



**PEO  
DIGITAL**

PROGRAM EXECUTIVE OFFICE DIGITAL & ENTERPRISE SERVICES

# United States Marine Corps

## Global Enterprise Modernization Software & Support (GEMSS) Contract

Cisco Software Central  
&  
My Cisco Entitlements (MCE)  
User Training

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Revision Date: 26 April 2023

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  - USMC Smart Account Training
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  - Access Request Approval
  - Creating Groups
  - Managing Users

## Websites to Bookmark

FCN GEMSS: <https://usmc-gemss.com>

- Contains important GEMSS program resources, documents, training links, and user help.

Cisco: <https://cisco.com>

- Used to create a Cisco.com account required to login to Software Central and MCE.

Cisco Software Central: <https://software.cisco.com>

- Provides access for activating and managing your Cisco Smart Licenses.

My Cisco Entitlements (MCE): <https://mce.cisco.com>

- MCE Portal provides consolidated view and management of all your assets and entitlements.

# Access & Roles

All users must have Cisco.com account (aka CCO ID). Sign up at Cisco.com to receive your account. More instructions on account creation can be found here. [USMC-GEMSS-Training-Account-Registration](#)


**REMINDER:**  
The USMC GEMSS contract must be associated to your CCO ID account to download software or to open Technical Assistance Cases (TAC).

Email [usmchtom@cisco.com](mailto:usmchtom@cisco.com) requesting USMC GEMSS Contract # 204250592 be associated with your CCO ID.

After account creation is complete, navigate to software.cisco.com to associate your usmc.mil account to the USMC Smart Account. More instructions on this association can be found here. [USMC-GEMSS-Training-Smart-Account-Access](#)

Once the steps above are complete you can login to the Software Central or MCE portals.  
<https://software.cisco.com>  
<https://mce.cisco.com>

United States - English



Log in to your account

Email

Next

Create a new account

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[Trademarks](#)

## Smart Account Administrator

Manages all aspects of the Smart Account and its Virtual Accounts. The Smart Account Administrator can view and manage license inventory for the entire Smart Account and perform Account management activities.

## Smart Account User

Similar to a Smart Account Admin, this role allows access to all Virtual Accounts. A Smart Account User can perform licensing activities but cannot create new Virtual Accounts or perform User management activities.

## Virtual Account Administrator

Similar to the Smart Account Administrator, but limited to selected Virtual Accounts. Can perform license management activities and User management for selected Virtual Accounts.

## Virtual Account User

Similar to a Smart Account User but is limited to the Virtual Account the User is assigned to – they can perform license management activities but cannot add new users to their assigned Virtual Account.

Visit this link for more information on user roles.  
<https://usmc-gemss.com/cisco-smart-account-guide/>

# Software Central

## Overview

software.cisco.com is a centralized portal that allows the Marine Corps to manage access to MCE and allows consumption and utilization of licenses



## Download and manage

<p><b>Smart Software Manager</b></p> <p>Track and manage your licenses. Convert traditional licenses to Smart Licenses.</p> <p><a href="#">Manage licenses &gt;</a></p>	<p><b>Download and Upgrade</b></p> <p>Download new software or updates to your current software.</p> <p><a href="#">Access downloads &gt;</a></p>	<p><b>Traditional Licenses</b></p> <p>Generate and manage PAK-based and other device licenses, including demo licenses.</p> <p><a href="#">Access LRP &gt;</a></p>
<p><b>Manage Smart Account</b></p> <p>Update your profile information and manage users.</p> <p><a href="#">Manage account &gt;</a></p>	<p><b>EA Workspace</b></p> <p>Generate and manage licenses purchased through a Cisco Enterprise Agreement.</p> <p><a href="#">Access EA Workspace &gt;</a></p>	<p><b>Manage Entitlements</b></p> <p>eDelivery, version upgrade, and more management functionality is now available in our new portal.</p> <p><a href="#">Access MCE &gt;</a></p>

### Smart Software Manager

- The Smart Software Manager allows users to consume licenses and software for new or existing hardware.

### Manage Smart Account

- The Smart Account Management portal allows administrators to control access to MCE and manage the overall structure of the USMC Smart Account.

### Download and Upgrade

- Allows for new software downloads or updates to your current software. (Requires GEMSS Contract # 204250592 to be associated to your Cisco.com account)

### EA Workspace

- Allows generation and management of licenses made available through a Cisco Enterprise Agreement.



# User Level Training

## Manually Requesting Licenses

As new orders are placed, this process is automated. However; for existing devices on the network, licenses will need to be requested manually through a mailer.

**Mailer:** [usmclicensing@external.cisco.com](mailto:usmclicensing@external.cisco.com)

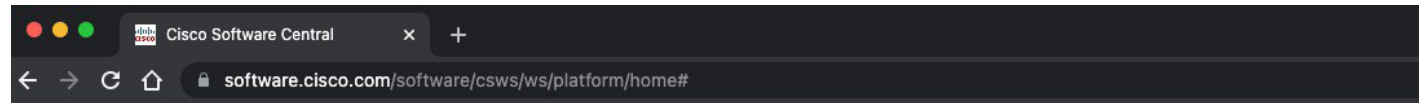
To:	<input type="text" value="usmclicensing@external.cisco.com"/>
Cc:	<input type="text"/>
Bcc:	<input type="text"/>
Subject:	USMC License Request

 This message will be digitally signed.

To manually request licenses, the information needed will be:

- Model of device
- Quantity of licenses
- Virtual Account
- Unit/Command

Model Number:  
Quantity:  
Virtual Account:  
Unit/Command:



## Download and manage

To find and use your requested licenses, Navigate to software.cisco.com and select "Smart Software Manager"

### Smart Software Manager

Track and manage your licenses. Convert traditional licenses to Smart Licenses.

[Manage licenses >](#)

### Download and Upgrade

Download new software or updates to your current software.

[Access downloads >](#)

### Traditional Licenses

Generate and manage PAK-based and other device licenses, including demo licenses.

[Access LRP >](#)

### Manage Smart Account

Update your profile information and manage users.

[Manage account >](#)

### EA Workspace

Generate and manage licenses purchased through a Cisco Enterprise Agreement.

[Access EA Workspace >](#)

### Manage Entitlements

eDelivery, version upgrade, and more management functionality is now available in our new portal.

[Access MCE >](#)

If you have multiple smart accounts, verify you are using "USMC.mil"



 USMC

[SL Product Details](#) [Support](#) [Help](#)

Verify your Virtual Account matches the requested Virtual Account

Cisco Software Central > Smart Software Licensing

### Smart Software Licensing

[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

Virtual Account: **MCSC** ▼

- General**
- Licenses
- Product Instances
- Event Log

#### Virtual Account

Description: Marine Corps Systems Command  
 Default Virtual Account: No

#### Product Instance Registration Tokens

The registration tokens below can be used to register new product instances to this virtual account.

Token	Expiration Date	Uses	Export-Controlled	Description	Created By	Actions
-------	-----------------	------	-------------------	-------------	------------	---------

No Records Found

The token will be expired when either the expiration or the maximum uses is reached

No Records to Display

Select the licenses tab.

Cisco Software Central > Smart Software Licensing USMC

### Smart Software Licensing SL Product Details Support Help

Alerts | **Inventory** | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: MCSC ▾

General | **Licenses** | Product Instances | Event Log

Available Actions ▾ | Manage License Tags | License Reservation... |  Show License Transactions | Search by License 🔍

By Name | By Tag

Advanced Search ▾

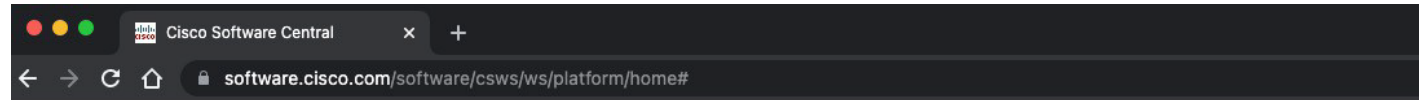
<input type="checkbox"/> License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
Firepower 2100 ASA PERM UNIV	Prepaid	1	0	-	+1		Actions ▾

Showing 1 Record

You can now use your licenses

# User Level Training

Downloading Software



## Download and manage

### Smart Software Manager

Track and manage your licenses. Convert traditional licenses to Smart Licenses.

[Manage licenses >](#)

### Download and Upgrade

Download new software or updates to your current software.

[Access downloads >](#)

### Traditional Licenses

Generate and manage PAK-based and other device licenses, including demo licenses.

[Access LRP >](#)

### Manage Smart Account

Update your profile information and manage users.

[Manage account >](#)

### EA Workspace

Generate and manage licenses purchased through a Cisco Enterprise Agreement.

[Access EA Workspace >](#)

### Manage Entitlements

eDelivery, version upgrade, and more management functionality is now available in our new portal.

[Access MCE >](#)

To find software for your device, Navigate to software.cisco.com and select "Download and Upgrade"

### Software Download

#### My Previous Downloads

There are no images downloaded yet!

#### Most Popular

- AnyConnect Secure Mobility Client v4.x
- Identity Services Engine Software
- FindIT Network Discovery Utility
- Jabber for Windows
- CLI Analyzer
- Secure Firewall Management Center Virtual

Select a Product

Product Name e.g. 2911

Browse all

Enter a product name or select  
"Browse all"



1. Select a product type

2. Select a device type

3. Select a device

### My Previous Downloads

There are no images downloaded yet!

### Most Popular

**Most Popular for Campus LAN Switches - Access**

- Catalyst 9300 Switch :Bengaluru-17.6.3 :IOS
- Catalyst 9200-48P Switch :Bengaluru-17.6.3
- Catalyst 2960X-24PS-L Switch :15.2.7E6 :IO
- Catalyst 9300 Switch :Amsterdam-17.3.5 :IO
- Catalyst 2960X-48FPS-L Switch :15.2.7E6 :IK
- Catalyst 2960X-24TS-L Switch :15.2.7E6 :IO

Select a Product  Browse all

Downloads Home / Switches / Campus LAN Switches - Access

- IOS and NX-OS Software
- Optical Networking
- Routers
- Security
- Servers - Unified Computing
- Storage Networking
- Switches
- Unified Communications
- Universal Gateways and Access Servers
- Video
- Wireless

**Campus LAN Switches - Access**

- Campus LAN Switches - Compact
- Campus LAN Switches - Core and Distribution
- Data Center Switches
- Energy and Asset Management
- Industrial Ethernet Switches
- LAN Network Management
- LAN Software
- LAN Switches - Small Business
- Server Fabric Software
- Service Provider Switches - Acquisition

- Catalyst 1000 Series Switches
- Catalyst 2918 Series Switches
- Catalyst 2960 Series Switches
- Catalyst 2960-L Series Switches
- Catalyst 2960-Plus Series Switches
- Catalyst 2960-S Series Switches
- Catalyst 2960-SF Series Switches
- Catalyst 2960-X Series Switches
- Catalyst 2960-XR Series Switches
- Catalyst 3560 Series Switches
- Catalyst 3560-X Series Switches

Breadcrumb trail allows for easy backup to a previous step.

## Software Download

[Downloads Home](#) / [Switches](#) / [Campus LAN Switches - Core and Distribution](#) / [Catalyst 9600 Series Switches](#) / [Catalyst 9606R Switch](#) / [Catalyst 9600 Series 24-Port 40GE/12-Port 100GE line card](#)

Select a Software Type

[IOS XE Software](#)

[IOS XE Software Maintenance Upgrades \(SMU\)](#)

Select your software for download

## Software Download

Downloads Home / Switches / Campus LAN Switches - Core and Distribution / Catalyst 9600 Series Switches / Catalyst 9606R Switch / Catalyst 9600 Series 24-Port 40GE/12-Port 100GE line card / IOS XE Software- Cupertino-17.8.1(ED)

Q Search...

Expand All Collapse All

Latest Release ∨

**Cupertino-17.8.1(ED)**

All Release ∨

17 >

### Catalyst 9600 Series 24-Port 40GE/12-Port 100GE line card

Release Cupertino-17.8.1 **ED**

[My Notifications](#)

Related Links and Documentation

- No related links or documentation -

File Information	Release Date	Size	
CAT9300/9400/9500/9600 UNIVERSAL - NO PAYLOAD ENCRYPTION cat9k_iosxe_npe.17.08.01.SPA.bin <a href="#">Advisories</a>	09-Apr-2022	1168.31 MB	<a href="#">↓</a> <a href="#">🛒</a>

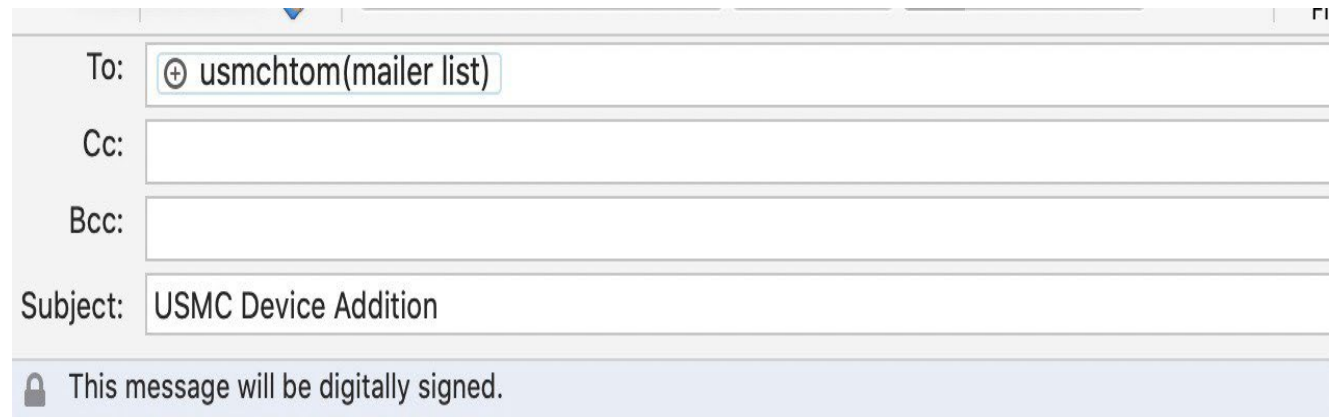
Download the selected software or add to cart for a later time.

# User Level Training

Adding Serial Numbers to Contract

As new orders are placed, and assigned to the correct smart account, they will populate in MCE. If serial numbers are not in MCE, you can email the USMC HTOM mailer and request that they be added.

**Mailer:** [usmchtom@cisco.com](mailto:usmchtom@cisco.com)


A screenshot of an email composition window. The "To:" field contains a plus sign icon followed by "usmchtom(mailer list)". The "Cc:" and "Bcc:" fields are empty. The "Subject:" field contains "USMC Device Addition". Below the fields is a blue bar with a lock icon and the text "This message will be digitally signed.".

To:

Cc:

Bcc:

Subject:

 This message will be digitally signed.

To manually add devices, provide the following information:

- Serial Numbers
- Smart Account
- Virtual Account

### EXAMPLE

Request devices be added to the GEMSS Contract

Contract number: 204250592

Serial Number: XXX

Smart Account: usmc.mil

Virtual Account: 2nd MarDiv

# Smart Account Management

## New Virtual Account Request

**All new Virtual Accounts must be approved by HQMC.**

To view a listing of all Virtual Accounts, download the Hardware Request Template found here

<https://usmc-gemss.com/getting-started/>

If you don't find your virtual account, send a request to

[USMC-GEMSS@fcnit.com](mailto:USMC-GEMSS@fcnit.com)

for additional help.

# MCE Overview



Total devices registered in the USMC.mil Smart Account

Total % of devices in last date of service (LDoS)

Total % of devices covered under Cisco contract

Smart Account USMC

Select your Virtual Account to filter devices

My Cisco Entitlements | Account Overview | Orders | Services & Subscriptions | Licenses | Devices | History | Reports

Smart Account USMC | Virtual Account All Selected

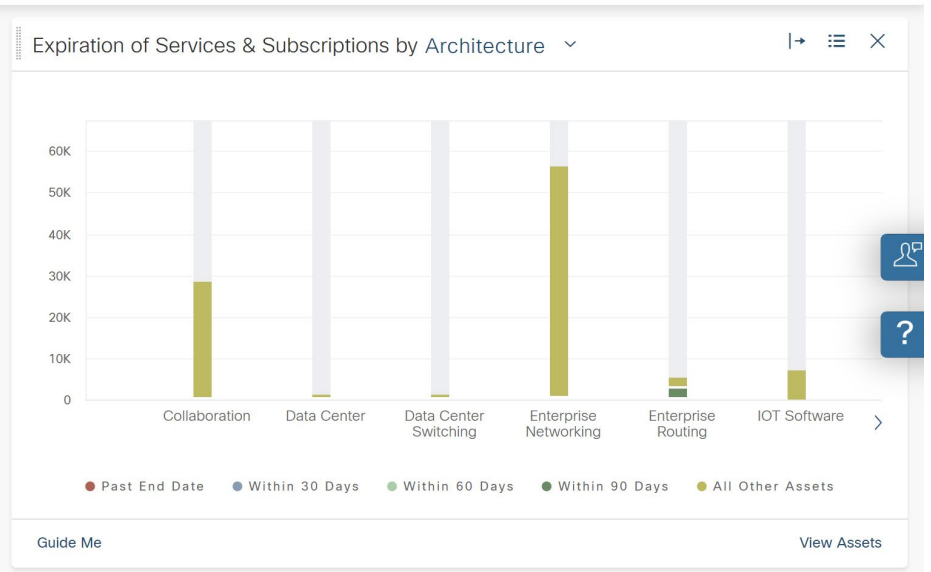
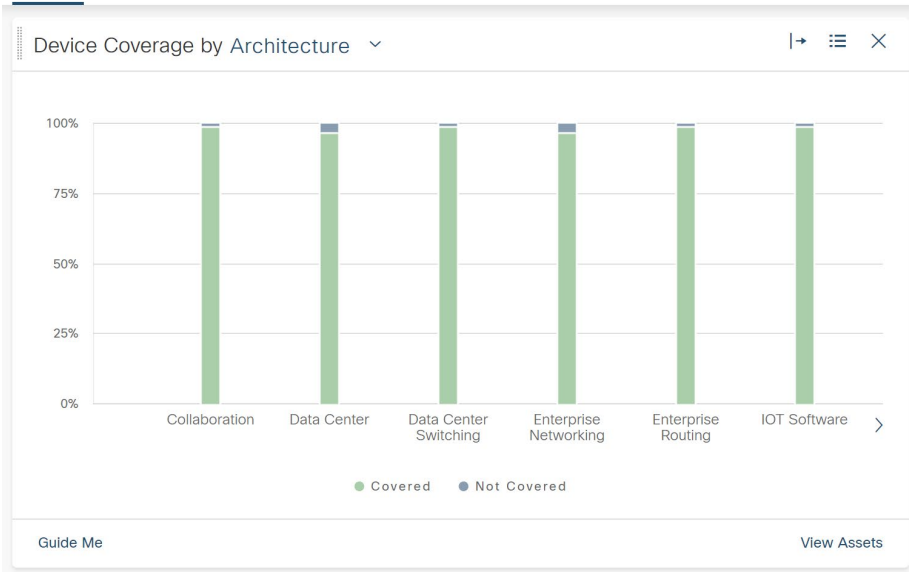


Total Devices: **154,929**

LDoS: 17% (27,828)

Service Coverage: 98% (61,829)

Overview



Select one of these tabs to view details on your assets and entitlements

Virtual Account filtered to Ex. MARFORRES

My Cisco Entitlements Account Overview Orders Services & Subscriptions Licenses Devices History Reports

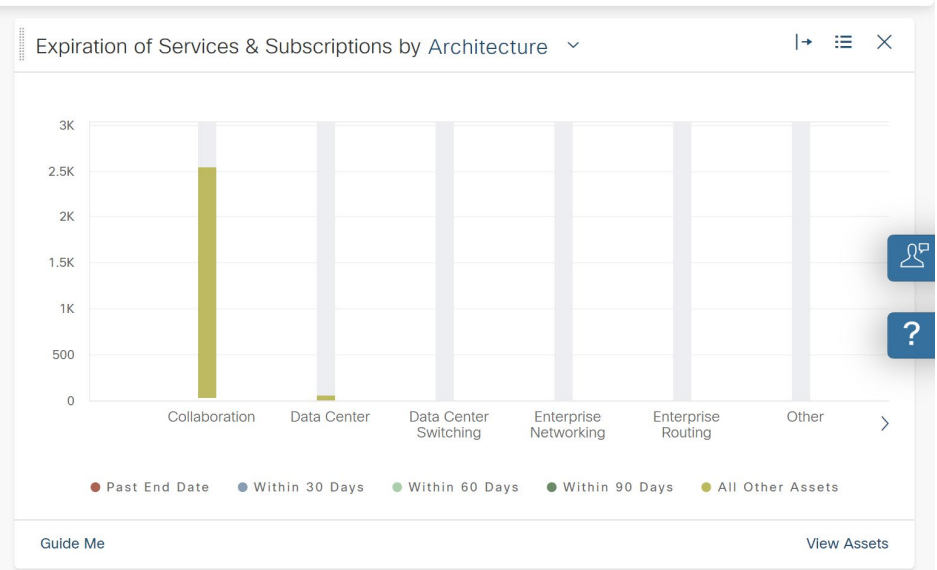
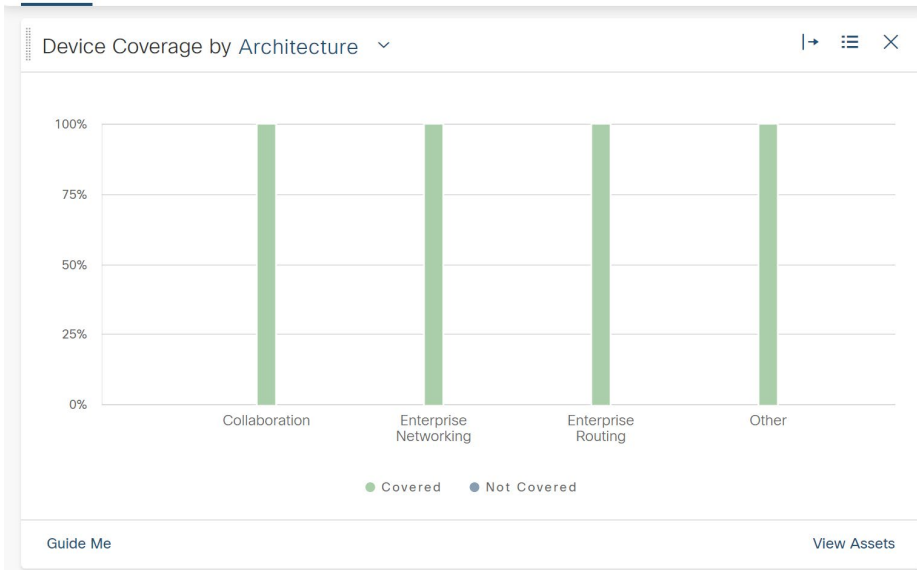
### Account Overview

Smart Account USMC Virtual Account MARFORRES



Total Devices: **2,633** | LDoS: 1% (27) | Service Coverage: 100% (2,567) | Over Consumed Licenses: 0% (0)

Overview Export Settings Fullscreen



Annotations:

- Total results
- Device view shows Virtual Account devices currently assigned
- Virtual Account filtered to Ex. MARFORRES
- User navigation and results per page

The screenshot shows the 'My Cisco Entitlements' dashboard with the 'Devices' tab selected. The 'Virtual Account' is set to 'MARFORRES'. A filter for 'End of Support: Not Passed' is applied, resulting in 2606 results. The table below lists the first 10 devices.

Device Name	Product Number	Product Description	End of Support	Device Identifier	Device Virtual Account(s)
FCH2324FBU3	CP-6901-C-K9=	Cisco UC Phone 6901, Charcoal, S...			MARFORRES
FCH2324FCJS	CP-6901-C-K9=	Cisco UC Phone 6901, Charcoal, S...			MARFORRES
FCH2324FC0T	CP-6901-C-K9=	Cisco UC Phone 6901, Charcoal, S...			MARFORRES
WMP233400VN	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP2334019T	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP2334013P	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP23170004	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP2337Z0RL	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP2334015D	CP-7811-K9++=	Cisco UC Phone 7811, TAA			MARFORRES
WMP23340165	CP-7811-K9++=	Cisco UC Phone 7811 TAA			MARFORRES

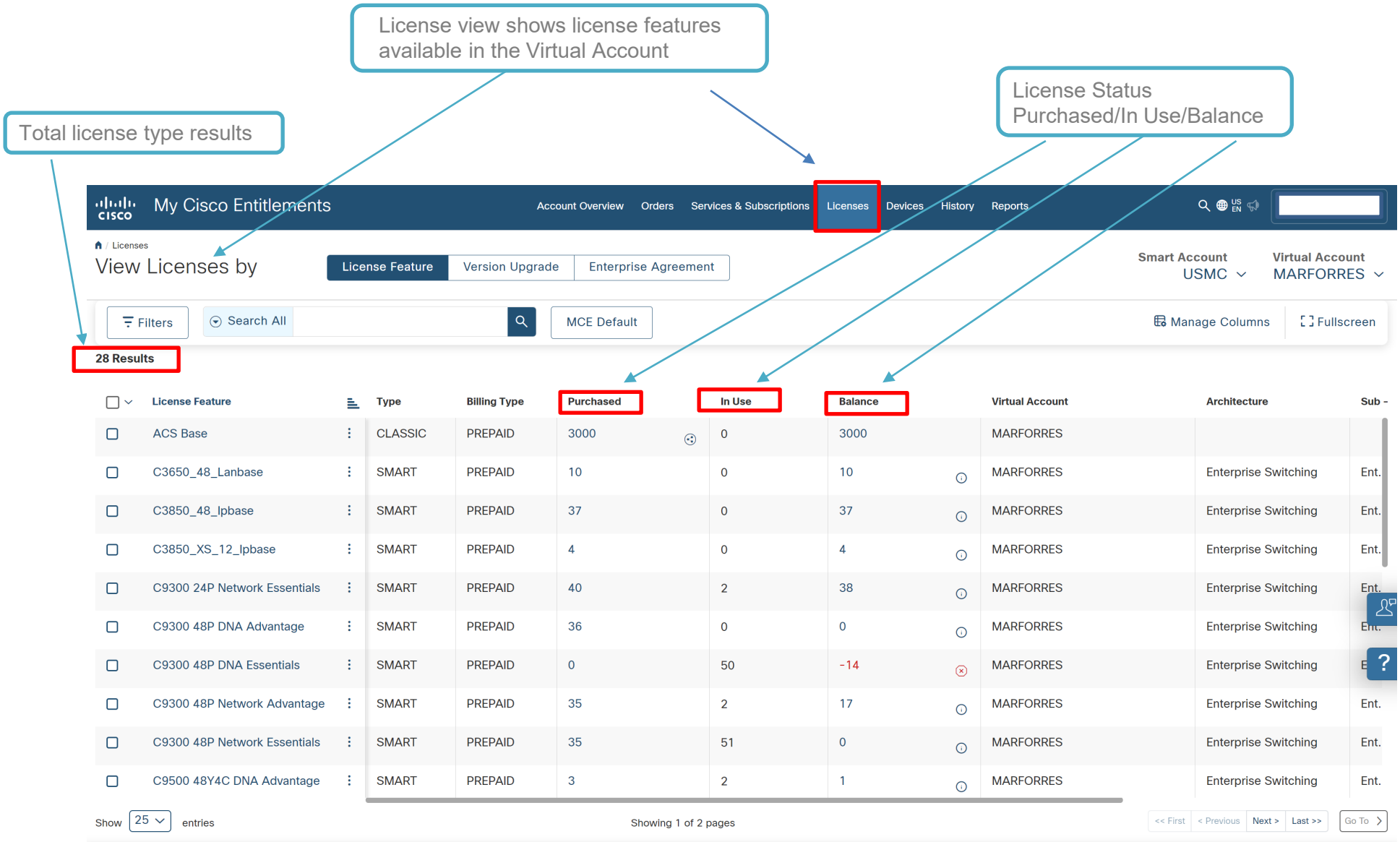
Navigation and filtering elements:

- Filters (1): End of Support: Not Passed
- Search All
- MCE Default
- Manage Columns
- Fullscreen
- Clear All
- Smart Account: USMC
- Virtual Account: MARFORRES
- Show 25 entries
- Showing 2 of 105 pages
- Navigation: << First < Previous Next > Last >> Go To

License view shows license features available in the Virtual Account

License Status Purchased/In Use/Balance

Total license type results



The screenshot shows the Cisco MCE Dashboard interface for the 'Licenses' section. The 'Licenses' menu item is highlighted with a red box. A callout box points to the 'Licenses' menu item with the text 'License view shows license features available in the Virtual Account'. Another callout box points to the 'Purchased', 'In Use', and 'Balance' columns of the license table with the text 'License Status Purchased/In Use/Balance'. A third callout box points to the '28 Results' summary with the text 'Total license type results'. The table below shows a list of licenses with columns for License Feature, Type, Billing Type, Purchased, In Use, Balance, Virtual Account, Architecture, and Sub-Category. The 'Purchased', 'In Use', and 'Balance' columns are highlighted with red boxes. The 'Balance' column for the license 'C9300 48P DNA Essentials' shows a negative value of -14. The interface also includes a search bar, filters, and pagination controls.

My Cisco Entitlements Account Overview Orders Services & Subscriptions Licenses Devices History Reports

View Licenses by License Feature Version Upgrade Enterprise Agreement

Smart Account USMC Virtual Account MARFORRES

Filters Search All MCE Default Manage Columns Fullscreen

28 Results

License Feature	Type	Billing Type	Purchased	In Use	Balance	Virtual Account	Architecture	Sub -
ACS Base	CLASSIC	PREPAID	3000	0	3000	MARFORRES		
C3650_48_Lanbase	SMART	PREPAID	10	0	10	MARFORRES	Enterprise Switching	Ent.
C3850_48_lpbse	SMART	PREPAID	37	0	37	MARFORRES	Enterprise Switching	Ent.
C3850_XS_12_lpbse	SMART	PREPAID	4	0	4	MARFORRES	Enterprise Switching	Ent.
C9300 24P Network Essentials	SMART	PREPAID	40	2	38	MARFORRES	Enterprise Switching	Ent.
C9300 48P DNA Advantage	SMART	PREPAID	36	0	0	MARFORRES	Enterprise Switching	Ent.
C9300 48P DNA Essentials	SMART	PREPAID	0	50	-14	MARFORRES	Enterprise Switching	Ent.
C9300 48P Network Advantage	SMART	PREPAID	35	2	17	MARFORRES	Enterprise Switching	Ent.
C9300 48P Network Essentials	SMART	PREPAID	35	51	0	MARFORRES	Enterprise Switching	Ent.
C9500 48Y4C DNA Advantage	SMART	PREPAID	3	2	1	MARFORRES	Enterprise Switching	Ent.

Show 25 entries Showing 1 of 2 pages << First < Previous Next > Last >> Go To

This view shows device Service & Subscriptions statuses

Total results

My Cisco Entitlements

[Account Overview](#)
[Orders](#)
Services & Subscriptions
[Licenses](#)
[Devices](#)
[History](#)
[Reports](#)

Services & Subscriptions

View Services & Subscriptions by Products Contracts & Subscriptions

Smart Account USMC
Virtual Account MARFORRES

Filters
Search All
MCE Default
Save as New
Manage Columns
Fullscreen

**2594 Results**

Product Number	End Customer Name	End Customer Site Id	Service Type	Offer Type	End of Support	License Feature
A-FLEX-3-FEDRAMP	MARINE FORCES RESERVE G	1041789834	SWCG	CON-NCCT-1		
CAB-9K10A-EU	MARFORRES HQ	404321299	SNT	CON-NCCT-1		
CP-6901-C-K9=	MARFORRES HQ	404321299	SNT	CON-SNT-P6XK90X9		
CP-6901-C-K9=	MARFORRES HQ	404321299	SNT	CON-SNT-P6XK90X9		
CP-6901-C-K9=	MARFORRES HQ	404321299	SNT	CON-SNT-P6XK90X9		
CP-6901-C-K9=	MARFORRES HQ	404321299	SNT	CON-SNT-P6XK90X9		
CP-6901-C-K9=	MARFORRES HQ	404321299	SNT	CON-SNT-P6XK90X9		
CP-7811-K9++=	MARFORRES HQ	404321299	SNT	CON-SNT-P7MK91M8		
CP-7811-K9++=	MARFORRES HQ	404321299	SNT	CON-SNT-P7MK91M8		
CP-7811-K9++=	MARFORRES HQ	404321299	SNT	CON-SNT-P7MK91M8		

Show 25 entries
Showing 1 of 104 pages
<< First
< Previous
Next >
Last >>
Go To

[Terms & Conditions](#) | 
 [Privacy Data Sheet](#) | 
 [Privacy Statement](#) | 
 [Cookie Policy](#) | 
 [Trademarks](#)

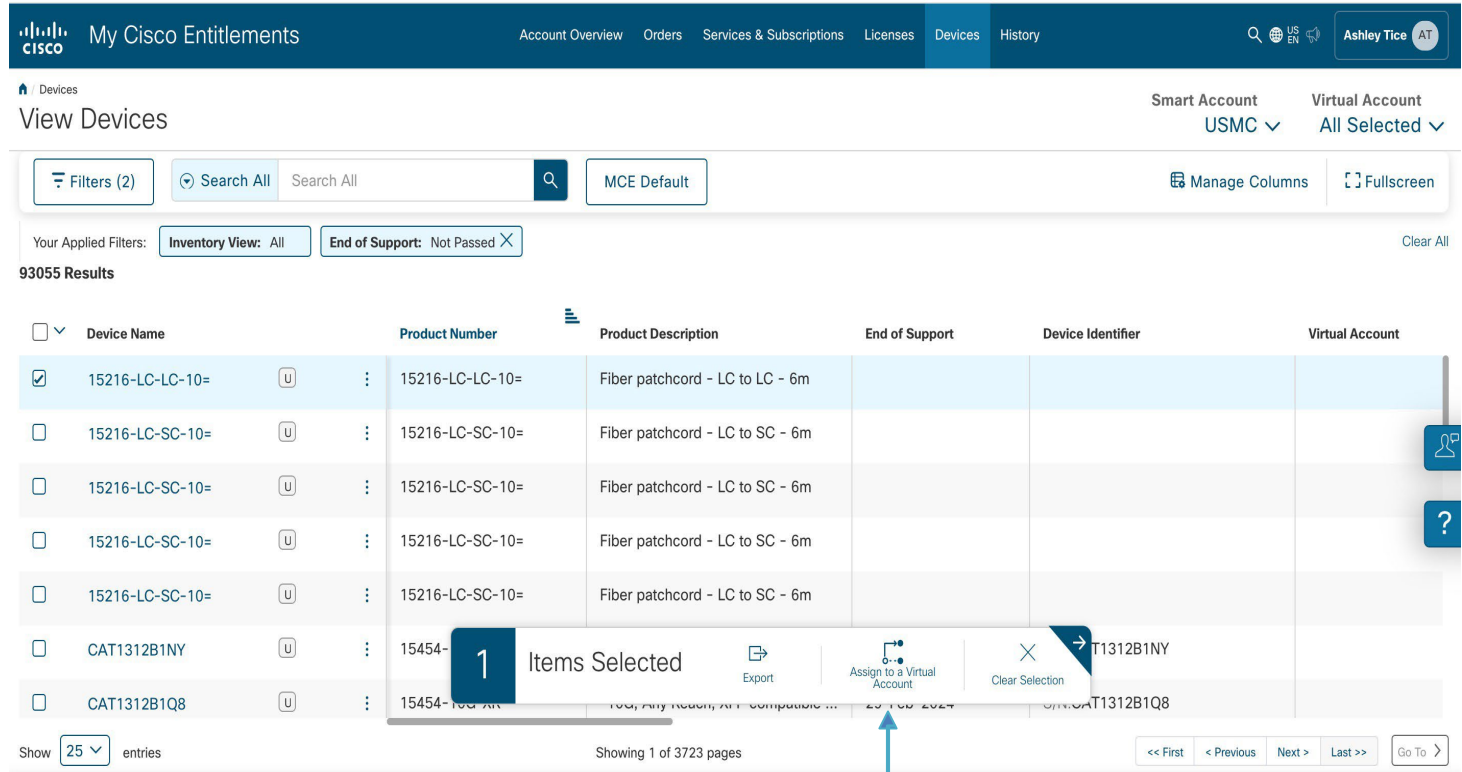
# Managing Assets (MCE)

Move, Add, Change, and Remove

1. Select the devices tab.

2. Use the filter function to find the device or devices you need to move.

3. Select the device or devices you want to move.



My Cisco Entitlements

Account Overview Orders Services & Subscriptions Licenses **Devices** History

Smart Account USMC Virtual Account All Selected

Filters (2) Search All Search All MCE Default Manage Columns Fullscreen

Your Applied Filters: Inventory View: All End of Support: Not Passed X Clear All

93055 Results

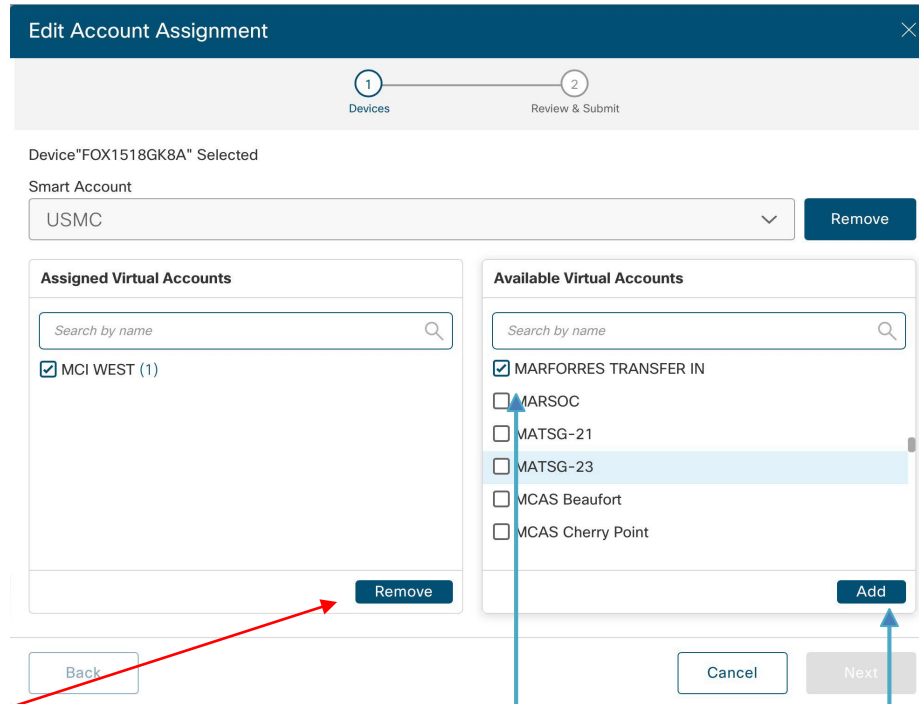
Device Name	Product Number	Product Description	End of Support	Device Identifier	Virtual Account
<input checked="" type="checkbox"/> 15216-LC-LC-10=	15216-LC-LC-10=	Fiber patchcord - LC to LC - 6m			
<input type="checkbox"/> 15216-LC-SC-10=	15216-LC-SC-10=	Fiber patchcord - LC to SC - 6m			
<input type="checkbox"/> 15216-LC-SC-10=	15216-LC-SC-10=	Fiber patchcord - LC to SC - 6m			
<input type="checkbox"/> 15216-LC-SC-10=	15216-LC-SC-10=	Fiber patchcord - LC to SC - 6m			
<input type="checkbox"/> 15216-LC-SC-10=	15216-LC-SC-10=	Fiber patchcord - LC to SC - 6m			
<input type="checkbox"/> CAT1312B1NY	15454-			T1312B1NY	
<input type="checkbox"/> CAT1312B1Q8	15454-			CAT1312B1Q8	

1 Items Selected

Export Assign to a Virtual Account Clear Selection

Show 25 entries Showing 1 of 3723 pages << First < Previous Next > Last >> Go To >

4. A pop-up window will appear and Select "Assign to a Virtual Account" option.



The Edit Account Assignment Dialog box will pop up displaying the existing virtual account where the equipment is assigned

1. Users must first remove the assigned virtual account before moving the device to a new virtual account. Failure to do so will result in the device being assigned to both virtual accounts.

2. Devices can only be moved to "Transfer In" Virtual Accounts. Select the correct "Transfer In" Virtual Account that you want to move the device to. Example shown is MARFORRES TRANSFER IN

3. Select "Add" and then on the next screen select "Next".



### Edit Account Assignment

Progress: 1. Devices (checked) — 2. Review & Submit

NOTE: Only Virtual Accounts on which actions have been performed are displayed below

⊖ **Devices** (1 lines) Edit

Virtual Accounts	Action Performed
MARFORRES TRANSFER IN (1)	Assigned to all selected records

Notes

Enter notes

Back Cancel Submit

The next dialog box will display the virtual account where the equipment will be reassigned to

1. Enter Notes in the "Notes" Field for the justification for the transfer

2. Select Submit

To have a device removed from the asset list, we will follow the same process as a move, but we will assign the asset to the "Decommission TRANSFER IN" virtual account

Edit Account Assignment
✕

1 ————— 2  
Devices                      Review & Submit

Device "CAT1312B1Q8" Selected

Smart Account

USMC
▼
Remove

**Assigned Virtual Accounts**

MAGFTC (1)

Remove

**Available Virtual Accounts**

Decommission TRANSFER IN

Add

Back
Cancel
Next

1. Users must first remove the assigned virtual account before moving the device to Decommission TRANSFER IN. Failure to do so will result in the device being assigned to both virtual accounts.

2. Check the "Decommission TRANSFER IN".

3. Select "Add"

Note: Assets moved into the Decommission TRANSFER IN VA will be periodically scrubbed by the Cisco asset managers.

### Edit Account Assignment ✕

✓ Devices ————— 2 Review & Submit

NOTE: Only Virtual Accounts on which actions have been performed are displayed below

⊖ Devices (1 lines) ✎ Edit

Virtual Accounts	Action Performed
MAGFTC	Removed from all selected records
Decommission TRANSFER IN (1)	Assigned to all selected records

Notes

Enter notes

Back Cancel Submit

1. Enter justification for removing device



Note: Assets moved into the Decommission TRANSFER IN VA will be periodically scrubbed by the Cisco asset managers.

2. Select "Submit"



For advanced Asset Management changes to include bulk changes and splitting HW and SW assets into separate Virtual Accounts:

Contact: [usmcassetmgr@cisco.com](mailto:usmcassetmgr@cisco.com)

Use the Hardware Request Template at the page linked below to assist in Move, Add, Change, and Remove request. <https://usmc-gemss.com/getting-started/>

More information on Move, Add, Change, and Remove processes can be found on the GEMSS website. <https://usmc-gemss.com/getting-started/>

# Generating Reports

Software Central & MCE

1. Log into [software.cisco.com](https://software.cisco.com), select Manage Licenses under Smart Software Licensing.

2. Select Reports

3. Select your report type

Cisco Software Central > Smart Software Licensing USMC

## Smart Software Licensing

[SL Product Details](#) [Support](#) [Help](#)

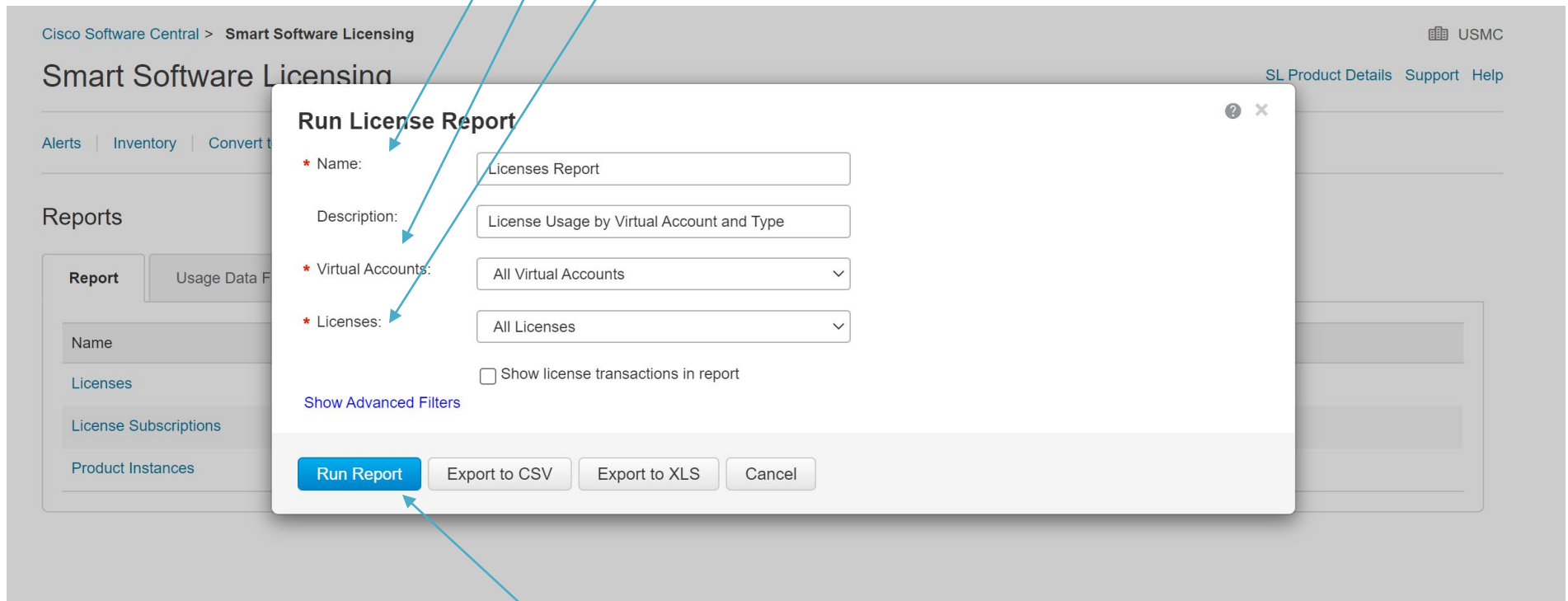
[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | **Reports** | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

### Reports

**Report** | Usage Data Files | Reporting Policy | Synch File for Device Controllers

Name	Description
<a href="#">Licenses</a>	Includes a summary of current license counts and usage over selected virtual accounts.
<a href="#">License Subscriptions</a>	Includes a summary of current subscription license counts and usage over selected virtual accounts.
<a href="#">Product Instances</a>	Includes count and listing of current product instances for selected virtual accounts.

1. A popup window will appear. Fill in and select the desired report filters in the required fields.



The screenshot shows the Cisco Software Central interface with a 'Run License Report' popup window. The popup has the following fields and options:

- Name:** Licenses Report
- Description:** License Usage by Virtual Account and Type
- Virtual Accounts:** All Virtual Accounts (dropdown)
- Licenses:** All Licenses (dropdown)
- Show license transactions in report
- [Show Advanced Filters](#)
- Buttons:** Run Report, Export to CSV, Export to XLS, Cancel

2. Select Run Report or Export to CSV or XLS

A report will open in a separate window like below. From here you can view the report or export to CSV or XLS.

### Licenses Report

2022 Oct 15 13:42:27

USMC

[Export to CSV](#) | [Export to XLS](#)

#### Report Settings

Title: Licenses Report  
 Description: License Usage by Virtual Account and Type  
 Date: 2022 Oct 15 13:42:27  
 User:

Selected Virtual Accounts:  
 DEFAULT

#### License Summary - All Virtual Accounts

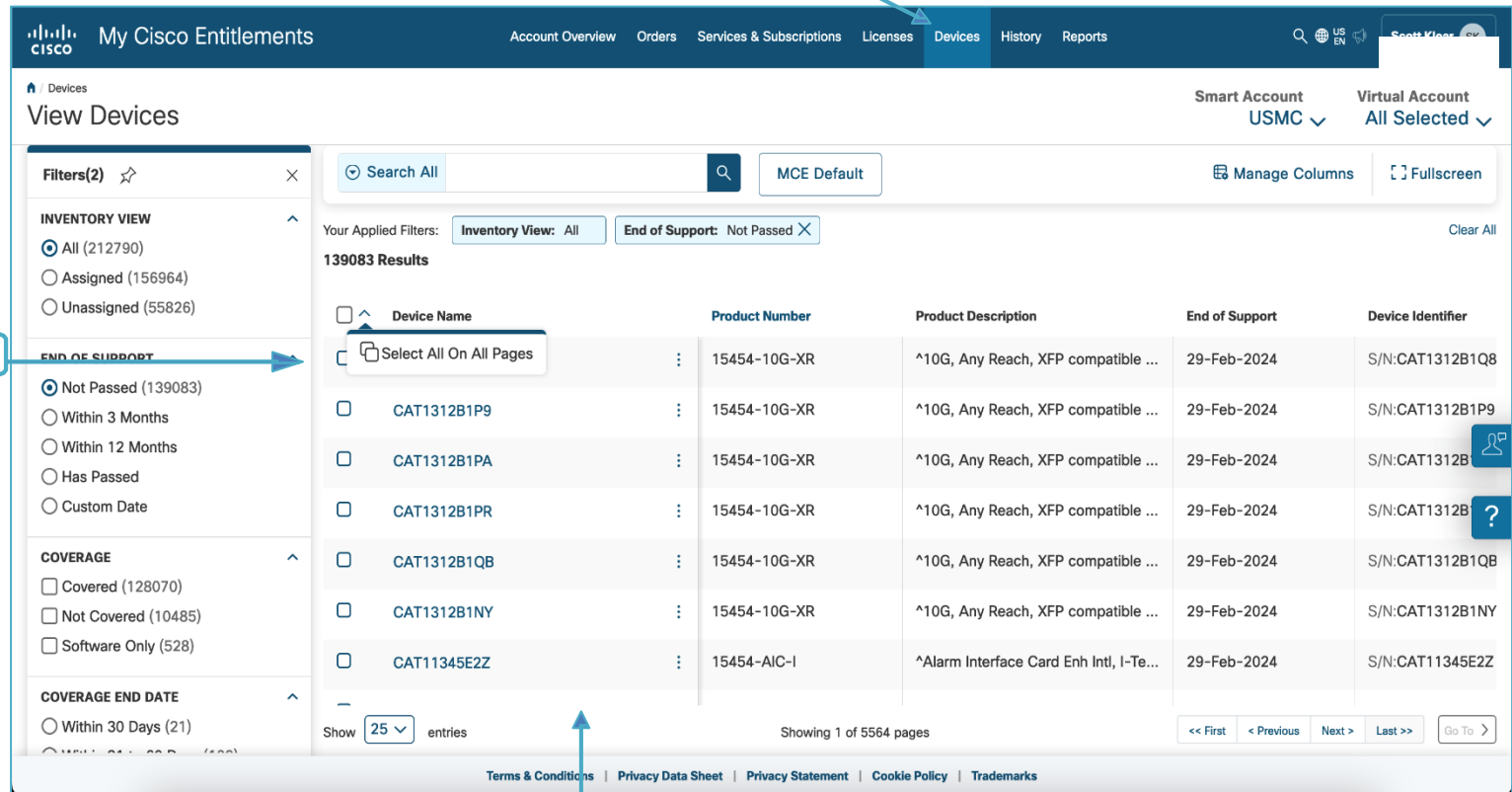
Licenses	License Tags	Purchased	Available To Use	In Use	Balance	Reserved	Pending Upgrade	Duplicates	Billing
Aironet DNA Advantage Term Licenses		70	10	0	+10	-	-	-	Prepaid
AP Perpetual Networkstack Advantage		70	70	0	+70	-	-	-	Prepaid
ASAv30 Standard - 2G		6	6	0	+6	-	-	-	Prepaid
Booster Performance License for 4460 Series		0	0	1	-1	-	-	-	Prepaid
C2960CX-8P DNA Essentials		1	1	0	+1	-	-	-	Prepaid
C2960X-48P DNA Essentials		2	2	0	+2	-	-	-	Prepaid
C3560CX-12P DNA Advantage		5	5	0	+5	-	-	-	Prepaid



1. Select the devices tab.

2. Use the filter function to find the devices or device you need to move.

3. Select All Devices on All Pages



A pop-up window will appear and Select "Export" option.

1. Select your File Type

2. Enter a File Name

### Export

File Type: CSV

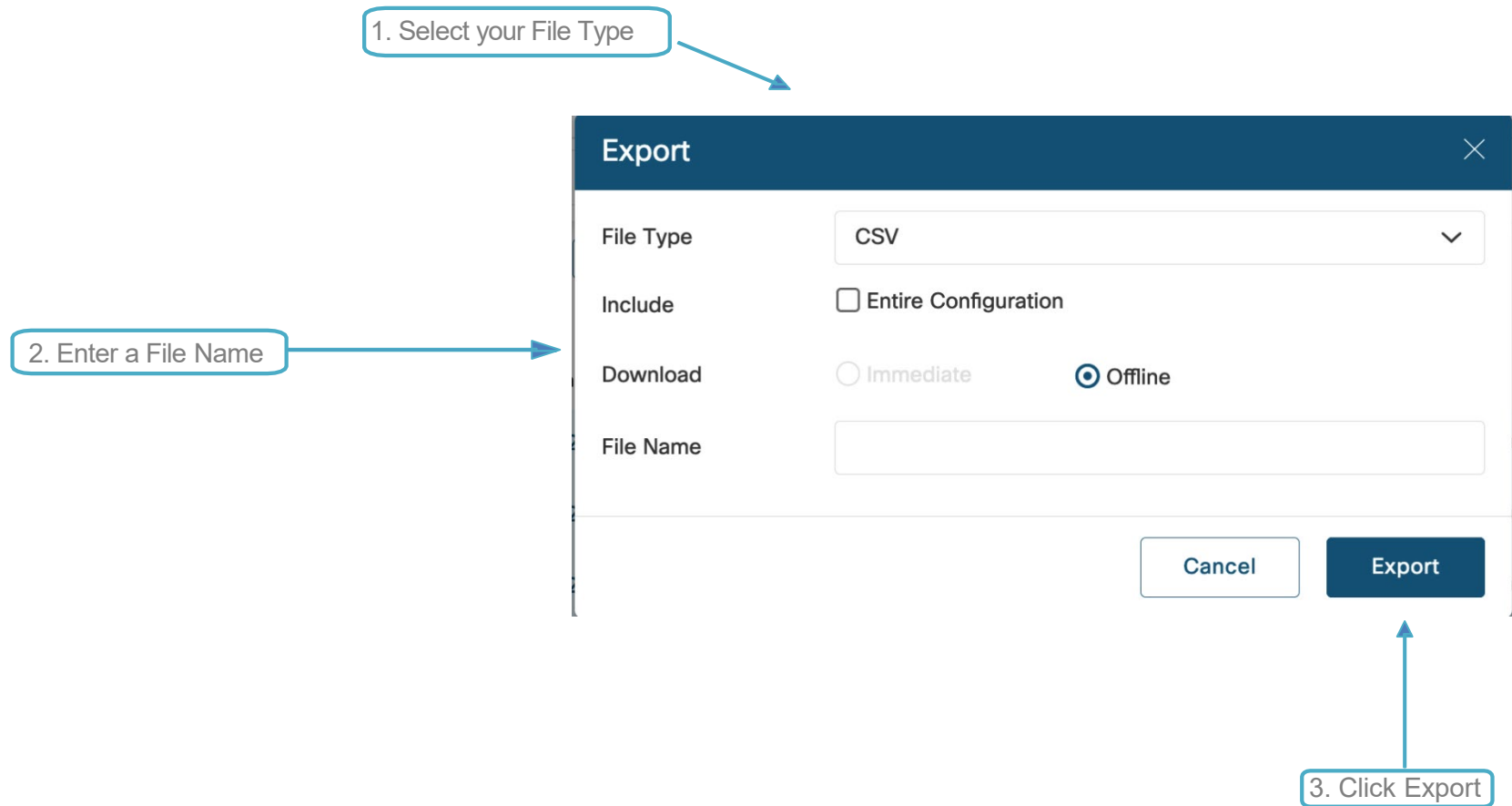
Include:  Entire Configuration

Download:  Immediate  Offline

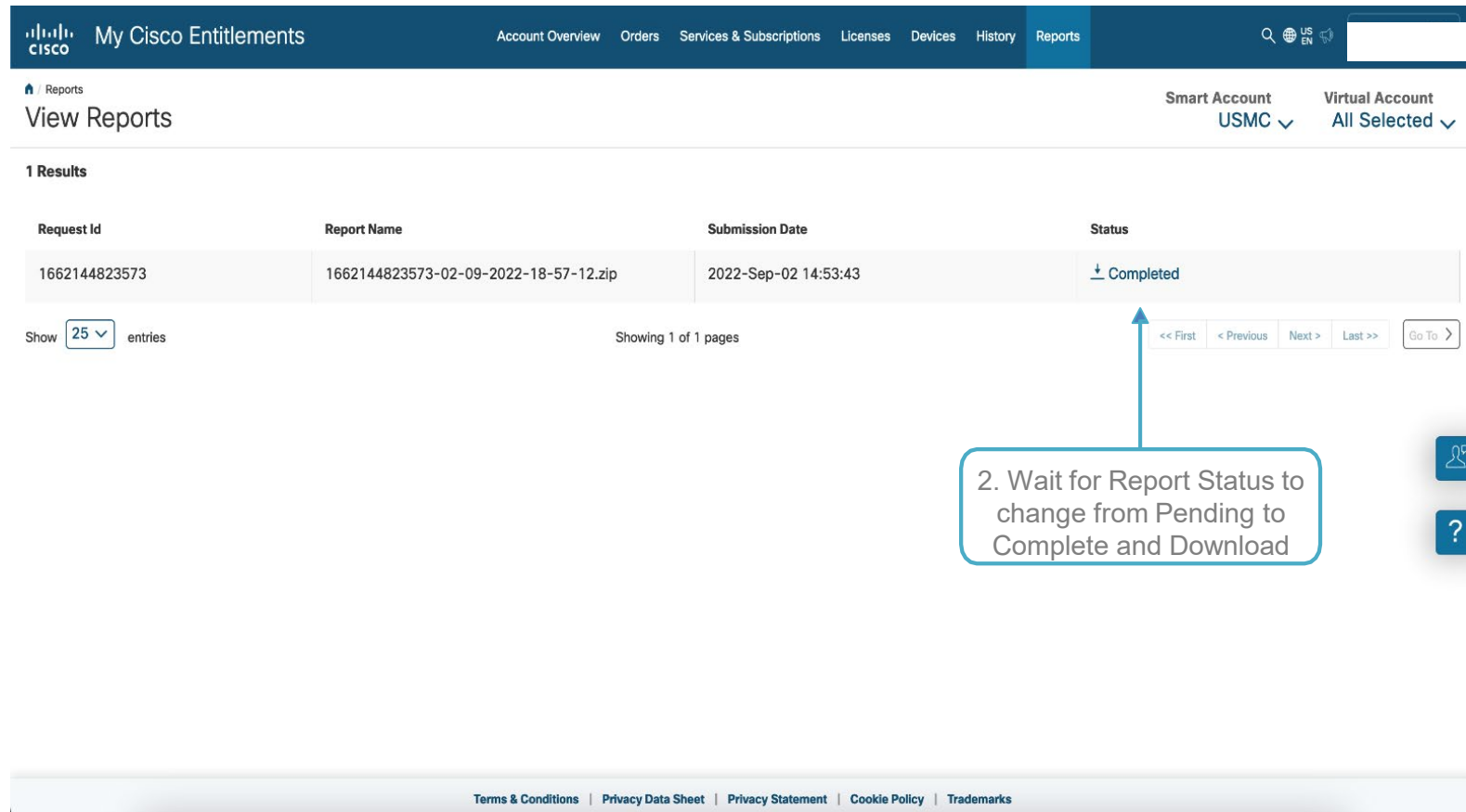
File Name:

Cancel Export

3. Click Export



1. Select Reports



The screenshot shows the 'My Cisco Entitlements' interface. The 'Reports' tab is selected in the top navigation bar. The page title is 'View Reports'. On the right, there are dropdowns for 'Smart Account USMC' and 'Virtual Account All Selected'. Below the title, it says '1 Results'. A table displays the report details:

Request Id	Report Name	Submission Date	Status
1662144823573	1662144823573-02-09-2022-18-57-12.zip	2022-Sep-02 14:53:43	Completed

Below the table, there is a 'Show 25 entries' dropdown and 'Showing 1 of 1 pages'. To the right of the table, there are navigation buttons: '<< First', '< Previous', 'Next >', 'Last >>', and 'Go To >'. An arrow points from the 'Completed' status in the table to a callout box.

2. Wait for Report Status to change from Pending to Complete and Download

At the bottom of the page, there is a footer with links: Terms & Conditions, Privacy Data Sheet, Privacy Statement, Cookie Policy, and Trademarks.

The USMC MCE Data Dictionary found at the bottom of this page can help explain report field definitions.  
<https://usmc-gemss.com/getting-started/>

# History View

MCE

Users can now search for up to 500 devices in MCE using the serial number.

Click the dropdown and then select Instance Number.

Paste comma separated serial numbers in the the field, and click the search icon.

Home / Devices

## View Devices

Smart Account: USMC | Virtual Account: MCI EAST

Filters (2) | Instance Number: Enter one or more Instance Number with the comma separated list up to 500 | MCE Default | Manage Columns | Fullscreen

Your Applied Filters: INVENTORY VIEW: Assigned | End of Support: Not Passed X | Clear All

12142 Results

Device Name	Product Number	Product Description	End of Support	Device Identifier
<input type="checkbox"/> CAT1312B1PA	15454-10G-XR	^10G, Any Reach, XFP compatible (Ord...	29-Feb-2024	S/N:CAT1312B1PA
<input type="checkbox"/> CAT1312B1QB	15454-10G-XR	^10G, Any Reach, XFP compatible (Ord...	29-Feb-2024	S/N:CAT1312B1QB
<input type="checkbox"/> CAT1312B1PR	15454-10G-XR	^10G, Any Reach, XFP compatible (Ord...	29-Feb-2024	S/N:CAT1312B1PR
<input checked="" type="checkbox"/> FJC25422FKG	AIR-AP1562E-B-K9	802.11ac W2 Low-Profile Outdoor AP, E...	31-Jan-2028	S/N:FJC25422FKG
<input checked="" type="checkbox"/> FJC25422G0A	AIR-AP1562E-B-K9	802.11ac W2 Low-Profile Outdoor AP, E...	31-Jan-2028	S/N:FJC25422G0A
<input checked="" type="checkbox"/> FJC25422FL5	AIR-AP1562E-B-K9	802.11ac W2 Low-Profile Outdoor AP, E...	31-Jan-2028	S/N:FJC25422FL5
<input checked="" type="checkbox"/> FJC25422FKT	AIR-AP1562E-B-K9	802.11ac W2 Low-Profile Outdoor AP, E...	31-Jan-2028	S/N:FJC25422FKT

The search results will display. You can select some or all of the devices.

Devices

### View Devices

Smart Account: USMC | Virtual Account: All Selected

Filters (2) | Instance Number: 5514373981,5520445721,5514372874,5514373679,5514373730,5511710976,55143732: | MCE Default | Manage Columns | Fullscreen

Your Applied Filters: INVENTORY VIEW: Assigned | End of Support: Not Passed X

65 Results

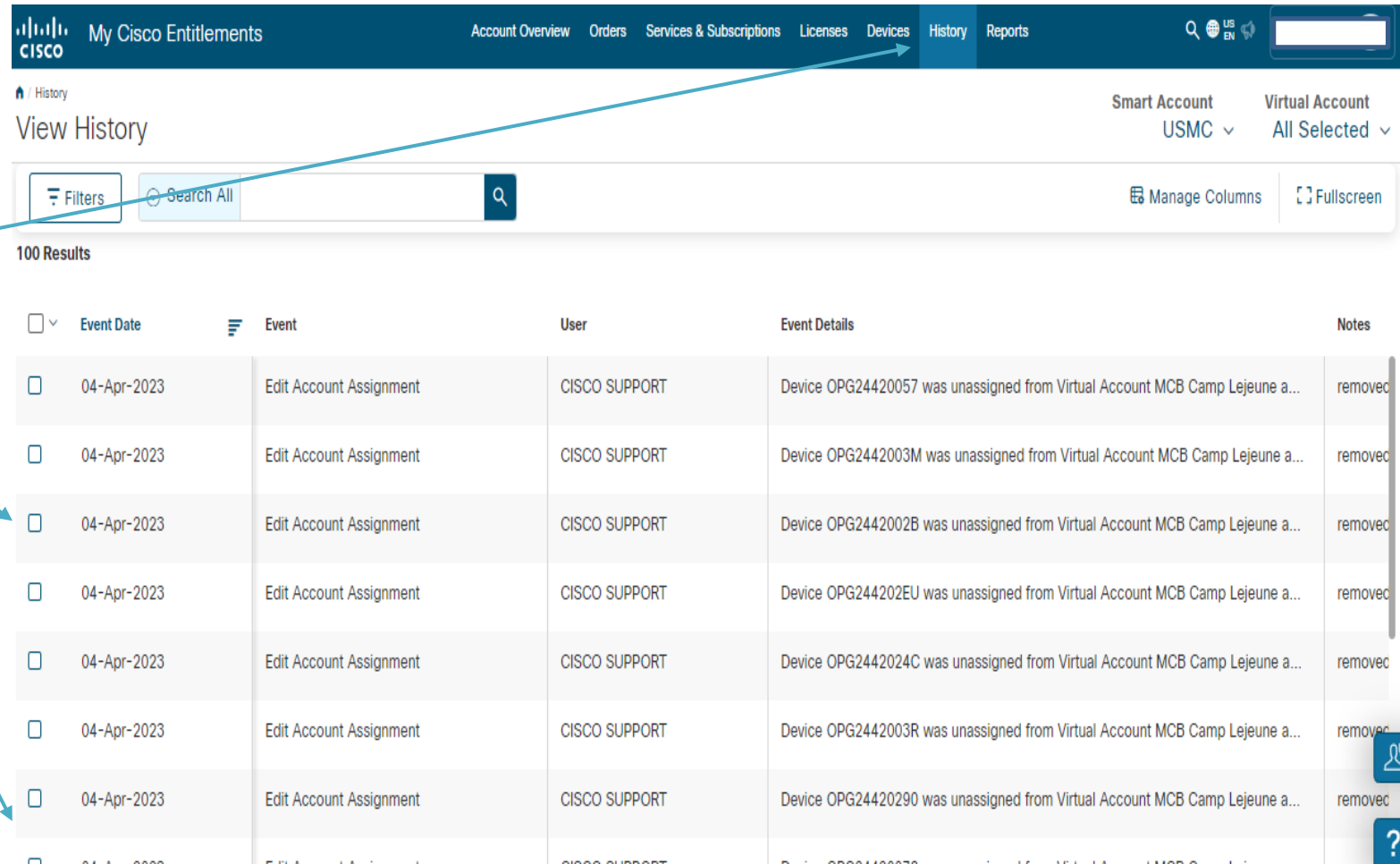
<input checked="" type="checkbox"/>	Device Name	Product Number	Product Description	End of Support	Device Identifier
<input checked="" type="checkbox"/>	FJC24421A4E	C9300-24P-E	Catalyst 9300 24-port PoE+, Network E...		S/N:FJC24421A4E
<input checked="" type="checkbox"/>	FJC24421994	C9300-24P-E	Catalyst 9300 24-port PoE+, Network E...		S/N:FJC24421994
<input checked="" type="checkbox"/>	FJC244218U5	C9300-24P-E	Catalyst 9300 24-port PoE+, Network E...		S/N:FJC244218U5
<input checked="" type="checkbox"/>	FJC24421CMP	C9300-24P-E	Catalyst 9300 24-port PoE+, Network E...		S/N:FJC24421CMP
<input checked="" type="checkbox"/>	FJC244215J0	C9300-48P-E	Catalyst 9300 48-port PoE+, Network E...		S/N:FJC244215J0
<input checked="" type="checkbox"/>	FJC244210XF	C9300-48P-E	Catalyst 9300 48-port PoE+, Network E...		S/N:FJC244210XF
<input checked="" type="checkbox"/>	FIN244001MT	GLC-LH-SMD++	1000BASE-LX/LH SFP transceiver mod...		S/N:FIN244001MT
<input checked="" type="checkbox"/>	FIN244002UA	GLC-LH-SMD++	1000BASE-LX/LH SFP transceiver mod...		S/N:FIN244002UA
<input checked="" type="checkbox"/>	FIN244001MN				S/N:FIN244001MN

25 Items Selected | Export | Edit Account Assignment | **History View** | Clear Selection

Show 25 entries | Showing 1 of 3 pages | << First | < Previous | Next > | Last >> | Go To >

After selecting the devices the History View option will be visible.

After selecting the History View option, MCE will display the History Tab and show the history information for the devices selected.



My Cisco Entitlements Account Overview Orders Services & Subscriptions Licenses Devices **History** Reports

View History Smart Account USMC Virtual Account All Selected

Filters Search All Manage Columns Fullscreen

100 Results

<input type="checkbox"/>	Event Date	Event	User	Event Details	Notes
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG24420057 was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG2442003M was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG2442002B was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG244202EU was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG2442024C was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG2442003R was unassigned from Virtual Account MCB Camp Lejeune a...	removed
<input type="checkbox"/>	04-Apr-2023	Edit Account Assignment	CISCO SUPPORT	Device OPG24420290 was unassigned from Virtual Account MCB Camp Lejeune a...	removed

# History Export

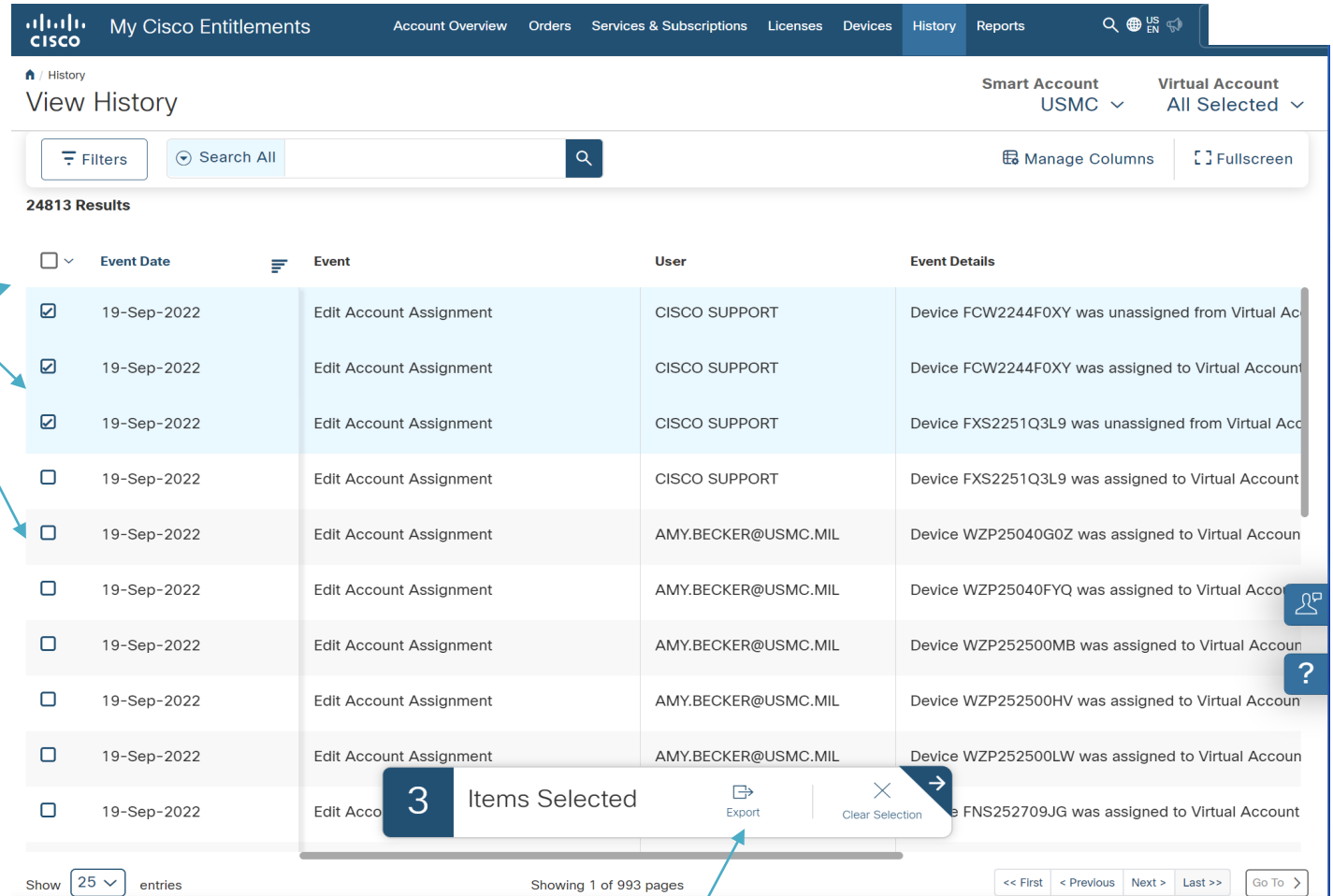
MCE



1. Select the History tab.

2. Use the filter function to find the events.

3. Select the Events

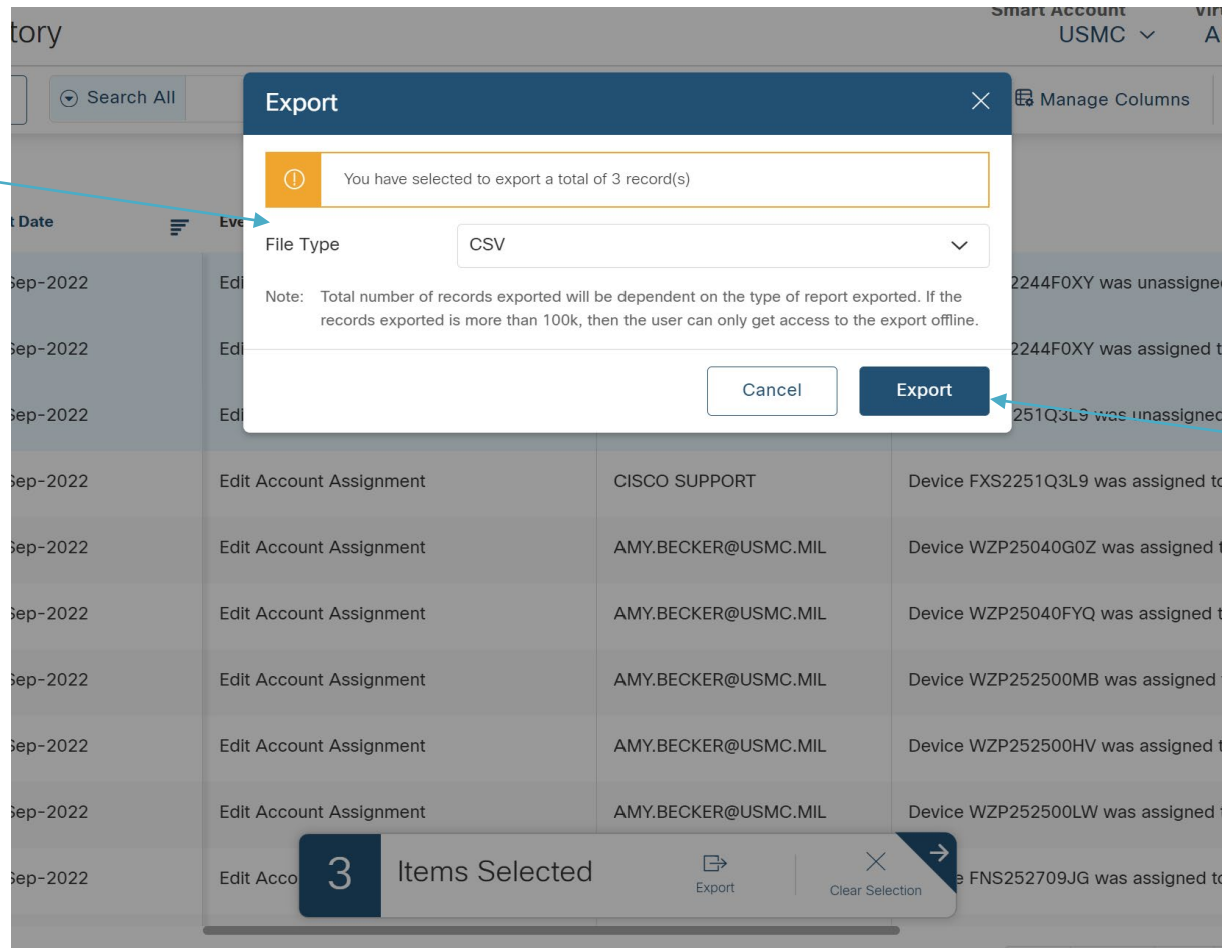


The screenshot shows the 'View History' page in the Cisco My Cisco Entitlements interface. The 'History' tab is selected in the top navigation bar. The page displays a table of events with columns for Event Date, Event, User, and Event Details. Three events are selected, and a pop-up window at the bottom indicates '3 Items Selected' with an 'Export' button. The interface also includes a search bar, filter options, and pagination controls.

Event Date	Event	User	Event Details
19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FCW2244F0XY was unassigned from Virtual Account
19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FCW2244F0XY was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FXS2251Q3L9 was unassigned from Virtual Account
19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FXS2251Q3L9 was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP25040G0Z was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP25040FYQ was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP252500MB was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP252500HV was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP252500LW was assigned to Virtual Account
19-Sep-2022	Edit Account Assignment	AMY.BECKER@USMC.MIL	Device WZP252709JG was assigned to Virtual Account

A pop-up window will appear and Select "Export" option.

1. Select your File type



The screenshot shows a web application interface with a table of history records. An 'Export' dialog box is open in the center. The dialog has a title bar 'Export' and a close button. Below the title bar, there is a message: 'You have selected to export a total of 3 record(s)'. Underneath, there is a 'File Type' dropdown menu currently set to 'CSV'. A note below the dropdown reads: 'Note: Total number of records exported will be dependent on the type of report exported. If the records exported is more than 100k, then the user can only get access to the export offline.' At the bottom of the dialog are two buttons: 'Cancel' and 'Export'. The background table shows columns for 'Date', 'Event', and 'Details'. The 'Event' column contains 'Edit Account Assignment' and the 'Details' column contains various device IDs and user names. At the bottom of the screen, a dark blue bar indicates '3 Items Selected' with an 'Export' button and a 'Clear Selection' button.

2. Click Export

<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FCW2244F0XY was unassigned from
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FCW2244F0XY was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FXS2251Q3L9 was unassigned from
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment	CISCO SUPPORT	Device FXS2251Q3L9 was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment		Device WZP25040G0Z was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment		Device WZP25040FYQ was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment		Device WZP252500MB was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment		Device WZP252500HV was assigned to Virtu
<input type="checkbox"/>	19-Sep-2022	Edit Account Assignment		Device WZP252500LW was assigned to Virtu

The file will automatically download

Show  entries Showing 1 of 993 pages << First < Previous Next > Last >>

[Terms & Conditions](#) | [Privacy Data Sheet](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks](#)

 USMC\_History\_19S....csv [Shc](#)

# Smart Software Licensing

Alerts

User(s) must review and respond to their assigned Virtual Account alerts.

Additional support is available by contacting [USMCHTOM@Cisco.com](mailto:USMCHTOM@Cisco.com) or [USMC-GEMSS@fcnit.com](mailto:USMC-GEMSS@fcnit.com)

1. Select Inventory

2. Select Virtual Account

3. Alert type and quantity displays next to the VA in drop down

Cisco Software Central > Smart Software Licensing

USMC

### Smart Software Licensing

SL Product Details Support Help

Alerts | **Inventory** | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: **MARFORRES** ▾

**1** Major | **27** Minor | Hide Alerts

**General**

**Virtual Account**

Description:

Default Virtual Account:

**Product Instance**

The registration token...

New Token...

Token

YmMzNGZlOTQ0ODZ... Revoked

ZGI4NzhlZlZlZlZlNDNIO... Revoked

The token will be expired when either the expiration or the maximum uses is reached

By Name | By Tag

- MARFOREUR/AF TRANSFER IN
- MARFORK 4
- MARFORPAC
- MARFORPAC TRANSFER IN
- MARFORRES 1 27
- MARFORRES TRANSFER IN
- Marine Barracks Washingto...
- MATSG-21
- MATSG-23

Export-Controlled	Description	Created By	Actions
Allowed		Henry.muller.ctr...	Actions ▾
Allowed		Henry.muller.ctr...	Actions ▾

Showing All 2 Records

Alerts | **Inventory** | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: **MARFORRES** ▾

1 Major | 27 Minor | Hide Alerts

✘ **Insufficient Licenses** - The Virtual Account "MARFORRES" has a shortage of C9300 48P DNA Essentials licenses. 14 licenses are required to return to compliance.

Actions ▾  
 Action Due: **Now**

**General** | Licenses | Product Instances | Event Log

**Virtual Account**

Description: Marine Forces Reserve

Default Virtual Account: No

---

**Product Instance Registration Tokens**

The registration tokens below can be used to register new product instances to this virtual account.

Token	Expiration Date	Uses	Export-Controlled	Description	Created By	Actions

1. Select Alert type to review

2. Alert Detail Display

3. Select Actions

Virtual Account: MARFORRES ▾

1 Major | 27 Minor | Hide Alerts

**✖ Insufficient Licenses** - The Virtual Account "MARFORRES" has a shortage of C9300 48P DNA Essentials licenses. 14 licenses are required to return to compliance.

Transfer Licenses...  
Troubleshoot...

1. Select Actions

General | Licenses | Product Instances | Event Log

**Virtual Account**

Description: Marine Forces Reserve

Default Virtual Account: No

General | Licenses | Product Instances | Event Log

**Transfer Licenses Between Virtual Accounts**

Transfer From ▾ Virtual Account: Select Virtual Account ▾

License	Billing	Purchased	In Use	Balance	Transfer
C9300 48P DNA Essentials	Prepaid	0	50 (50 Reserved)	-14	

**i** Some of these licenses have been reserved on product instances, so they are not available to be transferred.

**Insufficient Licenses**

**✖** The Virtual Account "MARFORRES" has a shortage of "C9300 48P DNA Essentials" licenses. 14 licenses are required to return to compliance.

Troubleshooting | Details

There are insufficient "C9300 48P DNA Essentials" licenses in the Virtual Account "MARFORRES" to cover what is required by the product instances. Potential solutions are listed below and additional information can be found on the Details tab.

**Transfer between Virtual Accounts:**

- If available, transfer licenses from another Virtual Account to this Virtual Account. [Transfer Licenses...](#)
- If available, move one or more product instances from this Virtual Account to a Virtual Account with sufficient licenses.

**Modify Feature Usage:**

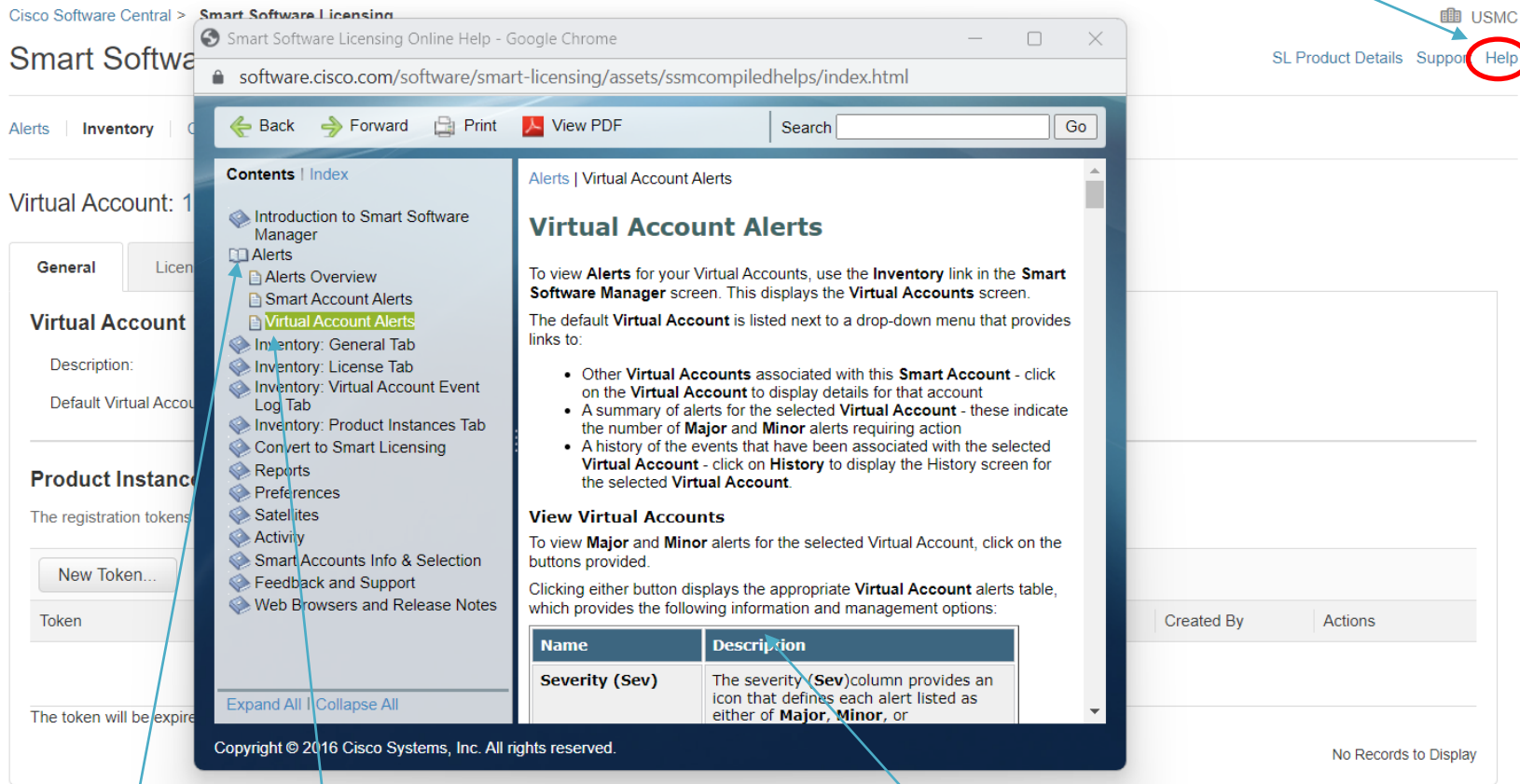
- Disable the features on product instances that require this license type.

**Purchase:**

- Purchase additional licenses to cover the shortage.
- If available, purchase an upgrade of a lower level license type to one that is sufficient to cover your usage.



1. Access help by clicking here



USMC  
SL Product Details Support **Help**

Alerts | Inventory | C

Virtual Account: 1

General | Licen

Virtual Account

Description:

Default Virtual Accou

Product Instance

The registration tokens

New Token...

Token

The token will be expire

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Alerts | Virtual Account Alerts

### Virtual Account Alerts

To view **Alerts** for your Virtual Accounts, use the **Inventory** link in the **Smart Software Manager** screen. This displays the **Virtual Accounts** screen.

The default **Virtual Account** is listed next to a drop-down menu that provides links to:

- Other **Virtual Accounts** associated with this **Smart Account** - click on the **Virtual Account** to display details for that account
- A summary of alerts for the selected **Virtual Account** - these indicate the number of **Major** and **Minor** alerts requiring action
- A history of the events that have been associated with the selected **Virtual Account** - click on **History** to display the History screen for the selected **Virtual Account**.

**View Virtual Accounts**

To view **Major** and **Minor** alerts for the selected Virtual Account, click on the buttons provided.

Clicking either button displays the appropriate **Virtual Account** alerts table, which provides the following information and management options:

Name	Description
Severity (Sev)	The severity ( <b>Sev</b> ) column provides an icon that defines each alert listed as either of <b>Major</b> , <b>Minor</b> , or

Created By | Actions

No Records to Display

3. Select Alerts and then Virtual Account Alerts for more information and actions to clear the alert

2. Help window opens

# Self-Paced Training

## Smart Account Training

### [Introduction to Smart Accounts](#)

This video covers an overview of Smart Account including the different types of Smart Account and its benefits. It also provides a quick demo of the Smart Account UI navigation on [software.cisco.com](https://software.cisco.com).

### [Introduction to Smart Licensing](#)

This video covers an overview of Cisco Smart Licensing including the difference between traditional and Smart Licenses, the benefits and how to access and manage these Smart Licenses on [software.cisco.com](https://software.cisco.com).

### [How to Manage Smart Licensing Video](#)

This video covers a high-level overview of how to manage Smart Licenses in Cisco Software Central.

### [Create a Virtual Account](#)

This video covers an overview of Virtual Account including the benefits of Virtual Account, best practices and a demo on how to create a Virtual Account.

### [Virtual Account Tagging \(Tutorial\)](#)

Discover how to group Virtual Accounts with Virtual Account Tagging to save time and organize your Smart Account.

### [Virtual Account Tagging \(Best Practice\)](#)

1. Add flexibility when configuring Virtual Account Tags.
2. Base your tags on your Virtual Account structure.
3. Be specific, but not TOO specific.

### [Add New Users to a Smart Account](#)

How to add a New Users to a Smart Account: Quick Reference Guide.

### [Smart Account Roles Overview](#)

A description of Smart Account Roles and assignment

### [Smart Account User Groups \(Introduction\)](#)

A fast and easy way to manage multiple users in Smart Accounts. Simply create the user group, add users then define the level of access.

USMC GEMSS Website: <https://usmc-gemss.com/smart-account-training/>

## GEMSS Contract # 204250592

### Quick Links

- GEMSS Website (Getting Started):  
<https://usmc-gemss.com/getting-started/>
- Cisco.com <https://cisco.com>
- My Cisco Entitlements: <https://mce.cisco.com>
- Smart Licensing: <https://software.cisco.com>
- GEMSS Move, Add, Change, and Remove (MACR) document  
<https://usmc-gemss.com/getting-started/>

### Escalation Support:

- HTOM: [usmchtom@cisco.com](mailto:usmchtom@cisco.com)
- Licensing Support: [usmclicensing@external.cisco.com](mailto:usmclicensing@external.cisco.com)
- After Hours: [gsgshtom@epage.cisco.com](mailto:gsgshtom@epage.cisco.com)

### Questions / More Information / Process Guides:

- USMC GEMSS Website: <https://usmc-gemss.com>
- FCN Support Email: [USMC-GEMSS@fcnit.com](mailto:USMC-GEMSS@fcnit.com)

### Technical Assistance Center (TAC):

- USMC GEMSS Cisco Support:  
<https://usmc-gemss.com/program-support/>

# Questions?

# Administrator Level Training

Access Request Approval

Cisco Software Central > Manage Smart Account

USMC

### Manage Smart Accounts

Help

Account Properties | Virtual Accounts | Users | Custom Tags | **Requests** | Notifications **125** | Event Log

As a Smart Account administrator, you have the option to approve requests for access under the "Requests" tab.

**Access Requests** 7 | Request Automation | Block

Search

Requestor	Cisco.com ID	Email	Company	Date of Request	Type	Status	Action By	Advice
			Department of Na...	2021-Jul-08, 16:00	-	Approved	Ivangink	-
			US DEPT OF TH...	2021-Jun-17, 17:44	-	Declined	Ivangink	-
			SPAWAR HQ	2021-Jun-17, 10:58	-	Approved	Ivangink	-
			SPAWAR HQ	2021-Jun-17, 10:58	-	Declined	Ivangink	-
			US FLEET FORC...	2021-Jun-02, 16:20	-	Approved	Ivangink	-
			Department of Na...	2021-May-20, 14:28	-	<a href="#">Pending</a>	-	<span>?</span>

Under the "requests" tab you will see a list of individuals requesting access to the account and their status. If a status is "pending", you can click the link to approve or deny a request.

**Access Requests** 8 Request Automation Block

---

**Account Details**

Account Domain Identifier:	usmc.mil
Account Name:	USMC
Account Type:	Customer Smart Account

**Requested By**

Cisco ID:	ChestyPuller1775
Full Name:	Chesty Puller
Email Address:	<a href="mailto:chesty.puller@usmc.mil">chesty.puller@usmc.mil</a>
Company / Organization Name:	2nd Marine Division
Phone:	T+ 800-627-4637

**Request Detail**

Date of Request:	2021-Jul-12, 14:54
Type of Request	-
Reason for Request:	Need to access Smart Software Manager to convert traditional licenses to Smart Licenses.

---

**Available Actions**

Select to Approve or Decline the Request and then complete the required information if necessary.

NOTE: You can allow resellers authorized by Cisco to resell our products (your "Authorized Channel") access to your Smart Account, if you chose. You can add additional Authorized Channels or stop access through this tool at any time. By selecting the submit button and approving the request, you agree that your Authorized Channel is acting on your behalf, that you are responsible for your Authorized Channels' actions and that you affirmatively grant your Authorized Channel(s) access to any information in your Smart Account.

Approve

Decline

Review the reason for request and verify the correct information is included.



Select "Approve" or "Decline" based on the reason for request provided.





### Available Actions

Select to Approve or Decline the Request and then complete the required information if necessary.

NOTE: You can allow resellers authorized by Cisco to resell our products (your "Authorized Channel") access to your Smart Account, if you chose. You can add additional Authorized Channels or stop access through this tool at any time. By selecting the submit button and approving the request, you agree that your Authorized Channel is acting on your behalf, that you are responsible for your Authorized Channels' actions and that you affirmatively grant your Authorized Channel(s) access to any information in your Smart Account.

Approve

Decline

A standard email will be sent. You can add an additional message on why the request was declined below.

Additional Message (optional) :

*Note: The recipient will not see your email address.*

*1000 remaining*

If Declined, fill in additional notes for the user to correct the information and re-submit.

Submit

Cancel

If Approved, you can select the Virtual Account to assign based on the information provided in the request.

Approve

Select the accounts the users can access and the functions they can perform.

Scope of Access:  Entire Smart Account  Selected Virtual Accounts

User Role:

Available Virtual Accounts:

By Name   By Tag	
Search by Virtual Account Name	
Name	Description
<input type="checkbox"/> MARFORPAC	
<input type="checkbox"/> 2nd MAW	
<input type="checkbox"/> 2nd MLG	
<input type="checkbox"/> 8th Comm	
<input checked="" type="checkbox"/> 2nd MarDiv	
<input type="checkbox"/> 1st MLG	
<input type="checkbox"/> 13th MEU	
<input type="checkbox"/> 1st MarDiv	
<input type="checkbox"/> 22nd MEU	
<input type="checkbox"/> 24th MEU	

Assigned Virtual Accounts:

By Name   By Tag	
Search by Virtual Account Name	
Name	Description
<input type="checkbox"/> 2nd MarDiv	Account and Children

Decline

# Administrator Level Training

## Creating Groups

Navigate to the "Users" tab.

Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications 7 | Event Log

### Users

Select "User Groups"

Users | **User Groups**

Select "Create User Group"

Create User Group...

Assign Group from Another Smart Account...

Delete Selected...

Export Selected...

<input type="checkbox"/>	User Group ↑	Smart Account	Account Access	Role	Users	Group Owners	Actions
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	
<input type="checkbox"/>	JSOC - MARFORSOC	USMC	IIIMEF and its Children MCTSSA and its Children MCIA and its Children MCWL and its Children MARFORCYBER and its	Virtual Account User Virtual Account User Virtual Account User Virtual Account User Virtual Account User	1	Michael Torres	Actions
<input type="checkbox"/>	Manpower	USMC	-	-	4	MARC WOOLSON	Actions
<input type="checkbox"/>	MCCES	USMC	MCIA MARCENT 9th Comm 1st MarDiv	Virtual Account Administr Virtual Account Administr Virtual Account Administr Virtual Account Administr	1	Michael Torres	Actions

4 User Groups

Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications 145 | Event Log

### Accounts

STEP 1

Select Name and Users

STEP 2

Assign to Accounts

#### Group Name and Users

Choose the group name and the users in the group

\* Group Name:

Description:

Method:

Users to Add:   Make owner

The "Group Name" will be "Virtual Account Name – Users" or "Virtual Account Name – Admin" depending on the type of access the group will have.

The "Description" will be "Virtual Account Name - Users" or "Virtual Account Name – Admin".

Select "Next"

[Account Properties](#) | [Virtual Accounts](#) | **Users** | [Custom Tags](#) | [Requests](#) | [Notifications](#) 125 | [Event Log](#)

### Accounts

STEP 1 ✓  
Select Name and Users

STEP 2  
Assign to Accounts

STEP 3  
Review

### Assign the User Group to Accounts (Optional)

Select the accounts the users can access and the functions they can perform.

Select "Assign Account Access"

Account	Scope	Role
<input type="text"/>	<input type="text"/>	<input type="text"/>

No Assigned Accounts

0 Assignments

Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications **125** | Event Log

### Accounts

STEP 1 ✓

Select Name and Users

STEP 2

Assign to Accounts

STEP 3

Review

Scope of Access:

Virtual Accounts

User Role:

- ✓ Virtual Account Administrator
- Virtual Account User

Ok

Select the type of access you want the users to have. In this example, we are assigning "Virtual Account User". This group will only have user privileges.

Scope of Access: Virtual Accounts

User Role:

Available Virtual Accounts:

By Name   By Tag	
<input type="checkbox"/>	TACNET-Voice Flex EA Licensing
<input type="checkbox"/>	TACNET-SIPR-WEST
<input type="checkbox"/>	TACNET-NATO-Mission-Secret On Premise Mission Secret
<input checked="" type="checkbox"/>	MCTSSA
<input type="checkbox"/>	MCTSSA-MCNEL-U MCNEL Lab Unclass
<input type="checkbox"/>	MCTSSA-TACNET-CHE-U
<input type="checkbox"/>	MCTSSA-NOC
<input type="checkbox"/>	MCTSSA-MCNEL-OnPrem MCNEL OnPrem & DLC
<input type="checkbox"/>	MCTSSA-MCNEL-1T Training-VA-1-OnPrem

Buttons: Assign Account and Children, Assign Account Only, Unassign Selected, Unassign All

Assigned Virtual Accounts:

By Name   By Tag	
No Virtual Account	

Buttons: Assign Account and Children, Assign Account Only, Unassign Selected, Unassign All

Footer: Show 10 Accounts, Showing 1 to 10 of 52 Parent Accounts, Previous 1 Next, Ok Cancel

Select the appropriate "Org"

Select "Assign Account and Children". This will give the user access to any further nested accounts.

Select "Ok" to proceed.



### Accounts

STEP 1 ✓  
Select Name and Users

STEP 2  
Assign to Accounts

STEP 3  
Review

### Assign the User Group to Accounts (Optional)

Select the accounts the users can access and the functions they can perform.

Assign Account Access...

Account	Scope	Role
<input type="text"/>	<input type="text"/>	<input type="text"/>
IIIMEF	Account and its Children	Virtual Account User
IMEF	Account and its Children	Virtual Account User

2 Assignments

Cancel Back Next

Verify the Org is correct.

Select "Next" to proceed.

STEP 1 ✓  
Select Name and Users

STEP 2 ✓  
Assign to Accounts

STEP 3  
Review

### Review

Group Name: I MEF Users

Description: I Mobile Expeditionary Force - Users

Users			
Owner	User	Email Address	Organization
	<input type="text"/>	<input type="text"/>	<input type="text"/>
No User			
0 Users			

We will add users in another step. This section should remain blank for new groups.

Account Access		
Account	Scope	Assignment Source
<input type="text"/>	<input type="text"/>	<input type="text"/>
IIMEF	Account and its Children	Virtual Account User
IMEF	Account and its Children	Virtual Account User
2 Assignments		

Select "Create User Group" to proceed.

### Users

Users
User Groups

Create User Group...
Assign Group from Another Smart Account...
Delete Selected...
Export Selected...

<input type="checkbox"/>	User Group ↑	Smart Account	Account Access	Role	Users	Group Owners	Actions
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>		<input type="text" value=""/>	
<input type="checkbox"/>	I MEF	USMC	IMEF and its Children IIIMEF and its Children	Virtual Account User Virtual Account User	1	Ashley Tice	Actions

Verify information is correct.

Congratulations! Your User Group is now created.

To create an Admin Group, repeat the same steps starting from the beginning of this section . Admin groups are appended with - Admins.  
Example: I MEF - Admins

# Administrator Level Training

## Managing Users

Account Properties | Virtual Accounts | Users | Custom Tags | Requests | Notifications 105 | Event Log

### Edit Virtual Account - MCCES

General | Users | **User Groups**

Assign User Group... Unassign Selected...

<input type="checkbox"/> User Group	Account Access	Role	Users	Group Owners
<input type="checkbox"/> <a href="#">C4 GEMSS ADMINS</a>	MCCES and its Children FMTB-E and its Children MCTOG and its Children LOGCOM MCU and its Children SOI-W and its Children MAGTFTC and its Children MCTSSA and its Children SOI-E and its Children MCIS and its Children <a href="#">Show 29 More</a>	Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator Virtual Account Administrator	1	<a href="#">Edward Poman</a>
<input type="checkbox"/> <a href="#">MCCES Admins</a> MCCES Admins Group	MCCES	Virtual Account Administrator	5	<a href="#">Jim Pavlichek</a> , <a href="#">John Robertson</a> , <a href="#">Kim Brooks</a>
<input type="checkbox"/> <a href="#">MCCES Users</a> MCCES Users Group	MCCES	Virtual Account User	5	<a href="#">Jim Pavlichek</a> , <a href="#">John Robertson</a> , <a href="#">Kim Brooks</a>

Under the "User Group" tab, search for the group you want to add users to.

Click the link for the user group.

Account Properties | Virtual Accounts | Users | Custom Tags | Requests | Notifications 109 | Event Log

### Edit User Group - MCCES Users

General

Assigned Accounts

Name:

Description:

Add Users...

Send Message to Users...

Owner	User	Email Address	User Group	Organization	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MCCES Users"/>	<input type="text"/>	
			<ul style="list-style-type: none"> <li>MCI/COM_ESS Users</li> <li>MCI-COM HQ Admins</li> <li>MCI-COM HQ Users</li> <li>KCITC Admins</li> <li>KCITC Users</li> <li>MCI NCR Admins</li> <li>MCI NCR Users</li> <li>MCB Quantico Admins</li> <li>MCB Quantico Users</li> <li>MCI WEST Admins</li> <li>MCI WEST Users</li> <li>MCLB Barstow Admins</li> <li>MCLB Barstow Users</li> </ul>		

Select "Add Users"



[Help](#)

Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications 125 | Event Log

In order to be granted access to your Smart Account, your users must have a Cisco.com ID.  
 Enter the users' Cisco.com ID's or email addresses, and click Add.  
 You can also upload a file of users.

Method:

Users to Add:   Make owner

Enter the users cisco.com ID or email address and select "Add".

Owner	User	Email Address	Organization	Actions
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	Chesty Puller	chesty.puller@usmc.mil	Collaborated End Users	<a href="#">Remove...</a>

1 User

Once user has been added, select "Ok".

Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications 103 | Event Log

### Users

Users | User Groups

Create User Group... | Assign Group from Another Smart Account... | Delete Selected... | Export Selected...

<input type="checkbox"/>	User Group ↑	Smart Account	Account Access	Role	Users
<input type="checkbox"/>	MCCES Users				
<input type="checkbox"/>	MCCES Users	USMC	MCCES	Virtual Account User	6

On the main screen you can see the user has been added. Click the number to see all the users assigned to the account.



Account Properties | Virtual Accounts | **Users** | Custom Tags | Requests | Notifications 108 | Event Log

### Users

Users | User Groups

Create User Group... Assign Group from Another Smart Account... Delete Selected... Export Selected...

<input type="checkbox"/>	User Group ↑	Smart Account	Account Access	Role	Users
<input type="checkbox"/>	MCCES Users				
<input type="checkbox"/>	MCCES Users	USMC	MCCES	Virtual Account User	6

To remove a user, navigate to the user group and select the user group name.

### Edit User Group - MCCES Users

Locate the user in the list and select Remove. The user will disappear from the list but will only be removed when Ok is selected completing the removal process.

General Assigned Accounts

Name:

Description:

Owner	User	Email Address	User Group	Organization	Actions
			<input type="text"/> MATSG-21 Users MATSG-23 Users SOI-W Admins SOI-W Users TBS Users MCCES Users	<input type="text"/>	
<input type="checkbox"/>	Chesty Puller	s1@usmc.mil	MCCES Users	MCCES 29 Palms	Remove...
<input type="checkbox"/>		@usmc.mil	TACNET Users MCCES Users TACNET-Voice Users	MCCES 29 Palms	Remove...

5 Users