



Cisco Network Plug and Play Connect Capability Overview

Customers



Overview

Cisco Plug and Play Connect (a component of the Cisco Network Plug and Play solution) is a cloud-based service that provides a discovery mechanism for a network device to discover its on premise Cisco DNA-Center or APIC-EM controller.

This presentation talks about the Redirection Capabilities.



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I. Accessing Smart Account

New Smart Account Signup

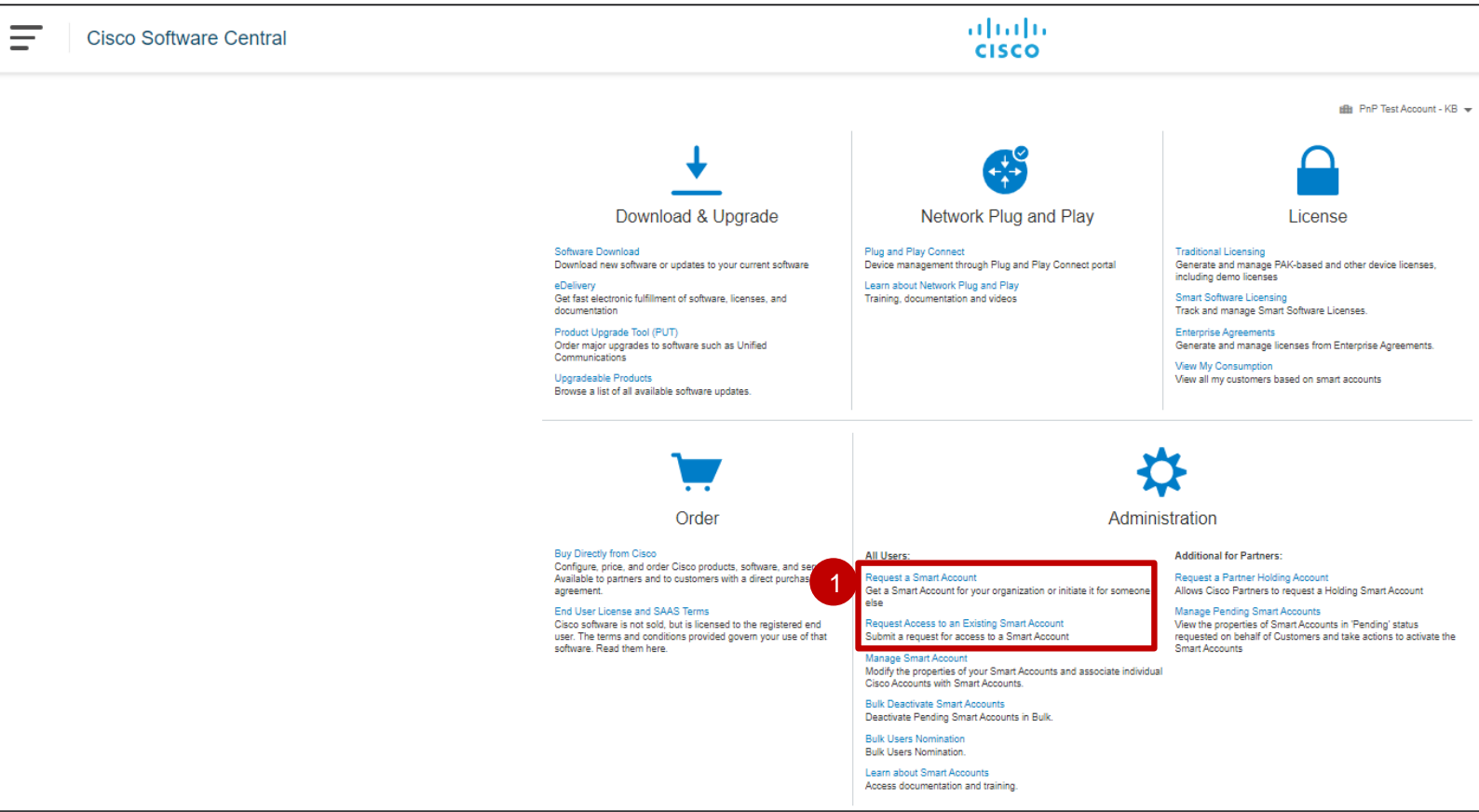
Step by Step Instructions:

1 Go to Cisco Software Central (<https://software.cisco.com>).

The following Smart Account administration functions can be accessed from Cisco Software Central (software.cisco.com):

- Request a new Smart Account
- Request access to an existing Smart Account

Note: SA Admins, VA Admins and VA Users will be allowed to access the PnP Connect portal. Previously, only SA admins could access the tool.



Request a New Smart Account

2

Cisco Software Central > Create Smart Accounts

Create Smart Accounts

You can create a new Smart Account for your company or organization, or request an account on behalf of someone else.

Account Creator

Are you authorized to create the Smart Account?

I have the authority to create the account on behalf of my company or organization

The account will be associated to your Cisco.com profile.
Please confirm that it is up to date. If necessary, [update your profile](#)

Full Name: Jayashree Narayanan

Email Address: jayanara@cisco.com

Cisco ID: jayanara

Phone: +1 408 527 5186

Company / Organization Name: Cisco Systems, Inc.

Someone else will authorize the creation of the account

Account Settings

Please provide the name and the domain identifier for the Smart Account.

* Account Name:

* Account Domain Identifier: [cisco.com Edit](#)

The Account Domain Identifier will be used to uniquely identify the account. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account.
[Learn More](#)



Request Access to an Existing Smart Account

3

Secure | https://software.cisco.com/smartaccounts/setup#accountaccess-userAccessRequest

Worldwide [change] | Logged In | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners

Cisco Software Central > Request Access to a Smart Account | Hello, Vinita Karbhari

Request Access to an Existing Smart Account

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:	Cisco Systems, Inc.
Full Name:	Vinita Karbhari
Email Address:	vkabhar@cisco.com
Cisco ID:	vkabhar
Phone:	+1 408 527 9898

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below.

* Account Domain Identifier:



II. CCW Integration

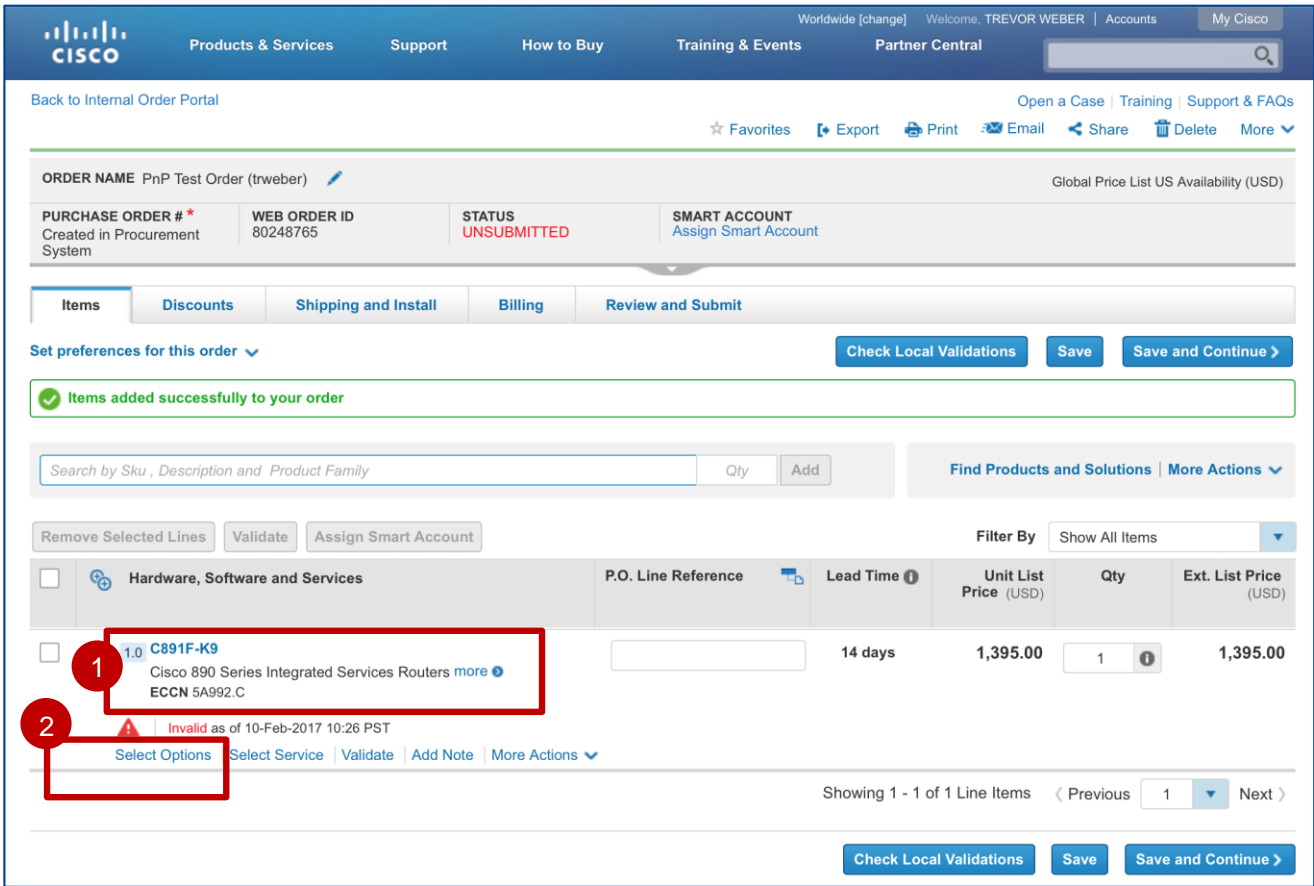
CCW Ordering of PNP Device

The Plug and Play (PNP) Connect web portal is linked to Cisco Commerce Workspace (CCW), facilitating automatic registration of the serial numbers and PIDs of purchased devices in Plug and Play Connect. The following are steps on how to enable the automated registration.

Step by Step Instructions:

- 1 Order the major line PnP enabled device.
- 2 Click the **Select Options** link to order the optional license (PNP license).

Note: The selection of the PnP license option will trigger a requirement to assign a Smart Account.



* Some of the newer devices like Catalyst 9000 series switches have the PNP license selected by default in CCW configurations.

CCW Ordering of PNP Device (NETWORK-PNP-LIC)

Step by Step Instructions:

- 1 In the **Option Selection** tab, any applicable items appear below the **Configuration Summary**. Click the **Network PnP License** option class to access the PnP license option.
- 2 A PNP option item will appear to the right of the **Configuration Summary**. PNP option items require a Smart Account, which is noted in the warning message above the option item and next to the SKU as **SA**.
- 3 Select the option item to configure. In case of device configurations where this item is selected by default there is a "NETWORK-PNP-NONE" option to undo this selection if the user wants to opt out.
- 4 Upon completing the configuration, you will receive applicable warning/error notifications based on configuration selections.

Note: There is also a minimum iOS requirement for each device type. These can be found here in Tables 1,3, and 4: (<http://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Plug-and-Play/release/notes/pnp-release-notes14.html>).

The screenshot displays the 'OPTION SELECTION' tab for C891F-K9. The 'Configuration Summary' section on the left lists various categories like 'IOS Feature License', 'CISCO ONE', 'MEMORY', and 'C800 POE OPTION'. The 'Option Search' section on the right shows a table of available options. A red box labeled '1' highlights the 'Network PnP License' option class. Another red box labeled '2' highlights the selected 'NETWORK-PNP-LIC' option, which includes a 'Smart Account Required' warning and 'CP SA' tags. A third red box labeled '3' highlights the 'NETWORK-PNP-NONE' option. The 'Done Messages' section at the bottom shows a warning: 'A selection of minimum 15.5(3)M IOS is required when NETWORK-PNP-LIC is selected. Please adjust the selections. (CE200685)'. A fourth red box labeled '4' highlights this warning message.

CCW Ordering of PNP Device (Smart Account Assignment)

Step by Step Instructions:

The screenshot shows the two ways of assigning Smart Accounts:

- 1a Assign the Smart Account at the order level by clicking the **Assign Smart Account** link.
- 1b Assign the Smart Account at the line level by clicking the **Assign Now** link below the line item name.
- 2 After clicking one of the options to assign a Smart Account, a screen will appear with two options:
 - If you already have a smart account, type the name of the Customer Smart Account to assign the device to.
 - You can also request Smart Accounts from the order directly.
- 3 Click **Assign** to assign the Smart Account.

The screenshot displays the Cisco CCW interface for an order. At the top, the order name is 'PnP Test Order (trweber)' and the status is 'UNSUBMITTED'. A red box labeled '1a' highlights the 'SMART ACCOUNT Assign Smart Account' link in the top right corner. Below the order details, there are tabs for 'Items', 'Discounts', 'Shipping and Install', 'Billing', and 'Review and Submit'. A search bar is present with the text 'Search by Sku, Description and Product Family'. Below the search bar, there are buttons for 'Remove Selected Lines', 'Validate', and 'Assign Smart Account'. A table of items is shown with columns for 'P.O. Line Reference', 'Lead Time', 'Unit List Price (USD)', 'Qty', and 'Ext. List Price (USD)'. A red box labeled '1b' highlights the 'Smart Account Required Assign Now' link below the first line item. A modal window titled 'Assign Customer Smart Account' is open, showing a warning message: 'Smart Account will only be assigned to Smart Account enabled items.' Below the warning, there is a search box with the text 'pnp.test.com PnP Test Account DEFAULT' and a red box labeled '2' around it. To the right of the search box is a button labeled 'Request New Customer Smart Account'. At the bottom of the modal, there is a button labeled 'Assign' with a red box labeled '3' around it, and a 'Cancel' button.



CCW Ordering of PNP Device (Order Summary)

Step by Step Instructions:

- 1 The screenshot shows the **Order Summary** screen. It explains the following information:
 - 1a Smart Account has been assigned to the major line PNP device.
 - 1b The selection of the PnP license option also requires Smart Account assignment at the PnP device level.

ORDER NAME PnP Test Order (trweber) Global Price List US Availability (USD)

PURCHASE ORDER # * Created in Procurement System WEB ORDER ID 80248765 STATUS UNSUBMITTED SMART ACCOUNT Assign Smart Account

Items Discounts Shipping and Install Billing Review and Submit

Set preferences for this order Check Local Validations Save Save and Continue >

Search by Sku , Description and Product Family Qty Add Find Products and Solutions More Actions >

Remove Selected Lines Validate Assign Smart Account Filter By Show All Items

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
1.0	C891F-K9 Cisco 890 Series Integrated Services Routers more SMART ACCOUNT pnp.test.com DEFAULT[Customer Account] ECCN 5A992.C Valid as of 10-Feb-2017 10:42 PST Edit options Select Service Validate Add Note More Actions >		14 days	1,395.00	1	1,395.00
1.1	CAB-ETH-S-RJ45 IC Yellow Cable for Ethernet, Straight-through, RJ-45, 6 feet ECCN EAR99		14 days	0.0	1	0.00
1.2	SL-890-AIS IC CP Cisco 890 Advanced IP Services License Single License Key ECCN 5D992.C		14 days	0.0	1	0.00
1.3	PWR-66W-AC-V2 IC Power Supply 66 Watt AC version 2 for C890 platforms ECCN EAR99		14 days	0.0	1	0.00
1.4	PACK-800 IC Packaging PIDs for 800 with no 3G and POE ECCN 5A991		14 days	0.0	1	0.00
1.5	CAB-ACS AC Power Cord (Switzerland), C13, IEC 60884-1, 2.5m ECCN EAR99		14 days	0.0	1	0.00
1.6	S89UK9-15503M CP Cisco 890 Series IOS UNIVERSAL ECCN 5D992.C		14 days	0.0	1	0.00
1.7	NETWORK-PNP-LIC CP SA Network Plug-n-Play License for zero-touch device deployment Multiple License Keys ECCN 5D002.C.1		3 days	0.0	1	0.00

Showing 1 - 1 of 1 Line Items < Previous 1 Next >

Check Local Validations Save Save and Continue >



Devices Shown in PNP Connect Portal

1 The screenshot shows the **Show Log** screen displaying the user information for a device.

2 The entire **Message** displays above when user hovers over the line if it is wrapped.

Note: Once the order is placed with the ship option as PNP, the serial numbers of the devices in the order automatically populate in the customer's Smart Account.

The screenshot shows the 'Plug and Play Connect' interface. At the top, there are navigation links: 'Devices', 'Controller Profiles', 'Network', 'Certificates', 'Manage External Virtual Account', and 'Event Log'. Below this is the 'Device Log' section, which includes a refresh icon and a '<< Back to Summary' button. The device information is: 'Serial Number: 193A1243180183' and 'Base PID: VEDGE-5000-AC-K9'. A table displays two log entries:

Sev	Message	More	Logged By	Logged At
--	Device Provision has changed from "Pe		Cisco	2019-Sep-06, 18:04:33
--	Device added from SO# 109015913 to Virtual Account "DEFAULT" and associated with Controller Profile "VIPTELA-CLOUD-HOSTED-PROFILE".		Cisco	2019-Sep-06, 18:04:17

A tooltip is shown over the second message, containing the text: 'Device added from SO# 109015913 to Virtual Account "DEFAULT" and associated with Controller Profile "VIPTELA-CLOUD-HOSTED-PROFILE"'. The 'Cisco' entry in the 'Logged By' column of the second row is highlighted with a red box. At the bottom right of the table, it says 'Showing All 2 Records'.



III. APIC-EM Integration

APIC-EM Integration Steps

- PnP Connect Redirection Workflow with APIC-EM.
- Configuring Smart Account Settings in APIC-EM.
- Auto-registration of APIC-EM in PnP Connect as the default controller.
- Sync devices serial numbers from PnP Connect to APIC-EM.
- Device Onboarding workflow in APIC-EM.

Cisco Application Policy Infrastructure Controller – Enterprise Module (APIC-EM)

Defining APIC-EM

- APIC-EM is a Cisco software that delivers software-defined networking to the enterprise branch, campus, wireless, and Wide Area Network (WAN).
- It allows automation of policy-based application profiles. With this module, IT can respond rapidly to new business opportunities.
- The PNP application is pre-installed within APIC-EM:
 - APIC-EM receives PNP requests from Cisco devices and provisions devices based on the predefined configuration and image.
 - By adding the device serial numbers to APIC-EM, a network admin can predefine the configuration and image that needs to be pushed to the device when it sends a request to the APIC-EM.
 - In the APIC-EM as well as PNP Connect service, a device is identified by its serial number.

Note: *The minimum version of APIC-EM release that supports PNP app is 1.0.0.*

PNP Connect Redirection Workflow

Feature: Auto-register APIC-EM IP to PNP Connect

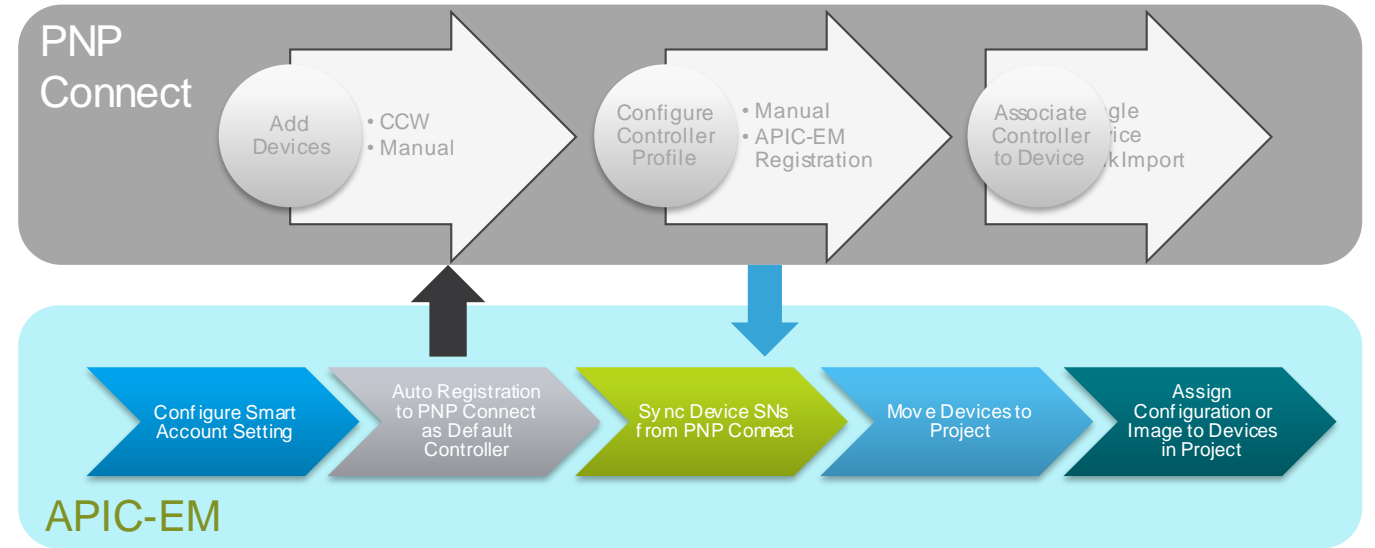
Benefits:

- Previously, an admin needed to manually define the default APIC-EM IP Address for all devices in the PNP Connect redirection service.
- Auto registration eliminates the manual task of mapping devices to the controller.

Feature: Cloud Inventory Sync – PNP Connect & APIC-EM

Benefits:

- Visibility into devices populated from sale orders (SO#) placed via Cisco Commerce Workspace (CCW).
- Simplifies serial# tracking for device provisioning.



APIC-EM Integration: Configure Smart Account Setting (continued)

Step by Step Instructions for APIC-EM:

- 1 In order to sync the APIC-EM Controller as the “default controller” for the PNP Connect Redirection Service, log into the system using existing Smart Account credentials.
- 2 Click the **Authenticate** button to sync.

APIC-EM

Configurations Templates Bulk Import **Settings**

Cisco Smart Account

This feature provides integration between on-prem PNP Server in APIC-EM controller and Smart Account enabled PNP Cloud redirection service for automating Plug and Play provisioning of Cisco Smart Account enabled Cisco Enterprise devices(Routers/Switches/Access Points) . Customers can register this instance of APIC-EM Controller as a “default controller” in PNP Cloud Redirection Server for all redirection purposes and also be able to synchronize device inventory from PNP Cloud redirection portal to this on-prem Controller for quick and automated deployment. If your organization does not have a Smart Account, you can [request a new Smart Account](#).

1

Username

Password

2 **Authenticate**

APIC-EM Integration: Configure Smart Account Setting(continued)

Step by Step Instructions for APIC-EM:

- 3 In the Cisco Smart Account screen, enter the Smart Account and APIC-EM Controller Profile settings. Check the “Register this controller under default profile” option if you want to make this the default controller for your devices in PNP Connect.
- 4 Click the **Save** button.
- 5 The **Current Settings** are displayed.

APIC-EM

Cisco Smart Account

This feature provides integration between on-prem PNP Server in APIC-EM controller and Smart Account enabled PNP Cloud redirection service for automating Plug and Play provisioning of Cisco Smart Account enabled Cisco Enterprise devices(Routers/Switches/Access Points) . Customers can register this instance of APIC-EM Controller as a “default controller” in PNP Cloud Redirection Server for all redirection purposes and also be able to synchronize device inventory from PNP Cloud redirection portal to this on-prem Controller for quick and automated deployment. If your organization does not have a Smart Account, you can [request a new Smart Account](#).

Smart Account Settings

Smart Account:

Virtual Account:

APIC-EM Controller Profile Settings

Register this controller under default profile:

Profile Name:

Controller IP Address:

4 Save

Cisco Smart Account

This feature provides integration between on-prem PNP Server in APIC-EM controller and Smart Account enabled PNP Cloud redirection service for automating Plug and Play provisioning of Cisco Smart Account enabled Cisco Enterprise devices(Routers/Switches/Access Points) . Customers can register this instance of APIC-EM Controller as a “default controller” in PNP Cloud Redirection Server for all redirection purposes and also be able to synchronize device inventory from PNP Cloud redirection portal to this on-prem Controller for quick and automated deployment. If your organization does not have a Smart Account, you can [request a new Smart Account](#).

5

Current Settings [Change settings](#)

Smart account: **pnp.test.com**
Virtual account: **PNP TEST VA1**

Profile name: **PNP-DEFAULT-APICEM-10_16_80_88**
Controller IP address: **10.16.80.88**

Ready to sync devices? Go to **Cloud Synced Tab** under [Devices](#)



APIC-EM Integration: Auto Registration to PNP Connect as Default Controller

Step by Step Instructions:

- 1 Once the sync from APIC-EM settings tab is completed, the APIC-EM controller profile associated with the corresponding Smart Account displays in the PNP Connect portal.
- 2 To edit a controller profile, select the profile and click the **Edit** button.
- 3 The **Edit Controller Profile** dialog box appears. Update and save the settings here.

Cisco Software Central > Plug and Play Connect

PNP Connect

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Profile... Edit Selected... Delete Selected... Make Default... Show Log...

Profile Name	Controller Type	Default	Description	Used By	Download
<input checked="" type="checkbox"/> PNP-DEFAULT-APICEM-10_16_80_88	PNP SERVER	<input checked="" type="checkbox"/>		1	--
<input type="checkbox"/> MMCLLOUDTESTPROFILE	PNP SERVER	<input type="checkbox"/>	test description	0	--

3 Edit Controller Profile

STEP 1 Profile Settings | STEP 2 Review | STEP 3 Confirmation

Profile Settings:

- Profile Name: PNP-DEFAULT-APICEM-10_16_80_88
- Description: Description of this profile (optional)
- Default Profile: Yes
- Primary Controller: IPv4, HTTPS://, 10.16.80.88, 443
- SSL Certificate: -----BEGIN CERTIFICATE----- MIIDvjCCAqagAwIBAgIUFUUJMc4dhMVMUMBY3EGcGYFEQmWdQYJKo

Cancel Next

APIC-EM Integration: Sync Device SNs from PNP Connect(contd..)

Step by Step Instructions for APIC-EM:

1 Navigate to the **Devices** tab in the PNP application in APIC-EM.

2 In the **Devices** tab, navigate to the **Cloud Synced** tab.

3 Click the **Sync** button to sync all the devices from the PNP Connect portal.

4 The devices will now show up in the **Cloud Synced** tab in APIC-EM. . Now your devices are ready to be pre-provisioned(moved to a project, associate with an image and/or configuration file).

PNP Connect

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... Enable External Management... Transfer selected... Refresh

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
FDO20121362	ISR4331/K9	Router	PNP-DEFAULT-APICEM-10_16_80_88	2019-Nov-13, 21:55:19	Pending (Redirection)	Show Log...
FLM2213V00D	ISR4331/K9	Router	GAMEFAST-VBOND1	2019-Feb-20, 04:35:59	Pending (Redirection)	Show Log...

APIC-EM

Sync | Move to Project | Refresh

Unplanned (0) | Pre-provisioned (1) | Cloud Synced (3)

Filters: Serial Number, Product ID, Virtual Account Name, Status

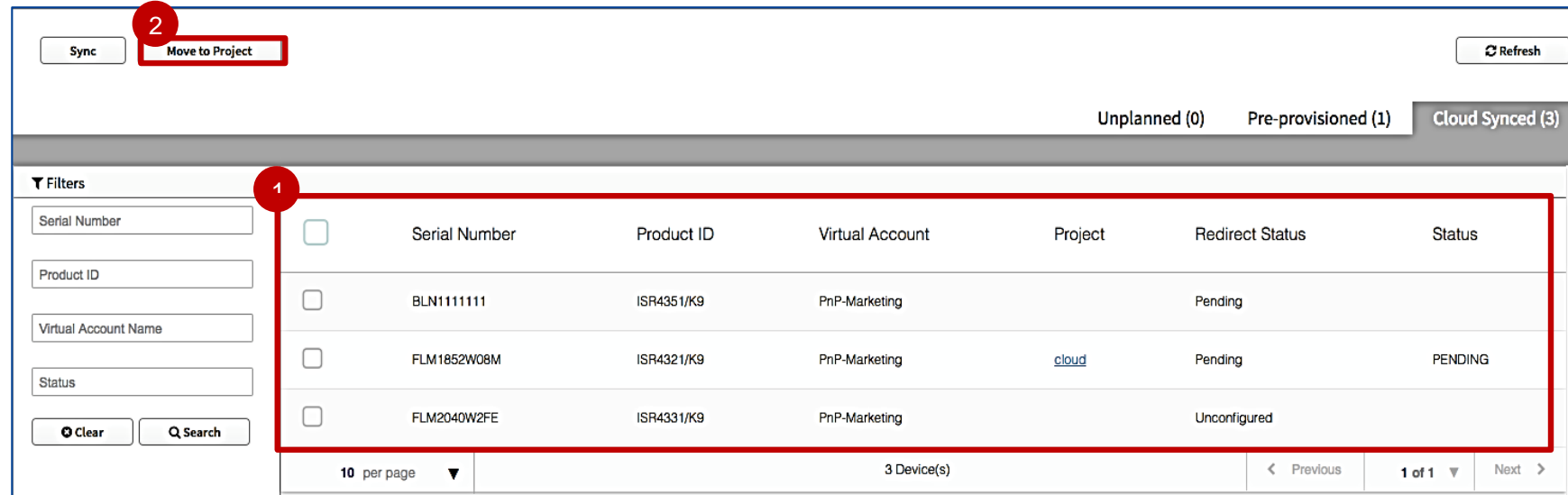
Serial Number	Product ID	Virtual Account	Project	Redirect Status	Status
BLN1111111	ISR4351/K9	PnP-Marketing		Pending	
FLM1852W08M	ISR4321/K9	PnP-Marketing	cloud	Pending	PENDING
FLM2040W2FE	ISR4331/K9	PnP-Marketing		Unconfigured	

10 per page | 3 Device(s) | Previous | 1 of 1 | Next

Device Onboarding Workflow in APIC-EM : Move Devices to Project

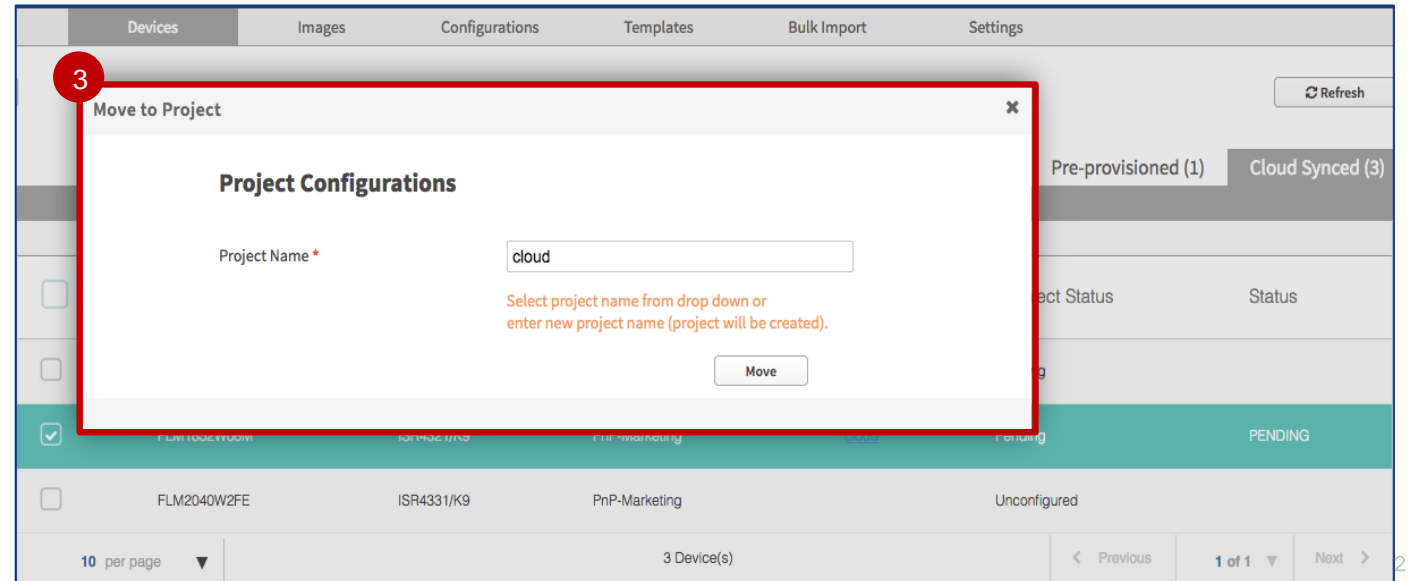
Step by Step Instructions:

- 1 In the **Cloud Synced** tab, select the devices that you want to assign to a project.
- 2 Click the **Move to Project** button.
- 3 The **Move to Project** window appears. You can define a name for the project to which you want to assign the device.



The screenshot shows the APIC-EM interface with the 'Move to Project' button highlighted by a red box and a red circle with the number 2. Below the button is a table of devices with columns for Serial Number, Product ID, Virtual Account, Project, Redirect Status, and Status. The table is filtered to show 3 devices. A red box and a red circle with the number 1 highlight the table area.

Serial Number	Product ID	Virtual Account	Project	Redirect Status	Status
BLN1111111	ISR4351/K9	PnP-Marketing		Pending	
FLM1852W08M	ISR4321/K9	PnP-Marketing	cloud	Pending	PENDING
FLM2040W2FE	ISR4331/K9	PnP-Marketing		Unconfigured	



The screenshot shows the APIC-EM interface with the 'Move to Project' dialog box open. The dialog box has a title 'Move to Project' and a section for 'Project Configurations'. The 'Project Name' field is filled with 'cloud'. Below the field is a message: 'Select project name from drop down or enter new project name (project will be created)'. A 'Move' button is visible at the bottom of the dialog box. A red box and a red circle with the number 3 highlight the dialog box area.

Device Onboarding Workflow in APIC-EM: Move Devices to Project (Continued)

Step by Step Instructions:

- 4 The device appears in the **Pre-provisioned** tab with the project that it was assigned to.

The screenshot shows the APIC-EM Network Plug and Play interface. The top navigation bar includes 'Dashboard', 'Projects', 'Devices', 'Images', 'Configurations', 'Templates', 'Bulk Import', and 'Settings'. The 'Devices' tab is active, and the 'Pre-provisioned (1)' sub-tab is selected. A table lists the devices with columns for Device Name, Serial Number/MAC Address, Device IP, Status, Product ID, Last Contact, and Project. The first row is highlighted with a red border and a red circle containing the number 4. The table also includes a 'Filters' section on the left and pagination controls at the bottom.

Device Name	Serial Number/MAC Address	Device IP	Status	Product ID	Last Contact	Project
DEVICE_flm1852w08m	FLM1852W08M		PENDING	ISR4321/K9		cloud

Device Onboarding Workflow in APIC-EM: Assign Configuration or Image to Devices in Project

Step by Step Instructions:

- 1 Click the **Projects** tab.
- 2 Select the device to which you want to assign a configuration and/or image.
- 3 Click the **Edit** button.

The screenshot shows the APIC-EM Network Plug and Play interface. The 'Projects' tab is selected and highlighted with a red box and a '1' in a red circle. Below the project name 'CiscoLive-Berlin', there are buttons for 'Add', 'Edit', 'Clone', and 'Delete'. The 'Edit' button is highlighted with a red box and a '3' in a red circle. Below this, the 'CiscoLive-Berlin Devices' section is visible, with an 'Edit' button highlighted with a red box and a '3' in a red circle. A table of devices is shown below, with the first row highlighted by a red box and a '2' in a red circle. The table has columns for Name, Device Certificate, Serial / MAC, Product ID, Config, Bootstrap, Image, Last Contact, and Status.

Name	Device Certificate	Serial / MAC	Product ID	Config	Bootstrap	Image	Last Contact	Status
<input type="checkbox"/> DEVICE_flm2040w2fe		FLM2040W2FE	ISR4331/K9	Berlin-PnP-4G-Spoke.vm			2017-03-23 09:05:30 (PDT)	Pending
<input type="checkbox"/> DEVICE_bln11111113	<input checked="" type="checkbox"/>	BLN11111113	ISR4321/K9	Berlin-PnP-4GDemo.txt				Pending



IV. Redirect Capabilities

Logging into Cisco Software Central (CSC)

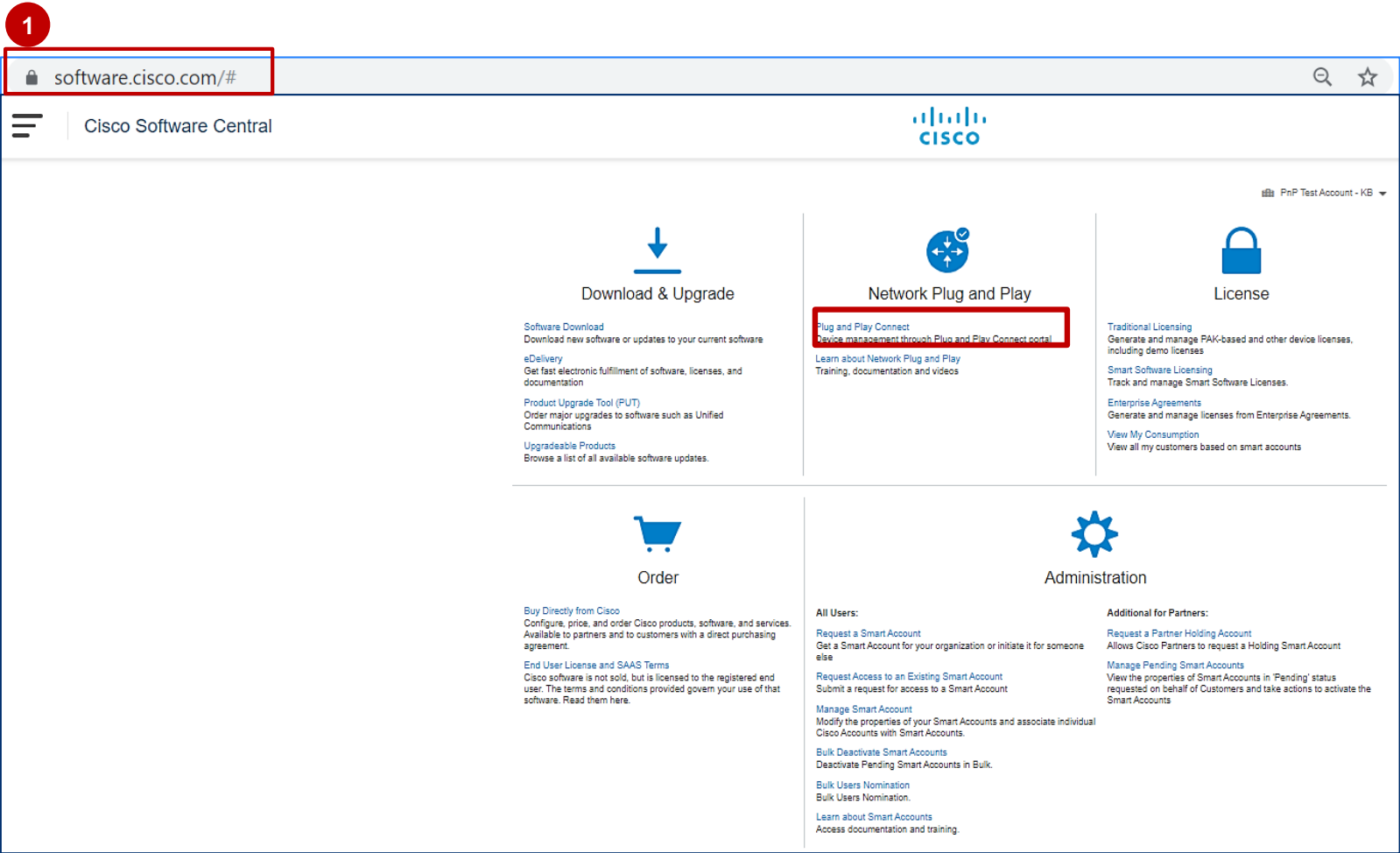
Step by Step Instructions:

1 Log into the **Cisco Software Central** (software.cisco.com) page.

2 Click the **Plug and Play Connect** link.

We will now look into the following redirect capabilities:

- Add/Edit Devices
- Add/Edit profile
- Delete Device
- Delete Profile



Plug and Play Connect: Devices Tab

Step by Step Instructions:

3 The **Plug and Play Connect** page appears.

If a customer has multiple Virtual Accounts, they can select a Virtual Account from the **Virtual Account** dropdown. Default Virtual Account can be set up in Manage Smart Account -> Virtual Accounts.

In this example, we have selected **Default VA**.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. At the top right, a dropdown menu for 'PnP Test Account' is open, showing 'DEFAULT' as the selected option. A red circle with the number '3' highlights this dropdown. Below the dropdown is a search bar labeled 'Search by Name' and a list of results including: AAA-SANJIV-BLR, ACME01 - G100056789, ADD_DEVICES_PROD_M, AJAY123A, AJAY_TEST123, AJAY_TEST_TRANSFERDEVICE, AJAY_TEST_TRANSFERDEVICE_2, ANIL_TST_JUN_REL_001, ANIL_TST_JUN_REL_002, ANZ-SDWAN-01, ANZ-SDWAN-02, ANZ-SDWAN-03, APAC-DEMO, and APAC-SDWAN-I AR-PNP. The main table below lists various devices with columns for Serial Number, Base PID, Product Group, Controller, Last Modified, and Status. The table contains 12 rows of device information, each with a 'Redirect Successful' status and a 'Show Log...' link.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status
JAE224804CQ Marc's 9200 Stack	C9200L-24T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 23:24:51	
FLM2117W0P3	ISR4321/K9	Router	PNP_FOR_TABEL_LTE	2019-May-21, 22:07:35	
JAE22490RP2 Marc's 9200 stack-2	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 21:11:20	
PSZ20301DSN	RV340W-A-K9-NA	Router	PNP_3RD_BB2	2019-May-21, 02:25:07	Redirect Successful
JAE22490RP0 Marc's 9200	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 00:07:05	Redirect Successful
1234566	WAP150-A-K9-NA	Access Point	SQA2_W_FQDN_PNPSE...	2019-May-17, 07:16:51	Redirect Successful
JAE23010A8X	C9200L-48T-4G	Switch	MM-CLOUD-150	2019-May-15, 16:41:05	Redirect Successful
DNI2040000J	WAP581-A-K9	Access Point	PNP_TEST_SW	2019-May-10, 08:13:21	Redirect Successful
FDO1920E48U Do not change this. This is b...	WS-C3650-24TS	Switch	APIC-160	2019-May-08, 11:43:51	Redirect Successful
FTX2039200L	IR829GW-LTE-NA-AK9	Router	NIKMATHU_FND_AWS	2019-May-08, 01:43:46	Redirect Successful



Plug and Play Connect: Devices Tab (continued)

Step by Step Instructions:

4 All the devices associated with that Virtual Account will be displayed with the following values:

- Serial Number
- Product ID
- Product Group
- Controller (if associated)
- Last Modified
- Status
- Actions

4

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. At the top, there is a breadcrumb trail: Cisco Software Central > Plug and Play Connect. The page title is "Plug and Play Connect". There are navigation links for "Feedback", "Support", and "Help". Below the title, there are several tabs: "Devices", "Controller Profiles", "Network", "Certificates", "Manage External Virtual Account", "Event Log", and "Transactions". The "Devices" tab is active. Below the tabs, there are several action buttons: "+ Add Devices...", "+ Add Software Devices...", "Edit Selected...", "Delete Selected...", "Enable External Management...", "Transfer selected...", and a refresh icon. Below these buttons is a table with the following columns: Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. The table contains 10 rows of device information. Each row has a checkbox on the left and a "Show Log..." link on the right. The status for all devices is "Redirect Successful".

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
JAE224804CQ Marc's 9200 Stack	C9200L-24T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 23:24:51	Redirect Successful	Show Log...
FLM2117WOP3	ISR4321/K9	Router	PNP_FOR_TABEL_LTE	2019-May-21, 22:07:35	Redirect Successful	Show Log...
JAE22490RP2 Marc's 9200 stack-2	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 21:11:20	Redirect Successful	Show Log...
PSZ20301DSN	RV340W-A-K9-NA	Router	PNP_3RD_BB2	2019-May-21, 02:25:07	Redirect Successful	Show Log...
JAE22490RP0 Marc's 9200	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 00:07:05	Redirect Successful	Show Log...
1234566	WAP150-A-K9-NA	Access Point	SQA2_W_FQDN_PNPSE...	2019-May-17, 07:16:51	Redirect Successful	Show Log...
JAE23010A8X	C9200L-48T-4G	Switch	MM-CLOUD-150	2019-May-15, 16:41:05	Redirect Successful	Show Log...
DNI2040000J	WAP581-A-K9	Access Point	PNP_TEST_SW	2019-May-10, 08:13:21	Redirect Successful	Show Log...
FDO1920E48U Do not change this. This is b...	WS-C3850-24TS	Switch	APIC-160	2019-May-08, 11:43:51	Redirect Successful	Show Log...
FTX2039Z00L	IR829GWLTE-NA-AK9	Router	NIKMATHU_FND_AWS	2019-May-08, 01:43:46	Redirect Successful	Show Log...

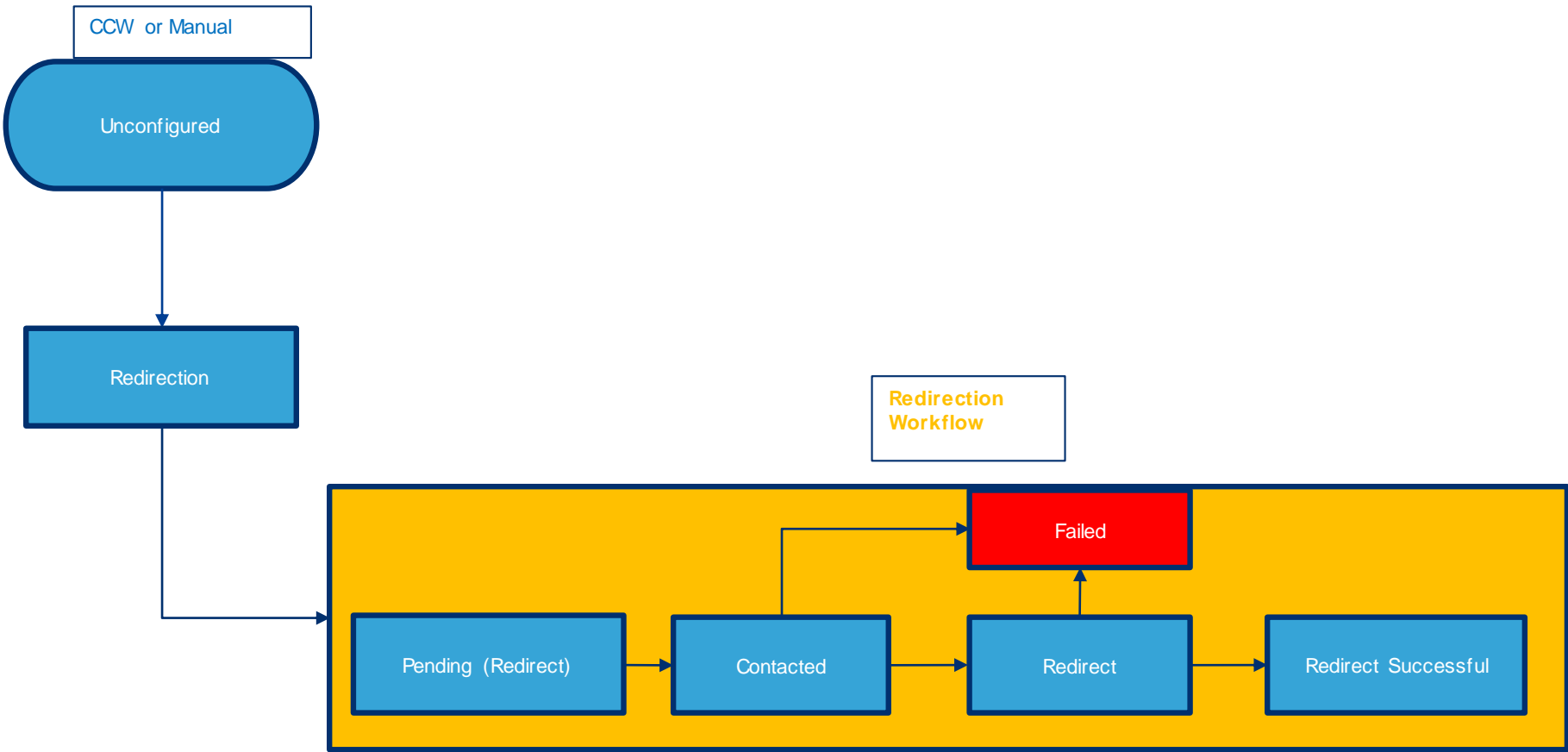
10

Showing Page 2 of 35 (343 Records)



Device Status Transition in PNP Connect

The following diagram explains the workflow and the different statuses that the device goes through for each workflow.



Device Status Transition in PnP Connect (continued)

Device Status Types

1. **Unconfigured**: Device has been added to the list on Customer account but does not have assigned Controller Profile.
2. **Pending (Redirection)**: Device has called PnP Connect and is associated with a Profile.
3. **Contacted**: While waiting for **Redirection**, device is in the **Contacted** status where the Device is locked so no Edit functionalities can be performed.
4. **Redirected**: This means that the Controller Profile Information is sent from PnP Connect to APIC/DNA-C Server and is waiting for confirmation response.
5. **Redirect Successful**: Device was successfully Redirected to the server after validations of Information.
6. **Redirect Failed**: Device has failed Redirection due to some reason.
7. **Delete in Progress**
8. **Error**

Device Log

Step by Step Instructions:

- 1 To view the log information for any product, click the **Show Log** button for any device under the **Actions** tab.
- 2 The **Device Log** page appears for the product selected.

The screenshot displays the Cisco Software Central interface for Plug and Play Connect. The top navigation bar includes 'Cisco Software Central > Plug and Play Connect' and 'PnP Test Account - KB | DEFAULT'. The main header is 'Plug and Play Connect' with links for 'Feedback', 'Support', and 'Help'. Below the header is a navigation menu with 'Devices', 'Controller Profiles', 'Network', 'Certificates', 'Manage External Virtual Account', 'Event Log', and 'Transactions'. A toolbar contains buttons for '+ Add Devices...', '+ Add Software Devices...', 'Edit Selected...', 'Delete Selected...', 'Enable External Management...', and 'Transfer selected...'. A table lists devices with columns for Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. The first device is JAE224804CQ (Switch) with a 'Show Log...' button circled in red and labeled '1'. The second device is FLM2117W0P3 (Router) with a 'Show Log...' button circled in red and labeled '1'. Below the table, a detailed 'Device Log' view is shown for the selected device (Serial Number: FLM2117W0P3, Base PID: ISR4321/K9). The log entry shows: 'Device added to Virtual Account "DEFAULT" and associated with Controller Profile "PNP_FOR_TABEL_LTE".' with a timestamp of 2019-May-21, 21:54:37. The log is labeled 'Showing 1 Record'.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
JAE224804CQ Marc's 9200 Stack	C9200L-24T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 23:24:51	Redirect Successful	Show Log... 1
FLM2117W0P3	ISR4321/K9	Router	PNP_FOR_TABEL_LTE	2019-May-21, 22:07:35	Redirect Successful	Show Log... 1
JAE22490RP2 Marc's 9200 stack-2	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 21:11:20	Redirect Successful	Show Log...
PSZ20301DSN	RV340W-A-K9-NA	Router	PNP_3RD_BB2	2019-May-21, 02:25:07	Redirect Successful	Show Log...
JAE22490RP0 Marc's 9200	C9200L-48T-4G-A	Switch	XUEJUN-IPV4-HTTP	2019-May-21, 00:07:05	Redirect Successful	Show Log...
1234566	WAP150-A-K9-NA	Access Point	SQA2_W_FQDN_PNPSE...	2019-May-17, 07:16:51	Redirect Successful	Show Log...
				2019-May-15, 16:41:05	Redirect Successful	Show Log...
				2019-May-10, 08:13:21	Redirect Successful	Show Log...
				2019-May-08, 11:43:51	Redirect Successful	Show Log...
				2019-May-08, 01:43:46	Redirect Successful	Show Log...

Device Log
Serial Number: FLM2117W0P3 Base PID: ISR4321/K9

Sev	Message	More	Logged By	Logged At
--	Device added to Virtual Account "DEFAULT" and associated with Controller Profile "PNP_FOR_TABEL_LTE".		Cisco	2019-May-21, 21:54:37

Showing 1 Record

Troubleshooting Issues for the PNP Cloud Portal

Common Issues

- Devices can not sync with NTP servers (time-pnp.cisco.com or pool.ntp.org)
 - Possible Cause: Customer firewall may block NTP traffic inbound from Internet
 - Solution: Unblock NTP on firewall or use internal NTP servers
- Device contact PNP Connect but redirection fails.
 - Check on the log for device on PNP Connect portal.
 - Use “show run | s pnp profile” to check on device if there is a pnp profile named “pnp_redirection_profile”.
 - Get “show pnp tech” from device.

Add Devices

Step by Step Instructions:

1 To manually add devices, click the **Add Devices** button.

Users will be able to add devices even if they didn't order the NETWORK-PNP-LIC/ NETWORK-PNP-LIC-O.

Note: There is no step required at Customer's end in order to be able to add a device once the Cloud Agreement has been signed by the SA Admin

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. At the top, there are navigation links for Devices, Controller Profiles, Network, Certificates, Manage External Virtual Account, Event Log, and Transactions. Below this is a toolbar with buttons: '+ Add Devices...', '+ Add Software Devices...', 'Edit Selected...', 'Delete Selected...', 'Enable External Management...', and 'Transfer selected...'. A red box highlights the '+ Add Devices...' button with a circled '1'. Below the toolbar is a table of devices with the following columns: Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. The table contains several rows of device information, including Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. The status column shows 'Pending (Redirection)' for the first row and 'Redirect Successful' for the others. At the bottom, there is a pagination control showing '10' and 'Showing Page 4 of 35 (343 Records)'.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
1234567891Z	RV280-K9-IN	Router	SQA2_W_IP_172180189	2019-Apr-15, 08:15:11	Pending (Redirection)	Show Log...
PSZ21061DVC	RV345P-K9-BR	Router	PNP_3RD_BB2	2019-Apr-15, 04:23:03	Redirect Successful	Show Log...
PSZ19231EJ2	WAP571E-A-K9	Access Point	AWS-CRDC	2019-Apr-11, 08:36:51	Redirect Successful	Show Log...
DNI19320032	SG560X-24MP-K9-NA	Switch	CQH-TEST-PNPSERVER...	2019-Apr-11, 07:00:34	Redirect Successful	Show Log...
DNI2242000P dni device	SG350X-48PV-K9-NA	Switch	DNI_SQA1	2019-Apr-10, 07:48:25	Redirect Successful	Show Log...
DNI2132A0S1	WAP581-A-K9	Access Point	AWS-FQDN-DENNIS	2019-Apr-10, 02:55:18	Redirect Successful	Show Log...
SN245428843 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	PNPATS-APR06_16_53	2019-Apr-08, 16:54:19	Redirect Successful	Show Log...
FCW1948C0M5	WS-C3850-48F-L	Switch	CONNECTED_DNA	2019-Apr-06, 02:51:42	Redirect Successful	Show Log...
DNI123C3C	WAP381-A-K9	Access Point	PNP_TEST_SW	2019-Apr-03, 08:35:06	Redirect Successful	Show Log...
FGL220490XG	C1111-8PLTEEA	Router	XUEJUN-DMZ-DNAC-HT...	2019-Mar-29, 23:02:24	Redirect Successful	Show Log...

Add Devices (continued)

Step by Step Instructions:

- 2 The **Step 1: Identify Source** page of the **Add Device(s)** wizard appears.

The users can import a device from a CSV file or enter the devices information manually. Use the Sample CSV file to upload the device details with the instructions provided in the file.

- 3 Or click on Enter Device info manually and click the **Next** button.

Cisco Software Central > Plug and Play Connect PnP Test Account - KB DEFAULT

Plug and Play Connect

Feedback Support Help

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log

Add Device(s)

STEP 1 Identify Source | STEP 2 Identify Device(s) | STEP 3 Review & Submit | STEP 4 Results

Identify Source

Download Sample CSV

Select one of the following two options to add devices:

Import using a CSV file

Enter Device info manually

Cancel

Next

Add Devices (continued)

Step by Step Instructions:

- 4 The **Step 2: Identify Device(s)** page appears. Click on “+Identify Device..” button. Here, the users can add the identified devices.
- 5 Enter the following values:
 - Serial Number
 - Base PID
 - Certificate Serial Number (optional)
 - Controller Profile (Optional)
 - Description (optional)
- 6 Add Additional SUDI (Optional)
 - This field appears only if Base PID has been set as SUDI Supported in Manufacturing.
- 7 Note that Certificate Serial Number field is available at Device(Chassis) level and at SUDI level. Both should have different values as applicable to Device or SUDI.

Click the **Save and Next** button after all required devices have been added.

The screenshot shows the Cisco Software Central interface for adding devices. The main page is titled "Plug and Play Connect" and has a progress bar with four steps: "Identify Source", "Identify Device(s)", "Review & Submit", and "Results". The "Identify Device(s)" step is active. A dialog box titled "Identify Device" is open, showing fields for Serial Number, Base PID, Controller Profile, and Description. The Base PID field is highlighted with a red box and a red circle labeled "5". Below the dialog box, there is a table with columns for Row, Serial Number, and Base PID. A red circle labeled "4" points to the "+ Identify Device..." button. Another dialog box titled "Identify Device" is shown below, with fields for Serial Number, Base PID, Certificate Serial Number, Controller Profile, and Description. The Base PID field is highlighted with a red box and a red circle labeled "7". Below the dialog box, there is an "Add Additional SUDI" section with input fields for SUDI SERIAL NUMBER and Certificate Serial Number, and an "Add" button. The Certificate Serial Number field is highlighted with a red box and a red circle labeled "7". The "Add Additional SUDI" section is highlighted with a red box and a red circle labeled "6".

Add Devices (continued)

Step by Step Instructions:

7 The **Step 3: Review & Submit** page appears.

Review the details entered and click the **Submit** button.

8 The **Step 4: Results** page appears. The device has been added successfully. Click the **Done** button.

Cisco Software Central > Plug and Play Connect PnP Test Account - KB DEFAULT

Plug and Play Connect

Feedback Support Help

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

Add Device(s)

STEP 1 ✓ Identify Source | STEP 2 ✓ Identify Device(s) | **STEP 3 Review & Submit** | STEP 4 Results

Review & Submit
Submit action will submit following 1 newly identified device(s).

Row	Serial Number	Base PID	Certificate Serial Number	SDWAN Type	Controller	Description
1	FOX32123T	ISR4331-DNA	80EM45	--	APIC-EM-AWS	Test Add

Showing 1 Record

Cancel Back **Submit**

Add Device(s)

STEP 1 ✓ Identify Source | STEP 2 ✓ Identify Device(s) | STEP 3 ✓ Review & Submit | **STEP 4 Results**

Attempted to add 1 device(s)

✓ **Successfully added 1 device(s) !**
It may take a few minutes for the new devices to show up in the Devices table. Please wait a minute or two and refresh the page as needed.

Done



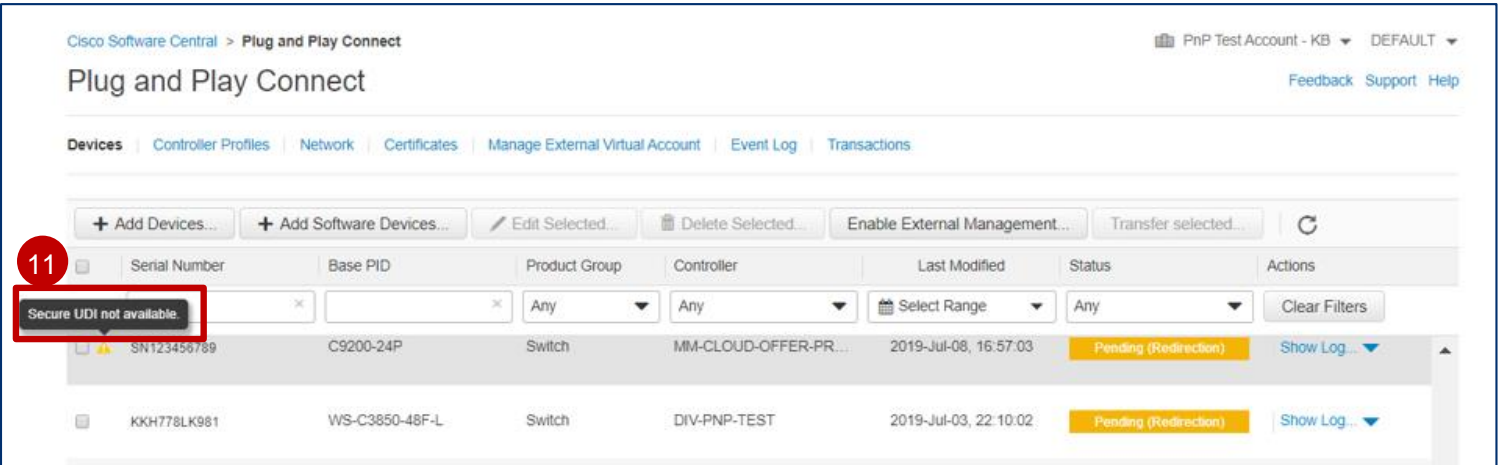
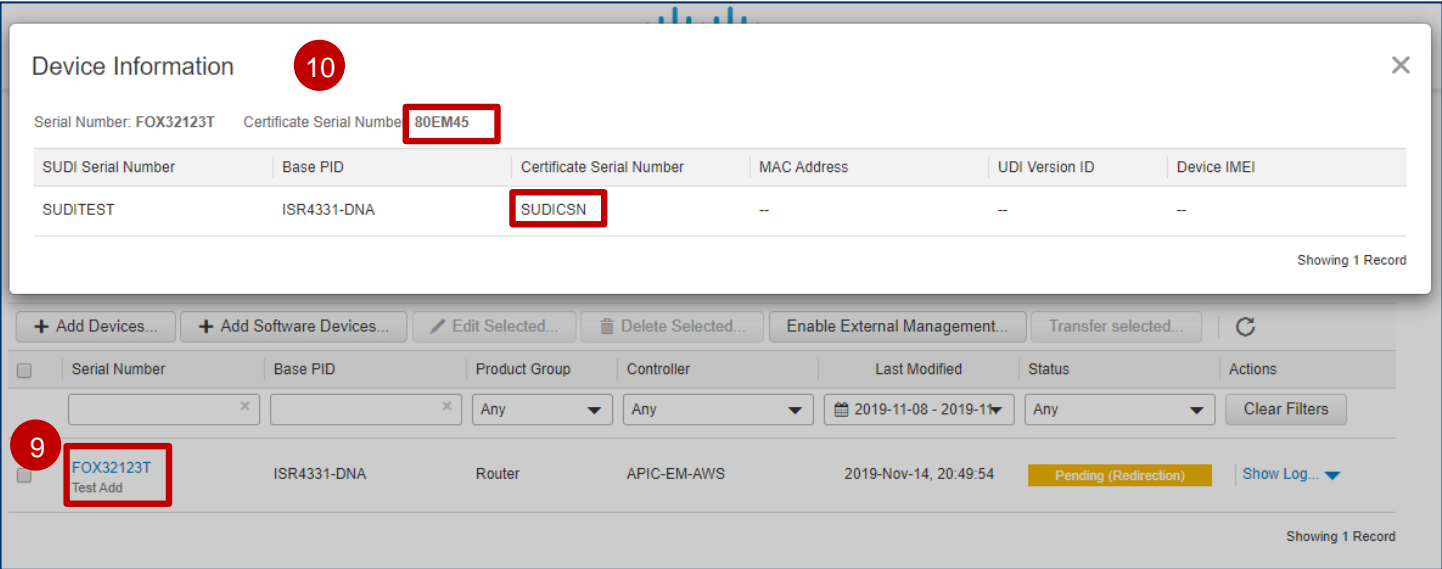
Add Devices (continued)

Step by Step Instructions:

- 9 Device(s) added appears on the Devices tab at the top. If SUDI details are available for a device, it appears blue and underlined on hover over.
- 10 Click on the Serial Number to view the SUDI details.

If the Customer does not input the additional information, it is fetched from autotest.

- 11 For devices created without SUDI, there will be an alert shown along the device with a message 'Secure UDI not available',



Add Device – csv file upload

12 Another option to add device to the account is to upload CSV File.

13 Download the Sample CSV File to get the list of fields and instructions.

14 Follow the instructions given in the CSV File and note that the instructions row should be left intact for the upload and should not be deleted.

15 User will be able to upload SUDI Number and Certificate Serial Number. If there are multiple SUDI & Certificate Serial number for a given Device, follow instructions.

Add Device(s)

STEP 1 Identify Source | STEP 2 Identify Device(s) | STEP 3 Review & Submit | STEP 4 Results

Identify Source

Select one of the following two options to add devices:

12 Import using a CSV file

Enter Device info manually

13 [Download Sample CSV](#)

Cancel Next

Instructions	udiProductId	udiSerialNumber	controllerProfile	description	SUDI Number	Certificate SN
	IR809G-LTE-GA-K9	JMX2017X04S	CX-DCLOUD	Upload 1	FTX2111Z093	sudicert1
	VEDGE-110B-AC-K9	1920C403384	ANZ-1-VBOND	Upload2		
	VEDGE-110B-AC-K9	1920C403384	ANZ-1-VBOND	Upload2	10013DA9	10013DA9
	ISR4331/K9	FLM2219W0GD	PROFILE_172_TS	Upload3	FDO2217PH5	02BB7BB9
	ISR4331/K9	FLM2219W0GD	PROFILE_172_TS	Upload3	FDO2217PH6	02BB7BB2
	ISR4331/K9	FLM2219W0GD	PROFILE_172_TS	Upload3	FDO2217PH8	
	ASR1002-HX	FXS2148Q2MP	SDWAN-TEST	Upload4		
	ASR1002-HX	FXS2148Q2MP	SDWAN-TEST	Upload4	JAE15009FU	0220BEA3
	ASR1002-HX	FXS2148Q2MP	SDWAN-TEST	Upload4	JAE15009FX	
	ASR1002-HX	FXS2148Q2MP	SDWAN-TEST	Upload4		0220BEA5

Add Software Devices

Step by Step Instructions:

1 User can add Software only Devices on Plug and Play Portal by clicking on **Add Software Devices** button.

2 **Step1:** User is taken to **Add Software Devices** Page, click on **Add Software Device** button.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The breadcrumb trail is 'Cisco Software Central > Plug and Play Connect'. The page title is 'Plug and Play Connect'. There are navigation tabs for 'Devices', 'Controller Profiles', 'Network', 'Certificates', 'Manage External Virtual Account', 'Event Log', and 'Transactions'. Below the tabs is a toolbar with buttons: '+ Add Devices...', '+ Add Software Devices...' (highlighted with a red box and a circled '1'), 'Edit Selected...', 'Delete Selected...', and 'Transfer selected...'. Below the toolbar is a table with columns: Serial Number, Base PID, Product Group, Smart Account, Virtual Account, Controller, Last Modified, Status, and Actions. Below the table are filter dropdowns and a 'Clear Filters' button.

The screenshot shows the 'Add Software Device(s)' page in Cisco Software Central. The breadcrumb trail is 'Cisco Software Central > Plug and Play Connect'. The page title is 'Plug and Play Connect'. There are navigation tabs for 'Devices', 'Controller Profiles', 'Network', 'Certificates', 'Manage External Virtual Account', 'Event Log', and 'Transactions'. Below the tabs is a progress indicator with three steps: 'STEP 1 Identify Device(s)' (highlighted with a red box and a circled '2'), 'STEP 2 Review & Submit', and 'STEP 3 Results'. Below the progress indicator is the 'Identify Devices' section. It contains the text 'Enter device details by clicking Add Software Device button and click Next to proceed to the next step.' and a status bar with 'All', 'Valid', 'Errors', and 'Existing' indicators. Below the text is a toolbar with a '+ Add Software Device...' button (highlighted with a red box and a circled '2'). Below the toolbar is a table with columns: Row, Base PID, Quantity, Controller, Description, and Actions. The table is empty and displays 'No Devices to display.' and 'No Records to Display'. At the bottom are 'Cancel' and 'Next' buttons.

Add Software Devices

Step by Step Instructions:

3 Identify Device pop-up is displayed. User can now enter as shown in the screenshot. The user can add the device here.

4 Enter the Following values:

- Base PID (Mandatory)
- Quantity (Mandatory)
- Controller Profile (optional)
- Description (optional)

Click **Save**.

Step2: Devices added are displayed for Review & Submit. Click **Next**.

The screenshot shows a dialog box titled "Identify Device" with a close button (X) in the top right corner. The dialog contains the following fields:

- Base PID:** A text input field containing "VEDGE-CLOUD-DNA".
- Quantity:** A text input field containing "2".
- Controller Profile:** A dropdown menu showing "VBOND-AA".
- Description:** A text input field containing "Demo".

At the bottom right of the dialog, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red box and a red circle containing the number 4.

NOTE: PnP supports only 3 types of software Routers.

- vEdge Cloud (VEDGE-CLOUD-DNA)
- Virtual ISR (ISRv) and
- CSR (CSRv)

Adding Software Devices

Step by Step Instructions:

5 Click Submit will display **Step3 Results**.

6 Click Done. Serial Number will be generated and device is added to Devices tab in the Virtual Account.

5 Add Software Device(s)

STEP 1 ✓ Identify Device(s) STEP 2 ✓ Review & Submit **STEP 3 Results**

6 **Attempted to add 1 device(s)**

Add Devices request is recorded!
Your request will be processed in background and an email will be sent to javanara@cisco.com once process is completed.

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... Enable External Management... Transfer selected... Refresh

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
<input type="text"/>	<input type="text"/>	Any	Any	Select Range	Any	Clear Filters
<input type="checkbox"/> 1815E8A5-42D3-B65E-E32... Demo	VEDGE-CLOUD-DNA	Router	VBOND-AA	2019-Nov-15, 00:53:36	Provisioned	Show Log... ▼
<input type="checkbox"/> 46CC6AEE-6A29-421C-465... Demo	VEDGE-CLOUD-DNA	Router	VBOND-AA	2019-Nov-15, 00:53:36	Provisioned	Show Log... ▼

NOTE:

User (SAAdmin, VAAdmin and VA user) can add only 25 devices for one prefix pid in one VA. If the user tries to add more than 25 devices, it throws the following error and devices will not be created.

If the user wants to go beyond 25 devices, they need to ask their Cisco Sales Engineer or Account manager to drop an email to sdwan_approvals@cisco.com with the reason and count. Once BU approves, the approved counts will be added. Please note emails from domains other than Cisco.com does not get through.

Edit Devices

Step by Step Instructions:

Edit can be done for a Single Device at a time or for Multiple Devices.

- 1 Select the checkbox corresponding to the device you want to edit or click on the drop down Menu under Actions column (Single only)

- 2 Click the **Edit Selected** button or Click **Edit** option from the Drop

Multiple Devices can be selected to enable Edit Selected Button as well. However, the Product Family should be the same for all devices in case of bulk edit.

Edit is applicable to both Hardware and Software Devices.

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... Enable External Management... Transfer selected... Refresh

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
<input type="text"/>	<input type="text"/>	Any	Any	Select Range	Any	Clear Filters
PSZ20301DSN	RV340W-A-K9-NA	Router	PNP_3RD_BB2	2019-Mar-14, 03:00:17	Redirect Successful	Show Log... Edit... Delete...
DNI123C3C	WAP361-A-K9	Access Point	PNP_TEST_SW	2019-Mar-14, 00:44:51	Redirect Successful	

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... Enable External Management... Transfer selected... Refresh

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
<input type="text"/>	<input type="text"/>	Any	Any	Select Range	Any	Clear Filters
<input checked="" type="checkbox"/>	PSZ20301DSN	RV340W-A-K9-NA	Router	PNP_3RD_BB2	2019-Mar-14, 03:00:17	Redirect Successful Show Log...

Edit Devices (continued)

Step by Step Instructions:

3 The **Edit Devices** page appears. From the **Select Device Property** drop down, select the property you want to edit.

Options available:

- **Description**
- **Controller Profile**

4 In the **Provide a value** text box, enter the new value for the selected property.

5 Click the **Apply** button.

6 The updated values appear in the table below.
In the given example, Description has been edited.

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

Edit Devices

Select the property of the device, provide the value and apply to all selected devices. Once done submit the changes.

Select Device Property: Description (3)

Provide a value: Demo (4)

Apply (5) Reset

Selected Devices
Product Group : Router

Serial Number	Base PID	Certificate Serial Number	Controller	Description	Actions
PSZ20301DSN	RV340W-A-K9-NA	--	PNP_3RD_BB2	New Demo Current --	

Showing 1 Record

Cancel Submit

Edit Devices (continued)

Step by Step Instructions:

- 7 Similarly, for this example, edit the **Controller Profile** property of the device.
- 8 Certificate can be edited by double clicking on the Certificate Serial Number column at the Device Level.
- 9 Click on Pencil Icon will enable user to add SUDI details.
- 10 Click the **Submit** button to complete the process of editing the device. Success Message Displayed.
- 11 The status has now changed to Pending (Redirection) for the device that was edited.

The screenshot shows the 'Edit Devices' interface. At the top, there is a form to 'Select Device Property' and 'Provide a value'. The 'Controller Profile' is selected, and 'APIC-EM-AWS' is provided. Below this is a table of 'Selected Devices' with columns for Serial Number, Base PID, Certificate Serial Number, Controller, Description, and Actions. The device PSZ20301DSN is selected, and its Controller is set to 'New: APIC-EM-AWS'. A modal window 'Identify Device' is open, showing the device's Serial Number (PSZ20301DSN) and Base PID (RV340W-A-K9-NA). It has a table for adding SUDI details with columns for SUDI Serial Number, Certificate Serial Number, and Actions. A new SUDI entry (FTX98909, 13X0ED) is added. A success message 'Edit Selected Devices ! Selected devices edited successfully.' is displayed. Finally, the main table shows the device's status changed to 'Pending (Redirection)'.

Serial Number	Base PID	Certificate Serial Number	Controller	Description	Actions
PSZ20301DSN	RV340W-A-K9-NA	--	New: APIC-EM-AWS Current: PNP_3RD_BB2	New Demo Current: --	[Pencil] [Trash]

SUDI Serial Number	Certificate Serial Number	Actions
FTX98909	13X0ED	[Trash]

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
PSZ20301DSN Demo	RV340W-A-K9-NA	Router	APIC-EM-AWS	2019-Nov-15, 22:16:35	Pending (Redirection)	Show Log...

Note : SUDI number cannot be edited. The user can delete the SUDI and add new SUDI.
Only certificate serial Number can be edited by double clicking inside the column.

Delete Devices

Step by Step Instructions:

1 Under **Devices** tab, select one or more Devices you want to delete.

2 Click **Delete Selected...** Button.

For a single delete of device user can also click on the drop down under Actions Column. Choose **Delete**.

3 Delete Success message is displayed.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The 'Devices' tab is active, displaying a table of devices. Two devices are selected: 'PSZ20301DSN Demo' and 'TEST24OCT'. The 'Delete Selected...' button in the top toolbar is highlighted with a red circle and the number '2'. A second screenshot below shows the 'Delete' option selected in the 'Actions' dropdown for the 'TEST24OCT' device, also highlighted with a red circle and the number '2'. A third screenshot at the bottom shows a success message: 'Delete Selected Devices ! Selected devices deleted successfully.', highlighted with a red circle and the number '3'.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
PSZ20301DSN Demo	RV340W-A-K9-NA	Router	APIC-EM-AWS	2019-Nov-15, 22:16:35	Pending (Redirection)	Show Log...
TEST24OCT	ISR4331-AX/K9	Router	APIC-160	2019-Oct-23, 21:36:05	Pending (Redirection)	Show Log...

Note : User cannot delete a software only device. If the user tries to delete a SW only device, the attempt will fail and the user will receive a message that 'Delete Software vEdge device is not allowed'.

Add a Controller Profile

Step by Step Instructions:

- 1 In the **Controller Profiles** tab, the list of PNP servers is displayed with the following fields:
 - Profile name
 - Controller Type – (PNP SERVER, VBOND or WLC)
 - Default – devices that come in will be attached to the Default controller.
 - Description
 - Used By - Number of devices tied to each particular PNP Service
 - Download – Provisioning file

- 2 To add a Controller Profile, click **Add Profile**.

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | **Controller Profiles** | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Profile... Edit Selected... Delete Selected... Make Default... Show Log...

Profile Name	Controller Type	Default	Description	Used By	Download
WAP-PNP-AWS-DENNIS	PNP SERVER		https://manager.finditnm.com test edit	2	--
P_1567059492008	PNP SERVER		dESC1	0	--
P_1567059457400	PNP SERVER		dESC1	0	--
P_1567046558511	PNP SERVER		dESC1	0	--
P_1567046509975	PNP SERVER		dESC1	0	--
P_1567039043921	PNP SERVER		dESC1	0	--
P_1567038927188	PNP SERVER		dESC1	0	--
P_1566973772917	PNP SERVER		dESC1	0	--
P_1566973734137	PNP SERVER		dESC1	0	--
P_1566969909685	PNP SERVER		dESC1	0	--

Showing Page 1 of 46 (460 Records)

Note: In a given VA you can only have one cloud-hosted and one OnPrem VBOND Controller

Add a PNP Controller Profile

Step by Step Instructions:

3 The **Step 1: Profile Type** page of the **Add Controller Profile** wizard appears. From the **Controller Type** drop down, select **PNP SERVER**.

4 Click the **Next** button.

5 The **Step 2: Profile Settings** page appears. Enter the required details in the page.

6 The user can choose Host Name, IPv4 or IPv6 from the Primary Controller dropdown list.

The user can also choose a HTTP or HTTPS for primary controller. If the user chooses HTTPS then another field for SSL certificate opens up where the user needs to add SSL certificate to proceed further.

7 Click the **Next** button.



The screenshot shows the 'Add Controller Profile' wizard at Step 1: Profile Type. The 'Controller Type' dropdown menu is open, showing 'PNP SERVER' selected. The 'Next' button is highlighted with a red box. The wizard progress bar shows Step 1 as the active step.

The screenshot shows the 'Add Controller Profile' wizard at Step 2: Profile Settings. The 'Primary Controller' dropdown menu is open, showing 'Host Name', 'IPv4', and 'IPv6' options. The 'Next' button is highlighted with a red box. The wizard progress bar shows Step 2 as the active step.

Note: User can add a trailing dot to the Host name

Add a Controller Profile (continued)

Step by Step Instructions:

- 8 The **Step 3: Review** page appears. Review the details entered on the page.
- 9 Click the **Submit** button.

Add Controller Profile

STEP 1 ✓ Profile Type STEP 2 ✓ Profile Settings **STEP 3 8 Review** STEP 4 Confirmation

Review the following options to make sure they are correct before you Submit the changes.

Profile Type:
Controller Type: PNP SERVER

Profile Settings:
Profile Name: TESTING
Description: This is a testing profile
Primary IPv4 Address: 121.1.1.1
Primary Protocol: http
Primary Port: 80

Cancel Back **Submit 9**

Add a Controller Profile (continued)

Step by Step Instructions:

- 10 The **Step 4: Confirmation** page appears. The controller profile has been created successfully.
- 11 Click the **Done** button.
- 12 The profile added appears on the Controller Profiles page.

10 Add Controller Profile

STEP 1 ✓ Profile Type | STEP 2 ✓ Profile Settings | STEP 3 ✓ Review | STEP 4 Confirmation

✓ The controller profile "TESTING" was successfully created.

11 Done

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | **Controller Profiles** | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

+ Add Profile... | Edit Selected... | Delete Selected... | Make Default... | Show Log... | Refresh

Profile Name	Controller Type	Default	Description	Used By	Download
<input type="checkbox"/> TESTING	PNP SERVER		This is a testing profile	1	--
<input type="checkbox"/> TEST234	PNP SERVER			0	--
<input type="checkbox"/> WAP-PNP-AWS-DENNIS	PNP SERVER		https://manager.finditnm.com test edit	2	--

12

Add a Controller Profile – SD WAN

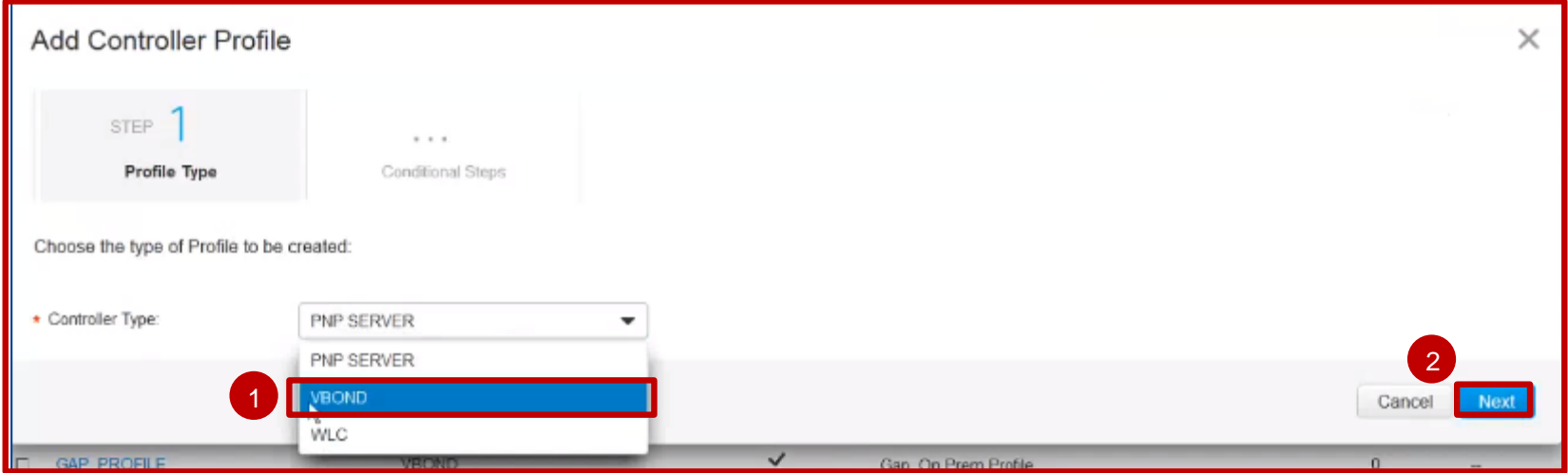
Step by Step Instructions:

If you're adding a Controller Profile for a SD WAN product, you follow the same steps as you would with a PNP Server Product except you select a different controller type.

1 The **Step 1: Profile Type** page of the **Add Controller Profile** wizard appears.

From the **Controller Type** drop down, select **VBOND**.

2 Click the **Next** button.



Add a Controller Profile – SD WAN

1 In case of Cisco Routers ordered via CCW with a SDWAN Configuration (ie PNP-CAP-VBOND in the config), then the devices will be automatically associated with a default VBOND profile if existing in the account.

Note: Customer can manually associate the devices with Controller Profile at any point of time.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. At the top, it says "Cisco Software Central > Plug and Play Connect" and "PnP Test Account - KB DEFAULT". Below the title "Plug and Play Connect", there are navigation tabs: "Devices", "Controller Profiles", "Network", "Certificates", "Manage External Virtual Account", "Event Log", and "Transactions".

Below the tabs, there are several action buttons: "+ Add Profile...", "Edit Selected...", "Delete Selected...", "Make Default...", "Show Log...", and a refresh icon. Below these buttons is a search bar and a dropdown menu for "Controller Type" set to "Any".

The main part of the interface is a table of Controller Profiles. The table has columns for "Profile Name", "Controller Type", "Default", "Description", "Used By", and "Download".

Profile Name	Controller Type	Default	Description	Used By	Download
PNPATS-NOV17_22_53	PNP SERVER			0	--
PNPATS-NOV17_19_53	PNP SERVER			1	--
PNPATS-NOV17_17_53	PNP SERVER			1	--
PNPATS-NOV17_13_53	PNP SERVER			0	--
CA_OLEGP	PNP SERVER	✓	For testing CA certificate	1	--
PNPATS-NOV17_02_53	PNP SERVER			1	--
PNPATS-NOV17_01_53	PNP SERVER			1	--
PNPATS-NOV16_20_53	PNP SERVER			0	--
PROFILE_172_23_165_104_1	PNP SERVER			0	--
VBOND-AA	VBOND	✓		3	Provisioning File

At the bottom of the table, there is a pagination control showing "10" and "Showing Page 1 of 51 (509 Records)".

Add a Controller Profile – SD WAN (continued)

Step by Step Instructions:

- 3 The **Step 2: Profile Settings** page appears. Enter the required details in the page. Note that the details required for VBOND differ from the previous details required for PNP Server.
- 4 The user can choose 'Multitenancy' as 'Yes' and it shows another field for 'SP Organization Name', as shown in the screenshot.
- 5 Click the **Next** button and then follow the normal process noted in the slides above for PNP Server.

3 Add Controller Profile

STEP 1 ✓ Profile Type | **STEP 2 Profile Settings** | STEP 3 Review | STEP 4 Confirmation

Profile Settings:

- * Profile Name: TESTING
- Description: Description of this profile (optional)
- Default Profile: No
- Multi-Tenancy: Yes **4**
- * SP Organization Name: 50 characters, Non Trailing Space, Alpha, Numeric and _ / ? * . : @ + = % - only
- * Organization Name: INFYTEST
- * Primary Controller:
 - Host Name: [dropdown]
 - DTLS:// [dropdown] e.g. myhost.mydomain.com
 - 12346
 - Server Root CA: Max file size up to 1 MB or max characters not to exceed 1048576 [Browse]

5 Cancel Back **Next**



Downloading Provisioning file - SD WAN

Step by Step Instructions:

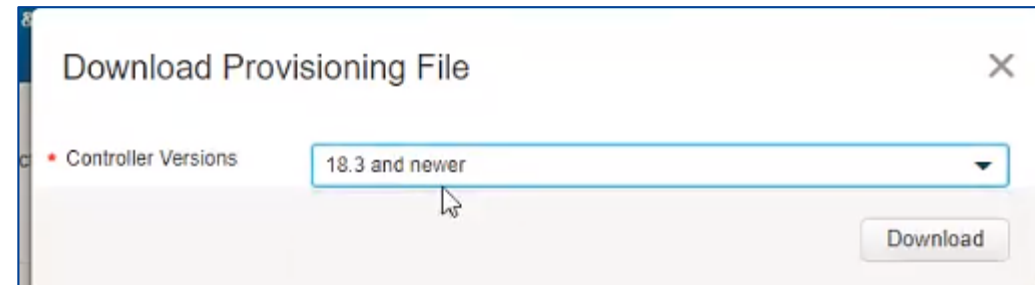
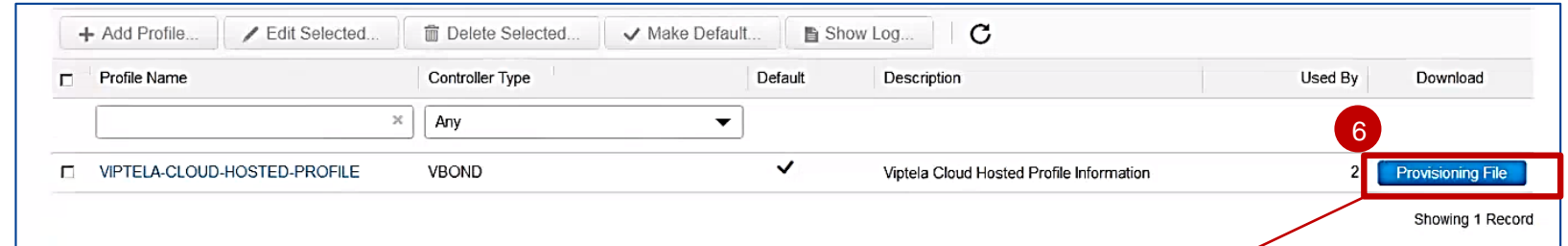
- SD WAN users will need to download a provisioning file, which can be found under **Controller Profiles** tab, **Provisioning File**. It is available or needed only for **VBOND** profile.

The download includes the devices associated to Vbond profile.

Before the user can download, they will have to choose which Controller Version they are using.

Customer can choose to download either 17.x or 18.x version of the vManage.

18.X supports both vEdge routers and ISRs and CSRs, whereas 17.x supports only vEdge H/w and vedge S/W.



Add a Controller Profile - WLC

Step by Step Instructions:

If you're adding a Controller Profile for a WLC product, you follow the same steps as you would with a PNP Server Product except you select a different controller type.

- 1 The **Step 1: Profile Type** page of the **Add Controller Profile** wizard appears.

From the **Controller Type** drop down, select **WLC**.

- 2 Click the **Next** button.

The screenshot shows the 'Add Controller Profile' wizard interface. At the top, it says 'Add Controller Profile' and 'STEP 1 Profile Type'. Below this, there are instructions: 'Choose the type of Profile to be created:'. A dropdown menu labeled '* Controller Type:' is open, showing four options: 'WLC', 'PNP SERVER', 'VBOND', and 'WLC'. The bottom 'WLC' option is highlighted with a red box and a red circle labeled '1'. To the right of the dropdown, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red box and a red circle labeled '2'.

Add a Controller Profile - WLC

Step by Step Instructions:

3 The **Step 2: Profile Settings** page appears. Enter the required details in the page. Note that the details required for WLC differ from the previous details required for PNP Server. Only WLC Servers have Secondary Controller details.

4 Click the **Next** button and then follow the normal process noted in the slides above for PNP Server.

Add Controller Profile

STEP 1 ✓ Profile Type | **STEP 2 Profile Settings** | STEP 3 Review | STEP 4 Confirmation

Profile Settings:

- * Profile Name:
- Description:
- Default Profile:
- * Primary Controller:
- > Secondary Controller:

Cancel Back **Next**

Edit a Controller Profile

Step by Step Instructions:

- 1 Select the profile you wish to edit and click the **Edit Selected** button.
- 2 The **Step 1: Profile Settings** page appears of the **Edit Controller Profile** wizard. Here you can edit the following values:
 - 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
- 3 click the **Next** button.

The screenshot displays the Cisco Software Central interface for Plug and Play Connect. The 'Controller Profiles' tab is active, showing a table of profiles. The 'TESTING' profile is selected, and the 'Edit Selected...' button is highlighted with a red box and a '1' in a red circle. An 'Edit Controller Profile' wizard is open, showing 'STEP 1: Profile Settings'. The wizard has three steps: Profile Settings, Review, and Confirmation. The 'Profile Settings' step is active, and the 'Next' button is highlighted with a red box and a '3' in a red circle. The 'Profile Name' field contains 'TESTING', the 'Description' field contains 'This is a testing profile', and the 'Default Profile' is set to 'No'. The 'Primary Controller' section shows 'IPv4' as the protocol, 'HTTP://' as the scheme, '121.1.1.1' as the IP address, and '80' as the port.

Profile Name	Controller Type	Default	Description	Used By	Download
<input checked="" type="checkbox"/> TESTING	PNP SERVER		This is a testing profile	1	--
<input type="checkbox"/> TEST234	PNP SERVER			0	--
<input type="checkbox"/> WAP-PNP-AWS-DENNIS	PNP SERVER		https://manager.finditnm.com test edit	2	--
<input type="checkbox"/> P_1567059492008	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1567059457400	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1567046558511	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1567046509975	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1567039043921	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1567038927188	PNP SERVER		dESC1	0	--
<input type="checkbox"/> P_1566973772917	PNP SERVER		dESC1	0	--

Edit a Controller Profile (continued)

Step by Step Instructions:

- 4 The **Step 2: Review** page appears. If you see any inaccuracies on this page, click the **Back** button and make the required corrections.
- 5 Click the **Submit** button.
- 6 Once you click the **Submit** button, the **Step 3: Confirmation** page appears showing that your profile has been updated successfully.
- 7 Click the **Done** button.

The screenshot shows the 'Edit Controller Profile' dialog box with three steps: STEP 1 (Profile Settings), STEP 2 (Review), and STEP 3 (Confirmation). STEP 2 is highlighted with a red circle and the number 4. Below the steps, there is a text prompt: 'Review the following options to make sure they are correct before you Submit the changes.' A table of profile settings is displayed:

Profile Settings:	
Profile Name:	TESTING
Description:	This is a testing profile
Primary IPv4 Address:	121.1.1.1
Primary Protocol:	http
Primary Port:	80
Controller Type:	PNP SERVER

At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Submit'. The 'Submit' button is highlighted with a red circle and the number 5.

The screenshot shows the 'Edit Controller Profile' dialog box with three steps: STEP 1 (Profile Settings), STEP 2 (Review), and STEP 3 (Confirmation). STEP 3 is highlighted with a red circle and the number 6. Below the steps, there is a green checkmark and the text: 'The controller profile "TESTING" was successfully edited.' At the bottom right, there is a 'Done' button highlighted with a red circle and the number 7.

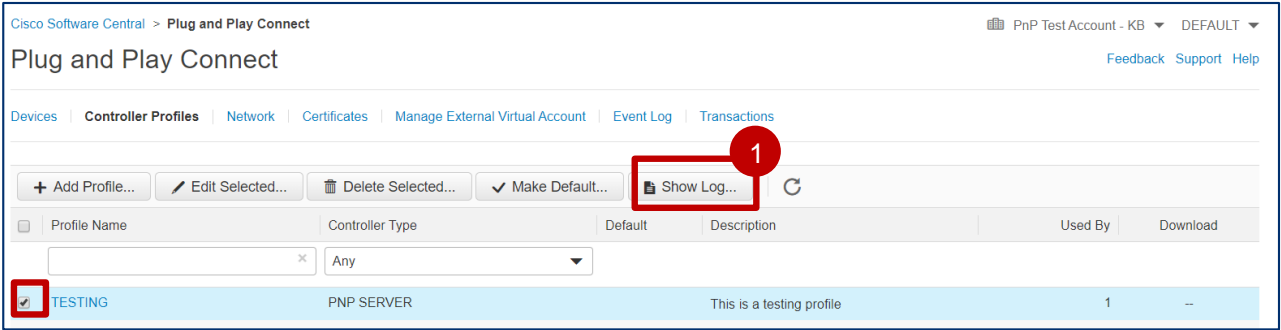
Controller Profile – Show Log

Step by Step Instructions:

1 Select a Profile and click on **Show Log** Button

2 Controller Profile Log is displayed in a new pop-up window. The log captures all the changes that were done on the given Profile.

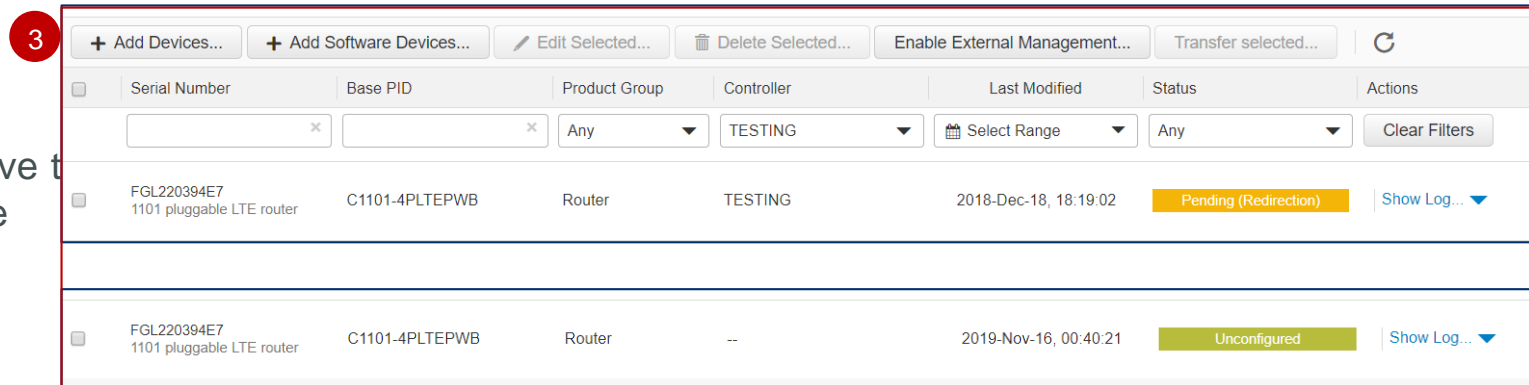
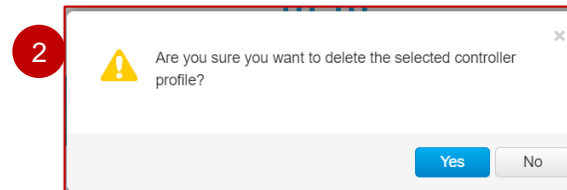
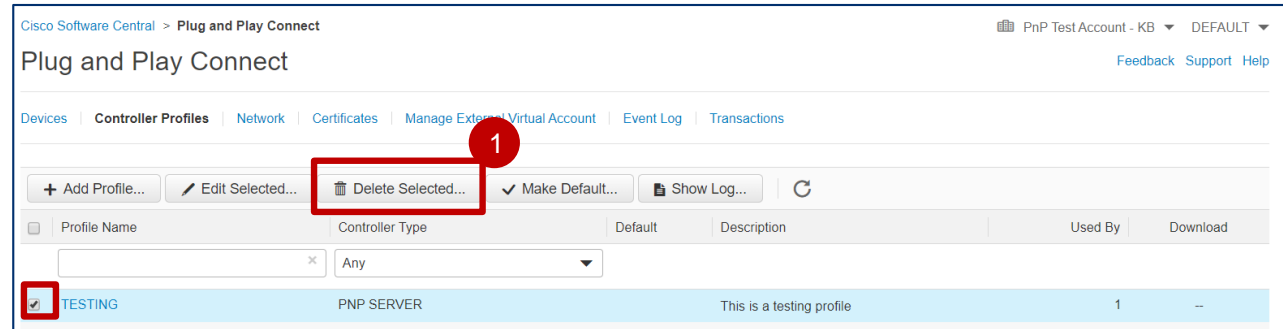
Click the **X** button to close the window.



Delete Controller Profile

Step by Step Instructions:

- 1 Select one or more Profiles and click on **Delete Selected** Button
- 2 Confirmation is required from User to delete the Controller Profile(s). Click **Yes** to Proceed.
- 3 If Devices were associated to the Controller Profile, the device will go to unconfigured Status.



Note that in case of VBOND Profile, devices associated to the profile will have to be unconfigured first before deleting the profile.



VI. Network Tab

Network Tab

Step by Step Instructions:

- 1 In the **Network** tab, you should have a Network ID set. Click **Submit** to send data to ZProv. The information is used for provisioning of the devices for SD WAN.

In a Cloud-hosted scenario, the components are sent to ZProv.

For OnPrem installations it needs to be manually defined by customers.

Note: *It will work only if there are devices under the Virtual Account and there is a Controller Profile in place*

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | Controller Profiles | **Network** | Certificates | Manage External Virtual Account | Event Log | Transactions

Network Settings

Network ID: **Submit** **Delete**



IX. RMA

RMA in PnP

Process Flow:



Customer Actions



- Log into the product in vManage, and manually click on Sync in order to sync their products
- For On-Prem (Self-hosted) vManage, the Customer or Partner needs to login to PnP, download the new SN file and add it to the On-Prem vManage.
- For a partner led 3-way swap, the replacement shipped device is not automatically provisioned.

SD WAN Specific

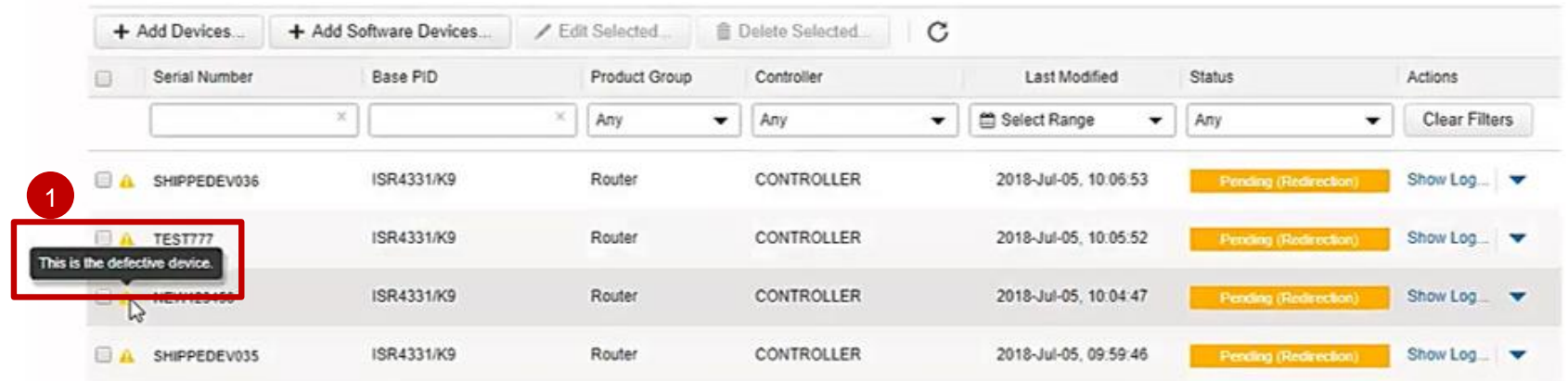
Note: Once the replacement is shipped, the data is captured in C3 and updated. It gets passed to supply chain.

Return Material Authorization (RMA) user experience changes

1 When customer initiates a Return Material Authorization (RMA), an alert will appear on the device as shown in the following screenshot:

A defective device is the device for which the claim is raised by the customer for exchange.

A replacement device is the device that the customer gets as replacement of the defective device.



The screenshot shows a table of devices with the following columns: Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. The table contains four rows of data. The second row, with Serial Number TEST777, is highlighted in grey and has a tooltip that says "This is the defective device." A red circle with the number 1 is placed over the tooltip. The Status column for all rows shows "Pending (Redirection)".

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
SHIPPEDEV036	ISR4331/K9	Router	CONTROLLER	2018-Jul-05, 10:06:53	Pending (Redirection)	Show Log...
TEST777	ISR4331/K9	Router	CONTROLLER	2018-Jul-05, 10:05:52	Pending (Redirection)	Show Log...
SHIPPEDEV037	ISR4331/K9	Router	CONTROLLER	2018-Jul-05, 10:04:47	Pending (Redirection)	Show Log...
SHIPPEDEV035	ISR4331/K9	Router	CONTROLLER	2018-Jul-05, 09:59:46	Pending (Redirection)	Show Log...



X. Certificates

Certificates

Crypto PKI is the capability for PnP connect UI portal for user to configure Certificate Signing Request (CSR). Certificates allows customers to authenticate devices and profiles in PNP for provisioning process.

- 1 User can generate new certificate using the Generate Certificate button

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Devices | Controller Profiles | Network | **Certificates** | Manage External Virtual Account | Event Log | Transactions

1 + Generate Certificate...

Certificate	Type	Validity Period	Last Modified	Status	Actions
NEW_CERT test	SD-WAN	One Month	2019-Aug-02, 08:25:10	Inprocess	
NEW_CERT1 test	SD-WAN	Three Months	2019-Jul-27, 02:01:32	Inprocess	

Showing All 2 Records

Certificates (continued)

Step by Step Instructions:

2 User is taken to **Step1** in Generate Certificate Page. Enter the following:

- Certificate Name - Mandatory
- Certificate Signing Request - Mandatory
- Validity Period - Mandatory
- Type – Cannot be changed
- Description

3 When Mandatory fields are entered, Next button is enabled. Click **Next**.

Generate Certificate

STEP 1 **2** Identify Certificate STEP 2 Review & Submit STEP 3 Results

Identify Certificate

Enter Certificate details and click Next to proceed to the next step

* Certificate Name

* Certificate Signing Request

* Validity Period

Type

Description

Certificates (continued)

4 **Step2 Review & Submit** page is displayed. To correct the data use the Back Button. If data is correct, click **Submit** button.

5 After clicking on Submit button, the Certificate is shown in the Certificates tab.

A user can add upto 100 certificates per Virtual Account.

Generate Certificate

STEP 1 ✓ Identify Certificate | STEP 2 Review & Submit | STEP 3 Results

Review & Submit

Certificate Name	Type	Description
TESTCERT	SD-WAN	--

Showing 1 Record

Cancel Back **Submit**

Cisco Software Central > Plug and Play Connect

English [Change] Hello, Aditi Srivastava EC_PNP_BAT TESTING123

Plug and Play Connect Feedback Support Help

Devices | Controller Profiles | Network | **Certificates** | Manage External Virtual Account

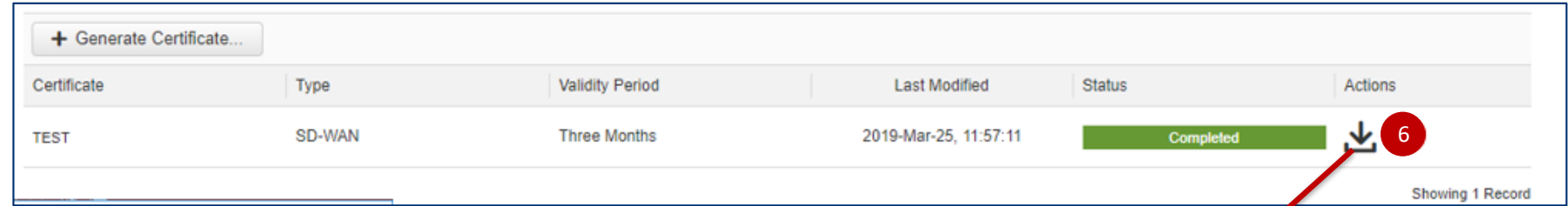
+ Generate Certificate...


Certificate	Type	Validity Period	Last Modified	Status	Actions
TEST	SD-WAN	Three Months	2019-Mar-14, 11:30:51	Inprocess	

Showing 1 Record

Certificates (continued)

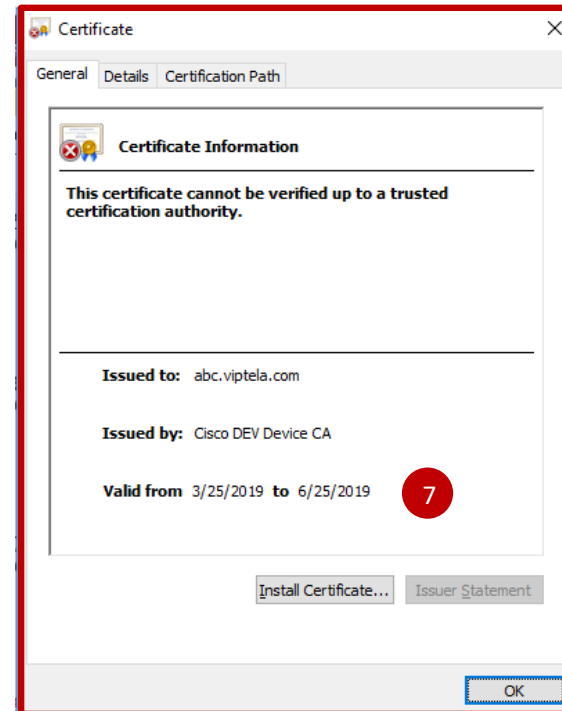
6 Once the certificate gets successfully created, and status is **Completed**, the user can download the certificate from 'Actions' menu.



Certificate	Type	Validity Period	Last Modified	Status	Actions
TEST	SD-WAN	Three Months	2019-Mar-25, 11:57:11	Completed	

Showing 1 Record

7 The downloaded file is .cer file which has validity details of the certificate. This validity matches the validity period entered while creating the certificate.





XI. SDWAN NETWORK HUB

Cat9k - SDWAN Network Hub

Cat9K cannot be associated with vBond, hence a Tag for Cat9k Clouddock capable devices is created which has business rules set to automatically include any device that is tagged as Clouddock to sync back with vManage.

The user clicks on [Add Devices](#) button, and in the [Identify Device](#) page, after entering the [Serial Number](#) and [Base PID](#), the [SDWAN Type](#) Field and dropdown appears for the related PID. The user can choose [Cloud Dock](#) from the drop down and click on [save](#).

Once the details are saved without any errors, the Device can be seen in the [Devices](#) listing page with the tag.

The screenshot shows the 'Identify Device' form with the following fields and values:

- Serial Number:** EX. FTX1433AH95
- Base PID:** ISR4331/K9
- Certificate Serial Number:** ex. 01E9478D
- SDWAN Type:** Choose SDWAN Type (dropdown menu)
- Controller Profile:** Cloud Dock (selected)
- Description:** Clear Selection

Below the form, there is an 'Add Additional SUDI' section with input fields for 'SUDI SERIAL NUMBER' and 'Certificate Serial Number', and an 'Add' button. A table below this section has columns for 'SUDI Serial Number', 'Certificate Serial Number', and 'Actions'. The message 'No Devices to display.' is shown in the center, and 'No Records to Display' is shown at the bottom right. A footer note says 'double click to edit certificate serial number'. At the bottom of the form are 'Cancel' and 'Save' buttons.

Cat9k - SDWAN Network Hub

Devices tab shown where the SDWAN supported device is added with cloud dock tag.

The screenshot displays the Cisco Software Central interface for Plug and Play Connect. The page title is "Cisco Software Central > Plug and Play Connect" and the user is logged in as "PnP Test Account - KB". The main heading is "Plug and Play Connect" with links for "Feedback", "Support", and "Help". Below the heading are navigation tabs: "Devices", "Controller Profiles", "Network", "Certificates", "Manage External Virtual Account", "Event Log", and "Transactions".

The "Devices" tab is active, showing a table of devices. The table has columns for "Serial Number", "Base PID", "Product Group", "Controller", "Last Modified", "Status", and "Actions". There are three rows of data, each with a "Cloud Dock" tag highlighted in a red box. The first row has serial number "FXT12312312", base PID "CAT9K", product group "Switch", controller "--", last modified "2018-Aug-08, 21:58:46", status "Unconfigured", and action "Show Log...". The second row has serial number "FXT11828282", base PID "CAT9K", product group "Switch", controller "--", last modified "2018-Aug-06, 20:48:26", status "Unconfigured", and action "Show Log...". The third row has serial number "FXT12312312", base PID "CAT9K", product group "Switch", controller "--", last modified "2018-Aug-06, 18:57:09", status "Unconfigured", and action "Show Log...".

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
FXT12312312 Cloud Dock	CAT9K	Switch	--	2018-Aug-08, 21:58:46	Unconfigured	Show Log...
FXT11828282 this is for switch use Cloud Dock	CAT9K	Switch	--	2018-Aug-06, 20:48:26	Unconfigured	Show Log...
FXT12312312 description for the device Cloud Dock	CAT9K	Switch	--	2018-Aug-06, 18:57:09	Unconfigured	Show Log...



XII. Transfer of Devices

Transfer Devices from one Virtual Account to another

The user can transfer devices from one instance of his SA/VA to the same or different SA/VA based on the access for the given user.

- 1 Click and select one or more devices to transfer.
- 2 Transfer selected button is enabled.

Click on Transfer selected button

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The page title is 'Plug and Play Connect' and the user is logged in as 'PnP Test Account - KB'. The interface includes a navigation bar with links for 'Devices', 'Controller Profiles', 'Network', 'Certificates', 'Manage External Virtual Account', 'Event Log', and 'Transactions'. Below the navigation bar, there are several action buttons: '+ Add Devices...', '+ Add Software Devices...', 'Edit Selected...', 'Delete Selected...', 'Enable External Management...', and 'Transfer selected...'. The 'Transfer selected...' button is highlighted with a red box and a circled '2'. Below the buttons is a table of devices with columns for 'Serial Number', 'Base PID', 'Product Group', 'Controller', 'Last Modified', 'Status', and 'Actions'. The table contains 10 rows of device information. The first two rows are highlighted in light blue, and their checkboxes are checked. A red box with a circled '1' highlights the checkboxes for these two rows. The 'Status' column shows various states: 'Redirect Successful', 'Unconfigured', and 'Pending (Redirection)'. At the bottom of the page, there is a pagination control showing '10' records per page and 'Showing Page 1 of 47 (462 Records)'.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
DNI21050025 OlegP device	SF350-24P-K9-EU	Switch	CA_OLEGP	2019-Nov-18, 15:24:11	Redirect Successful	Show Log...
<input checked="" type="checkbox"/> SN907049427 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-18, 07:58:03	Unconfigured	Show Log...
<input checked="" type="checkbox"/> SN921419201 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-18, 04:58:32	Unconfigured	Show Log...
<input type="checkbox"/> SN561075327 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-18, 01:03:17	Unconfigured	Show Log...
<input type="checkbox"/> SN966656342 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	PNPATS-NOV17_19_53	2019-Nov-17, 19:56:50	Pending (Redirection)	Show Log...
<input type="checkbox"/> SN871321550 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	PNPATS-NOV17_17_53	2019-Nov-17, 17:55:49	Redirect Successful	Show Log...
<input type="checkbox"/> SN146958559 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-17, 15:58:53	Unconfigured	Show Log...
<input type="checkbox"/> SN158294091 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-17, 15:00:51	Unconfigured	Show Log...
<input type="checkbox"/> SN446684894 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-17, 11:00:41	Unconfigured	Show Log...
<input type="checkbox"/> SN773536566 Added by PNPATS	AIR-AP3802I-B-K9	Access Point	PNPATS-NOV17_02_53	2019-Nov-17, 03:01:29	Pending (Redirection)	Show Log...

Transfer Devices from one Virtual Account to another (contd)

Transfer Device screen is displayed.

- 3 Select mandatory fields from drop down. List is displayed based on user access.

Destination Smart Account
Destination Virtual Account

- 4 User can delete any device from the current transfer only by clicking on the icon. Note this will not delete the device.

- 5 Note that show Log messages and SUDI Missing/RMAAlerts from the source account will not be transferred to destination account

- 6 Click on 'Transfer' Button to Initiate transfer of devices. Message displayed that Transfer request has been submitted.

Cisco Software Central > Plug and Play Connect PnP Test Account - KB DEFAULT

Plug and Play Connect

Feedback Support Help

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

Transfer Devices

Select the smart account and virtual account that the devices should be moved to.

Smart Account PnP Test Account - KB(pnp.test.com) 3

Virtual Account Test_Anirudh

Serial Number	Base PID	Description	Actions
SN921419201	AIR-AP3802I-B-K9	Added by PNPATS	4
SN907049427	AIR-AP3802I-B-K9	Added by PNPATS	

Show Log messages and SUDI Missing/RMAAlerts on the Plug-N-Play portal will not be transferred to destination account. 5

Cancel Transfer 6

The transfer request has been successfully submitted for processing. Once complete, you can view details of the transfer in the event logs

Transfer Devices from one Virtual Account to another (contd)

7 When Transfer is in progress, Device is locked from any transaction. If Device was associated to any profile it will be automatically disassociated. Click refresh button.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The account is 'PnP Test Account - KB' and the view is 'DEFAULT'. The 'Devices' tab is active. A table lists devices with columns for Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. A device with SN907049427 is highlighted with a red box and a tooltip that says 'Device is Locked and cannot be accessed at this time.' The status for this device is 'Unconfigured'. A red circle with the number '7' is placed over the device row. A red box highlights the account and view dropdowns in the top right corner.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
DNI21050025 <small>ClearP device</small>	SF350-24P-K9-EU	Switch	CA_OLEGP	2019-Nov-18, 15:24:11	Redirect Successful	Show Log...
SN907049427 <small>Added by PNPATS</small>	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-18, 07:58:03	Unconfigured	Show Log...
SN921419201 <small>Added by PNPATS</small>	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-18, 04:58:32	Unconfigured	Show Log...

8 Go to the destination smart account/virtual account. New devices are listed in the devices tab.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect in a destination account. The account is 'PnP Test Account - KB' and the view is 'Test_Anirudh'. The 'Devices' tab is active. A table lists devices with columns for Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. Two devices with SN907049427 and SN921419201 are highlighted with a red box. The status for both devices is 'Unconfigured'. A red circle with the number '8' is placed over the account and view dropdowns in the top right corner.

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
SN907049427 <small>Added by PNPATS</small>	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-19, 18:55:23	Unconfigured	Show Log...
SN921419201 <small>Added by PNPATS</small>	AIR-AP3802I-B-K9	Access Point	--	2019-Nov-19, 18:55:23	Unconfigured	Show Log...

Transfer Devices from one Virtual Account to another (contd)

- 9 Check the Event Log in both source and destination accounts which captures the device details that were transferred
- 10 Click on **More** displays the list of devices that were transferred in a separate pop up window.
- 11 For successful transfer the icon displays green with tick and if there is a failure in transfer for any reason, cross mark in Red is displayed before the device in Source Account Event log (more section).
- 12 User can click on icons in the dashboard to filter device display based on success only or failure only or all

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Event Log

Message	More	Logged By	Logged At
Transfer Complete: "0" devices failed to transfer and "2" devices successfully transferred to "PnP Test Account - KB", "Test_Anirudh".	More	jayanara	2019-Nov-19, 10:44:10
"2" devices were initiated for transfer from "PnP Test Account - KB", "DEFAULT" to "PnP Test Account - KB", "Test_Anirudh"	--	jayanara	2019-Nov-19, 10:44:08

Showing All 2 Records

Cisco Software Central > Plug and Play Connect

Plug and Play Connect

Event Log

Message	More	Logged By	Logged At
"2" devices were transferred from smart account "PnP Test Account - KB" virtual account "DEFAULT" to smart account "PnP Test Account - KB"	More	jayanara	2019-Nov-19, 10:44:10
"1" devices were transferred from smart account "PnP Test Account - KB" virtual account "PNP-LABFKF" to smart account "PnP Test Account - ..."	More	jayanara	2019-Sep-06, 11:44:20

Log Details

Serial Number	Reason
N921419201	--
N907049427	--

2 All | 2 Valid | 0 Errors

Close



XIII. Transaction Log

Transaction Log

- The Transaction tab captures all transactions related to Device Provisioning for a given order (Hardware with no subscription order, Hardware + Subscription order, Change Subscription, Subscription order with Customer Devices, Disti Hardware Order with Subscription)

- 1 The transaction log captures the transaction date the order was provisioned in PnP. Last updated transaction will be displayed on top.
- 2 Click on icon in Quantity column will show all Device information that came as part of the order.
- 3 Hover over on Status displays all the sub-status applicable for that transaction.

Cisco Software Central > Plug and Play Connect

PNP_QA_AUG1 NEWSUB001

Plug and Play Connect

Feedback Support Help

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account | Event Log | Transactions

Transaction Date	Type	SKU	Quantity	Order	Status	Actions
2019-Oct-11, 11:35:30	ORDER	L-LIC-DNA-ADD	1	Order : 88266480 line# : 1.0	Pending	
2019-Sep-25, 03:32:18	ORDER	L-LIC-DNA-ADD	1		Pending	
2019-Sep-25, 03:30:56	ORDER	L-LIC-DNA-ADD	1		Pending	
2019-Sep-25, 03:20:23	ORDER	L-LIC-DNA-ADD	1		Pending	
2019-Oct-11, 11:07:03	ORDER	L-LIC-DNA-ADD	1	Order : 108578974	Completed	
2019-Oct-11, 11:07:03	ORDER	L-LIC-DNA-ADD	1		Completed	
2019-Oct-10, 23:53:39	ORDER	ISR4321-DNA	1		Completed	
2019-Oct-09, 16:48:02	ORDER	ISR4351-DNA	1		Completed	
2019-Oct-09, 09:52:02	ORDER	VEDGE-1000-AC-K9	1		Completed	
2019-Oct-03, 00:00:30	ORDER	ISR4321-DNA	1	Order : 108245999 line# : 1.0	Pending	

10

Showing Page 1 of 2 (18 Records)

Transaction Log

Transaction Details:

- 4 Click on Transaction Date displays the Transaction Details tab.

This tab captures the details related to the transaction in sections

- “Transaction Details”,
- “Term Details”,
- “Controller Request Details”
- “Support Details”

Note that all fields will not be available at all times. Fields are displayed depending on the availability of data.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The main page displays a table of transactions with columns for Transaction Date, Type, SKU, Quantity, Order, Status, and Actions. A modal window is open, showing details for a transaction on 2019-10-07 12:36:17.158. The modal is titled "Transaction : 2019-10-07 12:36:17.158" and has a red circle with the number "4" next to it. The modal content is organized into sections: General, Order Lines, Transaction Details, Term Details, Controller Request Details, and Support Details. The Transaction Details section includes fields for Product ID (ISR4321-DNA), Quantity (1), Order (108569132 Line#: 1.0), Web Order Details (88232766), and Virtual Account (DEFAULT). The Term Details section includes Subscription ID (Sub320535), Subscription Type (SaaS), Initial Term (36 months), and Renewal Term (0 months). The Controller Request Details section includes End Customer Email (matrunahak@google.com), Controller Status (COMPLETED), and Notes (None). The Support Details section includes Last Updated (2019-10-07 12:40:51.745) and Transaction ID (CSCP2200).

Transaction Date	Type	SKU	Quantity	Order	Status	Actions
2019-Oct-11, 11:35:34	O					
2019-Sep-25, 03:32:18	O					
2019-Sep-25, 03:30:56	O					
2019-Sep-25, 03:20:23	O					
2019-Oct-11, 11:07:03	O					
2019-Oct-11, 11:07:03	O					
2019-Oct-10, 23:53:39	O					
2019-Oct-09, 16:48:02	O					
2019-Oct-09, 09:52:02	O					
2019-Oct-03, 00:00:30	O					

Transaction : 2019-10-07 12:36:17.158

4

General | Order Lines

Transaction Details

Product ID: ISR4321-DNA
Quantity: 1
Order: 108569132 Line#: 1.0
Web Order Details: 88232766
Virtual Account: DEFAULT

Term Details

Subscription ID: Sub320535
Subscription Type: SaaS
Initial Term(months): 36
Renewal Term(months): 0
Subscription Event: New Order

Controller Request Details

End Customer Email: matrunahak@google.com
Controller Status: COMPLETED
Notes: None

Support Details

Last Updated: 2019-10-07 12:40:51.745
Transaction ID: CSCP2200



XIV. Manage External Virtual Account

Manage External Virtual Account – End Customer

Cisco Software Central > Plug and Play Connect

English [Change] Hello, Jayashree Narayanan PnP Pega Test Account MultiTenancy_JanScope

Plug and Play Connect

Feedback Support Help

Devices | Controller Profiles | Network | Certificates | Manage External Virtual Account

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... **Enable External Management...**

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
				2019-Feb-15, 23:18:00	Unconfigured	Show Log...

2 **Enable External Device Management**
This action will delete all controller profiles and certificates and clear the configuration of all the devices in this virtual account allowing the devices to be managed by users from another account.
Are you sure you want to continue?
OK Cancel

3 This account is in the process of being setup for external management. Once all devices are unconfigured, the account will be available for use again.

Devices | other tabs (Controller Profile, Network, Certificates are removed)

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected... **Disable External Management...**

Serial Number	Base PID	Product Group	Controller	Last Modified	Status	Actions
SN1	ISR4221/K9	Router	--	2019-Mar-07, 18:17:15	Unconfigured	Show Log...
342D836D-67B8-DA0C-836...	VEDGE-CLOUD-DNA	Router	--	2019-Mar-07, 18:17:15	Unconfigured	Show Log...

Showing All 2 Records

Contacts | Feedback | Help | Site Map | Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks

1 The button “Enable External Management” is used if Customer wants to have an External Account to manage their devices.

2 When the Button is clicked the Account goes through a clean up activity.

3 Once Account is enabled for external management, view of the account will be restricted to only devices, device logs, Event Log and Transactions.

Manage External Virtual Account – Service Provider

1 “Manage External Virtual Account” tab gives the ability to claim other virtual accounts of users, who want their devices to be managed

2 The user claiming the virtual account to manage the devices should have access to the claimed account. For more information about access please click [here](#).

3 Once an Account has been claimed for management, view of the User who is managing the new Customer Account

Cisco Software Central > Plug and Play Connect

English [Change] Hello, Jayashree Narayanan PnP Pega Test Account TTEST001

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | **Manage External Virtual Account**

+ Add Virtual Accounts... Delete Selected...

Smart Account Virtual Account Devices Account Status

No Record to display.

Manage Devices in Another Smart Account

Select the Smart Account and the virtual accounts that contain the devices to be managed.

Parent Smart Account:
PnP Pega Test Account

Available Virtual Accounts:

Search

DEFAULT
MultiTenancy_JanScope

2 Shown

Selected Virtual Accounts:

Search

Plug and Play Connect

Devices | Controller Profiles | Network | Certificates | **Manage External Virtual Account**

+ Add Devices... + Add Software Devices... Edit Selected... Delete Selected...

Serial Number	Base PID	Product Group	Smart Account	Virtual Account	Controller	Last Modified	Status	Actions
11OD2159875632 sdafasdfs	VEDGE-1000-AC-K9	Router	TRACK4B...	DEFAULT	THARCLOUDHOST...	2019-Mar-08, 22:55:25	Provisioned	Show Log...
DC86146D-6261-20E2-... dsafas	VEDGE-CLOUD-DNA	Router	TRACK4B...	DEFAULT	THARCLOUDHOST...	2019-Mar-08, 22:55:24	Provisioned	Show Log...
5E5AD30D-8B15-82F-... sdafas	VEDGE-CLOUD-DNA	Router	TRACK4B...	DEFAULT	THARCLOUDHOST...	2019-Mar-08, 22:55:23	Provisioned	Show Log...



PnP Help "FAQ" tab update

PnP FAQ Help Link

1 User can access FAQ document related to PnP Connect by clicking on help link.

Help link is not related to any tab user is in and available at all times.

2 FAQ document opens up in a pop up window with the frequently asked questions and answers.

The screenshot shows the Cisco Software Central interface for Plug and Play Connect. The breadcrumb navigation is "Cisco Software Central > Plug and Play Connect". The page title is "Plug and Play Connect". In the top right corner, there are links for "Feedback", "Support", and "Help", with the "Help" link highlighted by a red box and a red circle labeled "1". Below the navigation, there are tabs for "Devices", "Controller Profiles", "Network", "Certificates", "Manage External Virtual Account", "Event Log", and "Transactions". A toolbar contains buttons for "+ Add Devices...", "+ Add Software Devices...", "Edit Selected...", "Delete Selected...", "Enable External Management...", and "Transfer selected...". Below the toolbar is a table with columns: Serial Number, Base PID, Product Group, Controller, Last Modified, Status, and Actions. A red box highlights the "Help" link in the top right and a red circle labeled "2" highlights the URL in the browser's address bar: "software.cisco.com/web/fw/softwareworkspace/pnp/doc/PNPHelp.pdf". The pop-up window shows the Cisco logo, "Q&A - Cisco External", and the title "Cisco Plug and Play Connect FAQ". Below the title is a banner image of a server rack and a person.

Licensing Support

To open a case with GLO:

- Open a case using [Support Case Manager](#)
- Choose the category “SDWAN - PNP Related Issues”
- In the description, include information like SA, SO#, Device details, specific product, questions or issues.

- Other teams to contact for urgent issues:

Smart Order Issues- smartordersupport@cisco.com

Smart Account Issues - smart-ops-support@cisco.com

General Smart Account and Smart Licensing queries- ask-smartlicensing@cisco.com

Device related and license installation Issues - tac@cisco.com



XV. References

References

Reference Material	Link
Release Notes for Cisco Plug and Play Connect	http://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Plug-and-Play/release/notes/pnp-connect-release-notes.html
Manage your Cisco Plug and Play Connect	https://software.cisco.com/
Solution Guide	http://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Plug-and-Play/solution/guidexml/b_pnp-solution-guide.html
Release Notes for Cisco Network Plug and Play	http://www.cisco.com/c/en/us/support/cloud-systems-management/one-enterprise-network-controller/products-release-notes-list.html
Configuration Guide for Cisco Network Plug and Play on Cisco APIC-EM	http://www.cisco.com/c/en/us/support/cloud-systems-management/one-enterprise-network-controller/products-installation-and-configuration-guides-list.html

