How can I upgrade my Cisco License On-Prem (CLP) Account?

Introduction

This document describes how to upgrade your Cisco License On-Prem (CLP) environment.

Prerequisites

Regular upgrades are highly recommended to ensure access to the latest features, critical security patches, and performance improvements.

Before you start, ensure you have:

- 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) Portal.
- A current backup of your database (if using a Virtual Machine). Please refer to the On-Prem User Guide, Appendix 1: Manually Backing Up and Restoring On-Prem for instructions.

Steps

Obtain the upgrade file using one of these methods:

Method 1: Download from Cisco Software Central

Step 1: Go to Software Download.

Step 2: In the Select a Product field, go to **Cloud and Systems Management** > **Network Automation and Management** > **Smart Software Manager** > **Smart Software Manager On-Prem**.

Step 3: Under the Latest Release column on the left, select the version that meets your requirements.

Method 2: Download from the Cisco License On-Prem (CLP) Portal

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

Step 2: Navigate to the *Admin Workspace* tab in the left-hand menu.

Step 3: In the System Health tab, locate the Server Health tile. Next to Version, click the *Check the latest available version* hyperlink (or copy the provided URL).

Step 4: Select the Smart Software Manager On-Prem Release (Version) Upgrade file (such as Cisco_License_On-Prem_10-202606_Upgrade.zip) and click the **Download** icon on the right.

Step 5: Once the download is complete, navigate to the directory where the file is stored, right-click the file, and select **Unzip image**.

Perform the Upgrade

Step 1: Using Linux 'ssh' command, connect to the On-Prem server as an administrator: ssh admin@<your_ip_address>.

Step 2: Start the On-Prem console by entering **onprem-console**.

Step 3: Within the On-Prem console, use the **copy command** to transfer the upgrade file and the corresponding signature file from a remote host via SCP.



Note: The copy command only functions within the On-Prem console and requires the SCP protocol.

Syntax:

- copy <your username>@<your remote host.com>:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh patches
- copy <your username>@<your remote host.com>:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh.sha256 patches

Here is a specific example of the copy command:

- copy user@domain.com:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh patches

For further details, please refer to the *On-Prem Console Reference Guide* included with your upgrade package.

Step 4: Once the files are copied, initiate the upgrade: upgrade patches: Cisco_License_On-Prem-10-

202606_Upgrade.sh.

You are required to have an existing corresponding signature file.

Step 5: The system will process the upgrade, which typically takes 5–15 minutes. You will receive a notification once the process is successfully completed.

Step 6: After the upgrade is complete, perform a system synchronization.

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

Note: After the upgrade, your browser might display cached data. Clear your browser cache to ensure you are viewing the most up-to-date interface.

Troubleshooting

For External customer/partner use only: Use these instructions to resolve your issue. For further assistance, see Cisco Support Case Manager.