How Can I Generate a Report on all Users and Roles within a Smart Account (SA)-Virtual Account (VA)?

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 Smart Account (SA) / Virtual Account (VA) admin access

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Note: Virtual Account Admins can download Users under that Virtual Account ONLY.

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 Manage Account from Manage Smart Account section.

Step 4: Click on the Users tab.

Step 5: Click the Users Sub tab and select all/specified users from the check boxes on the left.

Step 6: Click on “Export Selected” icon, to download the report you wish to generate. (Clicking Export Selected opens a File Save dialog box.).

Troubleshooting

1. I cannot see Users option. For this functionality, you require to have a Smart Account Admin Role.

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.

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