Obtaining a SLAC Response

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 SLAC (Smart Licensing Authorization Code) flow through SSM On-Prem in connected and disconnected modes?

A: SSM On-Prem needs to sync with CSSM Cloud to get the SLAC. Once the auth request is received on the SSM On-Prem application from the device, the SSM On-Prem application needs to sync with CSSM Cloud to get the SLAC response back.

If you are using a network sync, depending on the network sync schedule, the synchronization will be triggered. If preferred, a faster method is achieved by manually triggering the network sync any time:

To perform a manual synchronization to get the SLAC:

Step 1: Open SSM On-Prem.

Step 2:. Navigate to **Licensing Workspace > Smart Licensing > Reports > Usage Schedules > Synchronization schedule with Cisco > Synchronize now with Cisco.** The sync request is sent to CSSM Cloud, which will process the auth request and send the auth response back to SSM On-Prem. After the SSM On-Prem gets the auth response, SSM On-Prem will send the response to the respective devices.

Step 3: Send the auth request from the device.

Step 4: On the SSM On-Prem application, navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import dropdown > Export Usage to Cisco** and download the file.

Step 5: Access CSSM Cloud from https://software.cisco.com/.

Step 6: Choose the correct **smart account > Manage Licenses > Reports > Usage Data Files > Upload Usage Data** then upload the file that was downloaded from the SSM On-Prem application. CSSM Cloud will process the file and prompt you with a response file to download.

Step 7: Download the response file from CSSM Cloud.

Step 8: Access the SSM On-Prem application using https://<ip-address of OnPrem>.

Step 9: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy >Export/Import drop-down menu > Import from Cisco** and upload the response file that you downloaded from CSSM Cloud.

Q: How do I enable instant HSEC authorization on the SSM On-Prem?

A: Release 8-202304 added the **Instant authorization request to CSSM** option to permit immediate communication with the CSSM Cloud. This communication is required for newly connected devices and is only applicable when online access to the CSSM Cloud is possible. When disabled, this communication is performed only during the scheduled synchronization, which results in a delay from when a device is connected and when the configured features can function. For more information, see the *Cisco Smart Software Manager On-Prem User Guide.*

To enable **Instant authorization request to CSSM:**

Step 1: From the **On-Prem Admin Workspace**, click the **Settings widget.** The **Settings** window appears.

Step 2: Click the **CSLU** tab.

Step 3: Slide the **Instant authorization request to CSSM** toggle to the right to enable.

Note:

• **Instant authorization request to CSSM** only supports push-mode devices. Pull-mode devices are not supported.

• CSSM Cloud includes reserved licenses in the total number of licenses used. SSM On-Prem, however, does not. This causes CSSM

Cloud and SSM-On Prem to show a different number of licenses in use after sending multiple SLAC requests.

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 .