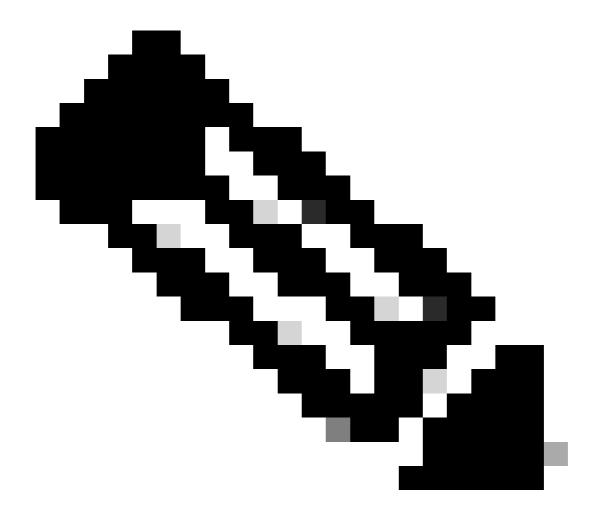
## How Can I Generate a Report on all Users and Roles within a Smart Account (SA)-Virtual Account (VA)?

**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 (<a href="https://www.cisco.com/go/scm">https://www.cisco.com/go/scm</a>) to help resolve.

## **Prerequisites**

Before you start, ensure that you have:

- Active Cisco.com account
- User must have Smart Account (SA) / Virtual Account (VA) admin access



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.

For feedback on the content of this document, please submit <a href="here">here</a> .