How can I remove a device within a Cisco License On-Prem (CLP) deployment?

Introduction

This document provides a step-by-step guide for removing a device from a Cisco License On-Prem (CLP) deployment.

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:

- An active Cisco Smart Account.
- A valid Cisco.com (CCO) User ID and password.
- Admin Access to Cisco License On-Prem (CLP) Portal.
- Access to the specific Smart Account containing the device you intend to remove.

Steps

Step 1: Access the Cisco License On-Prem (CLP) portal at (https://(IPAddress):8443/admin/#/mainview).

Step 2: Navigate to the *Workspace tab* in the left-hand menu and select *Licensing*.

Step 3: Navigate to the On-Prem Account section in the left-hand menu. You may select the account directly or use the search feature to locate the account you wish to manage.

Step 4: Once the On-Prem Account is selected, additional menu options will appear. Navigate to the *Devices tab* and select *Device Inventory*.

Step Results: The dashboard will display a consolidated view of all devices associated with the selected Smart Account.

Step 5: Use the search bar to locate the device by *Device identifier, Product number, Device name,* or other criteria.

Step 6: Select the device, then click the 3 dots in the rightmost column.

Step 7: Select the *Remove Device option* from the drop-down menu.

Step Results: *Remove Device?* A pop-up will appear. Read the caution message.

Step 8: Click *Remove Device.*

Note:

- To ensure the removal is correctly reflected in your records, you must perform a synchronization process: How can I perform Cisco License On-Prem (CLP) synchronization with Cisco License Central (CLC)?
- For CSLU-enabled devices, follow the same removal process in the On-Prem portal. After removal, you are required to open a support case to manually remove the device from 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.