How Can I Disassociate a MAC Address from 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
- Users performing this transaction would require MAC management access.
- Users must have access to the profile where the MAC address is associated

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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 in the MAC Address input field to check the profile it is mapped to and click Proceed

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Note: If the mac address entered is not in valid format, the proceed button is disabled

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Step 3: In the MAC Address Management pop-up, find the mapping details

Step 4: Select the Mac address by clicking on the box next to the MAC Address and then click on the 'Disassociate Profile' button at the bottom Left corner to remove the mapping

Troubleshooting

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

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