# How can I correct the license count mismatch issue between Cisco License On-Prem (CLP) and Cisco License Central (CLC)?

## Introduction

This document explains the steps to be taken to correct the license count mismatch when found between Cisco License On-Prem (CLP) & 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
- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.
- Admin access to Cisco License On-Prem (CLP)
- The user accessing Cisco License Central must have at least one of the following:
  - Smart Account Admin
  - Virtual Account Admin

## Steps

To resolve the license count mismatch issue between Cisco License On-Prem (CLP) & CLC, please follow the steps:

**If the On-Prem server is connected to the Internet, check if the server can ping Cisco Cloud using the steps below.**

Step 1: Log in to the On-Prem CLI.

Step 2: Check the reachability by typing the following commands

- curl -v https://cloudsso.cisco.com
- curl -v https://swapi.cisco.com

Step 3: If you are on Proxy, check the reachability by typing the below commands

- curl -v -x <proxy server ip:proxy port num> https://cloudsso.cisco.com
- curl -v -x <proxy server ip:proxy port num> https://swapi.cisco.com

If the connection is successful, then the Cisco cloud is accessible, and if not, then there could be an issue with On-Prem connectivity.

- If Cisco Cloud is accessible, then you can perform **Full Network Sync.**
- If Cisco Cloud is not accessible, then you can perform a **Full Manual Sync**

**To perform this action,click:**How can I perform Cisco License On-Prem (CLP) synchronization with Cisco License Central (CLC)?

# Troubleshooting

**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.