How can I Upload Root CA to Cisco Device Activation Portal (CDA) portal?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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 the following data:

- Active Cisco.com account
- User needs to have CDA Portal Access
- User needs to have Certificate Management Access
- Root CA File in the following formats .pem, .cer, .crt and .cert

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

Steps

Step 1: Click on Certificate Management Link.

Step 2: Click on '**Upload Root CA**' tab

Step 3: Click on '**Browse button**' select the file. Portal will accept only these formats **.pem, .cer, .crt and .cert**

Note:

- The Root CA file should be < = 20 KB in size.
- Portal allows up to 100 files to be uploaded.
- After the maximum limit, user is expected to delete at least one file to upload one file.

- Only a valid PEM format cert file can be uploaded.

Step 4: Click on '**Upload**' button to upload the file.

Step Result: Once you click on **Upload**, the **View/Accept Agreement** screen will appear.

Step 5: Click on "**Accept**" to upload the file. If you click on "**Decline**" file will not upload

Step Result: Now the file is uploaded.

Step 6: You can **Edit/Delete** and **Copy** the file URL option to modify file.

Note: User can only edit / delete a single file.

Step 7: Edit the file and click on "**Save**".

Troubleshooting

If you experience an issue with this process, that you cannot address, *open a case in Support Case Manager (SCM)* using software licensing option.

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