How can I correct the license count mismatch issue between SSM On-Prem and CSSM?

Indroduction

This document explains the steps to be taken to correct the license count mismatch when found between CSSM & SSM On-Prem.

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 that has access to the Smart Account or Virtual Account.
- Admin Access to SSM On-Prem

Steps

To resolve the license, count mismatch issue between SSM On-Prem & CSSM, please follow the steps:

If the On-Prem Server is connected to the Internet, check if the server can ping Cisco cloud using the steps below.

Step 1: Log in to the On-Prem CLI.

Step 2: Check the reachability by typing the following commands

- curl -v https://cloudsso.cisco.com
- curl -v https://swapi.cisco.com

Step 3: If you are on Proxy, check the reachability by typing the below commands

- curl -v -x <proxy server ip:proxy port num> https://cloudsso.cisco.com
- curl -v -x <proxy server ip:proxy port num> https://swapi.cisco.com

If the connection is successful, then the Cisco cloud is accessible, and if not, then there could be an issue with On-Prem connectivity.

- If Cisco Cloud is accessible, then you can perform **Full Network Sync.**
- If Cisco Cloud is not accessible, then you can perform **Full Manual Sync**

To perform this action, click: How can I perform SSM On-Prem synchronization with Cisco cloud (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.