How can I reserve licenses on devices when the license is not available for reservation, in Cisco License Central (CLC)?

Introduction

This guide outlines the procedure for reserving licenses on devices via Cisco License Central (CLC).

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 smart account in which the device exists
- Reservation Request Code/ Device details
- The user accessing Cisco License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin

Steps

If the required license is unavailable, perform one of the following actions to proceed:

- **Transfer the license:** Move the license from another Virtual Account (VA) where it is currently available.
- **Migrate via conversion:** Perform a device or Product Authorization Key (PAK) conversion to migrate the license from your classic assets.
- **Procure new licenses:** Contact your partner, distributor, reseller, or account team to place an order for the necessary licenses.

Once the license has been successfully acquired, proceed with the reservation workflow.

Step 1: Navigate to the Cisco Software Central portal and log in using your Cisco.com credentials.

Step 2: Under the Cisco License Central section, click Access Cisco License Central.

Step 3: Enter your Smart Account name or use the search function to locate and select it.

Step 4: From the left-hand navigation menu, click the **Licensing** tab to view the dashboard, which provides a consolidated overview of all licenses associated with your account.

Step 5: Use the search bar to find the specific license by its name.

Step 6: Select the license,

- Click the three-dot icon in the rightmost column and select *Generate license authorization* from the drop-down menu.

or

- Click the license name hyperlink, then select *Generate license authorization* in the top-right corner.

Step Results: *Generate License Authorization* screen will be displayed.

Note: You may select multiple licenses for a single authorization, provided they are compatible with the same product type.

Step 7: On the *Add Devices* page, click the *Add devices* drop-down and choose your preferred method:

- By device identifier: Provide device details such as Serial Number, Product ID, or UUID. For multiple devices, you may upload an .XLSX file (up to 20 MB). A CSV template is available for download

or

- By Reservation Request Code: Enter the code manually or upload a file. This code is retrieved via the device CLI; please refer to your specific product guide for the required commands.

Note: If you have selected multiple licenses, you can add additional devices by clicking +Add

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another device.

Step 8: Enter the desired license quantity for the reservation.

Note: To select specific source orders, click the pencil icon in the Configure sources section.

Step 9: Click *Next.*

Step 10: *Select Code Format* Page will be displayed. Select a Reservation Authorization Code format: Long Code or Short Code.

Step 11: Click *Next.*

Step 12: The *Review* Screen will be displayed. Review all details on the summary screen.

Step 13: Click *Next.*

Step Results: *Confirmation* Page will be displayed**,** you can copy, download or email the Device Reservation Authorization Code.

Step 14: Click *Close.*

Step 15: Apply the *Reservation Authorization Code* to your device using the appropriate CLI commands. Please consult the *Product Configuration Guide* for the specific installation syntax.

Step Results: Once these steps are complete, your licenses will be successfully reserved within your Smart Account.

Note: To reserve licenses on devices when a license is not available for reservation, go to: How Can I Reserve Licenses on Devices when the License Is Not Available for Reservation?

Troubleshooting

Errors handling

1. I’m getting an error while reserving licenses

2. I’m unable to see the license for the reservation
3. I'm getting an error as the device is already registered in some other smart account
4. I am getting an error like "reservation is disabled for this Smart Account."

For all the 4 errors mentioned above, open a Licensing case at Support Case Manager (SCM) using the Software Licensing option.

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