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

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.com account.
- Accept Device agreement before adding a device.
- Users must have VA Admin or SA Admin Access to the specific Smart Account.

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: Go to the Device tab and click on +Add Devices

Step 6: Under the Identify Source, select one of the two options to add devices:

a: Import using a .csv file

b: Download the sample csv if you have never downloaded the template

c: Browse to the .csv file, then click on Next

OR

a: Select Enter Device info manually and click Next

b: Click on identify devices, enter the device details and save. Click Next

Step 7: Review the provided information

Step 8: Click on Submit

Step 9: Click Done (The latest modified or added device is displayed first.)

Troubleshooting

1. My Device is missing from PnP Portal?
   - If the device is missing from the PnP Portal, then Its either deleted or is in different SA/VA
   - If the device is deleted then we need to Add the Device Steps are mentioned in this document
   - If the Device is in different SA/VA then we need to Transfer Device betweenSmart Accounts or Transfer Device between Virtual Accounts.
2. How to manually add device?

   During manual add device, the following will occur:

   - Enter Chassis SN and base PID on PnP Connect UI.
   - Then choose the controller to associate with the device.
   - An additional dropdown to choose mode should be displayed when the following conditions are met:
     1. PID selected has the “Multi mode support” enabled and
     2. Controller profile selected is vbond type.
   - The following values will be available in the drop down:
     1. “Controller Mode”
     2. “Autonomous Mode”
   - Default selection:
     1. If a vBond profile is selected, by default, the value should be selected as “Controller Mode”
     2. If no profile is selected, don’t set device mode.
3. How to manage Garage Devices in SDWAN Mode?
   - Customers or Support can now mark these devices as SDWAN capable so that the device can be auto associated to a Vbond controller profile.
   - A user can perform the actions to on-board garage devices by themselves instead of requesting TAC cases.
     - **New Attribute: “SDWAN Capable” flag as part of manual add device UI:**
     - During manual add device, the following will occur:
       - The user enters the chassis SN and base PID on PnP Connect UI.
       - An additional dropdown to choose SDWAN capable should be displayed when the following conditions are met: PID selected supports vbond controller profile type.
     - **New value “SDWAN Capable” added to edit mode under “Edit Devices”:**
       - Devices can be edited individually or in bulk.
       - A new option was provided to edit the SDWAN capability either individually or in bulk.

        - This option is displayed when all the devices being edited can support a vbond profile.
    - **Enable device edits when a virtual account is externally managed:**
        - One or more devices can be edited if the following conditions are met:
        - Device is not associated to any controller profile.
        - Device can support a vBond profile.
        - During editing, only the SDWAN flag can be modified.
        - Once edited, if the SDWAN flag is enabled,
            - Devices will auto associate to the default vBond controller in the virtual account managing the current virtual account.
            - If a no controller exists and later a vBond controller is created, devices should auto associate to the new controller.

4. **Errors and their Meaning:**

    - “Device Already Claimed” - Device Is Already present in the same SA & VA No Action required from the User
    - “Pending Redirection" - No Impact on device functionality, for ISR and CSR devices the status changes but for others it doesn't. Device is already Provisioned.

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

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