

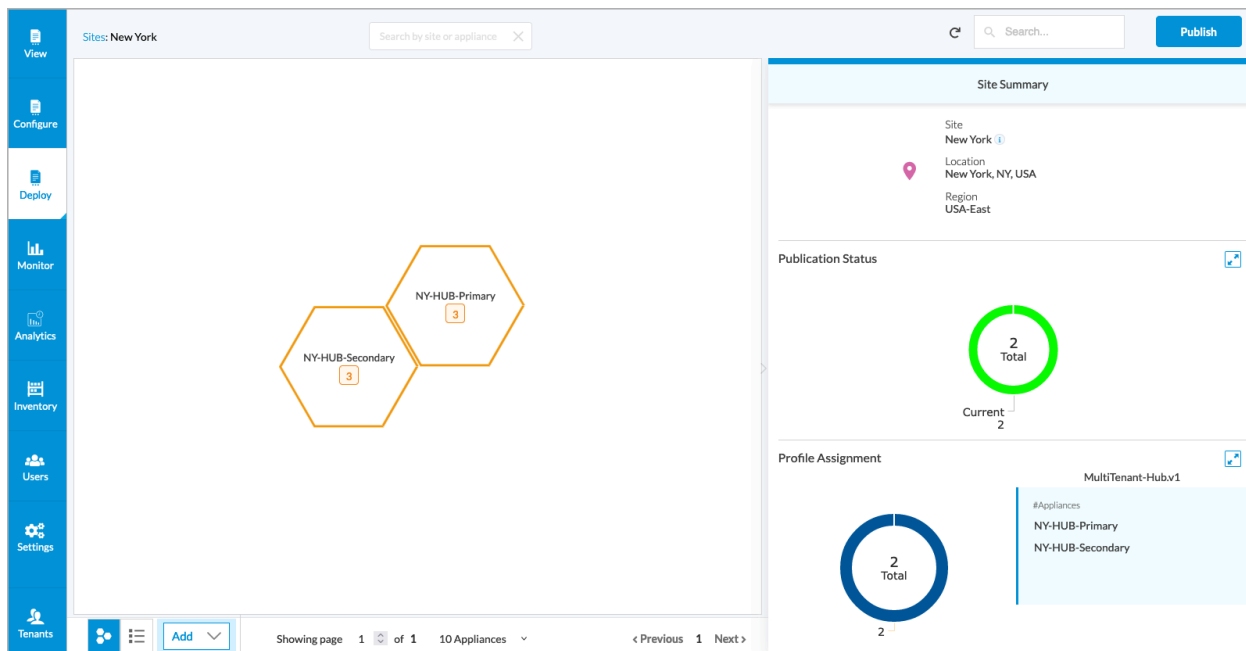
Update the Serial Number for an RMA Device in Concerto

 For supported software information, click [here](#).

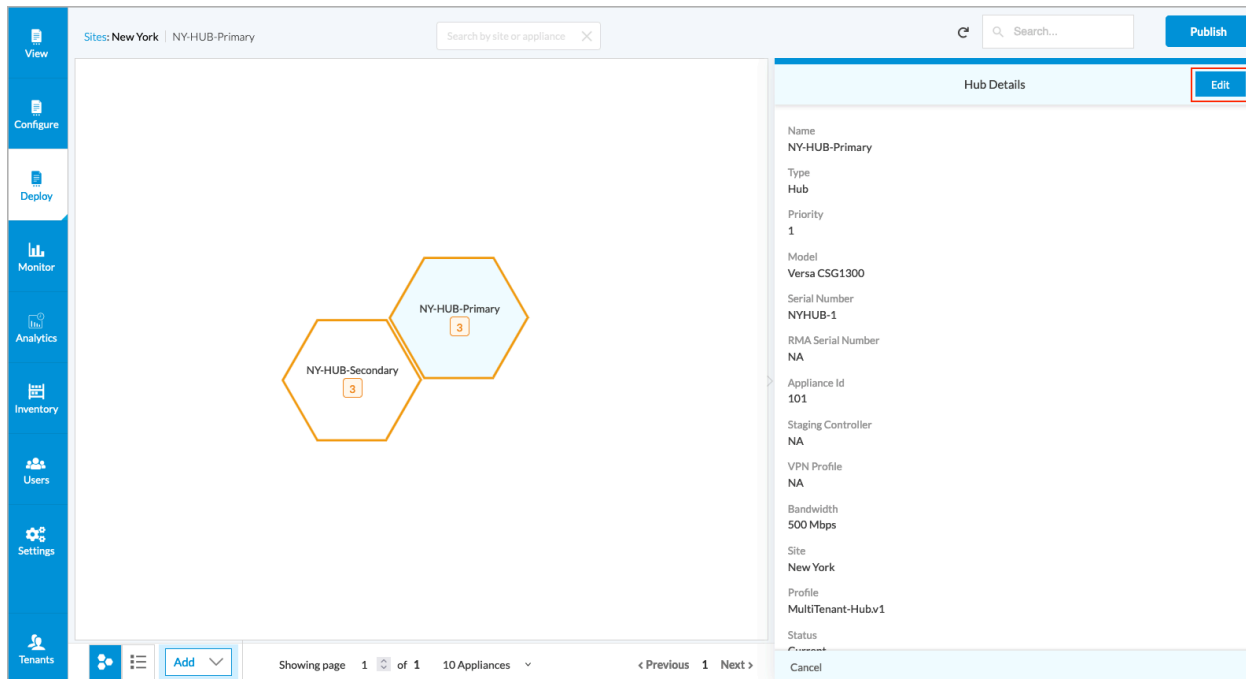
When you receive a replacement hardware device, the device has a different serial number from the one it is replacing. To use the replacement hardware device, you must associate the serial number of the new device with the old appliance's configuration. Then, you use ZTP to activate the new device.

To update the serial number of the RMA device in Concerto:

1. In Tenant view, select the Deploy lifecycle in the left menu bar, and then double-click the site that contains the device that is being replaced. In example below, the New York site contains the device to be replaced.



2. Click the appliance that is being replaced (in example below, the NY-HUB-Primary appliance), and then click Edit in the Appliance Details box on the right.



3. In the Edit Appliance screen, you enter the serial number of the new device in one of two ways:

Note: You cannot generate an RMA serial number for a device that is disabled or that was not provisioned using ZTP. The RMA Serial Number field is enabled only for devices that were successfully provisioned using ZTP. Also, the Generate Serial Number option shown below is only visible when a device has been successfully provisioned using the "URL" ZTP type; it is not visible if the device has been provisioned using the "Serial Number" ZTP type.

- i. If you choose the ZTP Type "Serial Number," enter the RMA serial number in the field provided.

Edit Hub

Name

NY-HUB-Primary

ZTP Type

Serial Number

☒

URL

☐

Serial Number

NYHUB-1

RMA Serial Number

Model

Versa CSG1300

▼

Staging Controller

SDWAN-Controller1

▼

VPN Profile

WAN1-SDWAN-Controller1-StagingIpsec

▼

Bandwidth

500 Mbps

▼

Priority

1

▼

Site

New York

▼

Email

Cancel

Save

- ii. If you choose the ZTP Type "URL," click Generate Serial Number to generate the RMA serial number automatically. Note that you can also enter the RMA serial number manually for the devices with the "URL" ZTP type.

Edit Hub

Name

NY-HUB-Primary

ZTP Type

Serial Number ☒ URL

Serial Number

NYHUB-1

RMA Serial Number

Generate Serial Number

Model

Versa CSG1300

Staging Controller

SDWAN-Controller1

VPN Profile

WAN1-SDWAN-Controller1-StagingIpsec

Bandwidth

500 Mbps

Priority

1

Site

New York

Email

Cancel

Save

- Click Save. After the ZTP process finishes on the new device, the RMA serial number becomes the device's permanent serial number.

Note: If you need to cancel the RMA process, clear the RMA Serial Number field and the click Save.

Supported Software Information

Releases 11.3.1 and later support all content described in this article.

Additional Information

[Concerto Deploy Lifecycle Overview](#)