How Can I Edit a Device in the Plug and Play Portal (PnP)?

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.

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:

- Active Cisco Smart Account & Virtual account
- Users must have Smart Account or Virtual Account admin access.

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

Steps
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 Devices under Network Plug and Play

Step 4: Select the Virtual Account from the Virtual Account selector

Step 5: Click on Devices Tab

Note: To edit multiple devices, select the check box corresponding to the devices within the same product group.

Step 6: Devices can be edited in two ways: Using edit selected option or using Edit option under Actions button

Step 7a: Select a device and click Edit Selected

Step 7b: Select Device Property, provide a value and click Apply and Submit

Step 8a: Find a device, click on the down arrow in the Actions tab and select Edit

Step 8b: Select Device Property, provide a value and click Apply and Submit

Step 9: To edit multiple devices, select the devices within same product group and click on Edit Selected

Step 10: Select Device Property, provide a value and click Apply and Submit

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a case at SCM using software Licensing Option

For feedback on the content of this document, please submit here.