How can I create a new profile with 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 performing this transaction require profile management access.
- XML/TXT format of profile configuration



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: In Search By field, select any option from the drop down like Customer name, Customer No, Sold To, Ship To, All Profiles, Unmapped Profiles, Profile Name and enter the search value, click **Search**. Ex All Profiles.

Step 3: Now from **Company Name** dropdown field will appear choose the company for which you want to create a new CDA profile for. *(All the profiles associated to that company name will be displayed)*

Step 4: Click on **Add Profile** button.

Step 5: Fill in the mandatory fields like **Sold To No(s) (**No of the Company – Name of the company)**, Ship To No(s) (**No of the Company – Name of the company)**, PID(s), Profile Name Drop Down.** From the Profile Name drop down select **Create New Profile** option.

Step 6: Keep the toggle **OFF** for Set Up Activation Code

Step 7: Enter the **Profile Name** in the Profile Name field and upload the profile configuration using the

Upload File field.

Note: You can download sample files (XML and Text Format) for the profile configuration file.

Step 8: Click on **Add Mapping**.

Step Result: You will get an acknowledgement of Success/Failure of Adding a new Profile.

Step 9: After the profile is created in the choose the Company from the Company Name dropdown. All the profiles associated to that company name will be displayed.

Step 10: Choose the Profile that you need to Activate which is in Inactive State. **Activate Button** on the top will be displayed.

Step 11: Click on the **Activate Button** to Activate the Profile.

Troubleshooting

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

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