Frequently Asked Questions

Feed Service Partner Portal FAQs

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What is the Partner Portal?

The Feed Service Partner Portal is a web portal Cisco partners use to upload device profiles to the Feed Service. Cisco Identity Services Engine (ISE) customers that subscribe to the Feed Service receive downloads of these device profiles automatically. The Partner Portal can be accessed at https://ise.cisco.com/partner.

The Cisco ISE uses these device profiles to recognize a new device when it attempts to connect to the enterprise network. After recognizing what type of device it is, ISE can assign it an appropriate network access policy.

Which version of Cisco ISE works with Feed Service?

Cisco ISE, release 1.2 supports the Feed Service.

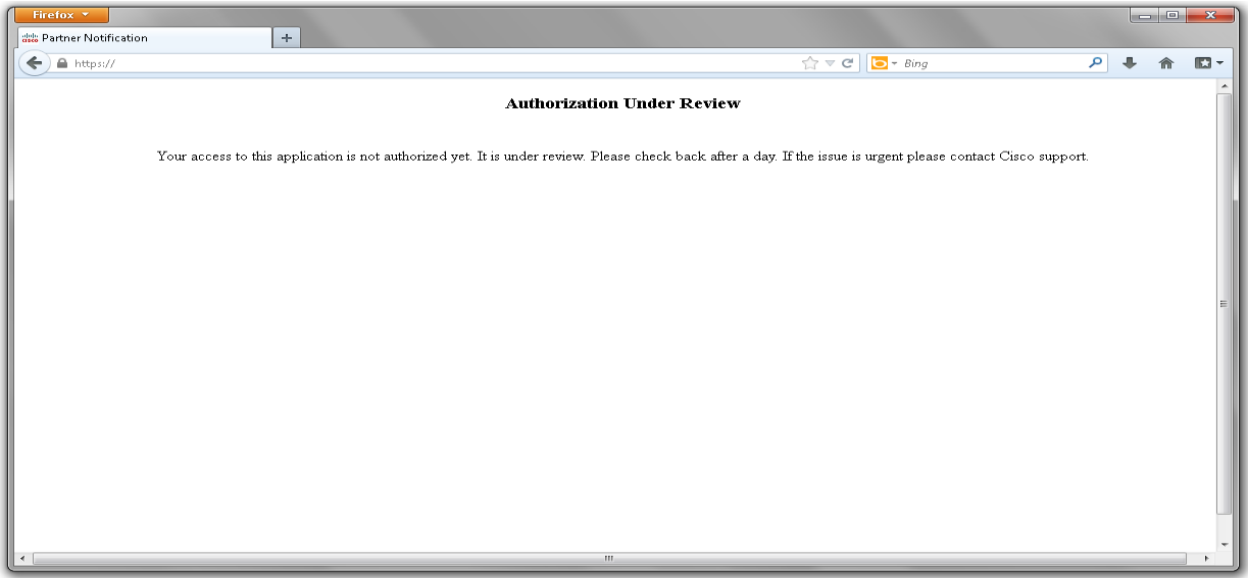
Who is a Partner?

A partner of the Feed Service is anyone who wants to contribute to the Feed Service by providing profiles for those devices that are currently not in the Feed Service. This includes Cisco Sales, Cisco Partners, Cisco Customers, and third party vendors.

How does one get access to the Partner Portal?

A user can log into the Partner Portal with his or her Cisco.com credentials. As such, a valid Cisco.com profile is a pre-requisite. The first time a user logs into the Partner Portal, a request for access is automatically generated. Cisco will verify the user's credentials and Cisco.com profile before granting access. Priority will be given to those users or partners that Cisco believes will be able to contribute the most to the Cisco ISE customer base. Cisco reserves the right to deny or revoke access of a user to the Partner Portal. Once Cisco grants access to the Partner Portal, the users will receive an email at the address they provided in the Cisco.com profile.

Figure 1: First time login



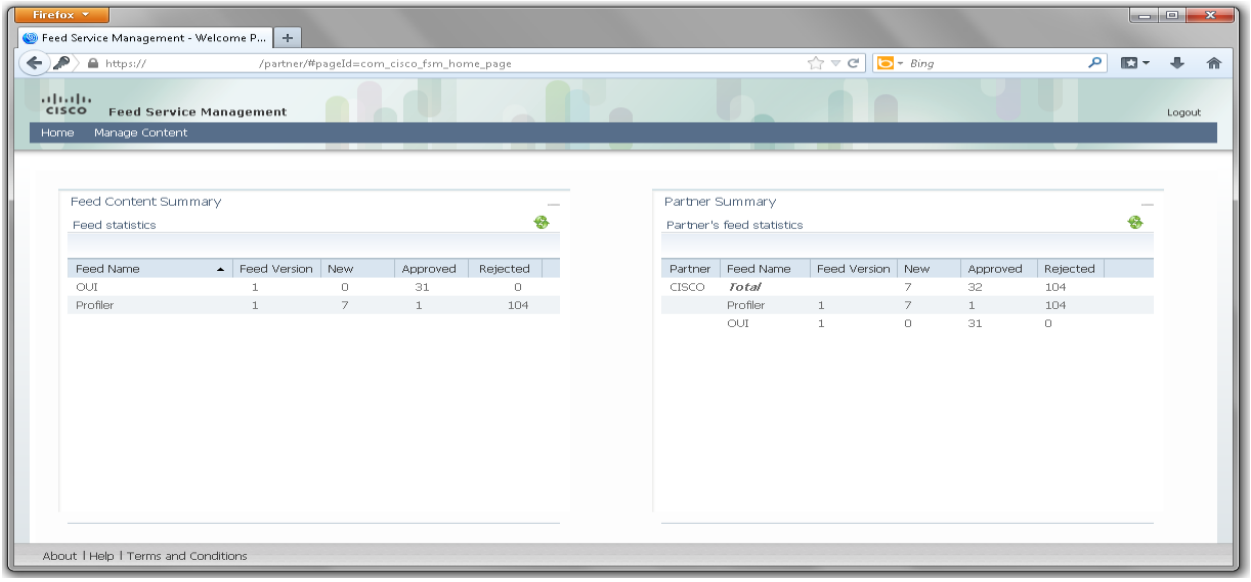
Which browsers does the Partner Portal support?

Partners can access the Partner Portal using either Internet Explorer 7 or 8 or FireFox 7 or higher.

What can a partner do?

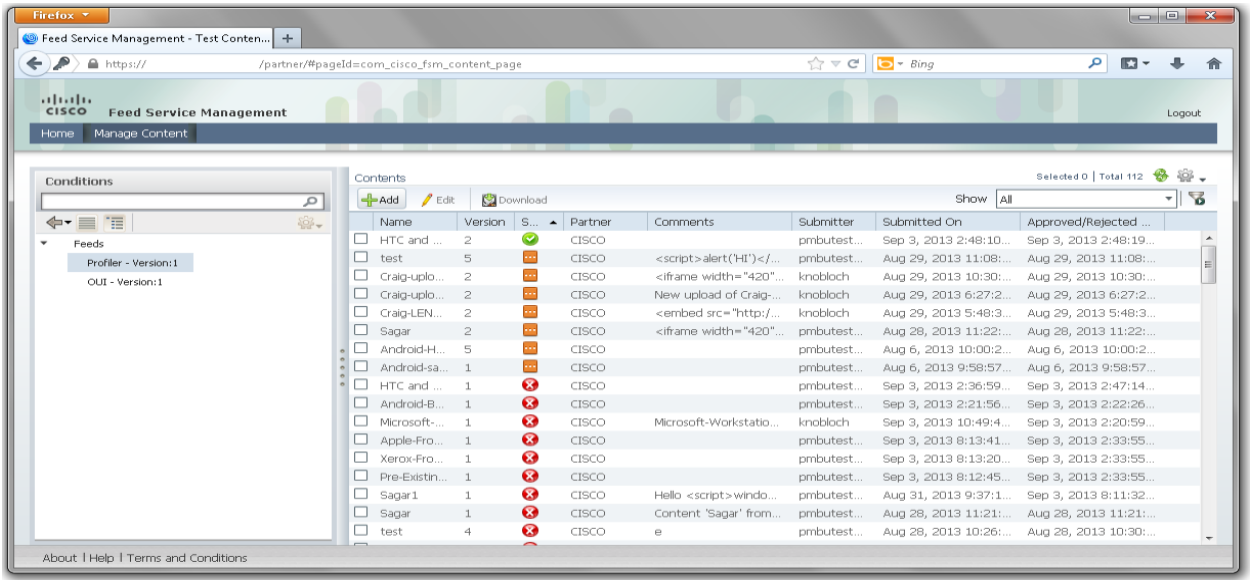
Once users log into the Partner Portal, they are presented with a snapshot view of their profile submissions.

Figure 2: Summary View



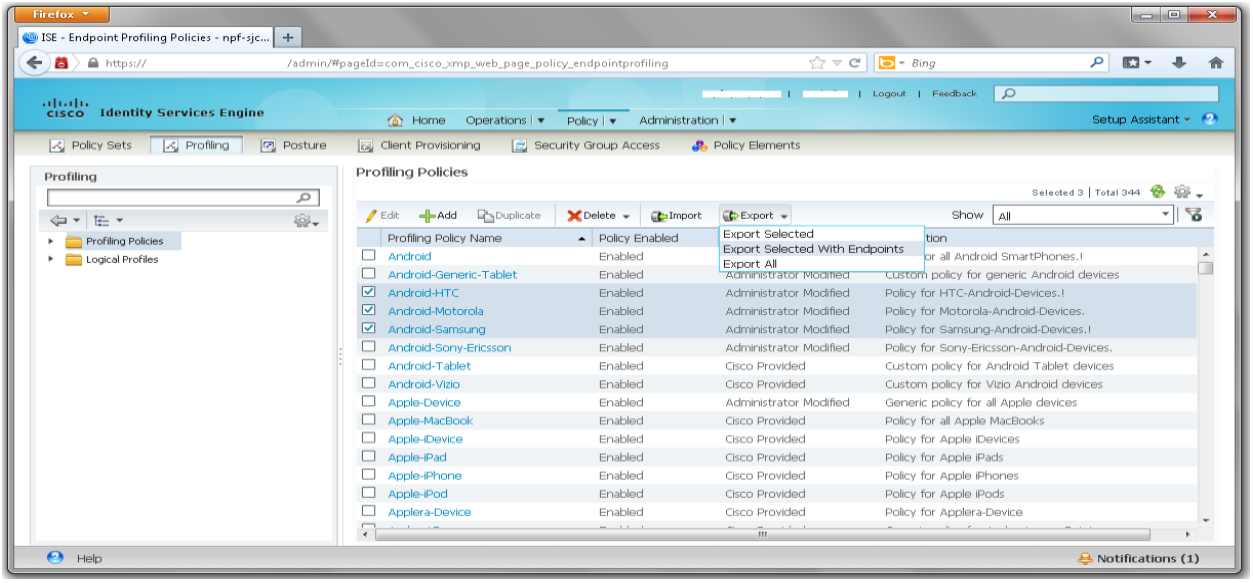
Users can manage the content they submitted, view details of profiles that they submitted, and check on their approval status. From this screen, a user can submit device profiles for various endpoints by clicking the “Add” button and entering the requisite details.

Figure 3: Detailed view of submitted content



To submit a profile, a user must export the profile that was created on ISE. Cisco recommends that when a profile is exported from an ISE node, the endpoints associated with the profile be included as well to better assist in validating the profile submitted. Up to five endpoints can be included as part of the uploaded file.

Figure 4: Exporting Profiles and Endpoints from ISE



Advanced users can edit the file exported from ISE to delete any information they deem confidential if they choose to. However, care must be taken to ensure that the file integrity is maintained and it still adheres to the XML schema.

Cisco will validate the profile submitted to make sure it is correct. In the event that additional information is required to validate the profile, the user will be contacted by Cisco. Cisco reserves the right to make edits to the device profile submitted and will make attempts, in good faith, to eliminate any confidential information. When a profile has been validated, the endpoint information will be stripped; the device profile will be approved for distribution and will be distributed to all ISE customers using the Feed Service.

When should I expect to get a response from the Feed Service team?

After a profile has been submitted, expect to hear from Cisco's Feed Service team within 2 – 3 business days either by a status update on the portal or by email. The Partner Portal user will be able to see status update explanation in the "Description" field against the submission.

What if my profile submission is rejected?

A profile could be rejected for multiple reasons. Generally, the Feed Service team will work with the submitter to refine and clarify a profile submitted. However, there could be other reasons why a profile could be rejected; for example, a profile already exists for the device type in question. Cisco Feed Service team will make an effort to contact the submitter to explain why a profile was rejected. A profile being rejected will have no bearing on any other profile that would be submitted by the same user.

What happens when the profile gets approved?

When a profile is approved by Cisco, it is made available through the Feed Service for all ISE customers to use. For details on how ISE interacts with the Feed Service, refer to the Cisco ISE User Guide.

Who should I contact if I have any questions?

You can contact the Feed Service team by emailing them at feed-admin@cisco.com if you have any questions regarding your access or status of profiles that you submitted. You can also contact the Feed Service team if you want to report any bugs that you might encounter.

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