How can I view a device in Smart Licensing Portal while 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.

Prerequisites
Before You start, ensure you have the following:

- Active **Cisco.com Account.**
- RUM Report in **.tar Format.**
- Access to **CLI of the Device**
- Access to **Smart Account** and **Virtual Account**

Steps
If you are looking to view **SLP device** in CSSM portal for devices which are not connected to CSSM or to CSLU, execute the below steps.

Step 1: From **device CLI** execute license smart save usage command in privileged **EXEC mode** and save the file to **boot flash**. E.g.: **Device# license smart save usage all file bootflash: all_rum.txt.**

Step 2: Copy the file to **TFTP location** where it can be uploaded to CSSM. E.g.: **Device# copy bootflash: all_rum.txt tftp://<IP address of TFTP server>/all_rum.txt.**

Step 3: Log in to the CSSM and click **Manage licenses.** Log in using the username and password provided by Cisco. The Smart Software Licensing page is displayed.

Step 4: Select the **Smart Account** (upper left-hand corner of the screen) that will receive the report.

Step 5: Select **Smart Software Licensing → Reports → Usage Data Files.**

Step 6: Click **Upload Usage Data.** Browse to the file location to **Upload a RUM report** selects and click **Upload Data.**

Step 7: Select the **virtual account** from the dropdown selector under which the device needs to be reported and click on **“Ok”.**

Step Result: After the **RUM report** gets processed successfully, the device will be shown in the **smart account.**

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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