# How Can I Perform a License Upgrade through the Version Upgrade Tool?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the in 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.
- Users CCOID must be associated with the contract which has upgrade
- Contract number
- Smart Account & Virtual Account
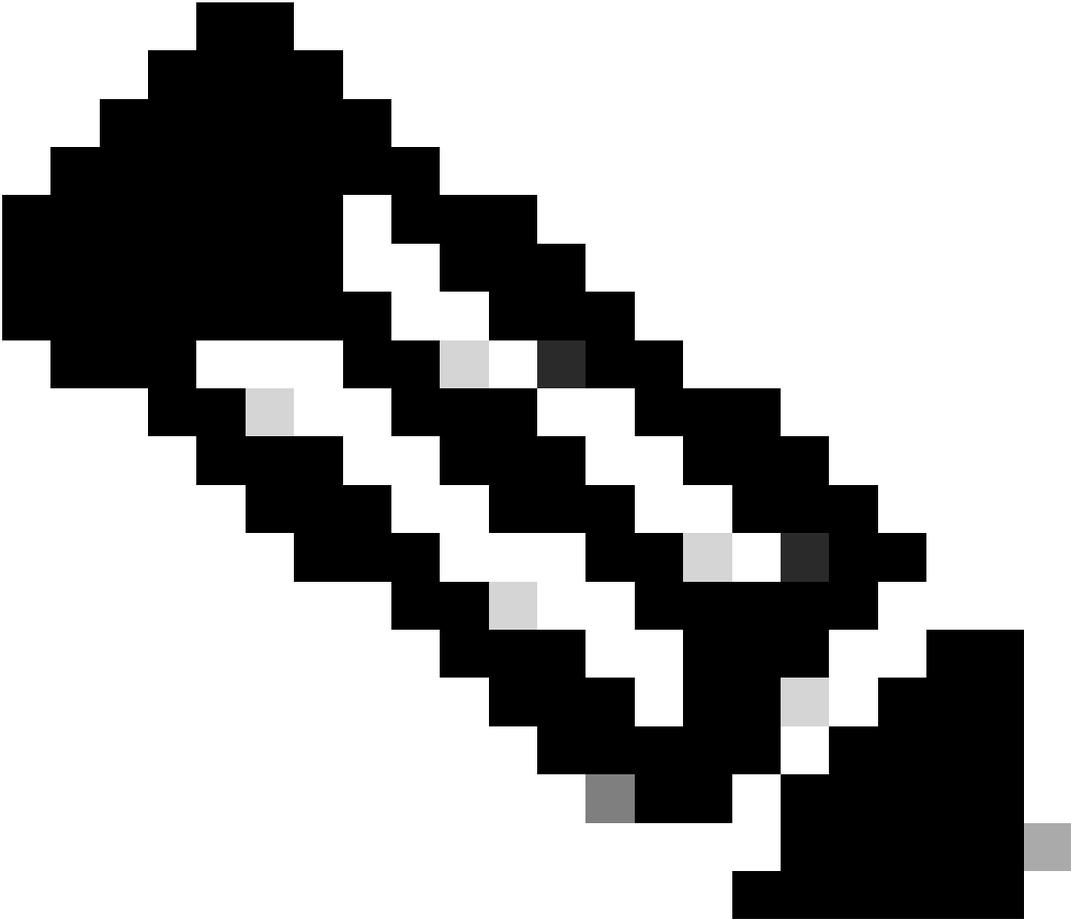
Note: Upgrade can be placed without Smart/Virtual Account as it is not mandatory

Upgrade License with a Smart Account (SA)

Step 1: Login to [Cisco Software Central](#), with your Cisco.com account.

Step 2: Navigate to Manage Entitlements, then click on Access MCE, select Smart Account

Step 3: Click on Licenses.

Step 4: Click Version Upgrade to see all the licenses available for version upgrade.

Step 5: In the Create Order page you can:

- Apply filters to find the upgrades you want to purchase.
- Select product licenses to expand and get a detailed view.
- Update order quantity for the required product you would like to order.

Step 6: Click the pencil icon in the Order Virtual Account column to deposit ordered licenses to a VA.

Step 7: Click Proceed to Order to be taken to the Review Order page.

Step 8: In the Review Order page you can:

- Review summary of upgrades
- Enter the eDelivery email under the Order Details section. (Note: This is mandatory in order to receive your order confirmation.)

Step 9: Click Place Order to proceed to the DocuSign page.
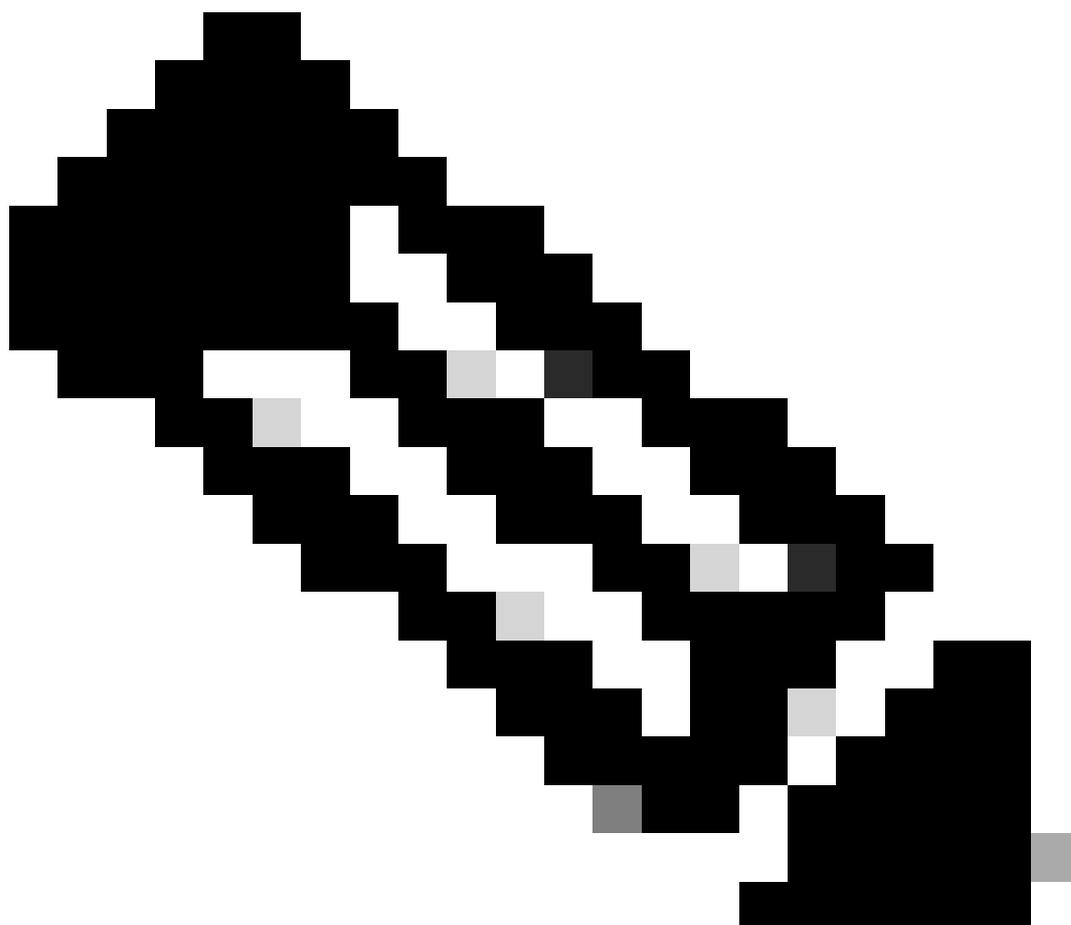
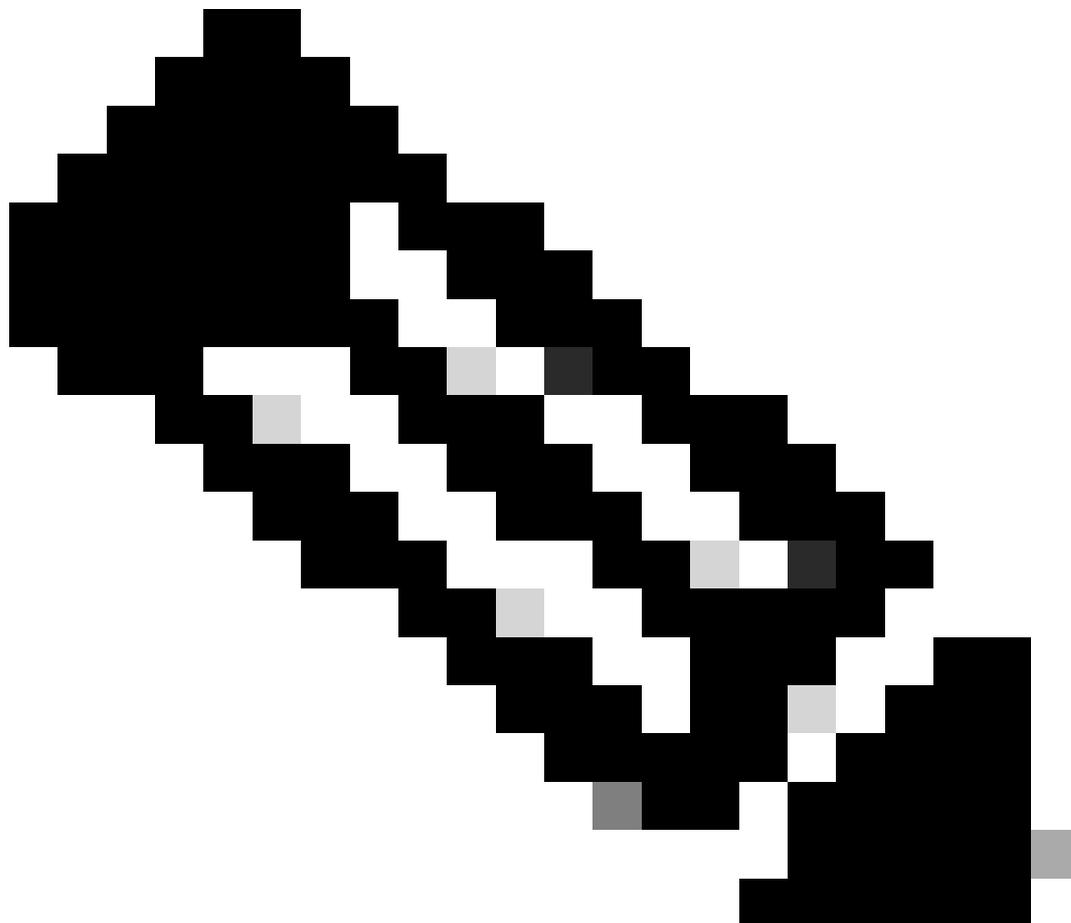**Note**: Click Back to return to the Create Order page to edit your order.

Step 10: Click Continue to be taken to the document.

Step 11: Review the document on the DocuSign page

Step 12: Digitally sign the document.

Step 13: Click on Finish to display the Order Confirmation page.

Step 14: Click Done. (An email is sent to the eDelivery email address provided by you.)

Note: Once order is placed, license provisioning happens as per regular order process.

Upgrade a License without a Smart Account

Step 1: Login to [Cisco Software Central](#), with your Cisco.com account.

Step 2: Navigate to Manage Entitlements, then click on Access MCE

Step 3: Select Proceed to the Portal without a Smart Account

Step 4: Click on Licenses.

Step 5: Go to Version Upgrade to see all the licenses available for version upgrade.

Step 6: Select contract number, click on Go to Version Upgrade

Step 7: In the Create Order page you can:

- Apply filters to find the upgrades you want to purchase.
- Select product licenses to expand and get a detailed view.
- Update order quantity for the required product you would like to order.

Step 8: Select SA/VA to which the licenses to be deposited, click Apply
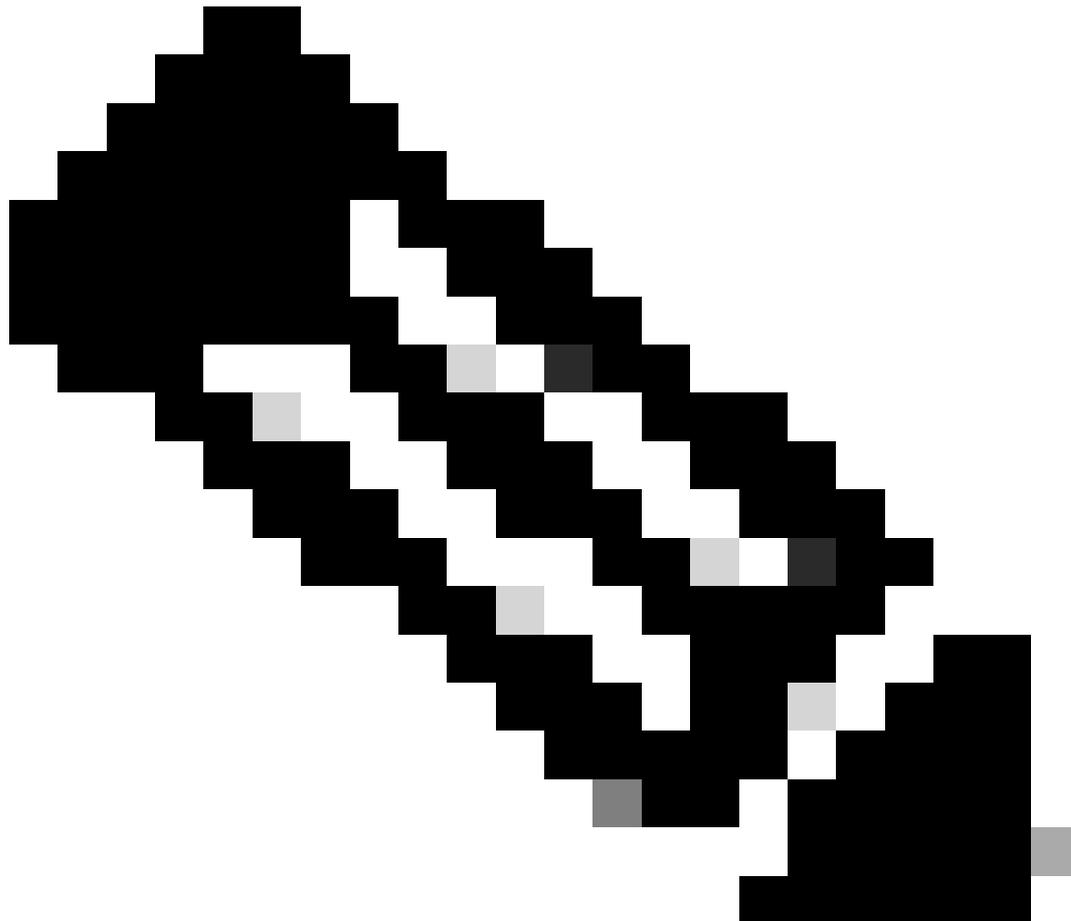
Note: SA mandatory items cannot be chosen without a SA assignment

Step 9: Click Proceed to Order to be taken to the Review Order page.

Step 10: In the Review Order page, you can:

- Review summary of upgrades
- Enter the eDelivery email under the Order Details section. (Note: This is mandatory in order to receive your order confirmation.)

Step 11: Click Place Order to proceed to the DocuSign page.
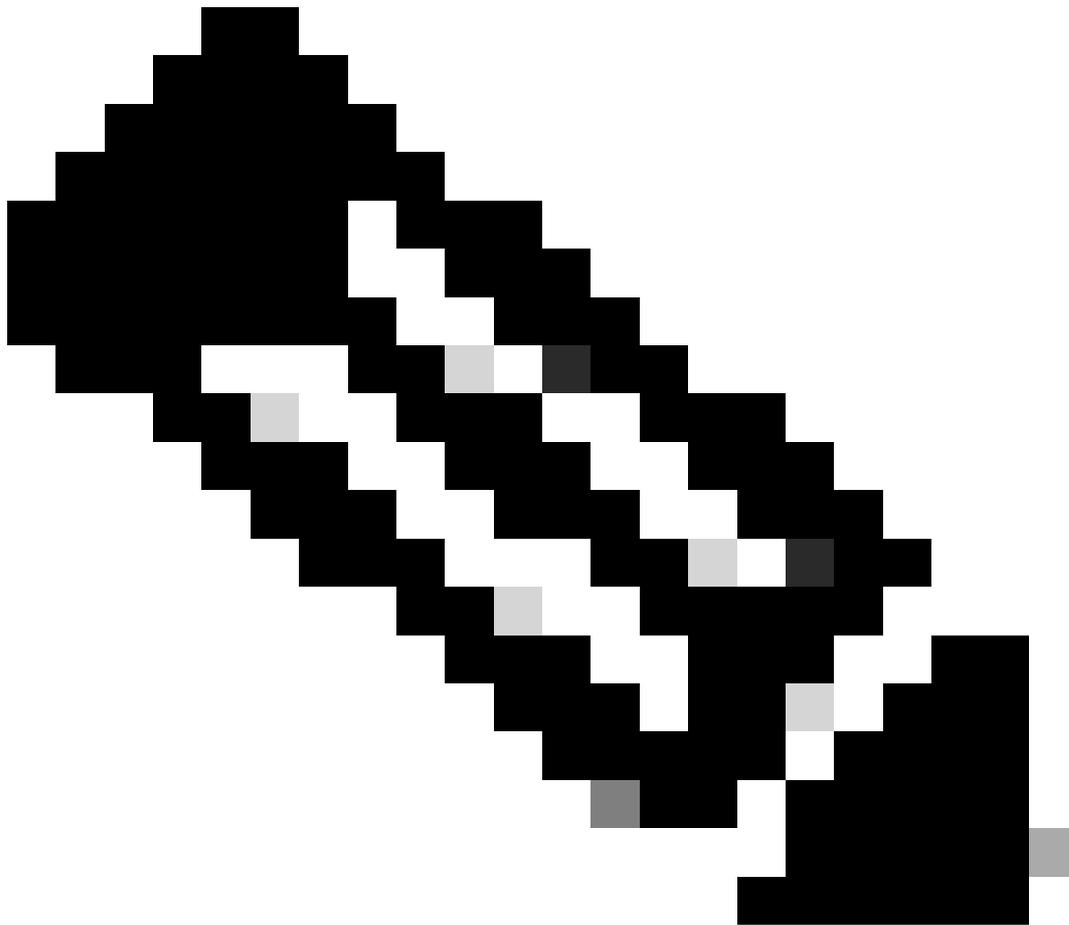
Note: Click Back to return to the Create Order page to edit your order.
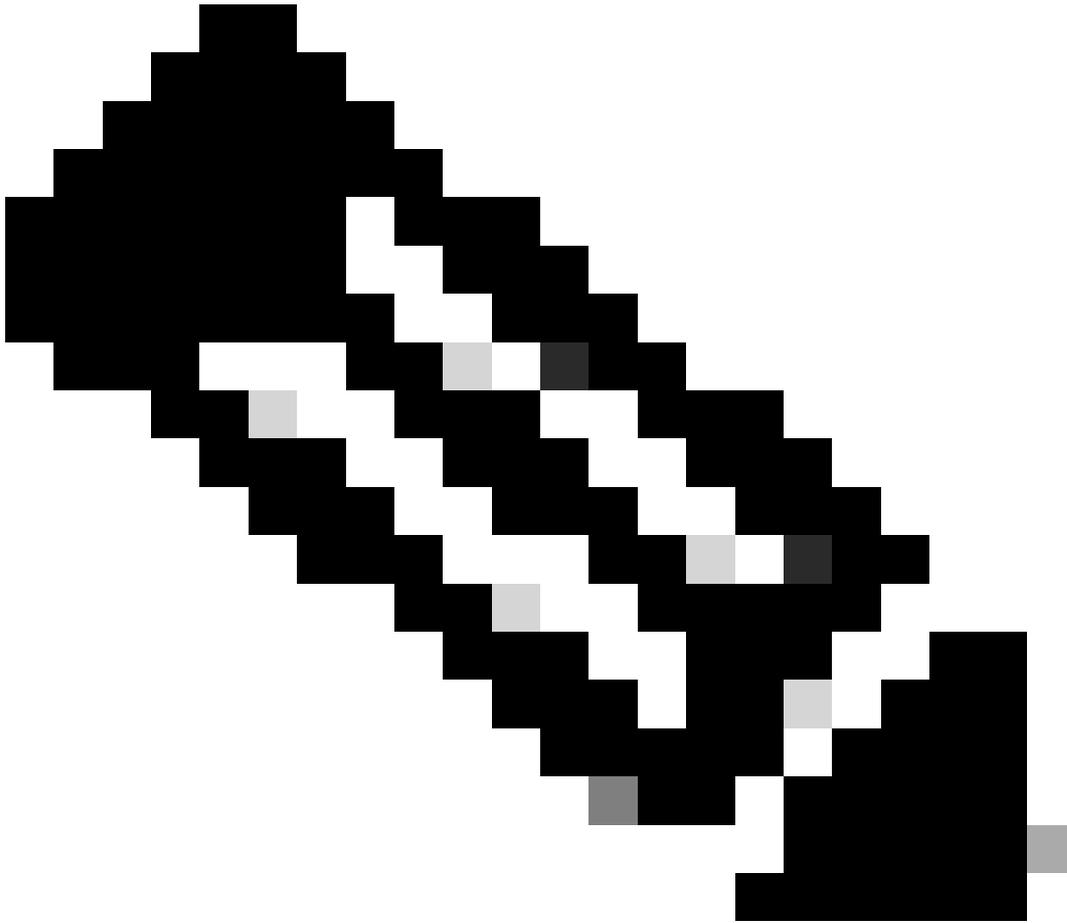
Step 12: Click Continue to be taken to the document.

Step 13: Review the document on the DocuSign page

Step 14: Digitally sign the document.

Step 15: Click on Finish to display the Order Confirmation page.

Step 16: Click Done. (An email is be sent to the eDelivery email address provided by you.)

Note: Once order is placed, license provisioning happens as per regular order process

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Troubleshooting:

1. I'm not able to see any upgrades available in my view. Open a Licensing case at [Support Case Manager (SCM)](#) using Software Licensing option.

2. I am getting an error when performing version upgrade. Open a Licensing case at [Support Case Manager (SCM)](#) using Software Licensing option.

3. I did not receive the confirmation email. 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](#).