How Can I Edit a Customer Hosted Controller Profile within the Plug and Play Portal (PnP)?

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
- Active Cisco Smart Account & Virtual account
- Users must have either SA or VA admin access.

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: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on Manage Devices under Network Plug and Play

Step 4: Select the Virtual Account from the Virtual Account selector

Step 5: Click on Controller Profiles tab

Step 6: Select the Controller profile that needs to be edited and click on Edit Selected

Step 7: Edit the required controller details:

- Controller Profile
- Name
- Description
- Default Profile
- Multi-Tenancy –VBOND only

- Organization Name –VBOND only
- SP Organization Name –VBOND only
- Primary Controller
- SSL Certificate
- Secondary Controller –WLC

Step 8: Review changes and submit

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.