How Can I Generate a New PnP Certificate for a Device?

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:

- An active Cisco.com account
- Smart Account and Virtual Account
- Explicit SA admin or VA admin access is needed.

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 login using 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: Navigate to the Certificates tab

Step 6: Click on +Generate Certificate

Step 7: Enter the required information (Certificate Name, Signing Authority, Validity Period, and so on) and click Next

Step 8: Review and Submit

Note:

- The downloaded file is a .cer file which has validity details of the certificate. This validity matches the validity period entered while creating the certificate.
- If the user is not a Smart account Admin, then there is a limit for generating certificates of 1000 per Virtual Account.

Troubleshooting

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

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