How can I resolve connectivity issue with SSM On-Prem for already registered devices?

Introduction

This document provides a step-by-step guide to troubleshooting connectivity-related issues with SSM On-Prem deployments for devices that are already registered in the SSM On-Prem account.

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

Step 1: Check the connectivity of the device to the On-Prem server using the “ping/telnet” command.

- ping <on-prem server IP address>

Step 2: If there is a proxy between the On-prem server and device, check if the proxy is allowing the traffic from the device to the On-Prem. If not, check with the proxy team to fix the issue.

Step 3: If no issues are seen in steps 1 and 2 above, try executing the “license smart renew auth” command for SL devices and the “license smart sync local” for SLP devices from the device CLI. Wait for some time

and check if the renewal is successful.

Step 4: If you are seeing the “Product Instance failed to connect” alert in the On-Prem GUI under the Product Instances tab, remove the device from On-Prem and re-register the device.

To perform this action, click: How can I remove a device within an SSM On-Prem deployment?

To perform this action, click: How can I register a device within an SSM On-Prem deployment?

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.