

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

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.



Note: Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in [Support Case Manager \(SCM\)](#).

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.