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 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.

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
- Smart Account User, Smart Account Admin, Virtual Account User, or Virtual Account admin role
- Reservation request code from your device

Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

Steps

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.



Note: You can generate Auth code for eligible deployments and have flexibility to deploy their devices and migrate from SLR to SLP or SLP to SLP.

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.
4. I am getting error like "reservation is disabled for this Smart Account."Log into Cisco Smart Software Manager (CSSM), navigate to Administration > Smart Account settings, and ensure that License Reservation is enabled by the account administrator.

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.

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