

# My Devices User Guide

February 2024

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## Get Started With My Devices

### Topics

- [Learn About My Devices](#)
- [Access My Devices](#)
- [Log Out of My Devices](#)

### Learn About My Devices

My Devices is a cloud-based inventory management system to help organize your Cisco gear, track contract coverage and product support milestones, and much more. This single point of reference includes information such as:

- Product ID, category, and model
- Product release date
- End-of-sale and end-of-support dates
- Support contract type and expiration date
- Warranty type and expiration date
- Location where the product is installed

To add a device, you only need to enter its serial number. When the device is part of your inventory, you can easily view device details and add your own notes.

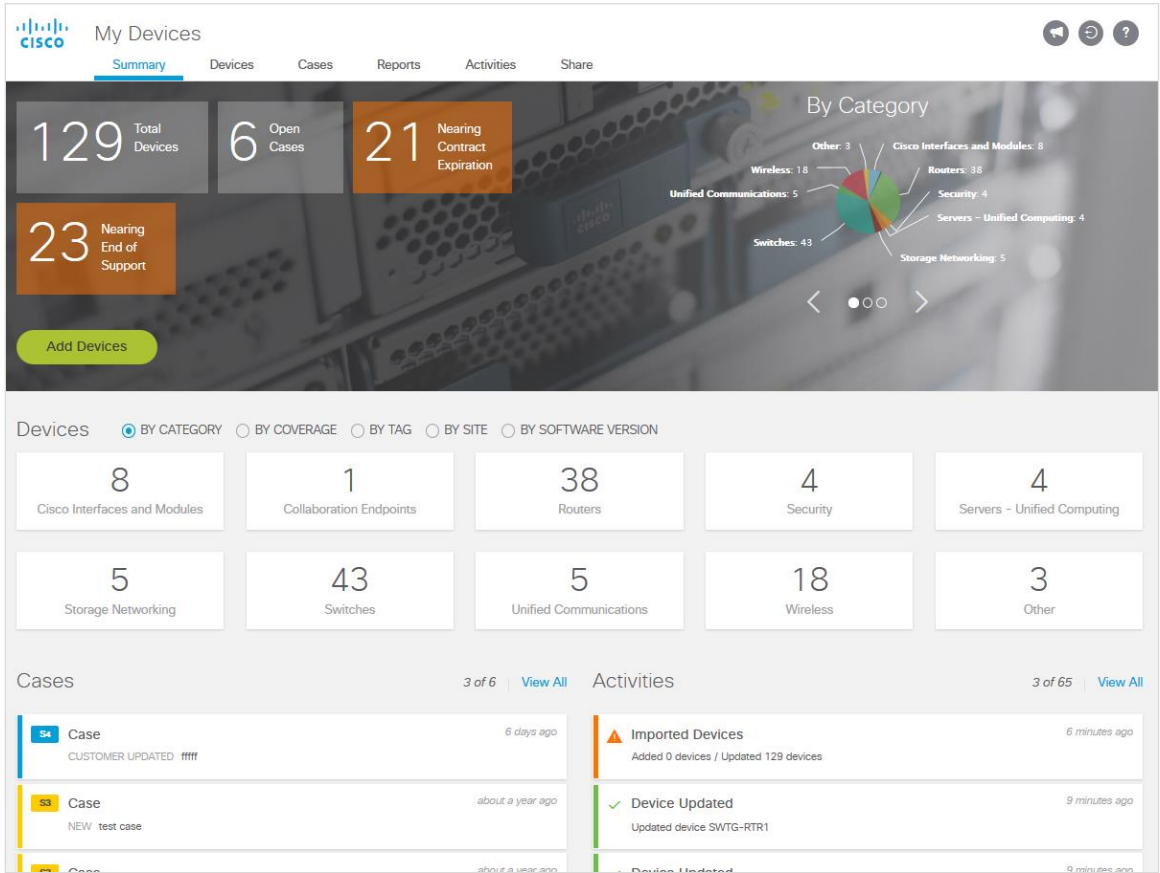
Note that you must have a valid Cisco.com account to use My Devices. You can [create an account](#) and then [associate a service contract](#) to your profile.



## Access My Devices

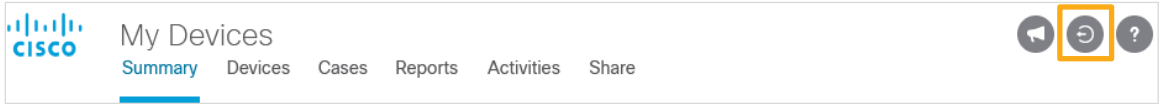
You can get to My Devices from the right column of the [Cisco Support & Downloads](#) page. Log in to your Cisco account before you view your [My Devices summary](#).

From the Summary tab on the My Devices page, you can add devices and view device lists. Click the label of any tile in the Devices section to view a list of devices filtered by that type, or click the **Total Devices** tile in the top banner to view your entire device inventory.



## Log Out of My Devices

Log out of My Devices by clicking the Logout button in the top right corner of the page.



## Add Devices to Your Inventory

You can add devices one at a time or upload multiple devices from a CSV or TXT file. Cisco end-user customers can import devices from associated service contracts. You can also export your device list to a CSV file for import elsewhere.

### Topics

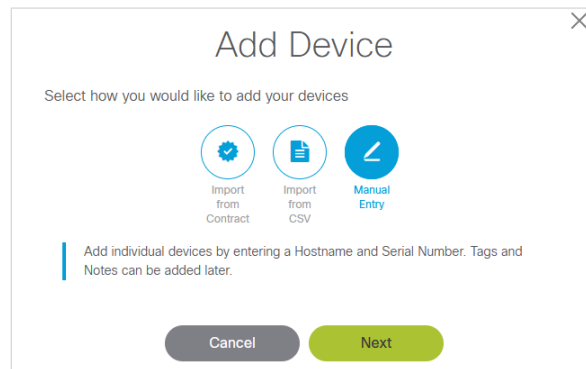
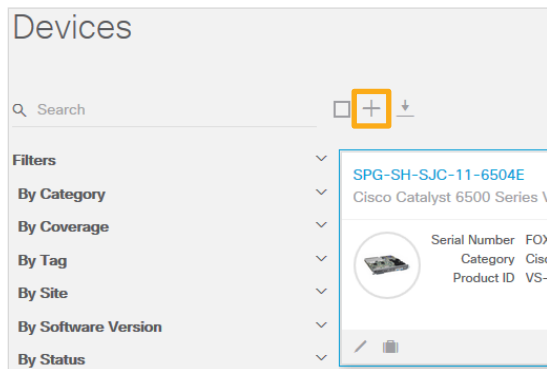
- [Add One Device](#)
- [Upload Multiple Devices](#)
- [Work With CSV Files to Import/Export Device Information](#)
- [Import Devices From Your Contracts](#)

### Add One Device

Follow these steps to add a device to your My Devices inventory.

1. On the Devices tab, click the Add Device icon. (You can also click the **Add Devices** button from the main banner on the Summary tab.)

**Note:** If you are a guest user (without Cisco service contracts associated to your profile), you will have only the single-upload option as shown in Step 3 **and** can add up to 100 devices per day. If you are a partner user, you cannot import devices from a contract.



2. Select the **Manual Entry** option and click **Next**.

3. Type the name and serial number of the device.
  - a. For Device Name, use the host name configured on the device.
  - b. For Serial Number, use the chassis serial number for your hardware device. You can use the **show inventory** command to get this information.

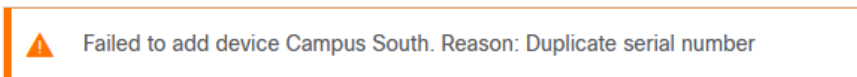
**Note:** At this time, My Devices does not support virtual devices or software license product activation keys (PAKs).

A dialog box titled "Add Device" with a close button (X) in the top right corner. It contains two input fields: "Device Name" with the text "HQ Switch - Bldg 10" and "Serial Number" with the text "12345678". Below the fields are two buttons: "Previous" (grey) and "Add" (green).

4. Click **Add** to continue. When the device is added successfully, you'll see a confirmation message with a link to the new device's details, and the device will appear in your inventory on the Devices tab.



**Note:** If a serial number is invalid or associated with a device that is already in your inventory, the device will not be imported.



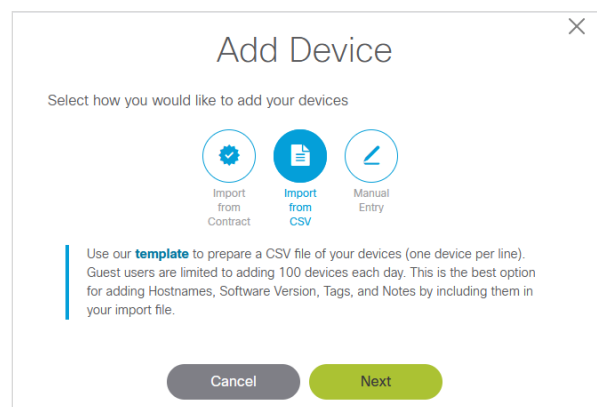
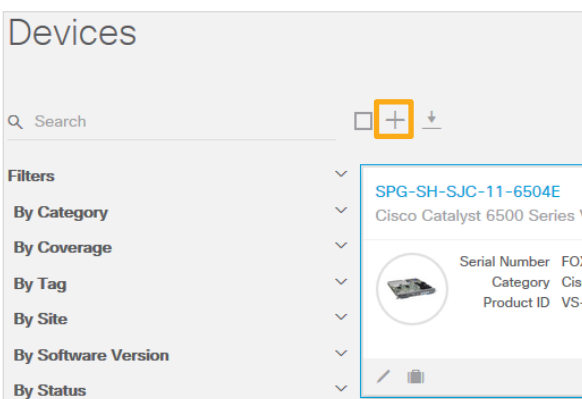
## Upload Multiple Devices

You can add up to 1000 devices at a time by using a comma-separated or newline-delimited file in CSV or TXT format. You can use a simple TXT file containing up to 1000 serial numbers, with one entry per line. To upload additional details, such as host name, tags, or software version, use the [My Devices template](#).

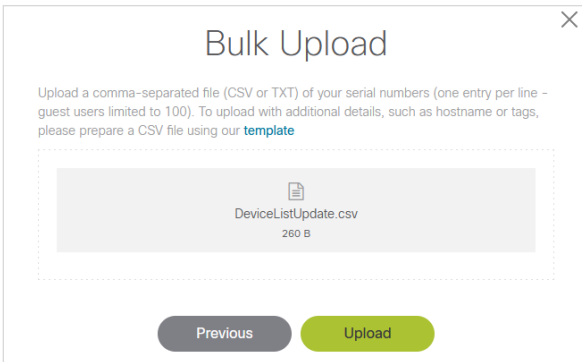
**Note:** If you upload a file that contains more than 1000 devices, only the first 1000 will be imported.

**Note:** If you are a guest user (without Cisco service contracts associated to your profile), you can only add one device at a time, up to 100 devices per day.

1. On the Devices tab, click the Add Device icon. (You can also click the **Add Devices** button from the main banner on the Summary tab.)

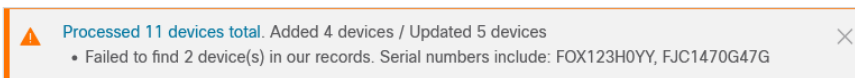


2. Select the **Import from CSV** option and click **Next**.
3. Drag a CSV or TXT file onto the Bulk Upload window or click the **Click Here...** area and choose a file on your computer.



4. Click **Upload** to import the devices into your inventory. When processing is complete, you will see a message showing the number of devices imported or updated successfully as well as any errors that were encountered. Click the **Activities** tab for more details on any errors.

**Note:** If a serial number is invalid, the corresponding device will not be imported. If a serial number is associated with a device that is already in your inventory, the existing information (tags, notes, software details) will be updated.



## Work With CSV Files to Import/Export Device Information

Use the [My Devices template](#) to create a CSV file with device information that you can import into My Devices.

1. Enter information for each device on a separate row. You must provide a serial number, but other device information is optional and can be added from within My Devices when you edit the device.

**Note:** If you want to enter multiple tags for a device, separate each tag with the pipe “|” character, as in “Tag 1 | Tag 2.”

2. Save the file in CSV format and [upload to My Devices](#).
3. If you receive errors when uploading, check the Activities tab for details. You may need to correct a serial number or a software version. My Devices recognizes most Cisco software types and will flag those that are not validated on the Device tab and the Software Version report.

To export all the devices in your list to a CSV file, click the Export All Devices icon in the toolbar above the device list. A CSV file is created and automatically placed in your default downloads folder.

Devices

Q Search

+

↓

Filters

By Category

By Coverage

By Tag

By Site

By Software Version

By Status

Default Format Export Devices (115)

SNTC 3.X Portal Import File Export Devices (115)

Model

Nexus 5548 UP Chassis, 32 10GbE Ports, 2 PS, 2 Fans

SSI1649069Y

Nexus 5548 UP Chassis, 32 10GbE Ports, 2 PS, 2 Fans

SSI1649068Q

Nexus 5548 UP Chassis, 32 10GbE Ports, 2 PS, 2 Fans

SSI164905V1

Nexus 5548 UP Chassis, 32 10GbE Ports, 2 PS, 2 Fans

You can export your device list in two different formats:

- The **Default Format** option creates a file that you can edit and then [upload back into My Devices](#). This will overwrite existing device names, notes, and tags.
- The **SNTC Portal Import File** option creates a file that you can import into the [Smart Net Total Care Portal](#).

**Note:** Devices are exported to the CSV file based on any applied filtering. If no filters are applied, all devices are exported. If you select a device or a subset of devices, then the devices exported will be limited to those selected in the current view.

## Import Devices From Your Contracts

Cisco end-user customers can import devices from associated service contracts. My Devices uses your login credentials and a sample serial number to identify available contracts for you to select.

**Note:** This option is not available for partners or guest users (without Cisco service contracts associated to their profiles). You must provide a valid serial number as an authorization step, and the device must be covered on a contract associated to your account.

1. On the Devices tab, click the Add Device icon. (You can also click the **Add Devices** button from the main banner on the Summary tab.)

Devices

Q Search

+

↓

Filters

By Category

By Coverage

By Tag

By Site

By Software Version

By Status

SPG-SH-SJC-11-6504E

Cisco Catalyst 6500 Series V

Serial Number

Category

Product ID

FOX

Cisc

VS-

Add Device

Select how you would like to add your devices

Import from Contract

Import from CSV

Manual Entry

Import devices from your associated contracts without having to manually enter or upload your devices. This is the simplest option. You can add Hostnames, Tags and Notes after importing the devices.

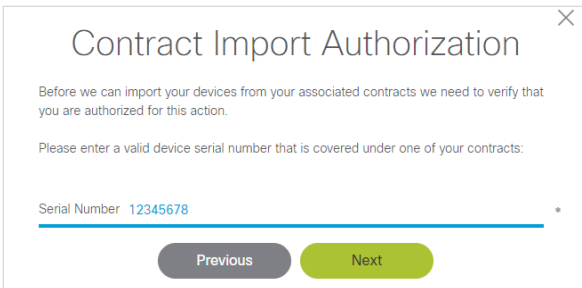
(Note: Some contract types are not eligible for Import)

Cancel

Next



2. Select the **Import from Contract** option and click **Next**.
3. Type the serial number of a device from one of your contracts, then click **Next**.



Contract Import Authorization

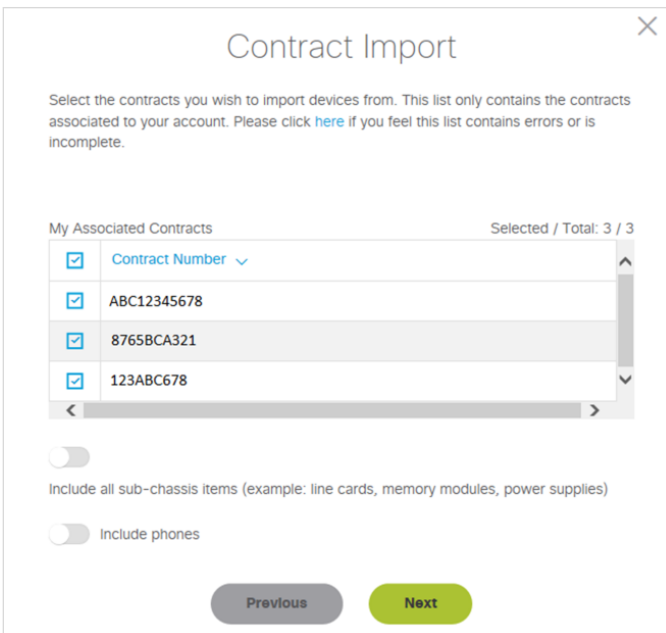
Before we can import your devices from your associated contracts we need to verify that you are authorized for this action.

Please enter a valid device serial number that is covered under one of your contracts:

Serial Number

4. Choose from the list of contracts associated to you and your company. By default, My Devices imports only top-level devices such as routers, switches, and chassis.

**Note:** If this contract list is incomplete, [check your account](#) to request additions. You will need to supply any missing contract number(s).



Contract Import

Select the contracts you wish to import devices from. This list only contains the contracts associated to your account. Please click [here](#) if you feel this list contains errors or is incomplete.

My Associated Contracts Selected / Total: 3 / 3

<input checked="" type="checkbox"/>	Contract Number
<input checked="" type="checkbox"/>	ABC12345678
<input checked="" type="checkbox"/>	8765BCA321
<input checked="" type="checkbox"/>	123ABC678

☐ Include all sub-chassis items (example: line cards, memory modules, power supplies)

☐ Include phones

5. If desired, choose the types of devices to import. By default, My Devices imports only top-level devices such as routers, switches, and chassis. You can also include IP phones and all low-level items that have serial numbers.
6. Click **Next** to import from the selected contracts. My Devices validates the installation sites of the devices on your contracts and adds the ones on sites that match your company. If you chose to import sub-chassis items, this process maintains the parent-child relationships between chassis and configured items.

**Note:** If your import results in fewer devices than you expected, you may need to update your company-to-site mapping. Contact [Customer Support](#) to open a case for any needed additions or corrections.

# Manage Your Devices

You can work with and view your inventory in multiple ways by using the following features to sort, search, or filter your device lists.

## Topics

- [Select a View Format](#)
- [Sort the Device List](#)
- [Search for Devices](#)
- [Filter the Device List](#)

## Select a View Format

On the Devices tab, you can view your device inventory in different ways by using the toggle button next to the Filter button on the right side of the device list toolbar. My Devices will remember this selection the next time you visit the Devices tab.

- Use List View to display devices in a table that includes basic device information.

Q Search

Filter

Serial Number

























Filters	<input type="checkbox"/>	Device Name	Model	Serial Number ^	Category	Product ID	Software Version
By Category	<input type="checkbox"/>	USE935N74V	ASA 5580-40 Appliance with 4 10GE, Dual AC, 3DES/AES	USE935N74V	Security	ASA5580-40-10GE-K9	9.1.6
By Coverage	<input type="checkbox"/>	USE933N43J	ASA 5580-40 Appliance with 4 10GE, Dual AC, 3DES/AES	USE933N43J	Security	ASA5580-40-10GE-K9	9.1.6
By Site	<input type="checkbox"/>	USE932N8TZ	ASA 5580-40 Appliance with 4 10GE, Dual AC, 3DES/AES	USE932N8TZ	Security	ASA5580-40-10GE-K9	9.1.6
By Software Version	<input type="checkbox"/>	USE929N3T3	ASA 5580-40 Appliance with 4 10GE, Dual AC, 3DES/AES	USE929N3T3	Security	ASA5580-40-10GE-K9	9.1.6
By Status	<input type="checkbox"/>	USE929N3T1	ASA 5580-40 Appliance with 4 10GE, Dual AC, 3DES/AES	USE929N3T1	Security	ASA5580-40-10GE-K9	9.1.6
	<input type="checkbox"/>	USE841N04V	ASA 5580-40 Appliance with 8 GE, Dual AC, 3DES/AES	USE841N04V	Security	ASA5580-40-8GE-K9	9.1.6
	<input type="checkbox"/>	USE840N3S5	ASA 5580-40 Appliance with 8 GE, Dual AC, 3DES/AES	USE840N3S5	Security	ASA5580-40-8GE-K9	9.1.6

- Use Grid View to display devices as tiles that include basic device information as well as a device picture (if available) and icons to edit or delete a device.

Q Search

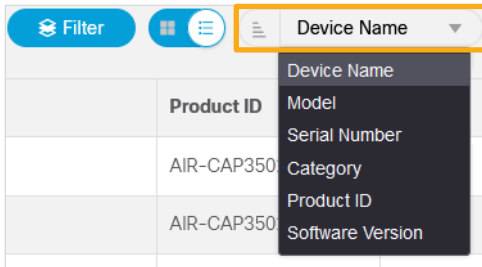
Filter

Serial Number

Filters	USE935N74V Cisco ASA 5580 Adaptive Security Appliance	USE933N43J Cisco ASA 5580 Adaptive Security Appliance	USE932N8TZ Cisco ASA 5580 Adaptive Security Appliance	USE929N3T3 Cisco ASA 5580 Adaptive Security Appliance
By Category	Serial Number USE935N74V Category Security Product ID ASA5580-40-10G...	Serial Number USE933N43J Category Security Product ID ASA5580-40-10G...	Serial Number USE932N8TZ Category Security Product ID ASA5580-40-10G...	Serial Number USE929N3T3 Category Security Product ID ASA5580-40-10G...
By Coverage	 Software Version 9.1.6	 Software Version 9.1.6	 Software Version 9.1.6	 Software Version 9.1.6
By Site	 	 	 	 
By Software Version	USE929N3T1 Cisco ASA 5580 Adaptive Security Appliance	USE841N04V Cisco ASA 5580 Adaptive Security Appliance	USE840N3S5 Cisco ASA 5580 Adaptive Security Appliance	USE838N5C2 Cisco ASA 5580 Adaptive Security Appliance
By Status	Serial Number USE929N3T1 Category Security Product ID ASA5580-40-10G...	Serial Number USE841N04V Category Security Product ID ASA5580-40-8GE...	Serial Number USE840N3S5 Category Security Product ID ASA5580-40-8GE...	Serial Number USE838N5C2 Category Security Product ID ASA5580-20-4GE...
	 Software Version 9.1.6	 Software Version 9.1.6	 Software Version 9.1.6	 Software Version 9.1.6
	 	 	 	 

## Sort the Device List

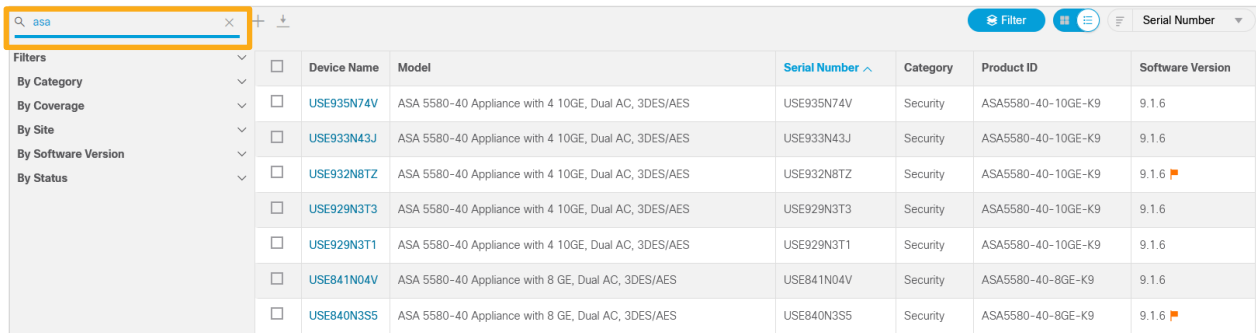
Use the drop-down menu on the right side of the device list toolbar to sort your device list by categories such as name and serial number. Click the left side of the button to toggle between ascending and descending order.



## Search for Devices

If you have some information about a device, such as part of a device name or an associated tag, you can use the Search feature to locate the device quickly.

- Type one or more keywords in the Search box and press **Enter** to view the devices that match the search terms.
- Click the **X** on the right side of the Search box to clear search terms and display all devices.



## Filter the Device List

Use filters to narrow the device list to specific categories of devices. Filters include product categories (such as routers and switches) and contract numbers for devices in the list covered by service contracts.

- Check the box beside a filter on the left side of the page to display devices matching that filter.
- Check multiple filter boxes to display devices that match any of the selected filters.
- Combine filters and search terms to further refine searches.
- Click the **Filter** button to expose or hide the filtering options. The button includes a numerical indicator showing how many filters have been applied.

The filters are generated automatically based on information about your existing devices, so every filter you select will match at least one device.

- You can filter devices on active service contracts by Site Name.
- If you've applied tags to your devices, you can use these tags as filters.


- If you've imported devices from a contract or from a CSV file, click the **Last Imported** filter option in the By Status area to show these recently added devices.

Q Search	<div> <div>Filter 1</div> <div>Serial Number</div> </div>					
Filters						
By Category						
<input type="checkbox"/> Cisco Interfaces and Modules (28) <input type="checkbox"/> Routers (468) <input type="checkbox"/> Security (48) <input type="checkbox"/> Servers - Unified Computing (46) <input checked="" type="checkbox"/> Switches (484) <input type="checkbox"/> Wireless (301) <input type="checkbox"/> Other (640)						
Clear Filters						
By Coverage						
By Site						
By Software Version						
By Status						
Clear All Filters						




From the Devices tab, click any Device Name to see more details about that specific device. To return to the full device list, click the **Devices** tab at the top of the page. If you have applied filters to a subset of devices, use your browser's Back button to return to your list of devices with the filter(s) intact.





- Use the Product Overview Section
- Use the Installed At Section
- Use the Notes Section
- Use the Milestones Section
- Update Information for Multiple Devices

This section provides a summary of relevant information about the device, including basic ID data and key lifecycle dates as well as a link to the corresponding product support page for that model on the [Cisco Support Website](#).

-  **Edit** device details such as name, software version, and tags, or add notes about a device. For devices categorized as Other, you can assign a product category manually.

**Note:** Some Product IDs refer to a “bundle” that includes chassis, module, and software options, so you may see multiple options for Product ID. You can change the default selection using the option to apply to all other devices of the same Product ID.

-  **Refresh** product and contract details manually. (These details are automatically refreshed daily.)
-  **Open a support case** on a device covered by an active contract.
-  **Delete** the device from your inventory.

SSI1649068Q Cisco Nexus 5548UP Switch <a href="#">Documentation and Software Downloads</a>			
    Updated 4 days ago			
Product	Software	Contract	Warranty
Product ID Serial Number Release Date End of Sale End of Support	Version Type	Status Number Type	Status Type
N5K-C5548UP-FA SSI1649068Q 2011-03-29 2019-05-05 2024-05-31	12.1.1e Unknown	Covered until 2023-12-31 203775420 SNTC 8X5XNBD	EXPIRED ON 2014-06-08 WARR-1YR-LTD-HW

## Use the Installed At Section


This section shows where the device is currently installed, based on the latest information retrieved from the contract database.

To update location information, click **Request Change** to send an email request to [installatlocationupdate@external.cisco.com](mailto:installatlocationupdate@external.cisco.com). Please provide the device’s serial number and the contract number as well as information on the old and new locations.

Installed At

CX CUSTOMER DEMO-US  
1650 HOPE DR  
SANTA CLARA CA US  
[Request Change](#)

1650 Hope Dr  
1650 Hope Dr, Santa Clara, CA 95054  
[View larger map](#)

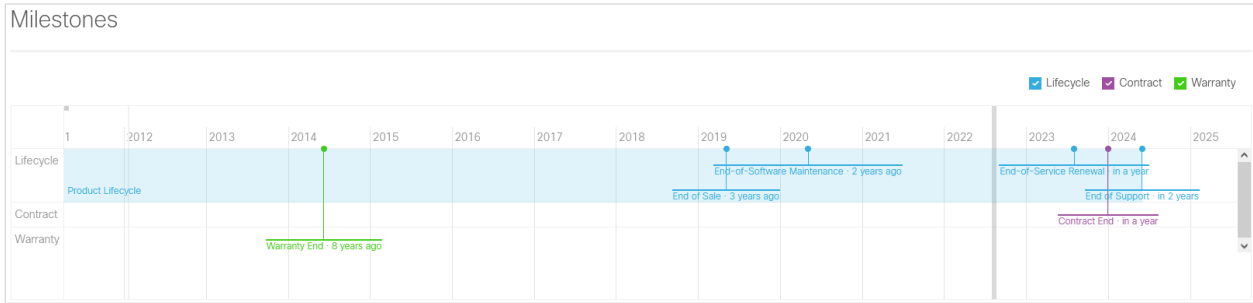


## Use the Notes Section

This section contains notes and comments that you can enter manually in this area as well as in the Edit dialog. You can add new information and modify existing content.

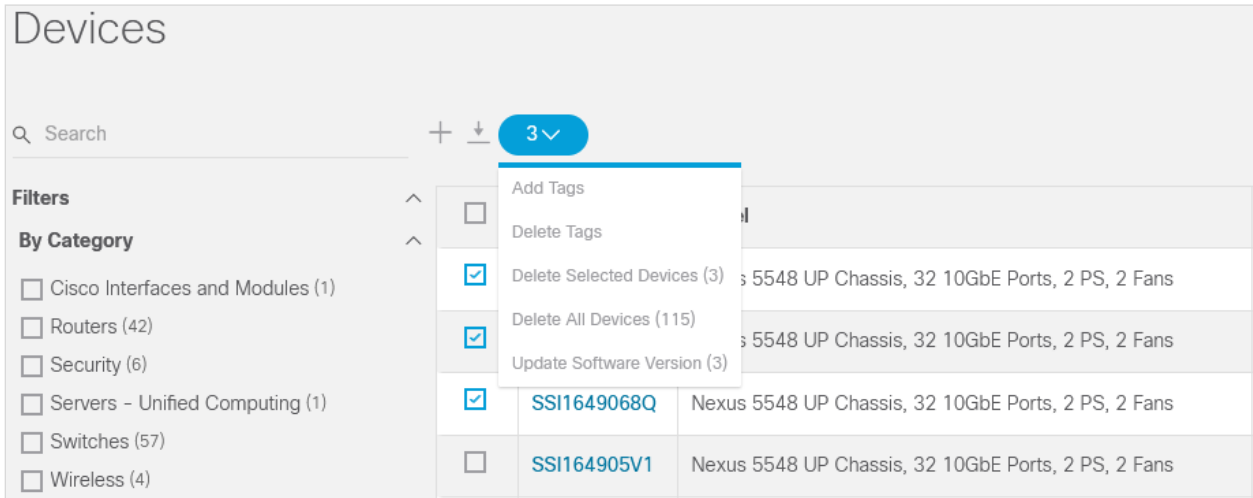
## Use the Milestones Section

This section displays a timeline of key dates related to the device's lifecycle, contract, and warranty. Click inside the timeline area to zoom or scroll the view.



## Update Information for Multiple Devices

On the Devices tab, select multiple devices and then click the drop-down menu that appears above the Device Name column. The number displayed on the menu button indicates the number of devices you are modifying. You can add or remove tags, update software information, and delete devices.



## Work With Device Reports

Use the Reports tab to view reports on the device's lifecycle, contract status, and software versions. Click the **Select Report** drop-down menu to choose which report you want to see.

**Note:** By default, reports cover the complete device list. Use the filtering options to generate a report for a selected subset of devices.

### Topics

- [Use the Contract Renewal Report](#)
- [Request Coverage Renewal Information](#)
- [Use the Product Lifecycle Report](#)
- [Use the Software Version Report](#)

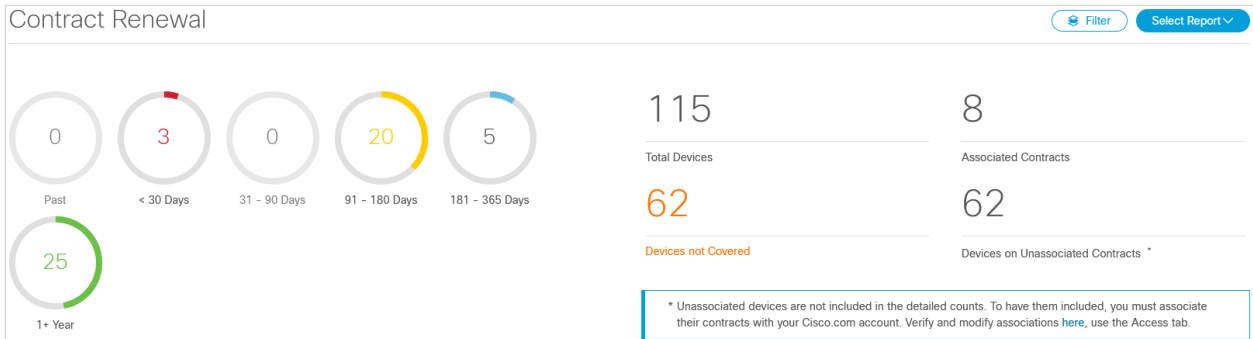
## Use the Contract Renewal Report

This report provides a breakdown of the coverage status and expiration dates of the devices on your contracts across a range of timeframes.

**Note:** You can only see device coverage details for contracts associated to your Cisco.com account. Devices on “unassociated” contracts are not included in the reports.

Click the numbers in the timeframe gauges on the left or in the categories on the right to view a list of the affected devices in each subset.

- **Total Devices** shows the full count of all devices in your inventory.
- **Associated Contracts** shows the number of contracts associated to your Cisco.com account that include covered devices.
- **Devices not Covered** shows any devices that have no active contract coverage. (If all devices have active contract coverage, this information will not be displayed.)
- **Devices on Unassociated Contracts** shows devices that are covered by active contracts that are not currently associated to your Cisco.com account. To verify existing associations or to associate any missing contracts, [check your Cisco.com profile](#). (If all contracts are correctly associated to your Cisco.com account, this information will not be displayed.)



The Contract Renewal report also breaks down device coverage by contract number and product category. Click any of the numbers in the tables to see a list of the actual devices affected.

By Contract

Contract No.	Past	< 30 Days	31 - 90 Days	91 - 180 Days	181 - 365 Days	1+ Year
1315729	0	0	0	11	0	0
201417677	0	0	0	0	0	2
201596495	0	0	0	0	0	15
202831761	0	0	0	0	0	1
203422943	0	0	0	0	1	0
203775420	0	0	0	0	0	4
203840162	0	0	0	0	0	1
204233836	0	3	0	0	0	0
204434385	0	0	0	0	0	1

By Category

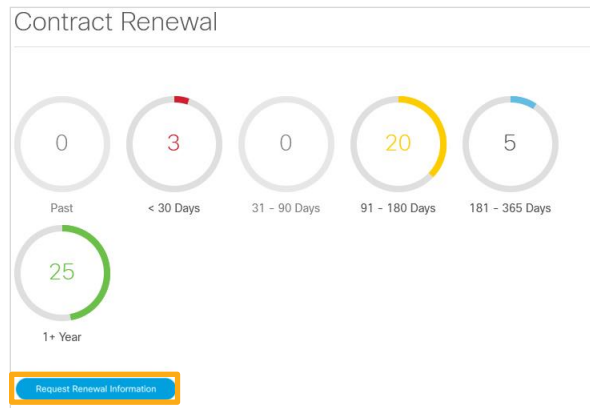
Category	Past	< 30 Days	31 - 90 Days	91 - 180 Days	181 - 365 Days	1+ Year
Other	0	0	0	0	1	0
Routers	0	0	0	10	3	0
Security	0	3	0	0	0	0
Servers - Unified Computing	0	0	0	0	0	1
Switches	0	0	0	10	1	24

## Request Coverage Renewal Information

Cisco end-user customers can request information for renewing service contracts on devices whose service coverage expired within the last 180 days or will expire within the next 180 days.

If your inventory includes eligible devices, you can click the **Request Renewal Information** button that appears on the Contract Renewal report (and on the device details pages for eligible devices). Provide the required information on contracts and contact details, then click **Send**. A renewals agent will research your devices and indicate which partner you should work with to receive a quote.

**Note:** Devices in your inventory that have passed the End of Software Contract Renewal date are not eligible for renewal and will be omitted from the request.



## Use the Product Lifecycle Report

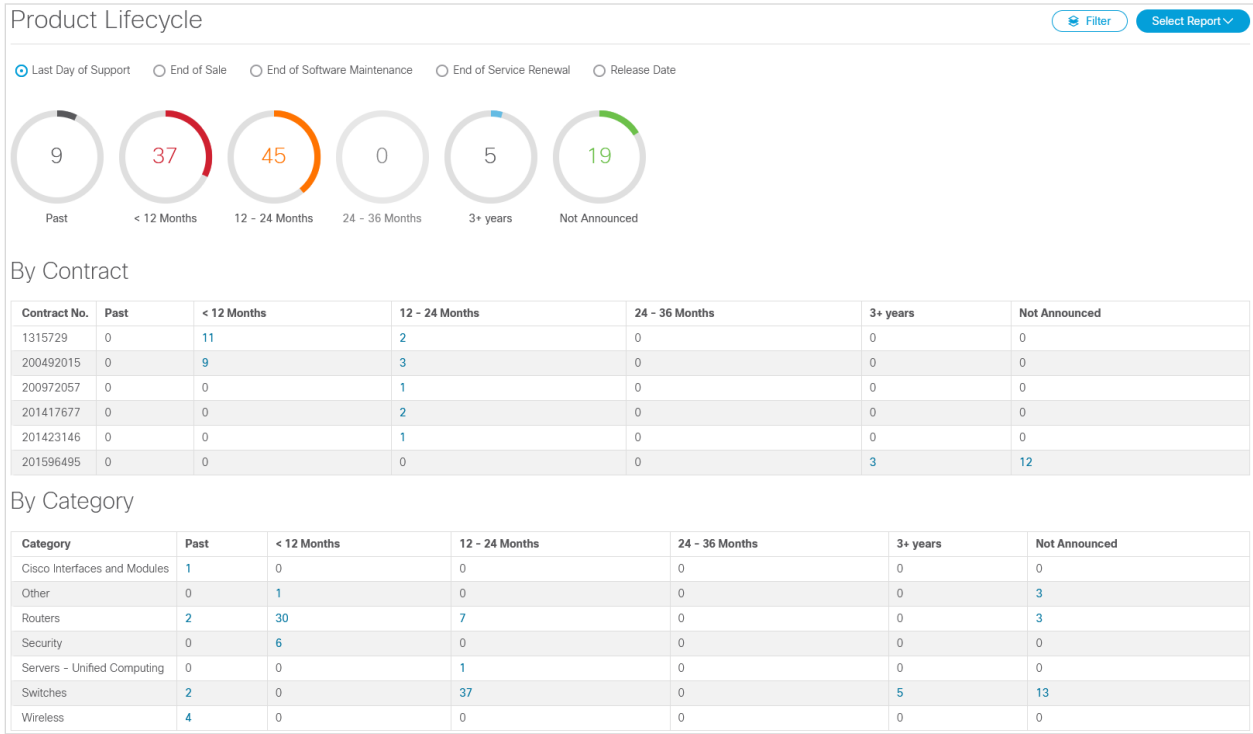
This report provides a breakdown of device status based on end-of-life milestones and the related dates, organizing your inventory across date ranges to help you verify the status of your inventory and plan for upcoming lifecycle events. Mouse over the labels for the five lifecycle milestones to see an explanation of each category.

**Note:** Products for which no end-of-life dates have been defined (typically newer product lines) appear in the Not Announced category.

**Note:** Low-end items do not have release-date information available at this time.



Click the numbers in the timeframe gauges to view a list of the affected devices in each subset. The Product Lifecycle report also breaks down lifecycle status by contract number and product category. Click any of the numbers in the tables to see a list of the actual devices affected.



## Software Version

[Export](#)
[Select Report](#)

**i** This report includes only the devices for which you have entered a valid version. Software version can be entered via CSV upload, bulk version change on the device list page or manually for each device using the device details edit.

Device Name	Serial Number	Installed <sup>^</sup>	Suggested	Latest
Cisco 2921 Integrated Services Router Product ID <a href="#">CISCO2921-SEC/K9</a>				
TSPM-SJ-SNTC-R4	FTX1446AKAW	<div> <div></div> 15.5.3M5 (IOS Software) </div>	15.4.3M7 15.5.3M5	15.5.2T4 15.5.3M5 15.6.2T2 15.6.3M2 15.4.3M7
Cisco 891 Integrated Services Router Product ID <a href="#">CISCO891-K9</a>				
FTX16148507	FTX16148507	<div> <div>↓</div> 15.3.3M (IOS Software) </div> <div> <i>This software release has an associated advisory</i> </div>	15.3.3M9 15.4.3M7	15.5.2T4 15.5.3M5 15.6.2T2 15.6.3M2 15.3.3M9 15.4.3M7
RTR-swtest2parens	FTX16148508	<div> <div>↓</div> 15.1.2T (IOS Software) </div> <div> <i>This software release has been deferred</i> </div>	15.3.3M9 15.4.3M7	15.5.2T4 15.5.3M5 15.6.2T2 15.6.3M2 15.3.3M9 15.4.3M7

## Share Your Device Inventory

You can share your device inventory with colleagues who have a Cisco.com profile with a business email domain that matches yours. These users will be able to see all device data, including contract information, but will only see case details for support cases they own.

You can share your inventory with a maximum of 5 members and 10 guests. Each user type has different access properties.

Members (up to 5)	Guests (up to 10)
Can add, edit, and delete devices	Can view devices but cannot add, edit, or delete devices
Can request ownership of device inventory	Cannot request ownership of device inventory
Can be nominated to receive ownership of device inventory (if transfer is needed)	Cannot be nominated to receive ownership of device inventory

To log in and access the shared inventory, users must:

- Use a valid email domain that matches the information in the Cisco database
- Use a business email domain that isn't public (such as Gmail)
- Use a registered account with Customer access (or greater)
- Use an email domain that matches your administrator domain (at least subdomain match)

As share administrator, you must maintain a valid and active Cisco account.

1. Click the **Share** tab, then type a name for the shared inventory.
2. Type email addresses for colleagues to invite. For each, choose the level of access then click **Add**. Members and guests have different capabilities within My Devices.
3. Read and accept the terms and conditions, then click **Create Share**.

### Create Share

You can share your devices with up to 15 other users (5 Members / 10 Guests). Each user must have a Cisco.com profile with associated contract(s) and a business email domain matching yours. (They can check here: [Cisco User Profile](#), select the 'Access' tab). [Learn more](#) about sharing.

Enter a name for your share.

Share Name

Invite users to your share. An email invitation will be sent to each user.

Email

☒ Guest ☐ Member + Add

☒ Information provided by Cisco at the user's request is confidential and for the user of authorized parties only. By listing additional company users as authorized parties, you are requesting Cisco to share this information with these users, and you accept the [Terms and Conditions](#) of its use.

**Create Share**

**1** Guest users are able to view devices and contract details, but cannot Add, Edit or Delete devices

4. When users receive an invitation email, they can accept the invitation to join the shared view.
 

**Note:** After users accept an invitation, any existing devices in their current accounts are deleted. Users should [export their device lists](#) prior to accepting an invitation to a shared view.
5. To manage the shared inventory, click the **Share** tab to review shared details and see invited users and their statuses. You can update the Share Name, add or remove users, change user roles, transfer ownership, or delete the shared view altogether (which does not affect any devices or information in your inventory).

My Devices **HQ Devices**

Summary Devices Cases **Reports** Activities Share

Share Information

Share Name

Created 32 minutes ago

Last Updated a few seconds ago

Contracts on Profile CISC07000

Total Active Users 1 / 15

[View Related Activities](#)

User	Role	Status	Invited	Added	
nobody@cisco.com	Owner				
joesmith@cisco.com	<b>Member</b>	ACCEPTED	32 minutes ago	a minute ago	

**Add Users** **Transfer Share** **Delete Share**

## View Activities

The Summary tab shows the three most recent activities related to your devices, including devices imported or deleted, share users added or modified, cases updated, and more. Click **View All** or the **Activities** tab to review a list of all cases active in the previous 90 days.

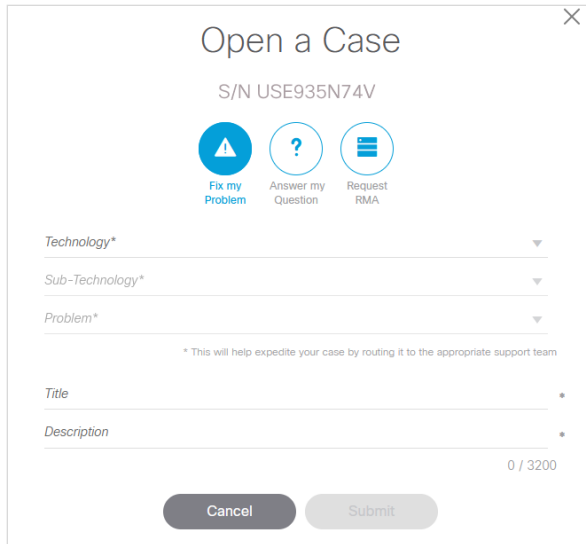
- Use the filters on the left to view cases by categories such as user and status.
- Use the drop-down menu on the right side of the device list toolbar to sort activities by categories such as date created and message type.
- Click the activity title to view details about that activity.



2. Select the appropriate Technology and Sub Technology to ensure that your case is sent to the relevant team.

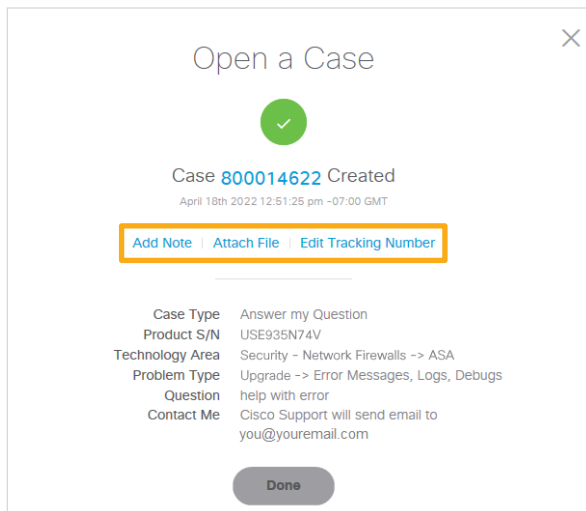
**Note:** For Severity 1 and 2 issues (if your network is down or severely degraded), you must call Cisco directly to obtain support. In the US and Canada, call 800-553-2447. In other countries, check the [Worldwide Support Contacts](#) page.

3. Click **Submit**.



4. In the confirmation dialog, add any notes or attachments that could help the Cisco engineer understand and resolve your issue. You can also add a tracking number if you have an incident number from your company's support system.

**Note:** Cisco Support will respond to the case request using the email address in your Cisco.com profile. This information is displayed in the confirmation window.



## View and Update Your TAC Cases

The Summary tab shows the most recent cases associated with your devices. Click **View All** or the **Cases** tab to review a list of all cases active in the previous 90 days.

- Use the filters on the left to view cases by severity and status.
- Use the drop-down menu on the right side of the device list toolbar to sort cases by categories such as case number and last modified date.
- Click the icons on a case tile if you need to add notes or upload attachments.
- Click the case number on a case tile or in the case list to view the case details, where you can upload files, add notes, and edit the tracking number for the case.

The screenshot shows the 'Cases' tab in the Cisco TAC interface. On the left, there are two filter sections: 'BY SEVERITY' and 'BY STATUS'. The 'BY SEVERITY' section includes checkboxes for 'Network is Down', 'Network is Degraded', 'Diagnose and Fix my Pro...', and 'Answer my Question'. The 'BY STATUS' section includes checkboxes for 'Bug/Defect Required', 'Cisco Pending', 'Close Pending', and 'Closed'. On the right, there is a toolbar with a 'Last Modified Date' dropdown menu. The main area displays two case tiles. The first tile is for case 680014605, dated April 19th 2016 10:26:00 am -07:00 GMT, with the title 'STP problem with LAN', Priority 4, Status Cisco Pending, and Serial Number C163978V497. The second tile is for case 680014622, dated April 18th 2016 12:51:29 pm -07:00 GMT, with the title 'help with error', Priority 4, Status New, and Serial Number 8V49638V497. At the bottom right, it says 'Devices 1-2 of 2' with navigation arrows.

## Submit Questions and Comments

To send feedback, click the Feedback button in the top right corner of the My Devices screen.

The screenshot shows the 'My Devices' section of the Cisco interface. The Cisco logo is on the left. The title 'My Devices' is followed by tabs: 'Summary', 'Devices', 'Cases', 'Reports', 'Activities', and 'Share'. In the top right corner, there is a toolbar with three icons: a speech bubble (Feedback), a refresh icon, and a question mark icon. The Feedback icon is highlighted with a yellow box.

Use the form to submit comments and questions about My Devices, or to report any issues with uploading or categorizing devices in your inventory.

The screenshot shows a 'Feedback' form. At the top, it says 'Feedback' with a close button (X). Below it, it says 'Tell us what you think ...'. There are five stars for rating. Below the stars, there is a text input field with the placeholder text 'Comments I have a question about...'. At the bottom, there are two buttons: 'Cancel' and 'Submit'. The text '26 / 500' is visible at the bottom right of the form.

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## Frequently Asked Questions

**Q.** Why do I need to use my Cisco.com account to log in?

**A.** You must have a valid Cisco.com account to use My Devices. If you do not have a valid Cisco.com account, [register](#) on Cisco.com and then [associate a service contract](#) to your profile. Contract details for the devices entered are only shown to users whose Cisco.com account is associated to that contract. To verify associated contracts, [check your Cisco.com profile](#).

**Q.** Why wasn't my device's serial number accepted?

**A.** My Devices accepts only hardware serial numbers. Either the serial number is a duplicate of an existing device in the list, or the serial number does not match the data sources used by My Devices. Use your device's **show inventory** command to verify the serial number for the chassis. If you are unable to upload a valid serial number, please report the issue using the [feedback form](#).

**Q.** Why were some devices not imported from my CSV file?

**A.** Your device might not be imported for one of these reasons:

- The serial number in the CSV file is incorrect, or it is a duplicate of a number already in the device list.
- The CSV file contained more than the maximum limit of 1000 devices per upload.

If you want to upload a list of serial numbers only, you can import a comma-delimited CSV or TXT file. To upload additional device details with the serial numbers, [create a CSV file](#) using the [My Devices template](#). XLS format is not supported.

**Q.** What does "Unassociated Contracts" mean?

**A.** My Devices shows devices categorized by contract coverage. If a device is not on a contract, it shows as "Not on Contract." If a device is covered by a contract, and your Cisco.com account ID is associated to that contract, you can see the contract number and the number of devices covered.

If a device is covered by a contract, but your Cisco.com account is not associated to that contract, the device is categorized under "Unassociated Contracts." To verify existing contracts or associate missing contracts, [check your Cisco.com profile](#).

**Q.** Why is some device information absent?

**A.** My Devices retrieves real-time product information from multiple sources. If a source is temporarily unavailable, that product information will not be displayed.

If your Cisco.com account is not associated to the contract covering the device, you will not have access to privileged information, which will appear as "Unavailable."

**Q.** Why are some devices misidentified or in the "Other" category?

**A.** My Devices maps Product IDs to model names. If the device properties are incorrectly mapped or the device is in the "Other" category, please [send feedback](#) with information on the affected devices, serial numbers, and Product IDs.

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**Q.** I received a message that my account or my shared inventory was archived. What does this mean?

**A.** When you log in to My Devices, the tool verifies that you are eligible to access the device information in the requested account. If the authentication fails, My Devices resets the contents of the account.

- If you are a member of a [shared inventory](#), you will receive a new account with no associated devices. (This will function as an individual account.)
- If you have an individual account, you will receive a new account with no associated devices. (For example, if you change your email domain, My Devices will retain your profile information but will reset your inventory to show no associated devices.)

**Q.** How do I request features or provide product feedback on My Devices?

**A.** To request additional features or provide product feedback, use the [feedback form](#).

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