

# Cisco Plug and Play Support Guide for Cisco SD-WAN Products

June 2019

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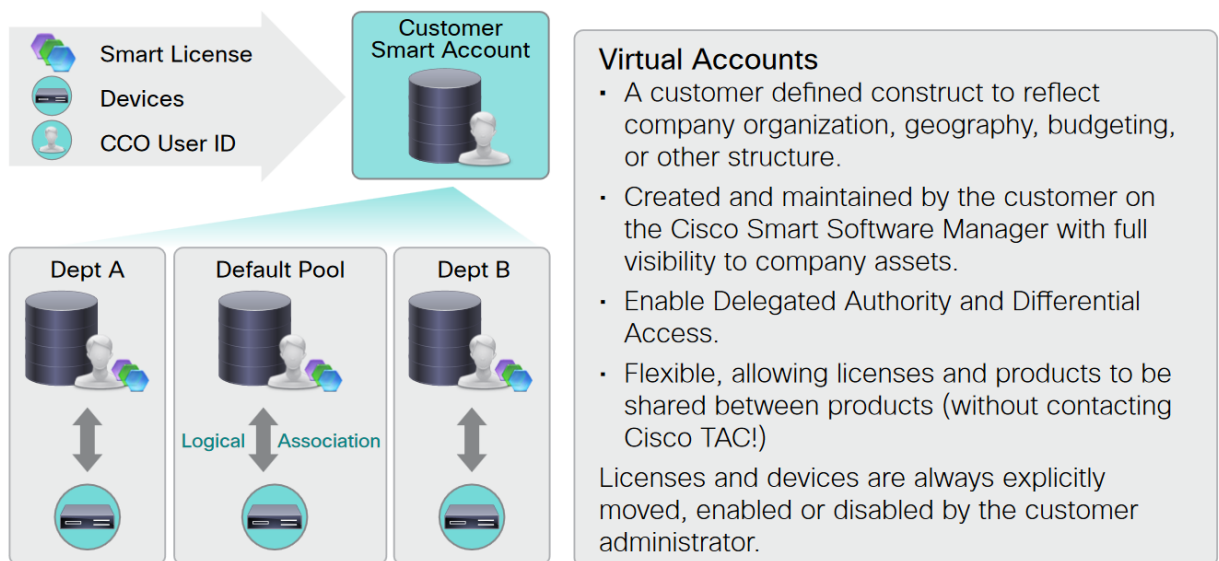
# Introduction

The purpose of this document is to go through capabilities that are created on the Cisco® Plug and Play (PnP) portal to support the on-boarding of SD-WAN (formerly Viptela) products. This document will help Cisco SD-WAN customers understand the different steps that are needed to either bring up or debug on-boarding of a Cisco vEdge device or a vBond controller.

## Cisco Smart Account and Virtual Account

### Introduction to Cisco Smart Account and Virtual Account

After creating a Smart Account, customers can create Virtual Accounts that reflect their organizational departments, then associate licenses and devices with those departments.



### How Smart and Virtual Accounts are used for on-boarding

Smart Accounts and Virtual Accounts are essential in a successful on-boarding of a vEdge router to its corresponding network.

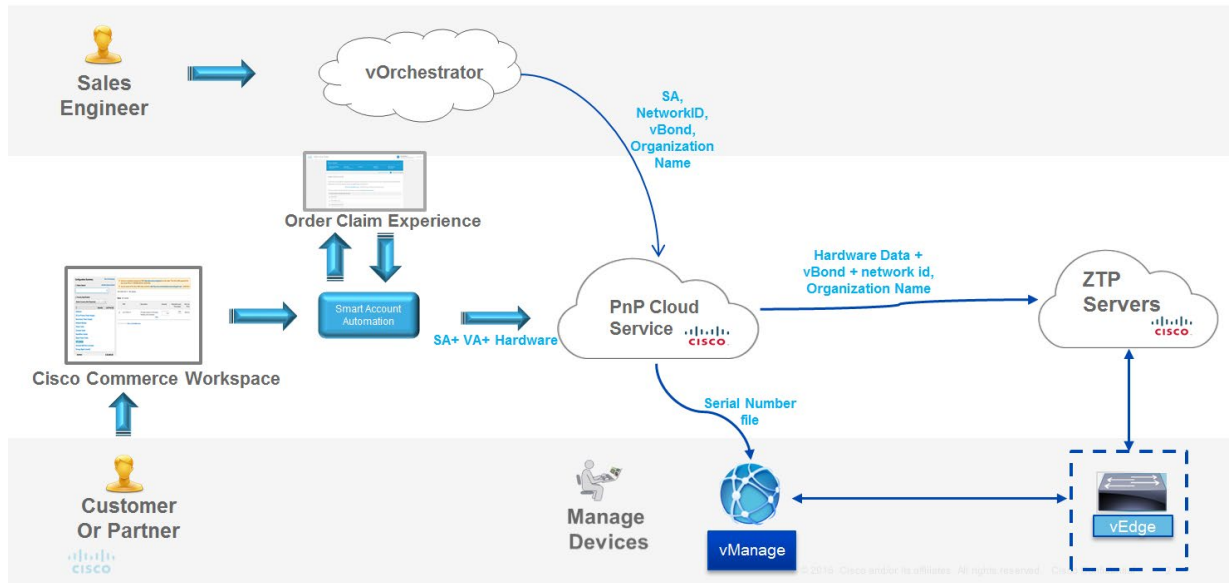
While placing an order on [Cisco Commerce Workspace](#), a customer can assign the same Smart Account and Virtual Account to the order. They can log in to Cisco vManage (version 18.x and above) to find the Smart and Virtual Accounts (Administer→Setting→Organization Name→View).

The devices manufactured as part of this order would flow into the Cisco Plug-and-Play (PnP) portal and would be associated to the vBond controller that was pushed by Cisco SD-WAN CloudOps. Once the association is successful, the data is pushed to zero-touch provisioning (ZTP).

## For on-premises deployment

The customer or sales engineer who is helping with the customer's deployment would need to enter the vBond profile information into the Plug-and-Play portal, so that the controller information can be passed to zProv. Steps to set up a vBond controller and how to associate devices to it are demonstrated later in this document.

**Figure 1.** PnP workflow



**Note:** A Smart Account and a Virtual Account are non-mandatory fields during ordering. If the values are left blank, the customer would either be assigned system-generated Smart and Virtual Accounts or would be guided through a claiming experience to select the right Smart and Virtual Accounts under his organization. This claiming experience would occur after submitting an order.

## Cisco PnP terms

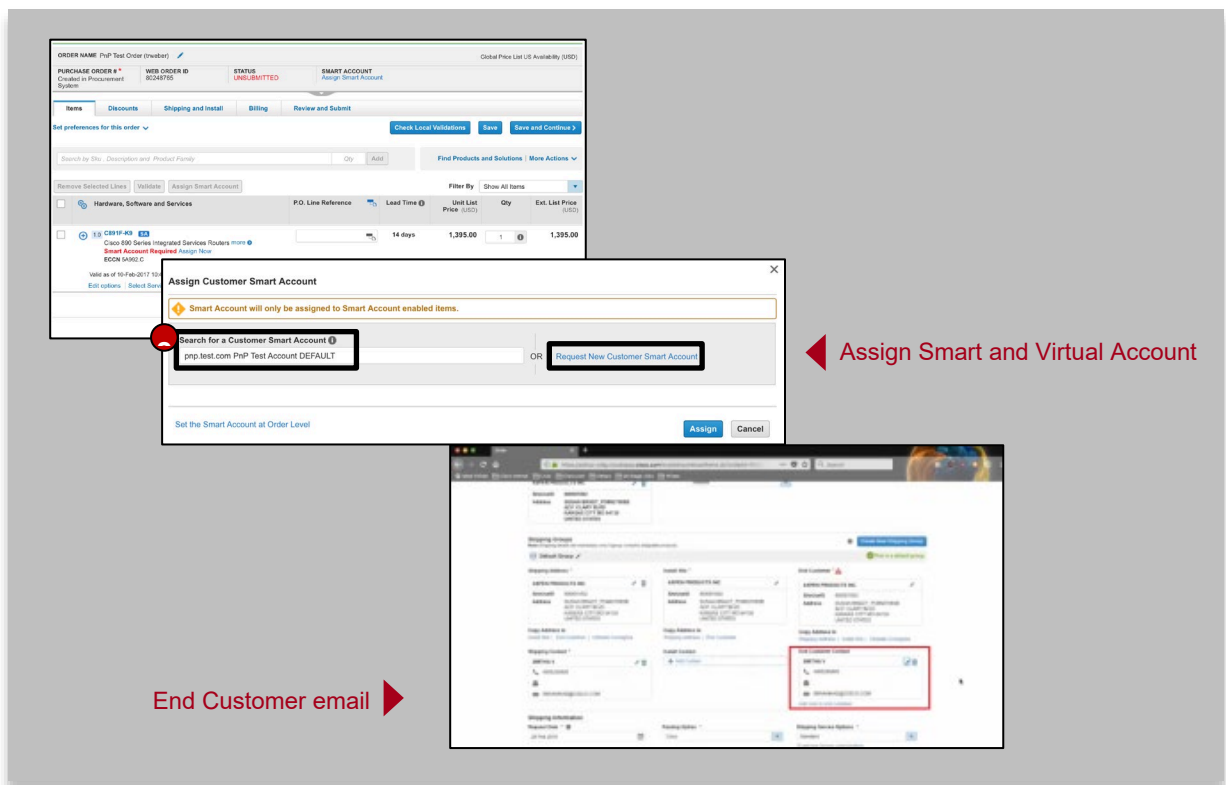
Terms	Description
Network ID	The equivalent of the overlay ID in Viptela. Auto-generated when a profile is present in PnP. Can be edited only when no profiles exist in a Virtual Account. All devices for a given organization name in ZTP should be associated to one network ID.
Organization name	An attribute that vManage used to tie all the controllers together. The organization name is associated to a vBond controller in the PnP portal.
vBond controller	Represents the vBond IP or domain name. Only IPv4 is supported today.
Base product ID (PID)	Hardware product ID that is on the label.
Ordered PID	An ordered SKU that was selected in CCW. In some cases, the ordered PID and base PID can have the same value.
Secure device ID (SUDI)	A secure board ID that is used to validate anti-tampered devices.
International Mobile station Equipment Identity (IMEI) or device IMEI	IMEI information for an LTE-enabled vEdge controller. Both of the values would be the same for vEdge devices.

# On-boarding sequence flow using PnP

## For on-premises equipment

### 1. Place an order in CCW

- Either the customer or the partner enters the end-customer's email address (mandatory) or the customer's Smart Account and Virtual Account numbers (not mandatory).
- Serial number information with the Smart Account and Virtual Account is pushed to PnP.



### 2. Customer on-premises controller

- Make note of the organization name used to bring up the setup and also the vBond controller IP address or domain name.
- You will be required to enter this information in PnP.

### 3. Define the vBond controller in Plug and Play

- Add the vBond controller profile into PnP under the same Smart and Virtual Accounts used in Step 1 (for on premises).
- The steps to take to add a vBond controller profile are provided later in this document.
- Once the vBond Controller is added, manually associate the device to the controller.

#### ▼ Add controller on the portal

The screenshot displays the Cisco PnP portal interface. At the top, there is a navigation bar with tabs for 'Devices', 'Controller Profiles', 'Configurations', 'Configuration Templates', and 'Network'. Below this, a modal window titled 'Add Controller Profile' is open, showing a four-step process: Step 1 (Profile Type), Step 2 (Profile Settings), Step 3 (Review), and Step 4 (Confirmation). The 'Profile Settings' section includes fields for Profile Name, Description, Default Profile, Organization Name, Primary Certificate, and Server Host CA. Below the modal, a table lists devices. A red box highlights the 'Controller' column in the table, which contains the value 'VPTELA-FEATURE-T...'. The table also shows columns for Serial Number, Base PID, Product Group, Configuration, Last Modified, Status, and Actions.

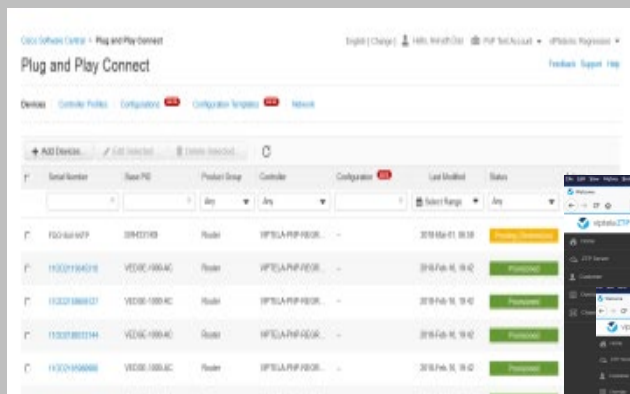
Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
FLM1947W123 PMS TB130	ISR4331KB	Router	VPTELA-FEATURE-T...		2018-Feb-11, 08:08	Redirect Successful	Show Log

#### ▲ Associate devices to a controller

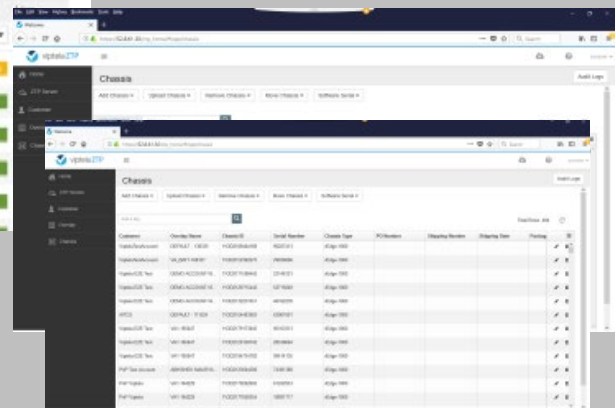
#### 4. PnP data push to ZTP

- PnP will automatically send the data with the vBond controller information, the organization name, network ID, and associated serial numbers to ZTP.

▼ Chassis SNs in PnP from CCW associated to vBond profile from Step 3



▼ Overlay data available in ZTP



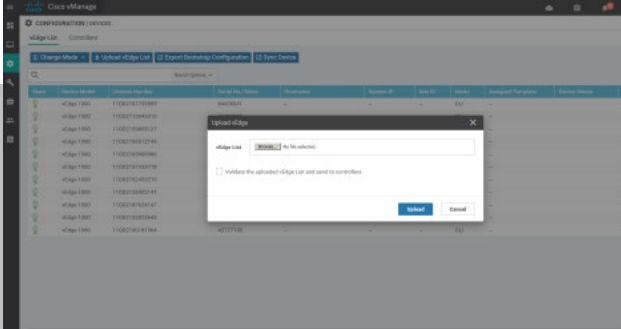
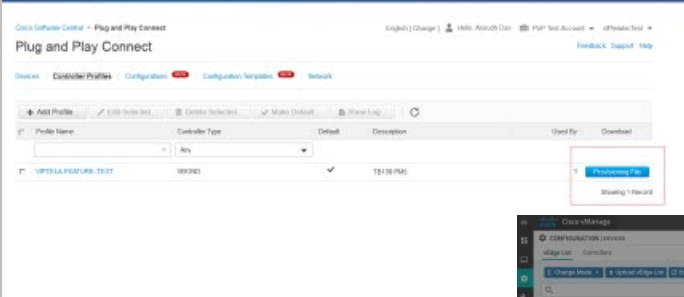
▲ Serial Numbers in ZTP



## 5. Upload the provisioning file into vManage

- Download the serial number file, also known as the provisioning file on the PnP portal.
- Upload the file in vManage (version 18.x and above).
- Devices will then be available on vManage

▼ Download Provisioning File from PnP



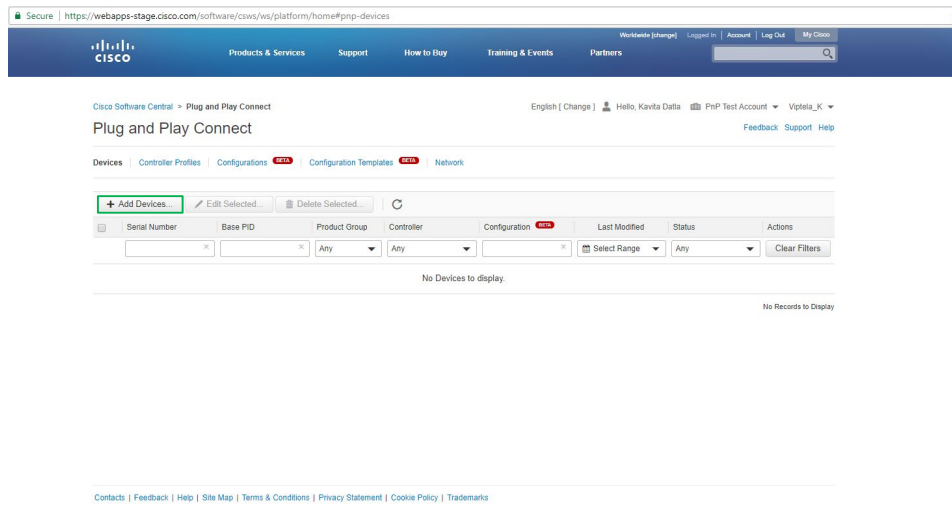
▲ Upload Provisioning file in vManage

# Device management

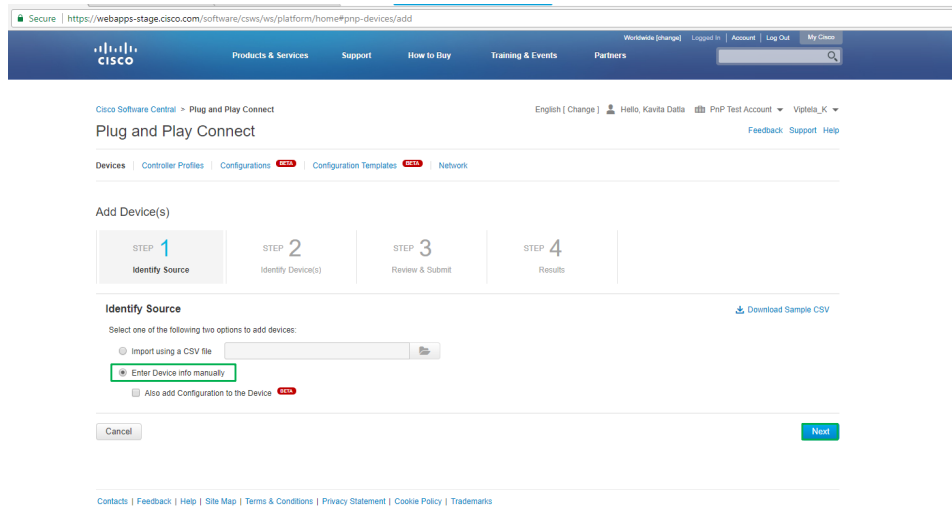
The Cisco PnP portal contains a list of devices that are associated to a given controller. For ease of issue resolution, the PnP portal provides capabilities for device management to support personnel and customers.

## Steps to add a replacement device to your Virtual Account

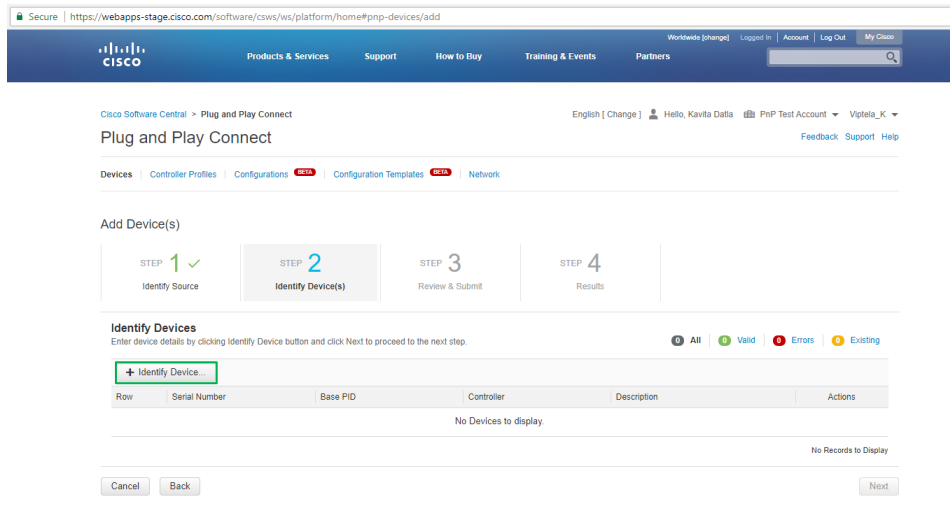
1. Log in in to PnP with the Smart and Virtual Accounts that the user needs to add to the device. Click “Add Device”



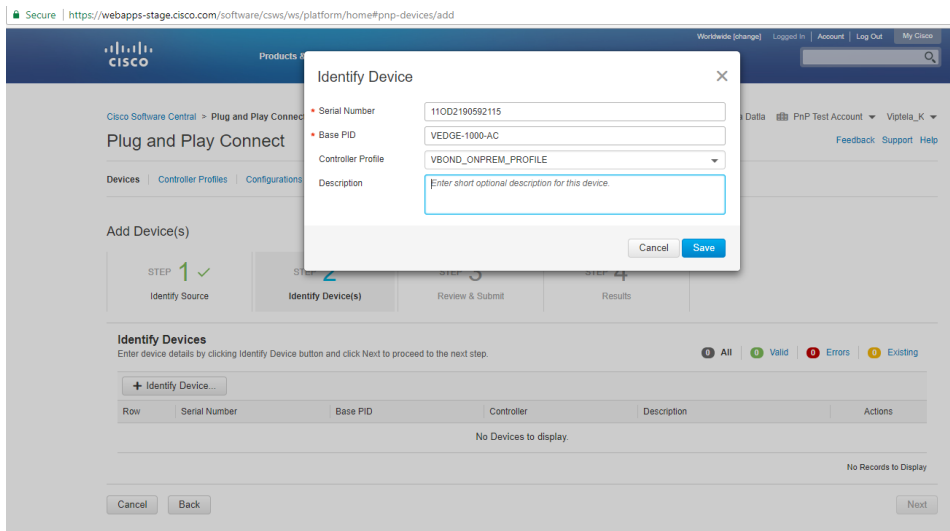
2. Choose “Enter Device Info manually” and click “Next”



3. Click on “Identify Device”



4. The “Identify Device” screen appears. Enter the device details and click “Save”, as shown in the following screenshot. Choose the base PID in the case where a vEdge device is an orderable PID or label on the hardware router called “Model Name”.

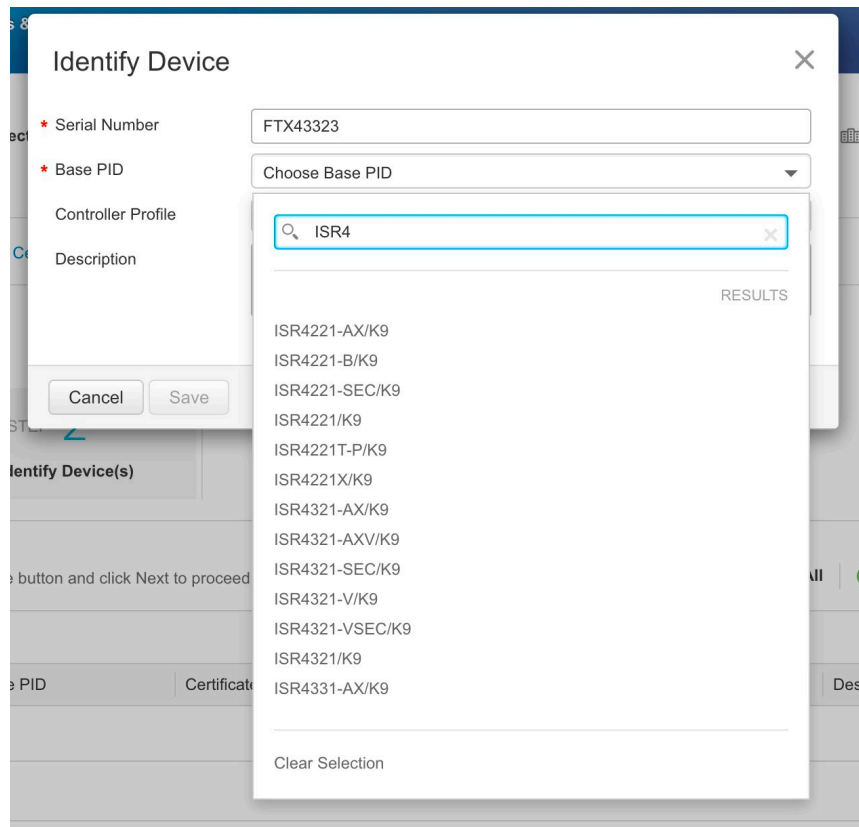


**Note:** Cisco ISR 4000 Series routers use two separate serial numbers for the unique device identifier (UDI) and secure unique device identifier (SUDI). For a device with two serial numbers, you must also provide the second serial number in PnP. The device may encounter redirection problems if it is provisioned by PnP using only one serial number. The following steps provide both serial numbers, enabling PnP to provision the device correctly.

- a. On the Cisco ISR 4000 Series router, display the two serial numbers (shown in bold in the output below).

```
ISR-4331#show pnp version
----- show pnp version -----
PnP Schema Version: 1.0, Baseline Tracking: rel29.1.20190116
Device UDI: PID:ISR4331/K9,VID:V05,SN:FD02240A1RY
UDI Checking: Yes
SID: AuthOnly:No, MustValidate:No, MustRenew:No
Security Enforced: No, PostReloadPriv'd Profile: N/A
SUDI Certificate: CISCO_IDEVID_SUDI
Device SUDI: PID:ISR4331/K9,SN:FD022371AM5
```

- b. In the "Identify Device" window, enter the PID of an ISR 4000 Series router in the "Base PID" field. When you begin typing, the field provides options based on the typed characters. Select an ISR 4000 Series router. Once the PID is selected additional fields appear in the "Identify Device" window.



- c. In the "SUDI Serial Number" field, enter the SUDI serial number that was displayed in a previous step and click "Add." The "Identify Device" window now contains both serial numbers of the device.

- d. Click Save.

5. Click "Next"

Row	Serial Number	Base PID	Controller	Description	Actions
1	110D2190592115	VEDGE-1000-AC	VBOND_ONPREM_PROFILE	--	

## 6. Click "Submit"

The screenshot shows the 'Plug and Play Connect' interface. At the top, there's a navigation bar with 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. Below that, the page title is 'Plug and Play Connect'. A progress bar shows four steps: 'STEP 1 Identify Source', 'STEP 2 Identify Device(s)', 'STEP 3 Review & Submit' (which is highlighted), and 'STEP 4 Results'. Below the progress bar, there's a 'Review & Submit' section with a table of identified devices.

Row	Serial Number	Base PID	Controller	Description
1	110D2190592115	VEDGE-1000-AC	VBOND_ONPREM_PROFILE	--

Buttons at the bottom include 'Cancel', 'Back', and 'Submit'.

## 7. Click "Done"

The screenshot shows the 'Plug and Play Connect' interface at the 'Results' step. The progress bar now shows 'STEP 4 Results' as the active step. Below the progress bar, there's a green notification box that says 'Successfully added 1 device(s)!' and '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.' A 'Done' button is visible at the bottom right.

8. Devices will be provisioned automatically since the profile is already present. The status shows as "Provisioned" once the data is sent to ZTP.

The screenshot shows the 'Devices' table in the 'Plug and Play Connect' interface. The table has columns for 'Serial Number', 'Base PID', 'Product Group', 'Controller', 'Configuration', 'Last Modified', 'Status', and 'Actions'. A single device is listed with a status of 'Provisioned'.

Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
110D2190592115	VEDGE-1000-AC	Router	VBOND_ONPREM_P...	--	2018-Mar-06, 01:22	Provisioned	Show Log...

Buttons at the top of the table include '+ Add Devices...', 'Edit Selected...', and 'Delete Selected...'. A 'Showing 1 Record' indicator is at the bottom right.

## Associate controllers to a device

1. Select the device under the “Devices” tab and Click “Edit Selected”

The screenshot shows the Cisco Software Central interface for 'Plug and Play Connect'. The 'Devices' tab is active, displaying a table of devices. The 'Edit Selected' button is highlighted in green. The table contains the following data:

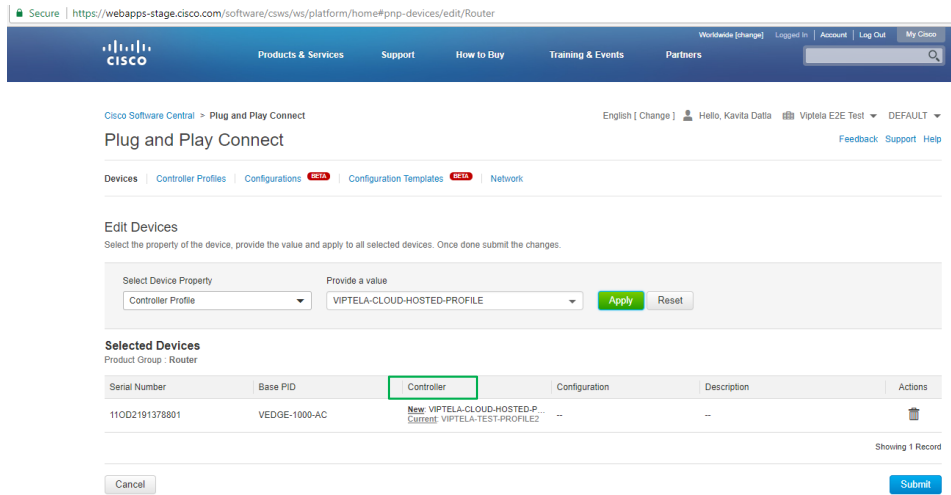
Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
110D2157739666	VEDGE-1000-AC	Router	VIPTELA-CLOUD-HO...	--	2018-Feb-28, 18:05	Provisioned	Show Log...
110D2191378801	VEDGE-1000-AC	Router	VIPTELA-TEST-PRO...	--	2018-Feb-24, 11:47	Provisioned	Show Log...
110D2184762606	VEDGE-1000-AC	Router	VIPTELA-TEST-PRO...	--	2018-Feb-21, 23:18	Provisioned	Show Log...
110D2178743356	VEDGE-1000-AC	Router	VIPTELA-TEST-PRO...	--	2018-Feb-20, 00:18	Provisioned	Show Log...

2. Select the profile that the user wants to change and click “Apply”

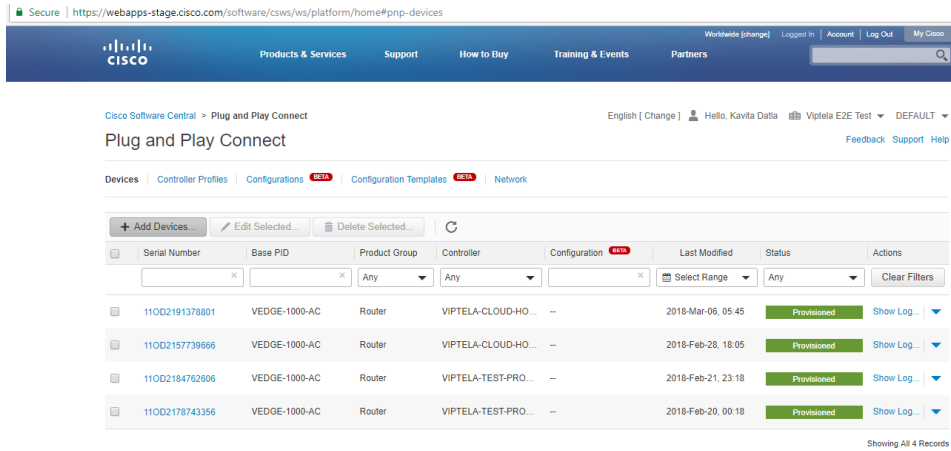
The screenshot shows the 'Edit Devices' page in Cisco Software Central. The 'Controller Profile' dropdown menu is open, and 'VIPTELA-TEST-PROFILE2' is selected. The 'Apply' button is highlighted in green. The 'Selected Devices' table shows the following data:

Serial Number	Base PID	Clear Selection	Configuration	Description	Actions
110D2191378801	VEDGE-1000-AC		VIPTELA-TEST-PROFILE2	--	

3. The new and old profiles are shown under the “Controller” label



4. Click the “Submit” button. The device is now associated with a new profile (cloud-hosted in this case) as shown in the following screenshot.





## Un-configure a device (disassociate a device from the controller)

1. Click on the device that you want to un-configure and click “Edit Selected”

Secure | <https://webapps-stage.cisco.com/software/csws/ws/platform/home#pnp-devices>

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

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

Cisco Software Central > Plug and Play Connect

English [ Change ] | Hello, Kavita Datta | PnP Test Account | Viptela\_K

Plug and Play Connect

Devices | Controller Profiles | Configurations **BETA** | Configuration Templates **BETA** | Network

+ Add Devices... **Edit Selected...** Delete Selected...

Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
110D2130059141	VEDGE-1000-AC	Router	VBOND_ONPREM_P...	--	2018-Mar-06, 01:26	Provisioned	Show Log...
<input checked="" type="checkbox"/>	110D2190592115	VEDGE-1000-AC	Router	VBOND_ONPREM_P...	--	2018-Mar-06, 01:22	Provisioned Show Log...

Showing All 2 Records

2. Click “Controller Profile” and click “Apply”

Secure | <https://webapps-stage.cisco.com/software/csws/ws/platform/home#pnp-devices/edit/Router>

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

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

Cisco Software Central > Plug and Play Connect

English [ Change ] | Hello, Kavita Datta | PnP Test Account | Viptela\_K

Plug and Play Connect

Devices | Controller Profiles | Configurations **BETA** | Configuration Templates **BETA** | Network

**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: Controller Profile | Provide a value: Choose Controller Profile | **Apply** | Reset

**Selected Devices**

Product Group: Router

Serial Number	Base PID	Controller	Configuration	Description	Actions
110D2190592115	VEDGE-1000-AC	VBOND_ONPREM_PROFILE	--	--	

Showing 1 Record

Cancel | Submit

### 3. The new and old profile will be shown

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 user is logged in as 'Hello, Kavita Datta' with a 'PnP Test Account' and 'Viptela\_K' user. The navigation menu includes 'Devices', 'Controller Profiles', 'Configurations', 'Configuration Templates', and 'Network'. The 'Edit Devices' section has a sub-header 'Select the property of the device, provide the value and apply to all selected devices. Once done submit the changes.' Below this is a form with 'Select Device Property' (set to 'Controller Profile') and 'Provide a value' (set to 'Choose Controller Profile'). There are 'Apply' and 'Reset' buttons. Below the form is a table titled 'Selected Devices' with the following data:

Serial Number	Base PID	Controller	Configuration	Description	Actions
110D2190592115	VEDGE-1000-AC	New -- Current: VBOND_ONPREM_PROF...	--	--	[Trash Icon]

At the bottom of the table, it says 'Showing 1 Record'. There are 'Cancel' and 'Submit' buttons.

### 4. Click the “Submit” button. The device will be shown with an “unconfigured” status on the “Devices” tab as there is no vBond controller associated with it

The screenshot shows the Cisco Software Central interface for 'Plug and Play Connect' after submission. The breadcrumb trail is 'Cisco Software Central > Plug and Play Connect'. The user is logged in as 'Hello, Kavita Datta' with a 'PnP Test Account' and 'Viptela\_K' user. The navigation menu includes 'Devices', 'Controller Profiles', 'Configurations', 'Configuration Templates', and 'Network'. Below the navigation is a table with the following data:

Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
110D2190592115	VEDGE-1000-AC	Router	--	--	2018-Mar-06, 01:36	Unconfigured	Show Log...
110D219059141	VEDGE-1000-AC	Router	VBOND_ONPREM_P...	--	2018-Mar-06, 01:26	Provisioned	Show Log...

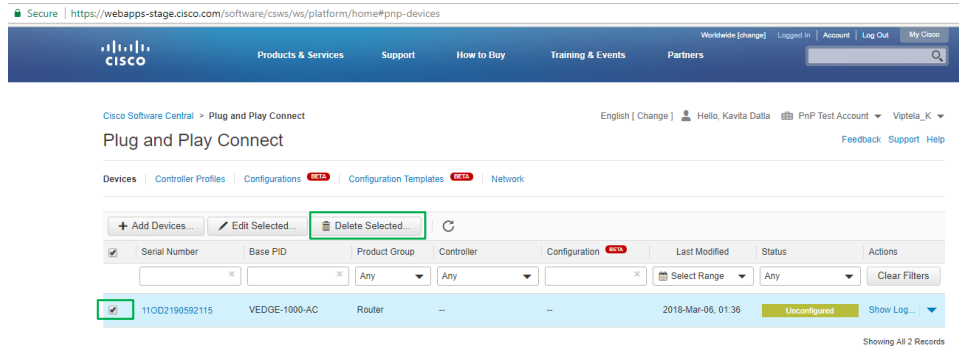
At the bottom of the table, it says 'Showing All 2 Records'.

## Moving devices from one Virtual Account to another Virtual Account

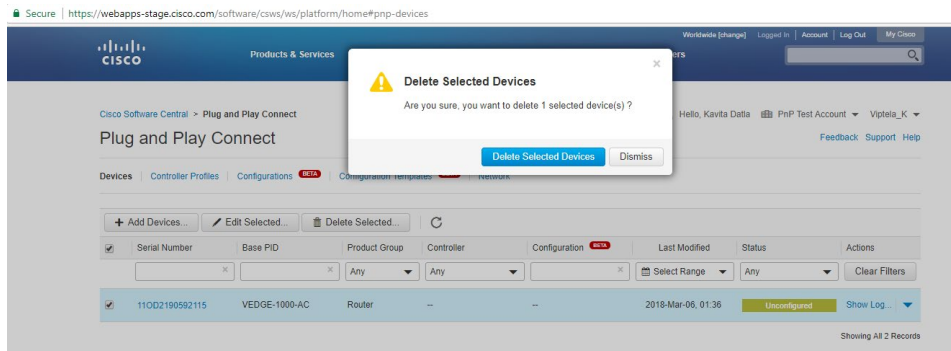
1. Delete the device from one Virtual Account
2. Add the device into another Virtual Account

## Delete the device from one Virtual Account

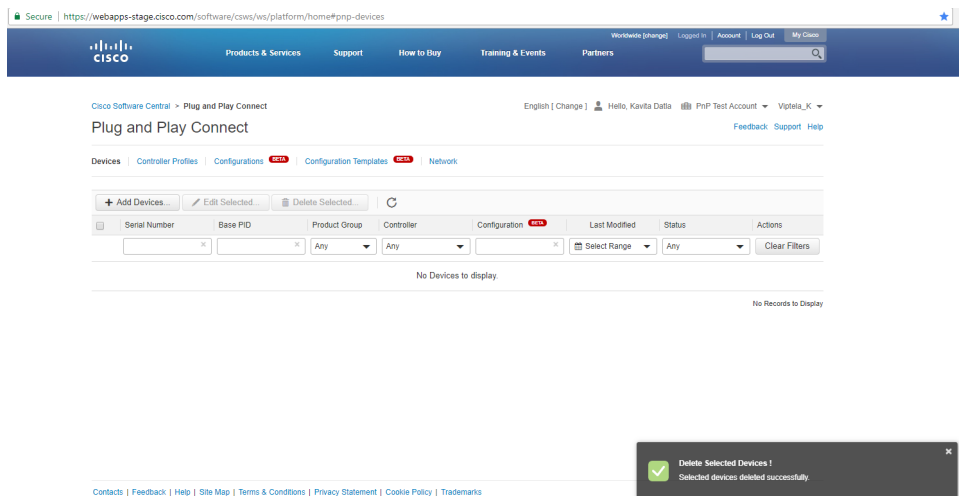
1. On the Devices tab, select the devices that need to be deleted and click the “Delete Selected” button



2. The system prompts a message, illustrated in the following screenshot. Click “Delete Selected Devices”



3. Devices will be deleted from the Virtual Account



## Add a device into another Virtual Account

1. Choose another Virtual Account where you want to add a device

Secure | <https://webapps-stage.cisco.com/software/cs/ws/platform/home#pnp-devices>

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

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

Cisco Software Central > Plug and Play Connect | English [Change] | Hello, Kavita Datta | PnP Test Account | Viptela vEdge Testing - Anirudh

Plug and Play Connect | Feedback | Support | Help

Devices | Controller Profiles | Configurations | Configuration Templates | Network

+ Add Devices... | Edit Selected... | Delete Selected... | Refresh

Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
		Any	Any		Select Range	Any	Clear Filters

No Devices to display

No Records to Display

2. Make sure that there is a vBond profile in that account. If not, it needs to be created.

Secure | <https://webapps-stage.cisco.com/software/cs/ws/platform/home#pnp-controllerProfiles>

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

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

Cisco Software Central > Plug and Play Connect | English [Change] | Hello, Kavita Datta | PnP Test Account | Viptela vEdge Testing - Anirudh

Plug and Play Connect | Feedback | Support | Help

Devices | Controller Profiles | Configurations | Configuration Templates | Network

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

Profile Name	Controller Type	Default	Description	Used By	Download
PPP	VBOND	✓	--	0	--

Showing 1 Record

3. Add the device to the Virtual Account (see steps for adding the device).

The device will be added to the new Virtual Account and be provisioned automatically as there is a vBond profile associated to it.

Secure | <https://webapps-stage.cisco.com/software/cs/ws/platform/home#pnp-devices>

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

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

Cisco Software Central > Plug and Play Connect | English [Change] | Hello, Kavita Datta | PnP Test Account | Viptela vEdge Testing - Anirudh

Plug and Play Connect | Feedback | Support | Help

Devices | Controller Profiles | Configurations | Configuration Templates | Network

+ Add Devices... | Edit Selected... | Delete Selected... | Refresh

Serial Number	Base PID	Product Group	Controller	Configuration	Last Modified	Status	Actions
110D2190592115	VEDGE-1000-AC	Router	PPP	--	2018-Mar-06, 01:54	Provisioned	Show Log...

Showing 1 Record

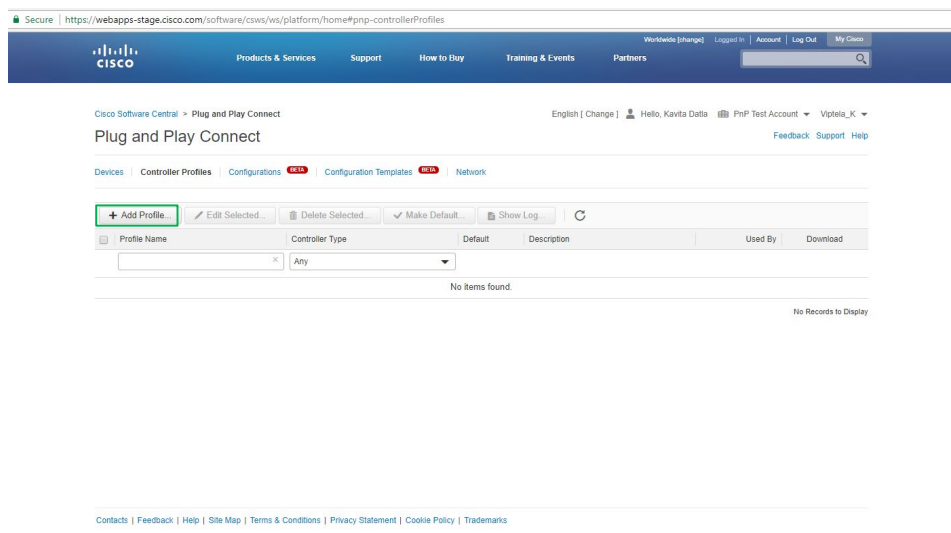
# Controller management

The PnP portal allows users with the right access levels to add and modify controllers to help manage their re-direction service.

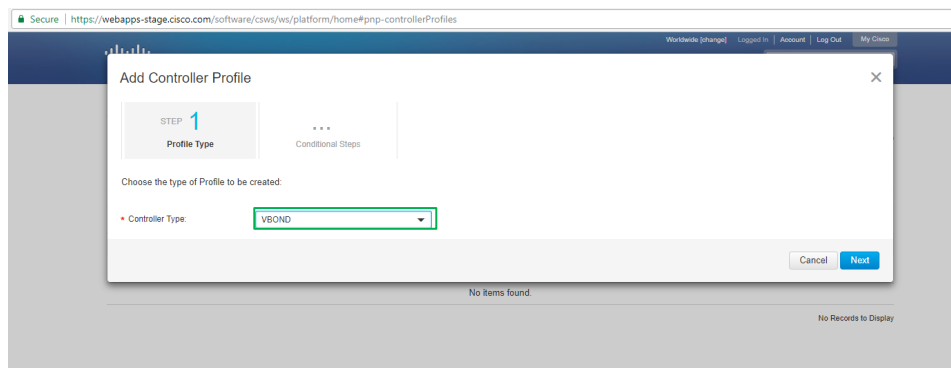
Note: There can be only one cloud-hosted and one on-premises controller in a given Virtual Account. Only one of them can be active.

## Add controller

1. On the Controller Profiles tab, click “Add Profile”



2. Enter the controller type as “vBond” and click “Next”



3. Enter the data in “Add Controller Profile” and click “Next”. Enter the organization name used in vManage and the domain/IP address of the vBond controller.

The screenshot shows the 'Add Controller Profile' dialog box with the following fields and values:

- STEP 1: Profile Type (Completed)
- STEP 2: Profile Settings (Active)
- STEP 3: Review
- STEP 4: Confirmation
- Profile Name: VBOND\_ONPREM\_PROFILE
- Description: This is vBond On-Prem Profile for Viptela devices
- Default Profile: Yes
- Organization Name: Org66
- Primary Controller: Domain Name: DTLS://, gap.com, 12346
- Server Root CA: Max file size up to 1 MB or max characters not to exceed 1048576
- Buttons: Cancel, Back, Next

4. The system displays all the vBond Information as in the following screenshot.

The screenshot shows the 'Add Controller Profile' dialog box in the Review step with the following information:

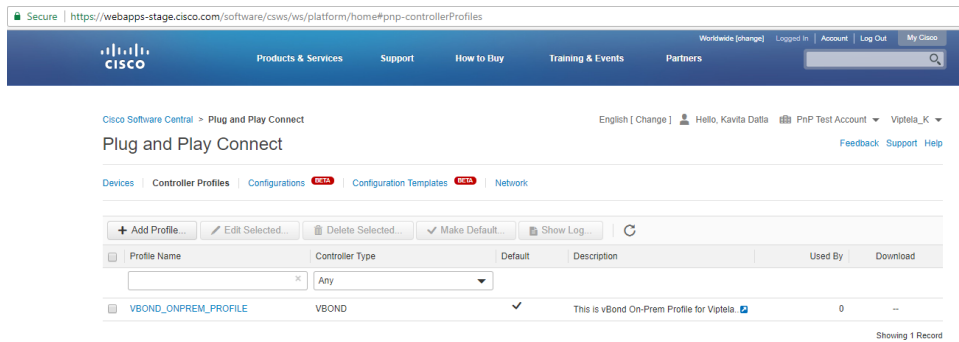
- STEP 1: Profile Type (Completed)
- STEP 2: Profile Settings (Completed)
- STEP 3: Review (Active)
- STEP 4: Confirmation
- Review the following options to make sure they are correct before you Submit the changes.
- Profile Type: Controller Type: VBOND
- Profile Settings: Profile Name: VBOND\_ONPREM\_PROFILE, Description: This is vBond On-Prem Profile for Viptela devices, Primary Domain Name: gap.com, Primary Protocol: dtls, Primary Port: 12346, Organization Name: Org66
- Buttons: Cancel, Back, Submit

5. Click “Submit”

The screenshot shows the 'Add Controller Profile' dialog box in the Confirmation step with the following information:

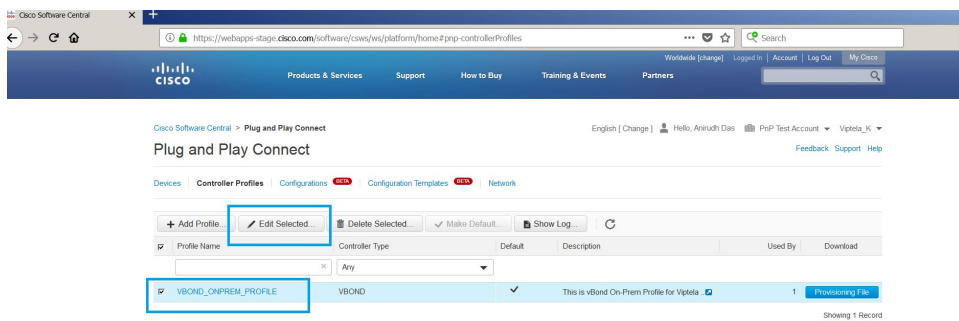
- STEP 1: Profile Type (Completed)
- STEP 2: Profile Settings (Completed)
- STEP 3: Review (Completed)
- STEP 4: Confirmation (Active)
- Message: The controller profile "VBOND\_ONPREM\_PROFILE" was successfully created.
- Button: Done

6. Click "Done". The profile is created.



## Edit controller

1. Select the controller under the Controller Profile tab and click "Edit Selected"



- The existing value of the controller will be populated in editable format. Change the required value and click “Next”. Rules around editing a controller profile are explained later in this document.

The screenshot shows the 'Add Controller Profile' dialog box with four steps: STEP 1 Profile Type, STEP 2 Profile Settings, STEP 3 Review, and STEP 4 Confirmation. STEP 2 is active. The 'Profile Settings' section includes:

- Profile Name: VBOND\_ONPREM\_PROFILE
- Description: This is vBond On-Prem Profile for Viptela devices
- Default Profile: Yes
- Organization Name: Org66
- Primary Controller: Domain Name (DTLS://), gap.com, 12346
- Server Root CA: Max file size up to 1 MB or max characters not to exceed 1048576

Buttons at the bottom: Cancel, Back, Next.

- The system displays all the vBond information, as shown in the following screenshot.

The screenshot shows the 'Add Controller Profile' dialog box with four steps: STEP 1 Profile Type, STEP 2 Profile Settings, STEP 3 Review, and STEP 4 Confirmation. STEP 3 is active. The 'Review' section displays the following information:

- Profile Type: Controller Type: VBOND
- Profile Settings: Profile Name: VBOND\_ONPREM\_PROFILE, Description: This is vBond On-Prem Profile for Viptela devices, Primary Domain Name: gap.com, Primary Protocol: dtls, Primary Port: 12346, Organization Name: Org66

Buttons at the bottom: Cancel, Back, Submit.

- Click “Submit”

The screenshot shows the 'Add Controller Profile' dialog box with four steps: STEP 1 Profile Type, STEP 2 Profile Settings, STEP 3 Review, and STEP 4 Confirmation. STEP 4 is active. A success message is displayed:

✓ The controller profile “VBOND\_ONPREM\_PROFILE” was successfully created.

Button at the bottom: Done.



5. Click "Done". The profile is edited.

The screenshot shows the Cisco Software Central interface for editing controller profiles. The breadcrumb trail is 'Cisco Software Central > Plug and Play Connect'. The page title is 'Plug and Play Connect'. There are navigation links for 'Devices', 'Controller Profiles', 'Configurations', 'Configuration Templates', and 'Network'. A toolbar includes '+ Add Profile...', 'Edit Selected...', 'Delete Selected...', 'Make Default...', and 'Show Log...'. Below the toolbar is a table with the following data:

Profile Name	Controller Type	Default	Description	Used By	Download
VBOND_ONPREM_PROFILE	VBOND	<input checked="" type="checkbox"/>	This is vBond On-Prem Profile for Viptela.	0	--

Showing 1 Record

## Rules around editing a vBond controller profile on PnP

Plug and Play enforces certain rules to ensure system integrity:

- The organization name is not editable if there are devices associated to a vBond on PnP
- The network ID is not editable when devices are present in a Virtual Account
- The default field in the vBond controller drives the active controller profile on the zProv tool. Only active profile edits will reflect in zProv.



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Printed in USA

10/18