How Do I Add My Device in the Enterprise Agreement 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
- User must have access to the Smart Account/Virtual Account.
- There must a Valid & Active Enterprise Agreement Suite



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: Click on Access EA Workspace

Step 3: Select the Smart Account from the Smart Account Selector at the top right corner

Step 4: Select the EA Suite

Step 5: Click the Devices tab

Step 6: Click on Add New Devices. You can Add new devices through selecting Node Type or Import Devices options

Select Node Type:

Step 7a: Click Select Node Type Dropdown

Step 7b: In the Select Node Type drop-down, choose the device identifier you are going to provide

Step 7c: Provide the device details

Step 7d: Click Add devices

Import Devices:

Step 8a: Click Import Devices

Step 8b: Click on the View Device Data File Guidelines to view the Import Device Template Guidelines indicating mandatory and optional fields required for bulk import (For adding multiple devices)

Step 8c: Click on the Download Device Data File Template to download the import device template file in .csv format

Step 8d: Fill the device details in the template file as per the Guidelines and save the file on your PC

Step 8e: Click on Browse to locate the file on your PC. Select the saved .csv file and click on the Upload button

Step Results:
The added device(s) are visible under the Devices tab in EAWS. The number of pre-installed licenses on that device should be visible to the customer in the license's column.



Note: The users having access to Smart Account/Virtual Account selected in step 2 can only add device(s) in the EAWS.

Verify:
An acknowledgement message is displayed at the bottom right corner of screen with status of successful/unsuccessful device(s) added.

Troubleshooting

1. How to add the device while generating the traditional/classical licenses from EAWS?
    1. In the EAWS select your SA and VA. In the EAs tab, expand the suite name by clicking on **(+)** button. For the product for which you want to generate Traditional License, click on the **Generate Licenses** link under the **Action** column
    2. A pop-up appears to *Select the type of license to generate*. Select the **Traditional Licenses** radio button and click on **Add Device**
    3. Enter Device name, Serial Number and click on **Add Device**
    4. Click **Select Features** once page reloads with added device. Select feature to be added, specify **Seat/User Count Quantity,** and click **Next**.
    5. Click checkbox to agree with Term and click **Generate License** (Alternate addresses and end users can be entered in the **Send to** and **End User** fields, an email with the license is sent to the specified address)

Verify that all the mentioned process steps are followed

If you experience an issue with this process, that you cannot address, please open a case at Support Case

Manager using software licensing option.

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