How Can I Remove a Device that Is Not Licensed in the 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
- Access to SA/VA is needed.
- Active Enterprise Agreement (EA) Suite
- Device that needs to be removed must not have any licenses.



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 your Smart Account

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: User can search for the device by Name/Device Description/ Device Identifier (for example Mac Address, Serial Number and so on) in the View Devices search bar

Step 7: Click the Action drop-down for the device you would like to remove and click on Remove Device. A pop-up appears allowing you to confirm the removal

Step 8: Click on Confirm Removal for the device to be removed

Step Result: The Device gets removed from the Devices tab in EAWS.

Troubleshooting

1. I am not getting the option to remove the intended device. If the device has license registered, then the option to remove the device is not present.

If you experience any issue while removing the device(s), please open a case at Support Case Manager

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