How can I remove a reserved license reservation from a device?

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.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites
Before you start, ensure that you have the following data:

- 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.
- Reservation Return Code (Refer Product Guide.)



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

Steps
We can remove SLR from a device, by Removing the product instance from CSSM.

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 drop down list

Step 6: Click on the Product Instances tab

Step 7: Locate the required product instance from the product instances list. Optionally, you can enter device

or product type in Search box to locate the product instance

Step 8a: Click on 'Actions' menu and select "Remove"

Or

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

Step 9: Enter "Reservation Return Code" value in the text box displayed in pop up window

Step 10: Click on "Remove Reservation"

Step Result: The reservation information is removed, and the license is made available in the virtual account.

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a case at SCM using software license option

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