How can I delete an On-Prem account?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) To help resolve.
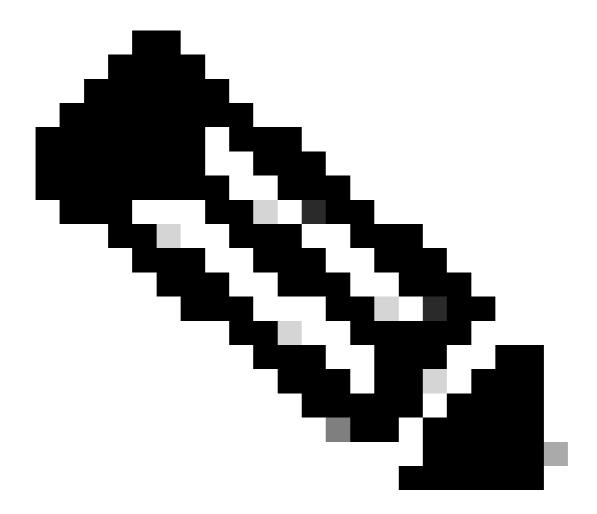
Video

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 the following**:**

- A Cisco Smart Account

- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.

- Admin Access to SSM On-Prem

Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

Complete the following steps to delete a Local Account.

Step 1: Remove all Product Instances (PI) on all Local Virtual Accounts in the SSM On-Prem Local Smart Account. Click for Instructions. **How can I remove a device from within an On-Prem deployment?**

Step 2: Synchronize with SSM On-Prem so that CSSM Cloud reflects that the Product Instances (PI) are no longer on SSM On-Prem. Click for Instructions. **How can I perform a synchronization within an On-Prem deployment?**

Note: The only way to remove the Product Instances (PI) on SSM On-Prem and have them reflected on CSSM Cloud is to synchronize SSM On-Prem to CSSM Cloud after removing them from SSM On-Prem, because SSM On-Prem is the source of truth for all Product Instances (PI) registered to it.

Step 3: **Deactivate the Local Account**. Open SSM On-Prem (https://(IP Address):8443/admin/#/mainview).

Step 4: Navigate to **Admin Workspace** from the top right corner.

Step 5: Click on the **Accounts** Widget, and under the **Accounts** Tab, you can see all the accounts.

Step 6: Click on the **Actions** menu & select **Deactivate** from the Actions menu.

Step 7: Enter a reason for deactivation so it can be included in the email that is sent to the requestor.

Step 8: Click **Deactivate.** Click on Proceed & Provide reason for Deactivation.

Step Result: The Local Account is listed as Inactive.

Step 9: From the **Actions** menu, select **Delete**.

Step 10: Click **OK**.

Step 11: Go to CSSM Cloud and remove the SSM On-Prem representing this Local Account. At this point, the Virtual Accounts (VA's) associated with this SSM On-Prem are empty because the Product Instance (PI) was removed in Step 1.

Step 12: To remove an SSM On-Prem account:

a. Navigate to the SSM On-Prem pane.

b. Select the SSM On-Prem corresponding to that Local Account.

c. From the **Actions** menu, select **Remove**.

d. Confirm SSM On-Prem removal.

Troubleshooting:

If you experience an issue with this process, that you cannot address, open a case in *Support Case Manager (SCM)* using software licensing option.

For feedback on the content of this document, please submit *here*.