

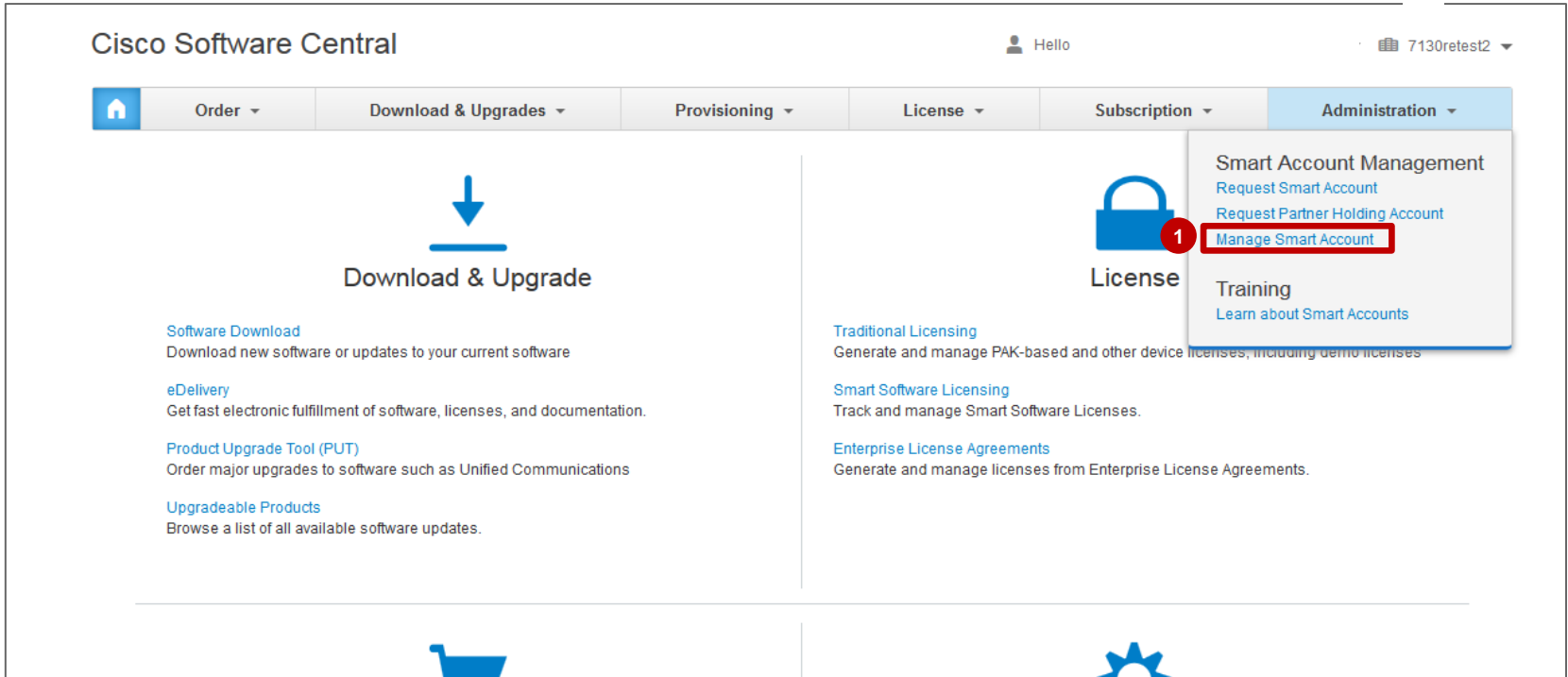
Manage Customer Smart Accounts in Cisco Software Central (CSC)



Cisco Software Central (CSC)

Manage Smart Accounts

1 To access and manage Smart Account, click **Manage Smart Account**.



The screenshot displays the Cisco Software Central (CSC) user interface. At the top, the header includes the text "Cisco Software Central", a user profile icon labeled "Hello", and a notification bell icon with the number "7130retest2". Below the header is a navigation bar with tabs for "Order", "Download & Upgrades", "Provisioning", "License", "Subscription", and "Administration". The "Administration" tab is currently selected. The main content area is divided into two columns. The left column features a large blue downward arrow icon above the text "Download & Upgrade". Below this, there are three sections: "Software Download" (with a sub-link "Software Download" and text "Download new software or updates to your current software"), "eDelivery" (with a sub-link "eDelivery" and text "Get fast electronic fulfillment of software, licenses, and documentation."), and "Product Upgrade Tool (PUT)" (with a sub-link "Product Upgrade Tool (PUT)" and text "Order major upgrades to software such as Unified Communications"). At the bottom of this column is a sub-link "Upgradeable Products" with text "Browse a list of all available software updates." The right column features a large blue padlock icon above the text "License". Below this, there are three sections: "Traditional Licensing" (with a sub-link "Traditional Licensing" and text "Generate and manage PAK-based and other device licenses, including demo licenses"), "Smart Software Licensing" (with a sub-link "Smart Software Licensing" and text "Track and manage Smart Software Licenses."), and "Enterprise License Agreements" (with a sub-link "Enterprise License Agreements" and text "Generate and manage licenses from Enterprise License Agreements."). A dropdown menu is open from the "License" tab, showing options: "Smart Account Management", "Request Smart Account", "Request Partner Holding Account", "Manage Smart Account" (which is highlighted with a red box and a red circle containing the number "1"), "Training", and "Learn about Smart Accounts".

Cisco Software Central (CSC)

Manage Customer Smart Accounts – Account Properties

1 Account name can be modified by Account Approver or Administrator in the Account Properties tab.

Note: Best practice with regard to setting the Account Name is to closely resemble your company name to curb confusion down the line.

Cisco Software Central > Manage Smart Account Hello, John User Big-u university ▾

Manage Smart Account Help

Account Properties | Virtual Accounts | Users | Account Agreements

Account Properties

Account Status: Active
Account Domain Identifier: big-u.edu

Name: 1

Address: 12700 Big University Blvd, Alo Palto, CA 94188

Account Setup Approver: Bill Jones (bill.jones@big-u.edu)

Account Requested By: Al Smith (al.smith@big-u.edu)

Account Request Date: January 17, 2014

Account Activation Date: January 18, 2014

Cisco Software Central (CSC)

Manage Customer Smart Accounts – Users

- 1 Click add a new user, click **New User**.
- 2 Enter CCO ID or Email and select Role Context as **Smart Licensing**
- 3 Select the **Virtual Account Administrator** User Role for the Virtual Account containing your ELA(s)
- 4 Click **Continue**.

*Note: ELA Entitlements will only be visible in the **CollaborationELA** and **SecurityELA** virtual accounts.*

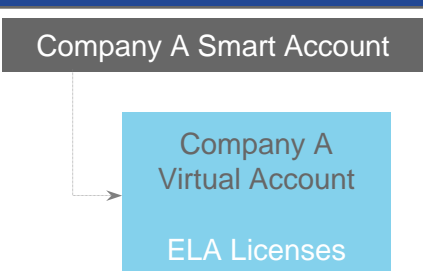


The screenshot shows the Cisco Software Central interface. On the left, the 'Manage Smart Account' page has a 'Users' tab selected. A red box labeled '1' highlights the 'New User...' button. An arrow points from this button to the 'New User' modal on the right. The modal has a title 'New User' and instructions: 'Enter the name, Cisco.com ID and access privileges for the new user. When you complete the process, the user will be sent an email with instructions for accessing the Smart Account'. It contains three main fields: 'Email or Cisco.com ID:', 'Role Context:', and 'User Roles:'. A red box labeled '2' highlights the 'Role Context' dropdown menu, which is currently set to 'Smart Licensing'. Below this is an 'Assign a Role' button. A red box labeled '3' highlights the dropdown menu that appears after clicking 'Assign a Role', showing 'Smart Licensing Administrator' and 'Virtual Account Administrator'. The 'Virtual Account Administrator' option is selected. A red box labeled '4' highlights the 'Continue' button at the bottom right of the modal. The background shows a table of users with columns for Name, Email Address, and Company.

Name	Email Address	Company
John Doe	john.doe@big-u.edu	Big-U
Bill Jones	bill.jones@big-u.edu	Big-U
Mike Mars	mike.mars@big-u.edu	Big-U
Al Smith	al.smith@big-u.edu	Big-U

Partners/Affiliates Managing Licenses on Your Behalf

If you have an affiliate company and/or partners with users that are affiliated and entitled to your ELA Licenses, you may add your them as *Virtual Account Admins* to your CollaborationELA or SecurityELA Virtual Account.

NOTE: Only Partner/Affiliate users entitled to ELA Licenses should be added. Partner/Affiliate users will have to be added to your company Smart Account even if they have existing Smart Accounts.

Smart Account Hierarchy	Example Display String	Management Breakdown	
 <p>Company A Smart Account</p> <p>Company A Virtual Account</p> <p>ELA Licenses</p> <p>The diagram shows a dark grey box for 'Company A Smart Account' with a dashed arrow pointing to a light blue box for 'Company A Virtual Account'. Inside the light blue box, 'ELA Licenses' is listed below the virtual account name.</p>	Acme.com	Company A SL Admin	
	Default Virtual Account		
	CollaborationELA		Affiliate Company VA Admin 

In this example, Company A has a Smart Account with ELA Licenses in their CollaborationELA Virtual Account. The Company A Smart Licensing Admin can their Affiliate Company user as a Affiliate Company VA Admin for the CollaborationELA Virtual Account

Note: *If Partner/Affiliate users are added as Admins at the Smart Account level, they will have control over all Virtual Accounts and users for the entire company Smart Account. We therefore strongly recommend adding them as Virtual Account Admins.*

Smart Account Support

- Customers with Smart Account issues/questions can open a case using standard Cisco processes, such as:
 - Online: https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case?referring_site=shp_contacts_support_cases
 - Email: <https://survey.opinionlab.com/survey/s?s=10422>
 - Phone: <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html#telephone>
- Smart Support hours are:
 - Monday – Friday, 8:00 am – 5:00 pm (US Pacific).
 - *Note: Smart Support does not work US Holidays*

Product Support

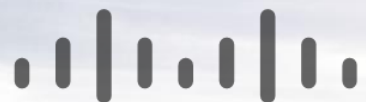
- Technical Assistance Center (TAC): Customers can contact TAC 24x7 for product support issues and questions using existing Cisco processes.



Customer Smart Account Roles

Only the following 4 roles are enabled for the ELA Portal. Add users as Smart Licensing Administrators to provide them access. ELA Entitlements will only be visible in the **CollaborationELA** and **SecurityELA** virtual accounts.

Role Context	User Roles	Main Tasks	Capability	Managing Application
Smart Account Management	Smart Account Approver	<ul style="list-style-type: none"> Creator/Acceptor of Account Complete Smart Account Setup Approve Cisco Agreement 	<ul style="list-style-type: none"> Automatically assigned Smart Account Administrator Add/delete Approvers and Administrators Generate licenses on the ELA Licensing Workspace Generate customized licensing reports 	CSC
	Smart Account Administrator	<ul style="list-style-type: none"> Account Management 	<ul style="list-style-type: none"> Add/delete Smart Account Administrators Edit Smart Account Name Associate suites to virtual accounts Perform all Customer functions Generate licenses on the ELA Licensing Workspace Generate customized licensing reports 	CSC
Smart Licensing	Smart Licensing Administrator	<ul style="list-style-type: none"> Administer Account Organization and Users Manage license inventory of overall account Create Virtual Accounts Add users to account 	<ul style="list-style-type: none"> Add/Delete Smart Licensing Administrators and Smart Licensing Virtual Account Administrators Add/Delete others as users to Smart Account Add/Delete/Edit Virtual Accounts Register & manage devices View historical transactions Generate licenses on the ELA Licensing Workspace Generate customized licensing reports Assign suites to virtual accounts 	CSC and ELA Portal
	Smart Licensing Virtual Account Administrator	<ul style="list-style-type: none"> Manage specific Virtual Account. Does not have access to overall account Manage license inventory of specific Virtual Account <p><i>*If partner is managing licenses on specific Virtual Accounts on your behalf, provide them with this role</i></p>	<ul style="list-style-type: none"> Add/Delete Smart Licensing Virtual Account Administrators Generate customized licensing reports Register & manage devices View historical transactions Generate licenses on the ELA Licensing Workspace (<i>note: able to generate licenses only on accounts for which you are set as the administrator</i>) 	CSC and ELA Portal



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