Obtaining the Export License

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: SSM On-Prem already displays the export license. Why do I need to go to CSSM Cloud for it?

A: Previously, the licensing agent could get the export flag from SSM On-Prem. However, for agent version 5.0 and later (XE 17.x and later versions), this was changed, and the export license requires you to install an authorization. Only CSSM Cloud can generate the authorization code, which is why SSM On-Prem cannot provide the authorization. SSM On-Prem can get the authorization code by either doing a SLP network sync or an SLP manual sync with 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.

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