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

Introduction

This document explains the steps to be taken to correct the license count mismatch when found between SSM On-Prem deployment & 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 SSM On-Prem
- 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 SSM On-Prem & Cisco License Central (CLC), please follow these steps.

If the On-Prem server is connected to the Internet, check if the server can ping Cisco Cloud:

1. Log in to the On-Prem CLI.
2. Check the reachability by typing the following commands.
    - curl -v https://cloudsso.cisco.com

    - curl -v https://swapi.cisco.com
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, perform a **Full Network Sync**.
- If Cisco Cloud is not accessible, perform a **Full Manual Sync**.

To perform this action, see How can I perform SSM On-Prem 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 through Cisco Support Case Manager.