How Can I Manage the Restricted/Unrestricted Access Levels of a Virtual Account?

Introduction

This document explains how to manage restricted and unrestricted access levels in a Virtual Account to control user permissions and protect sensitive licensing data.

Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account Administrator Role OR Virtual Account Administrator Role
- A Virtual Account other than DEFAULT Virtual Account as the access level of DEFAULT Virtual account cannot be modified
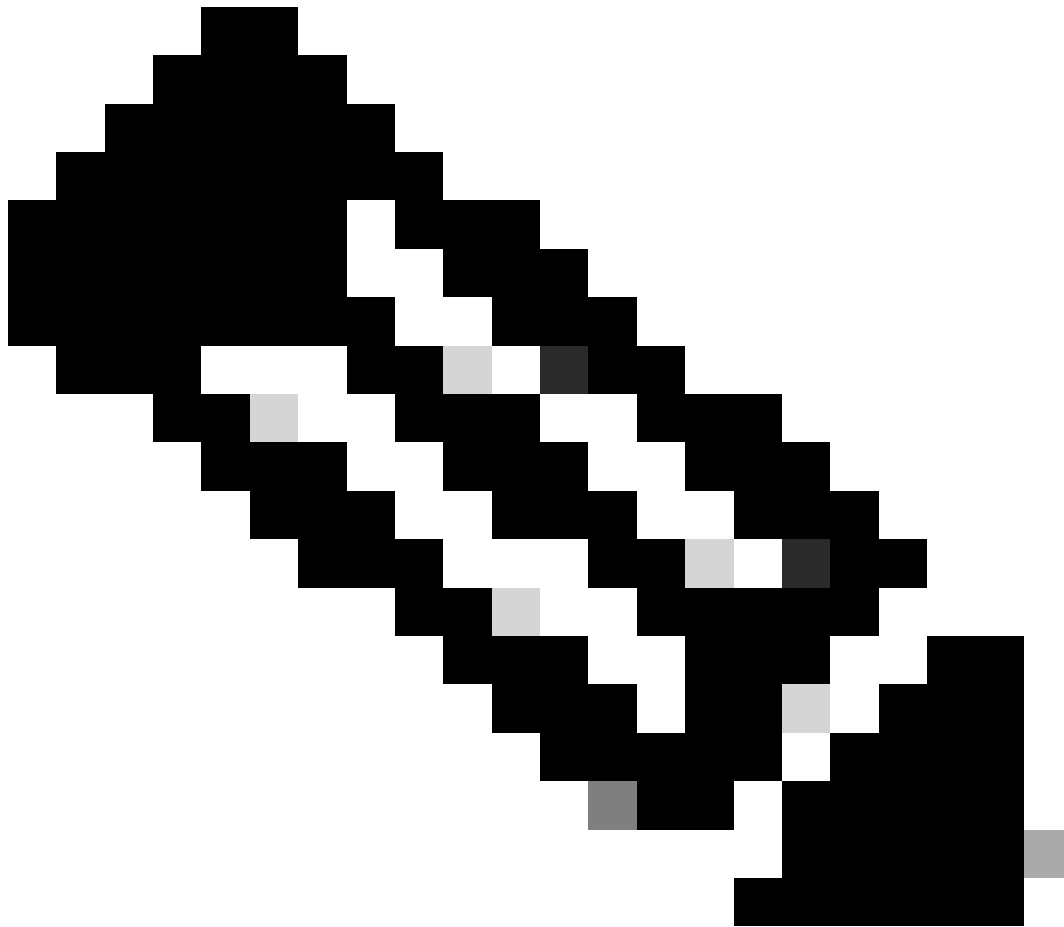
Note:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- If you need help with creating a Virtual Account, you can perform the transaction through Ask Licensing. Visit [Ask Licensing](#) for more information.

Steps

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.
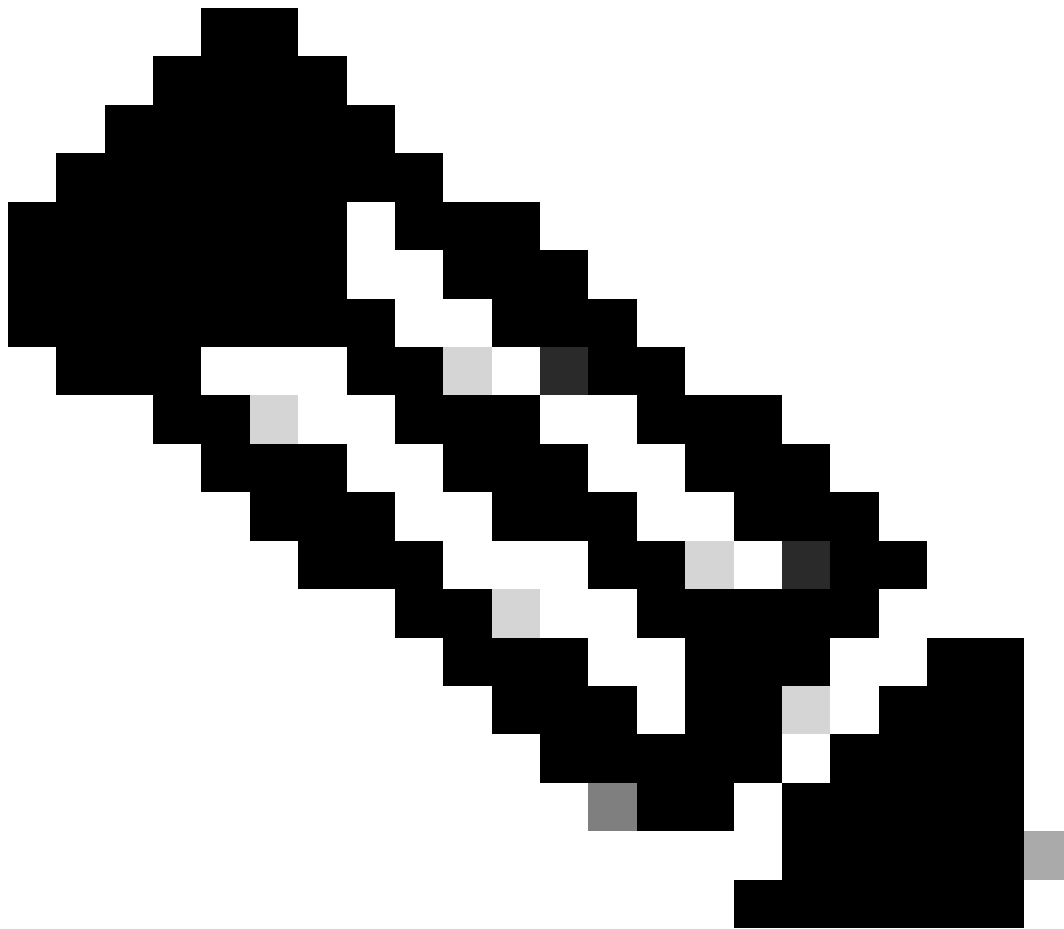
Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Go to Manage Smart Account and click on Manage Account.

Step 4: Go to 'Virtual Accounts' tab.

Step 5: Click on the Virtual Account for which access level needs to be set.

Step 6: On the Edit Virtual Account page, choose the desired access level from the dropdown & Click OK.

Note: By setting to Restricted, this Virtual Account IS NOT searchable by any user in Cisco Commerce Tools

Troubleshooting

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

For feedback on the content of this document, please submit [here](#).

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.