How Can I Update My License Reservation on My Device?

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Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account & Smart account that is enabled for SLR
- Smart account user, Smart account administrator, Virtual account user, or Virtual account administrator role.

Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

Step 1: Go to Cisco Software Central and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on the Manage licenses under the Smart Software Manager section.

Step 4: Click on the inventory tab.

Step 5: Select the Virtual Account from Virtual Account dropdown selector.

Step 6: Click on the Product Instances tab.

Step 7: Locate the required product instance from the product instances list. Optionally, use search tab with device or product type to locate the product instance.

Step 8a: Click on "Actions" menu and select "Update Reserved Licenses" option

OR

Step 8b: Click on the product instance name. From the "Actions" drop-down list in left bottom corner in new window, select "Update Reserved Licenses" option.

Step 9: Click the radio button next to “Reserve a specific license”. Enter the quantity in "Reserve" field which needs to be modified in "Update License Reservation" window and click next.

Step 10: Click on "Generate Authorization Code".

Step 11: After authorization code is generated, click "Copy to Clipboard" to copy the authorization code, or "Download as File" to download the file and save it.

Step 12: Install the Reservation Authorization Code on the device. User needs to refer to product configuration guide to get the auth installation commands.

Step 13: Enter the confirmation code generated in the device after auth code is successfully installed.

Step 14: click on the “Actions” dropdown list and click “Enter Confirmation Code”. Then, insert the confirmation code into the text box and select the OK button.



Note: This procedure is mandatory. On completion of this procedure, information stored in Cisco SSM is updated to indicate that the device is reloaded with the new license level and registered with the new authorization code. You need to complete this procedure to allow Cisco SSM to accept upgrades or downgrades at the license level in the future. Please refer to Entering the Confirmation Code in Cisco SSM to enter the confirmation code in CSSM

- Generating a new Authorization Code
- Entering the Confirmation Code in Cisco SSM

Troubleshooting

1. License is not available which I am trying to update/upgrade on my device. This can happen for multiple reasons:
    1. License is in a different Virtual account, so we need to Transfer/Move the license to the right Virtual account
    2. License while booking is not associated with the target Smart account and Virtual account. So kindly associate the order to the right Smart account & Virtual account for the license to be visible
    3. License is in a different Smart account. Kindly raise a case in SCM
2. Not able to generate confirmation code or I do not have confirmation code
    1. If you are not able to generate confirmation code kindly Raise a case in SCM with the snapshot of the error received
    2. If you do not have a confirmation code; You need to Register a device with the Authorization code to generate the confirmation code

If you experience an issue with this process, that you cannot address, please open a case in Support case Manager using software licensing option.

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

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) To help resolve.