How can I cancel my license reservation and re-reserve license to a new Smart Account?

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 (httpsB://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.

Before you start, ensure you have the following data:

- Active Cisco.com account and Smart account that is enabled for Specific License Reservation (SLR).
- Smart Account user, or Smart Account administrator, or Virtual Account user, or Virtual Account administrator access.
- License to be reserved should be available in the target SA
- Device should be deployed in SL mode and not in SLUP mode.
- Reservation request codes are always generated from the device (Refer to product guide)
- Reservation Return Code (Refer to product guide)

Procedure

To deregister a Specific License Reservation for a device, you must return the license reservation in the CLI and remove the instance from CSSM.

Step 1: Log in to the device that you want to deregister.

Step 2: To remove the license reservation authorization code, run the "**license smart reservation return"** command

Step 3: Log in to **Cisco Smart Software Manager**. Log in to the portal using the Cisco provided **username and password**.

Step 4: Click the **Inventory tab**. From the Virtual Account drop-down list, select your account.

Step 5: From the Product Instances tab, for the device that you want to deregister, click **Actions.**

Step 6: Click **Remove.**

Step 7: When prompted, enter the **return code.**

Step 8: Re-reserve Licenses to new Smart Account:

Step 9: Login to CSSM Using Target Smart Account.

Step 10: Select the **Virtual Account** from the Virtual Account drop-down list under the **Inventory** Tab.

Step 11: Navigate to the **Licenses** tab, then click on the **Licenses Reservation** button.

Step 12: Click on **Proceed**. *(The Smart Licenses Reservation window will appear.)*

Step 13: Enter the **Reservation Request Code**, then click on **Next**.

Step 14: Select the licenses to be reserved, then confirm the information entered.

Step 15: Click on the **Submit.**

Step 16: **Reservation Authorization Code** will be generated. After the authorization code is generated, click **Copy to Clipboard** to copy the authorization, or **Download as File** to download the file and save it.

Step 17: Install the **Reservation Authorization Code** on the device.

Step Result: Licenses will be reserved in the new Smart Account.

Troubleshooting:

If issue is related to licenses, then open case using SCM under software licensing for Smart Account.

If issue is related to device reservation at device side, then open case using SCM with TAC.

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