How can I bulk release licenses from my devices, in Cisco License Central (CLC)?

Introduction

This document explains how to bulk release licenses from multiple devices in Cisco License Central (CLC), so they can be returned to your account and reassigned for future use.

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:

- Active Cisco.com account
- Access to the device
- The user accessing License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to locate your Smart Account.

Step 4: Navigate to the left Menu bar and click on the "**Devices**" tab, and select "**Device Inventory**" under Devices.

Step 5: You can click on **Filters**, then click on **License connection status** and Select **Current**. To filter only devices that can release the licenses.

Step 6: Select multiple devices from the list or search for them using the Device Identifier or Device Name to which you want to release the license.

Step 7: In the top-right corner, click the "**More actions**" Button.

Step 8: From the drop-down menu, choose "**Release License**".

Step 9: You will be redirected to the **Selected devices** page, where all the devices that you have selected from multiple Virtual Accounts are shown in the table. If any selected devices are excluded, or if you have

selected any Device with a Reserved License, a caution is shown. You can click on **View More** to understand the caution message. -> Click Next.

Note:

- Devices with Classic Licenses, Devices with No Licenses and Devices that are managed by controllers are excluded from Release Licenses.
- If the device is with a reserved license, then you should have the reservation release code to Release Licenses.
- If you are an admin, then you will get an option to “Force Release” to Release the License without the reservation release code.

Step 10A: In the selected bulk devices, if there is a device with a reserved license, then the “**Enter reservation release code for reserved license**” Page will appear, where you must

a. Provide the reservation release code in the text box.

b. Upload a file with the reservation release code, or

c. If you are an admin, you can see the “**Force release license**” option, click on the check box and click Next.

Step 10B: Review Page, where all the devices for which the licenses will be released will be shown. Click Next.

Step Result: Confirmation Page showing “Licenses were released from selected devices”. Click Close.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve