Performing SLP Synchronizations

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: How do you set the SLP synchronization?

A: SLP sync options are in the **Licensing Workspace.** You can choose a network or manual synchronization.

- **Network Synchronization:**

Step 1: Open SSM On-Prem.

Step 2: Navigate to **Licensing Workspace > Smart Licensing > Reports > Usage Schedules.**

Step 3: Trigger an immediate SLP sync or set a regular time interval.

- To trigger an immediate SLP sync, click **Synchronize now with Cisco.**
- To schedule the SLP sync for a regular time interval:
  a. Set the **Days** (frequency).
  b. Set the **Time of Day** (hour and minutes).
  c. Click **Save.**

- **Manual Synchronization:**

Step 1: Open SSM On-Prem.

Step 2: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Export Usage to Cisco.**

Step 3: Download the file.

Step 4: Access CSSM Cloud from https://software.cisco.com/

Step 5: Select the correct **Smart Account > Manage Licenses > Reports > Usage Data Files > Upload Usage Data** then upload the usage file you downloaded from the SSM On-Prem application. CSSM Cloud will process the file and prompt you with a response file to download.

Step 6: Download the response file from CSSM Cloud.

Step 7: Access your SSM On-Prem application using https://<ip-address of SSM On-Prem>.

Step 8: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Import from Cisco** then upload the response file that you downloaded from CSSM Cloud.

Q: How do we know the SLP sync is completed?

A: Navigating to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy** displays a table with an Alerts column. The Alerts column gives information about the SLP sync status between devices, SSM On-Prem, and CSSM Cloud. Please note here, in this table, the Last Contact timestamp is the last communication between the device and the SSM On-Prem application.

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 .