How Can I Generate a Report of all Product Instances in a 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
- Access to Smart account and 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 Smart Software Manager and select Manage Licenses.

Step 4: Go to Reports tab and select Product Instances.

Step 5: Fill in details as per report requirement:

Note:

- You may choose multiple virtual account and Product type as per the report requirement.
- Selecting a Virtual Account automatically includes all associated sub virtual accounts. The user can view accessible virtual accounts in a hierarchical structure.
- User Roles:
- Smart Account Administrator/Smart Account User: Can generate reports for all Virtual Accounts under the Smart Account.
- Virtual Account Administrator: Can generate reports for the Virtual Accounts for which they have Administrator access.

Step 6: You may export the report on excel or CSV by choosing the appropriate options.

Troubleshooting

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.