How can I remove a device within an SSM On-Prem deployment?

Introduction

This document explains the steps to be performed to remove a device from within an SSM On-Prem deployment.

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 data:

- A Cisco Smart Account
- A valid CCO User ID and Password
- Admin Access to SSM On-Prem
- Access to Smart Account Which has the device that needs to be removed

Steps

Step 1: In the SSM On-Prem Click on Smart Licensing, click on Inventory tab and then select the Local Virtual Account that you need from the pull-down list.

Step 2: In the Inventory tab, click the Product Instances tab.

Step 3: In the Product Instances tab, locate the product instance that you want to remove.

Step 4: In the Actions column, click the Remove link for the product instance that you want to remove.

Step 5: In the Confirm Remove Product Instance dialog box, click Remove Product Instance.

Note:

- Please perform synchronization after removing the Product instance. Please follow the steps below. **How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?**
- For CSLU Devices, you need to follow the same process, and after removing from the On-prem, you need to raise a case to manually remove the device from CSSM.

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.