How can I delete an SSM On-Prem account in CSSM?

Introduction

This document explains how to delete an SSM On-Prem account in Cisco Cloud (CSSM).

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 the following**:**

- A Cisco Smart Account

- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.
- Admin Access to SSM On-Prem

Steps

Complete the following steps to delete a Local Account.

Step 1: Remove all Product Instances (PI) on all Local Virtual Accounts in the SSM On-Prem Local Smart Account. Click for Instructions.

How can I remove a device within an SSM On-Prem deployment?

Step 2: Synchronize with SSM On-Prem so that CSSM Cloud reflects that the Product Instances (PI) are no longer on SSM On-Prem. Click for Instructions:

[How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?]

Note: The only way to remove the Product Instances (PI) on SSM On-Prem and have them reflected on CSSM Cloud is to synchronize SSM On-Prem to CSSM Cloud after removing them from SSM On-Prem, because SSM On-Prem is the source of truth for all Product Instances (PI) registered to it.

Step 3: **Deactivate the Local Account**. Open SSM On-Prem (https://(IP Address):8443/admin/#/mainview).

Step 4: Navigate to **Admin Workspace** from the top right corner.

Step 5: Click on the **Accounts** Widget, and under the **Accounts** Tab, you can see all the accounts.

Step 6: Click on the **Actions** menu & select **Deactivate** from the Actions menu.

Step 7: Enter a reason for deactivation so it can be included in the email that is sent to the requestor.

Step 8: Click **Deactivate.** Click on Proceed & Provide reason for Deactivation.

Step Results: The Local Account is listed as Inactive.

Step 9: From the **Actions** menu, select **Delete**.

Step 10: Click **OK**.

Step 11: Go to CSSM Cloud and remove the SSM On-Prem representing this Local Account. At this point, the Virtual Accounts (VA's) associated with this SSM On-Prem are empty because the Product Instance (PI) was removed in Step 1.

Step 12: To remove an SSM On-Prem account:

a. Navigate to the SSM On-Prem pane.

b. Select the SSM On-Prem corresponding to that Local Account.

c. From the **Actions** menu, select **Remove**.

d. Confirm SSM On-Prem removal.

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.