How can I create Virtual Accounts under my Smart Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps for creating Virtual Accounts under a Smart Account in Cisco License Central to organize licenses for streamlined management.

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
- The user accessing the Cisco License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Account Management" tab, and select “Virtual Accounts” under “Smart Account Management”

Step 5: Click on the Create Virtual Account on the dashboard.

Step 6: Click on Grant Virtual Account access on the dashboard

Step 7: Enter the Virtual Account Details

- Name (required)
- Description (optional)
- Access Levels:
  - Unrestricted: will be searchable in all Account Selectors in CLC including in Commerce Ordering Tools.
  - Restricted: will NOT appear in any Account Selectors and Searches. For order assignment, the user must provide the exact Account Name.
- You can set the Virtual Account as a Default Virtual Account (optional): Account that licenses and product instances are deposited into for this Smart account.
- Preferred end Date (optional): Default date that software subscriptions must be renewed
- Parent Account:
  - This is a top level Virtual Account
  - OR Nest this Virtual Account under the selected Virtual Account by selecting a Parent Virtual Account from the displayed list of Virtual Accounts.
- Tags: User can add tags to label Virtual Accounts for easier searching.

Step 8: Click Create Virtual Account and View Details

Step 9: Created Virtual Account with Overview, Users and User Groups tabs is displayed.

Step 10: On the Users tab, you can Add Users to the Virtual Account:

- Access Scope:
  - This Virtual Account only
  - OR This Virtual Account and the accounts nested within it.
- User role: select User Role from the drop-down menu.

- Enter Cisco (CCO) IDs or email addresses, separated by commas and Save.

Step 11: On the User Groups tab, you can create User Groups within the Virtual Account:

- Access Scope:
  - This Virtual Account only
  - OR This Virtual Account and the accounts nested within it.

- User role: select User Role from the drop-down menu.
- User Access details: Select the accounts the user can access and the functions they can perform. Check mark the Virtual Account Name for which access needs to be granted and click Save.

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.