How can I edit 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 following action themselves to resolve the issue. If the customer / partner runs into issues following 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 the Following:

- Active Cisco.com account
- Users Need to have explicit CDA access.
- Users need to have explicit access to their profile.



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 link.

Step 2: Select an option from the Search dropdown, enter a search term, then click on **Search**.

Step Result: *All the profiles associated to that Search Item will be displayed.*

Step 3: Select a **Profile Name** and click on **Edit** to edit the profile.

Step 4: *A pop-up is displayed with the number of devices associated with the profile, along with **YES or NO** options.*

Step 5: Upload a Profile Configuration from the Upload File option.

Step 6: Click on the **XML** link to download the respective sample Profile Configurations.

- Clicking on **Update Mapping** will update the profile.
- Clicking on **reset** will reset the form.

- Clicking on **cancel** will close the Edit Profile Mapping dialog box.

Step 7: Click on **Update Profile Mapping** to update the profile. *(A success message will appear confirming the same.)*

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* .