How Can I Delete an Existing 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 that you have:

- Active Cisco.com account
- User performing this transaction require profile management access.
- Profile must be associated with the user trying to delete it.

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 Profile Management and log in with your Cisco.com credentials

Step 2: Select an option from the Search By dropdown, enter a search value and click on search

Step 3: Select the required company name from the Company Name dropdown

Step 4: Select a profile name and click on Delete Mapping button

Step Result: Message stating that This profile is mapped with one or more devices and asking for confirmation to delete the profile" Or "Are you sure you want to delete the Profile Mapping?

Step 5: Click Yes to delete the profile

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.