How can I perform SSM On-Prem synchronization with Cisco cloud (CSSM)?

Introduction

This document explains how to perform synchronization within SSM On-Prem and Cisco License Central for both SLP (Smart Licensing Policy) Devices and SL (Smart License) Devices.

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:

- A Cisco Smart Account

- A valid CCO User ID and Password with access to the Smart Account or Virtual Account.
- Access to SSM On-Prem.

Steps

SLP sync options are in the Licensing Workspace. You can choose a network or manual synchronization.

Network Synchronization:

Step 1: Open SSM On-Prem (https://(IP Address):8443/#/mainview/).

Step 2: Navigate to Licensing Workspace > Smart Licensing > Reports > Usage Schedules.

Step 3: Trigger an immediate SLP sync or set a regular time interval.

- To trigger an immediate SLP sync, click **Synchronize now with Cisco** Button.
- To schedule the SLP sync for a regular time interval:
  - a. Set the Days (frequency).
  - b. Set the Time of Day (hour and minutes).
  - c. Click Save.

Manual Synchronization:

Step 1: Open SSM On-Prem (https://(IP Address):8443/#/mainview/).

Step 2: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Export Usage to Cisco**.

Step 3: Download the file.

Step 4: Access CSSM Cloud from https://software.cisco.com/.

Step 5: Select the correct **Smart Account > Manage Licenses > Reports > Usage Data Files > Upload Usage Data** then upload the usage file you downloaded from the SSM On-Prem application. CSSM Cloud will process the file and prompt you with a response file to download.

Step 6: Download the response file from CSSM Cloud.

Step 7: Access your SSM On-Prem application using (https://(IP Address):8443/#/mainview/).

Step 8: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Import from Cisco** then upload the response file that you downloaded from CSSM Cloud.

Q: How do we know the SLP sync is completed?

A: Navigating to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy** displays a table with an **Alerts column**. The Alerts column gives information about the SLP sync status between devices, SSM On-Prem, and CSSM Cloud. Please note here, in this table, the Last Contact timestamp is the last communication between the device and the SSM On-Prem application.

SL sync options are in the Admin Workspace. You can choose a network or manual synchronization.

Network Synchronization:

Step 1: Open SSM On-Prem (https://(IP Address):8443/#/mainview/).

Step 2: Navigate to **Admin Workspace** in the top right corner of the page

Step 3: Click on the **Synchronization Widget**

Step 4: Go to the **Accounts** Tab

Step 5: Click on the **Actions** button next to the Smart Account

Step 6: In the drop-down list, Select **Network Synchronization > Full Synchronization Now**

Step 7: Provide your Smart Account Login Credentials (if asked)

Step Result: Next to the name of the smart account, the synchronization in progress loading symbol will be shown, and once the synchronization is completed, in the alerts column, you can see the “Synchronization Successful” Alert.

Manual Synchronization:

Step 1: Open SSM On-Prem (https://(IP Address):8443/#/mainview/).

Step 2: Navigate to **Admin Workspace** in the top right corner of the page

Step 3: Click on the **Synchronization Widget**

Step 4: Go to the **Accounts** Tab

Step 5: Click on the **Actions** button next to the Smart Account

Step 6: In the drop-down list, select **Manual Synchronization > Full Synchronization**

Step Result: You will get a “Manual Synchronization” pop-up

Step 7: Download the satellite synchronization data file to your PC by clicking on the **“Download File”** button

Step 8: Upload the file to Smart Software Manager, and receive a synchronization response file

a. Log in to Smart Software Manager, and click on **Manage License** under Smart Software Manager

b. Navigate to the **On-Prem Accounts Tab**

c. Click on the **Action** button next to the smart account that you are trying to synchronize

d. Use the File Sync... action listed for this Smart Account to upload this synchronization file and click **“Generate Response File.”**

e. Save the synchronization response file by clicking on the **“Download sync file”** under **the Alerts** column generated by Smart Software Manager.

Step 9: Again, Navigate back to SSM On-Prem > **Admin Workspace > Synchronization Widget > Accounts** Tab > **Actions** button > **Manual Synchronization > Full Synchronization**

Step 10: Upload synchronization response file to the satellite > Click Choose File > Click **Upload.**

Step Result: Next to the name of the smart account, the synchronization in progress loading symbol will be shown, and once the synchronization is completed, in the alerts column, you can see the “**Synchronization Successful**” Alert.

Troubleshooting

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.