How Can I Associate a MAC Address to a Profile within the Cisco Device Activation (CDA) 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 you have:

- Active Cisco.com Account.
- MAC Address (MAC addresses is hexadecimal format; for example, 003096299f84)
- User needs to have explicit access to CDA portal
- A profile needs to be created within CDA portal before associating to MAC address.

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 the MAC Address Management to open the MAC Address Management page

Step 2: Enter a MAC Address to map it to a profile. Users can opt to map MAC Addresses to a profile by entering manually or by uploading an excel file containing bulk MAC Addresses and click proceed

Step 3: In the pop-up, mapping address comes up if Mac address is mapped to a profile

Step 4: If the Mac address is not mapped to any Profile, select a profile name from the Profile Name dropdown to map MAC addresses to a profile. (All the setups that can be associated to the profile and mac address will be displayed).

Step 5: Select the setup and click on Submit to map the MAC Address to a profile.

Note:

- If mac address is already mapped to the Logged in user, MAC Address Validation displays “Mapped MAC Address – Profile Name”.
- If mac address is already mapped to a different user the MAC will be displayed under Unavailable category.

Troubleshooting

1. My MAC address is missing. MAC address is missing in the CDA portal can be for two reasons:
    1. MAC Address is associated with one profile and the user might not be having the access to the organization that owns the profile. Users need to get right access to the mapped ship to /sold to of the profile to see the MAC address associated with that profile
    2. It is Mapped to a different profile, and it can be Disassociated from that profile and needs to be Associated to the Users Profile within CDA Portal

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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