How can I resolve issues with SLP sync within SSM On-Prem deployment?

Introduction

This document explains the process to be followed if you find issues with SLP Sync 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**:**

- 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 Sync issues between SLP within SSM On-Prem:

If the On-Prem Server is not connected to the Internet,

Step 1: Perform SL Full Manual Sync, or Perform SLP Manual Sync based on the devices you own

To perform this action, click: How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?

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.

Perform SL Sync before getting into the SLP Sync

To perform this action, click: How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?

Follow the steps below to perform SLP sync with CSSM.

Step 1: We must sync on the device side.

1. Log in to the Device CLI (Use Specific Product Documentation).

1. Type the command “license smart sync all."

Step Result: Pushes the usage report to On-Prem.

Step 2: Perform an On-Prem SLP network/manual sync to get the ACK file against the usage reports

received from the device.

To perform this action, click: How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?

Step 3: Once the ACK is received in SSM On-Prem, wait 24 hrs to get this installed in the Device.

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.