How can I modify a Virtual Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps to modify an existing Virtual Account in Cisco License Central to ensure accurate organization and alignment of licenses with evolving business or operational needs.

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: Select the Virtual Account, scroll to the right and click on the three horizontal dots. You can either:

- Change the Parent Account by selecting:
  - This is a top level Virtual Account
  - OR Nest this Virtual Account under the selected Virtual Account: select the Parent Virtual Account, click Save.

- Delete Virtual Account: this will permanently delete the Virtual Account.

- Set as Default Virtual Account



Caution: New orders that are not assigned to a Virtual Account will be assigned to this Virtual Account by default.

Step 6: For 360 degree View of the Virtual Account, use the search function to search for the Virtual Account name.

Step Results: On the Virtual Account dashboard:

- Overview tab: You can edit the Virtual Account Details.



Note: If a Virtual Account has existing Tags, User can edit the Tag Values.

- **Users** tab: You can Add Users/edit User scope of access/Remove User.
- 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.

- **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.