How Can I Generate a Report of every Transaction Activity on My Smart Account (SA) within Smart License Manager (SSM)?

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 Smart Account (SA)/Virtual Account(VA)

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: Click on the Manage licenses under the Smart Software Manager section.

Step 4: Click on the Activity tab in the menu bar.

Step 5: Select the License Transactions tab.

Step 6: User can filter the data by Date Interval, by selecting the date range from the Transaction Start Date and Transaction End Date.

Step 7: Click on the Export icon.

Step 8: The file downloads.

Step 9: The file can be opened or saved after the download is complete.

Troubleshooting

1. I cannot see all transactions in the report. If licenses are missing, it is likely an access issue. You need access to the Virtual Account and Smart Account for every license you want to appear in the report.

Please reach out to the Smart Account Admin to check your access level

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.