

Please ensure that your Cisco Connection Online (CCO) ID is associated to [Cisco GEMSS Contract # 204250592](#)  
Option year 2 contract end date is 20 June 2024. [Please contact usmchtom@cisco.com](mailto:usmchtom@cisco.com) for assistance.

## Move, Add, Change, Remove Processes within My Cisco Entitlements

### HOW TO ADD NEW DEVICES TO GEMSS SMART ACCOUNT

When U.S. Marine Corps is ordering new hardware and software from Cisco, the partner placing the order will select the correct Smart Account (usmc.mil) and Virtual Account. Once the order is placed the equipment will automatically populate in My Cisco Entitlements (MCE) Portal.

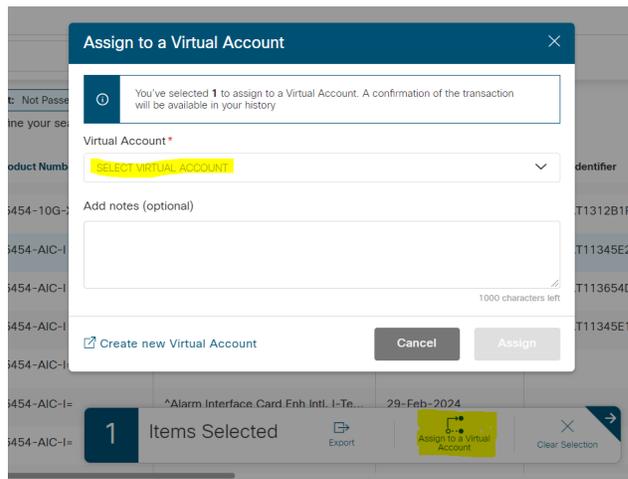
If the U.S. Marine Corps MCE Administrator or User does not see their newly procured equipment in their appropriate Virtual Account, please contact the Cisco Asset Management team for support. USMC Cisco Asset Manager: [usmcassetmgr@cisco.com](mailto:usmcassetmgr@cisco.com)

Use this form to request new equipment: [USMC GEMSS Hardware Request Template](#)

### MOVING ASSETS

In order to move assets in MCE, the U.S. Marine Corps user must have administrator level access to the Virtual Account (VA).

To move the asset(s), the MCE VA Administrator can select “Edit Account Assignment” to remove the current Virtual Account tag and add the device to the new Virtual Account directly within the MCE Portal.



If the MCE user is not an Administrator for the New Virtual Account, please:

- Select ‘Edit Account Assignment’ to remove the current Virtual Account tag.
- Next select add the device to the ‘Move’ Virtual Account and select the correct ‘TRANSFER IN’ Virtual Account account.
- Include a note detailing the move.
- The Administrator of the ‘TRANSFER IN’ Virtual Account will then approve/deny the move request.

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### HOW TO REMOVE DEVICES

If a device has been removed from the USMC network, and no longer requires support, the Virtual Account Administrator can remove the Virtual Account tag from the device.

To remove the device Virtual Account tag: Select “Edit Account Assignment” and select add device to “Decommission TRANSFER IN” Virtual Account. Adding the device to the Decommission TRANSFER IN Virtual Account notifies the Cisco Asset Manager the device has been decommissioned. A justification note must be included stating the reason for the decommissioning of the device.

Devices set for decommissioning along with their justification note will be reviewed by the Cisco Asset Manager. The Cisco Asset Manager will terminate the device from support and update the status of that device. The decommissioned device will no longer be eligible for support and tracking.

The USMC MCE Virtual Account Administrator or User requesting removal is responsible for ensuring completion of the USMC DRMO process documentation.

### MOVING A DEVICE WITH A CONSUMED LICENSE

Please contact [usmcassetmgr@cisco.com](mailto:usmcassetmgr@cisco.com) for assistance. A case will be opened and processed with Cisco Global Licensing.

### HOW TO REMOVE LAST DATE OF SUPPORT (LDOS) AND END OF LIFE (EOL)

Hardware devices that have reached the End of Support date or the Last Date of Support, will no longer be covered on the USMC contract. Support will not be available. The devices can still be found within MCE for a period of up to 5 years. If you would like the devices decommissioned prior to that, please contact [usmcassetmgr@cisco.com](mailto:usmcassetmgr@cisco.com)



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Smart Account: usmc.mil

Virtual Account: Will be created to determine the ownership of the devices by Command or Program.

MCE Administrator: An individual who is approved over a Virtual Account to move, add, change, or removed devices from their Virtual Account.

MCE User: An individual who can view and apply licenses in a Virtual Account but cannot perform, moves, adds, changes, or removes.

Asset Management: [usmcassetmgr@cisco.com](mailto:usmcassetmgr@cisco.com)

GEMSS Contract Number: 204250592

GEMSS Mailer: [USMC-GEMSS@fcnit.com](mailto:USMC-GEMSS@fcnit.com)

My Cisco Entitlements: mce.cisco.com

Smart Licensing: software.cisco.com

GEMSS Website: usmc-gemss.com