Sending Device Usage Reports

Contents

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 the time interval for when the device sends USAGE reports to SSM On-Prem/CSLU?

A: The device sends the USAGE reports to the SSM On-Prem/CSLU application once every 30-days as a default time interval. However, you can choose to send reports from the device to SSM On-Prem/CSLU using the **license smart sync all** command on the device.

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.

For feedback on the content of this document, please submit here .