How Can I Reserve a License for My Device Using Specific License Reservation (SLR)?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account User, Smart Account Admin, Virtual Account User, or Virtual Account admin role
- Reservation request code from your device

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

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click Manage licenses under the Smart Software Manager section

Step 4: Under the Inventory tab select your Virtual Account

Step 5: Click on Licenses, then click on the License Reservation button

Step 6: Enter Request Code, in the Reservation Request Code text box, that you Generated from your device, then click Next

Step 7: In the Select Licenses Page, select specific license to reserve and enter the quantity of the licenses, then click Next

Step 8: Review and confirm the information in the Product Instance Details and Licenses to Reserve sections. If the information displayed is correct, click Next. Then click the Generate Authorization Code button

Step 9: Once the Authorization Code gets generated, click the Download as File button to save the authorization code as a file to your computer. Remember that you need to then transfer the saved file with the authorization code either to a flash drive or network resource (for example, a TFTP server) to be able to install the authorization code on a device. Click Close

Troubleshooting:

1. I am getting error while reserving the licenses? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

2. I am unable to see the license for reservation? Open a Licensing case at Support Case Manager (SCM)

using Software Licensing option.

3. I am getting error as the device is already registered in some other smart account? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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