How can I de-register and re-register my device to Smart Account?

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Introduction

The process of device registration to a Cisco Smart Account securely associates the device with the Smart Account and Virtual Account, enabling centralized management and tracking of software licenses.

Prerequisites

Before you start, ensure that you have the following:

- An active Cisco.com account
- Smart account user, or Smart account administrator, or Virtual account user, or Virtual account administrator role
- Access to the CLI (Command Line Interface) or GUI of the device

Steps

De-Register a Device

Users need to perform Deregistration as per steps in product configuration guide.

Re-Register a Device

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.

Step 6: Click on the New Token button under the General tab.

Step 7: Click Proceed.

Step 8: Enter the details.

Note:

- Un-checking the box removes the ability to enable higher levels of product encryption functionality for products registered with this Registration Token Note:
- For Class C & D the Check box will not be visible.

Step 9: Click Create Token.

Note:

- Token generation for on-prem accounts can be done only through the on-prem server Note:
- Token generation is restricted within a Virtual Account that is linked to an on-prem account. Token generation can be done on On-Prem Server. Licensing Workspace > Inventory > General Tab > New Token

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Step 10: After the token is created it will appear in the Genral Tab, click on **Blue Arrow** next to the newly created token, then copy the newly created token.

Step 11: Now register the new device using the command or steps using product configuration guide.

Troubleshooting

I have executed the command but still the device is showing in smart account.

1. Go to Cisco Software Central and log in with your Cisco.com account.
2. Click on **Manage Licenses** under **Smart Software Manager.**
3. Select the **Inventory** tab and select the **Virtual Account** from which the device needs to be de-

registered.
4. Select the **Product Instance** tab.
5. For each device that you want to remove, select the drop-down filter and click on **Remove** under the **Actions** column.

Error Scenarios:

1. Token not being accepted by Devices
2. Device does not activate with the provided token

Steps are mentioned in the specific Product Configuration Guide provided with the Device.

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.