# Smart Licensing Using Policy Overview

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

**Q: What is smart licensing using policy (SLP)?**

**A:** SLP is a new licensing policy model that is built on traditional smart licensing and further simplifies the licensing operations. With SLP, there is no eval mode, which simplifies the compliance status on the device. Products using SLP have less connectivity to Cisco. There is also no need to connect to Cisco on day0 to report the license consumption, eliminating day0 friction.

**Q: Is SLP supported in air gapped networks?**

**A:** As with traditional smart licensing, SLP is supported on air gapped and dark networks in a scalable model. Additionally, like traditional smart licensing, SLP also requires the download and upload of files between the SSM On-Prem application and the CSSM Cloud.

**Troubleshooting:**

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

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