How Can I Generate a Report of all User Groups within a Smart Account (SA)-Virtual Account (VA)?

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.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Access to Smart Account & Virtual Account

Steps

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: Go to Manage Smart Account and click on 'Manage account'

Step 4: Click on Users tab

Step 5: Click on User Groups subtab

Step 6: From the list of user groups displayed, select those which are required on the report

Step 7: Click on Export Selected to download the report as a CSV file

Troubleshooting

1. I cannot see user-group option. For this functionality you require to have a Smart Account Admin Role.
2. How do I get access to Smart Account Admin Role. How can I get access to an Active Smart Account-SS.docx

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.