

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

## Contents

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

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.

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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.

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