How Can I Update a Device in Enterprise Agreement (EA) 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.



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 to view all device details relating to the selected EA Suite

Step 6: Find the device which requires modification

Step 7: Click on Actions and select Edit Device

Step 8: Edit the Device Name and Device Description in the pop-up window

Step 9: Click Save to proceed

Troubleshooting

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.