How can I receive an Acknowledgement File using Smart Licensing Using Policy (SLP)?

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 you have the following:

- Active **Cisco.com Account.**
- RUM Report in **.tar Format.**

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

Steps
Step 1: Log in to the CSSM and click **Manage licenses.**

Step 2: Select the **Smart Account** (upper left-hand corner of the screen) that will receive the report.

Step 3: Select **Smart Software Licensing**, Click on **Reports** and then Click on **Usage Data Files.**

Step 4: Click **Upload Usage Data.** Browse to the file location (RUM report in **tar format**), select, and click **Upload Data.**

Note: You cannot delete a file after it has been uploaded. You can however upload another file, if required.

Step 5: From the Select **Virtual Accounts pop-up**, select the Virtual Account that will receive the uploaded file.

Step Result: The file is uploaded to Cisco and is listed in the **Usage Data Files table** in the Reports screen showing the File Name, time it was Reported, which Virtual Account it was uploaded to, the Reporting Status, Number of Product Instances reported, and the Acknowledgement status.

Step 6: In the **Acknowledgement column**, click **Download to save the ACK.** You may have to wait for the file to appear in the Acknowledgement column. If there are many RUM reports or requests to process, CSSM may take a few minutes.



Note: You can generate Auth code for eligible deployments and have flexibility to deploy their devices and migrate from SLR to SLP or SLP to SLP.

Troubleshooting

If you experience an issue with this process, that you cannot address, open a case in *Support Case Manager (SCM)* using software licensing option.

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