How can I resolve connectivity issue with Cisco License On-Prem (CLP) for already registered devices?

Introduction

This document outlines the systematic troubleshooting steps to resolve connectivity issues with registered devices in the Cisco License On-Prem (CLP) Portal.

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:

- A Cisco Smart Account
- A valid Cisco.com (CCO) User ID and password with access to the relevant Smart or Virtual Account.
- Admin Access to Cisco License On-Prem (CLP).

Steps

If you are experiencing connectivity issues with an already registered device, please perform the following steps in order:

Step 1: Verify that the device can reach the On-Prem server by executing the ping or telnet command from the device CLI:

- ping <on-prem server IP address>

Step 2: If a proxy server exists between the device and the On-Prem server, ensure that the proxy is configured to allow traffic from the device to the CLP server. If you suspect the proxy is blocking traffic, please contact your network or proxy administration team to review the logs and adjust the policies.

Step 3: If network connectivity is confirmed, attempt to refresh the device's connection:

- For Smart Licensing (SL) devices: Execute the command *"license smart renew auth"* from the device CLI.

- For Smart Licensing Using Policy (SLP) devices: Execute the command "*license smart sync local*" from the device CLI.



Note: Allow a few minutes for the process to complete before verifying if the connection status has updated.

Step 4: If the "Product Instance failed to connect" alert persists in the CLP GUI (under Licensing Tab > Devices > Device Inventory > Device connection status), the registration may be corrupted. In this case, remove the device from the CLP portal and perform a fresh registration.

- Click here for instructions: How can I remove a device within a Cisco License On-Prem (CLP) deployment?

- Click here for instructions: How can I register a device within a Cisco License On-Prem (CLP) deployment?

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.