How can I locate licenses to resolve the shortage of license alert?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners (with Admin access to Customer Smart Account) 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 data:

- Active Cisco.com account.
- Smart Account and Virtual Account
- License Name

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 on the Manage licenses under the Smart Software Manager section.

Step 4: Click on the Preferences tab.

Step 5: Under Notification section, to enable notification click on check box of

Daily Event Summary and Status Notification according to your preferences.

Step 6: Click on Save.

Step Result: You would receive email notifications based on your preferences.

Troubleshooting

1. The alert "Stale or Delinquent Usage Report" will be generated, while processing RUM report that contains enforced licenses and an active SLAC is NOT present for that PIID/SUDI.
2. Check out Alerts (https://software.cisco.com/software/smart-licensing/alerts) for other Notifications and Alerts.
3. Check Out Product Instance

(https://software.cisco.com/software/smart-licensing/inventory) tab to take necessary action on Alert: Stale or Delinquent Usage Report.

4. There is additional capability in the Alert Window tab in CSSM, which will present the date on which the alert occurred.

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 .