

# How Can I Generate a New PnP Certificate for a Device?

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**For External Customer / Partner Use Only:** These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in 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 that you have:

- An active Cisco.com account
- Smart Account and Virtual Account
- Explicit SA admin or VA admin access is needed.

Step 1: Go to [Cisco Software Central](#), and login using your Cisco.com credentials

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on Manage Devices under Network Plug and Play

Step 4: Select the Virtual Account from the Virtual Account selector

Step 5: Navigate to the Certificates tab

Step 6: Click on +Generate Certificate

Step 7: Enter the required information (Certificate Name, Signing Authority, Validity Period, and so on) and click Next

Step 8: Review and Submit



**Note:** The downloaded file is a .cer file which has validity details of the certificate. This validity matches the validity period entered while creating the certificate.

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**Note:** If the user is not a Smart account Admin, then there is a limit for generating certificates of 1000 per Virtual Account.

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**Troubleshooting:**

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

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