# How Can I Remove the Smart Account Hold from the Order?

## 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
- User must have access to the order
- User needs to have an active Smart Account or Holding Account

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**Note**:An order goes on Smart Account Hold due to the following reasons:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- An order goes on Smart Account Hold due to the following reasons:

1. A Pending Smart Account was assigned to the order, or there is no smart account assigned to the order.
2. To remove the hold, simply assign an active smart account to the order and the hold is going to be released.

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**Steps**
Step 1: Go to Cisco Commerce Workspace and log in with your Cisco.com credentials

Step 2: In the Global Search, search with the Sales Order Number or Web Order Number to which a Smart Account needs to be assigned

Step 3: From the search results, click on the Sales/Web Order Number to view order details

Step 4: Click on "View or change Smart Account Assignments" link present in the banner message displayed at the top of the page

Step 5: Click on Assign Smart Account (if NO Smart Account assigned already) or click on edit or pencil icon (to change the existing assignment)

Step 6: In "Smart Account Assignment" screen, select "End Customer Smart Account" or "Holding Smart Account" tab

Step 7: Select a search parameter (Domain Identifier/Account Name/Email ID) and search for an Active End Customer/Holding Smart Account

Step 8: Select the desired Smart Account from the search results

Step 9: Select an appropriate Virtual Account from the "Virtual Account Name" field and click Assign button

Step 10: Select the checkbox to accept the terms of use and click on Submit button

Step 11: Finally, click on "Yes" to submit the change

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**Note**: Once an Active Smart Account is assigned to the Order, Smart Account Hold would be released automatically

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**Troubleshooting:**

1.I am not able to access the order in CCW. Check if the order is achieved yes, then raise a support case

2.I am not able to find the SA or holding account to which I want to assign the order. Check If the smart account or holding account is active, if not inform customer to activate smart account

3.I have assigned the SA /holding account but still the order shows up in SA hold.  If the smart account is active and order is still on SA hold, please raise a support case

If you experience an issue during the assignment of Smart Account, open a case in Support Case Manager (SCM).

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