How Can I Reserve Licenses on Devices when the License Is Not Available for Reservation?

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Introduction

Specific License Reservation (SLR) enables reserving licenses for devices in secure or disconnected networks by generating and applying an authorization code without requiring ongoing communication with Cisco.

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.
- Reservation request codes are always generated from the device. (Refer Product Guide)

Steps

If license is not available, then customer must either

- Transfer license from other VA where it is available.
- Perform device or PAK conversion to migrate, if license is available in their classic assets.
- Place order for the required licenses by connecting with your partner, distributor, reseller or account team.

Once you get license for reservation, please complete these steps for reservation:

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: Navigate to the Licenses tab, then click on the "Licenses Reservation "

Step 7: Click on Proceed

Step 8: Enter the Reservation Request Code and Click next

Step 9: Click on the Radio Button "Reserve a Specific License" Select the licenses, enter in the corresponding quantities to be reserved, and then click Next

Step 10: Click "Review and confirm"

Step 11: Click "Generate Authorization code"

Step 12: After authorization code is generated, click Copy to Clipboard to copy the authorization, or Download as File to download the file and save it

Step 13: Install the Reservation Authorization Code on the device. User needs to refer to product configuration guide to get the auth installation commands

Step Results: Licenses reserved in the new Smart Account.

Troubleshooting

1. How can I migrate classic assets to smart licensing?

- Traditional to Smart Conversion please click here for more information.
- For Device Conversion from CSSM please click here for more information.
- PAKs & Devices which are not tagged to smart account

Step 1: Login to your **LRP**

Step 2: Select All License for User in Show Dropdown on the left top of the page

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Note: If any SA/VA is selected PAK/Licenses which are assigned to that SA/VA is Visible.

Step 3: You can see all the PAK under your login in PAK & Tokens Tab, you can see all fulfilled licenses in License Tab or Devices Tab

Step 4: Select the PAK or License that you want to convert, click on the Blue Arrow and Select Convert to Smart Licensing.

Step 5: Select the SA/VA and Provide the Quantityof the license that you want to convert.

Step 6: Click Submit.

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.