

How Can I Generate a Report of every Transaction Activity on My Smart Account (SA) within Smart License Manager (SSM)?

Contents

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 access to Smart Account (SA)/Virtual Account(VA)

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 the Manage licenses under the Smart Software Manager section.

Step 4: Click on the Activity tab in the menu bar.

Step 5: Select the License Transactions tab.

Step 6: Click on the Export icon.

Step 7: The file downloads.

Step 8: The file can be opened or saved after the download is complete.

Troubleshooting:

1. I cannot see all transactions in the report. If licenses are missing, it is likely an access issue. You need access to the Virtual Account and Smart Account for every license you want to appear in the report. Please reach out to the Smart Account Admin to check your access level

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 [here](#).