account,

- Access to Smart Account and Virtual Account with Devices

Steps to be Followed:

Step 1: Login to **CSSM** with your cisco credential.

Step 2: Search for the **Smart Account** on the top right corner of the page where the device is Registered.

Step 3: Click on **Manage Devices** under **Network Plug and Play**

Step 4: Select the **Virtual Account** where the device is Added.

Step 5: Under the **Devices Tab** you can see all the Serial Numbers of the devices which is associated with the chosen SA & VA.

Troubleshooting:

If you experience an issue with this process, that you cannot address, *open a case in Support Case Manager (SCM)* using software licensing option.

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