

How can I perform factory pre-installation of devices using SLP?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) To help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before You start, ensure you have the following:

- Active **Cisco.com Account**.
- Access to **Smart Account** and **Virtual Account**.
- Software version that supports **SLP**.
- **Sales order number/Web Order number**.

Step 1: Navigate to [Cisco Commerce Workspace \(CCW\)](#).

Step 2: Search with the **sales order number/Web order**.

Step 3: Click on **Sales/ Web order number** to view order details on the search result page.

Step 4: Go to “**View or change Smart Account Assignments**” link on the screen.

Step 5: Click on “**Assign Smart Account**”.

Step 6: Search for the **active End customer Smart account domain ID** and select the appropriate Smart Account domain.

Step 7: Select the appropriate **Virtual account** and click on **Assign button** and finally submit.

Exception: For Cat8K devices, Disti stocking Order lines, DNA Stack and NW Stack licenses are not pre-installed.

Troubleshooting:

If you experience an issue with this process, that you cannot address, open a case in [Support Case Manager \(SCM\)](#) using software licensing option.

For feedback on the content of this document, please submit [here](#).