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

Introduction

This document describes how to correct the license count mismatch when found between Cisco License On-Prem (CLP) and Cisco Cloud (CSSM).

Video

The video and the next steps cover the same material; use whichever format you prefer.

Prerequisites

Before you start, ensure you have:

- Active Cisco.com account
- A valid CCO User ID and Password that have access to the Smart Account or Virtual Account
- Admin access to Cisco License On-Prem (CLP)

Steps

To resolve the license count mismatch issue between Cisco License On-Prem (CLP) and Cisco Cloud (CSSM):

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:
    - curl -v https://cloudsso.cisco.com
    - curl -v https://swapi.cisco.com
3. If you are on Proxy, check the reachability:
    - curl -v -x https://cloudsso.cisco.com
    - curl -v -x https://swapi.cisco.com

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

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

For details, see How can I perform Cisco License On-Prem (CLP) synchronization with Cisco License Central (CLC)?

Troubleshooting

For External Customer/Partner Use Only: For further assistance, request License Support at Cisco Support Case Manager.