How can I delete an SSM On-Prem Account, in Cisco License Central (CLC)?

Introduction

This document explains how to delete an SSM On-Prem account in Cisco License Central (CLC).

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:

- Active Cisco.com account
- Admin access to SSM On-Prem
- The user accessing License Central must have at least one of the following:
  - Smart Account Admin
  - Virtual Account Admin

Steps

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 thatCisco License Centralreflects that the Product Instances (PI) are no longer on SSM On-Prem. Click for Instructions:How can I performSSM On-Prem synchronization with Cisco License Central (CLC)?



Note: The only way to remove the Product Instances (PI) from SSM On-Prem and see the changes reflected on Cisco License Central is to synchronize SSM On-Prem with Cisco License Central

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after removing them from SSM On-Prem, since 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 **the 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 requester.

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 Cisco License Central and remove the SSM On-Prem representing this Local Account. At this point, the Virtual Accounts (VAs) associated with this SSM On-Prem are empty because the Product Instance (PI) was removed in Step 1.

To remove an SSM On-Prem account:

Step 12: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 13: Click on Access Cisco License Central under the Cisco License Central section.

Step 14: Enter your Smart Account or use the Search function to locate your Smart Account that is linked to your On-Prem Account

Step 15: Navigate to the left Menu bar and click on the "Devices" tab, and select "Device Managers” under Device Connections.

Step 16: Select the On-Prem Account under the Device manager name, go to the right-most column, and click on the 3 dots.

Step 17: From the drop-down menu, select Remove.

Step 18: “Remove Device Manager?” pop-up will appear. Click Remove device manager.

Step 19: The “Enter Active Case Number” pop-up will appear. If you have an already working case, you can provide the case number and click Proceed. If not, then click Proceed without.

Step Results: The On-Prem Account will be deleted.



Note: To delete an On-Prem Account, please go to: How can I delete an On-Prem account?

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.