Troubleshoot "Smart Agent is not registered with Smart Licensing Cloud" after FMC VM Migration

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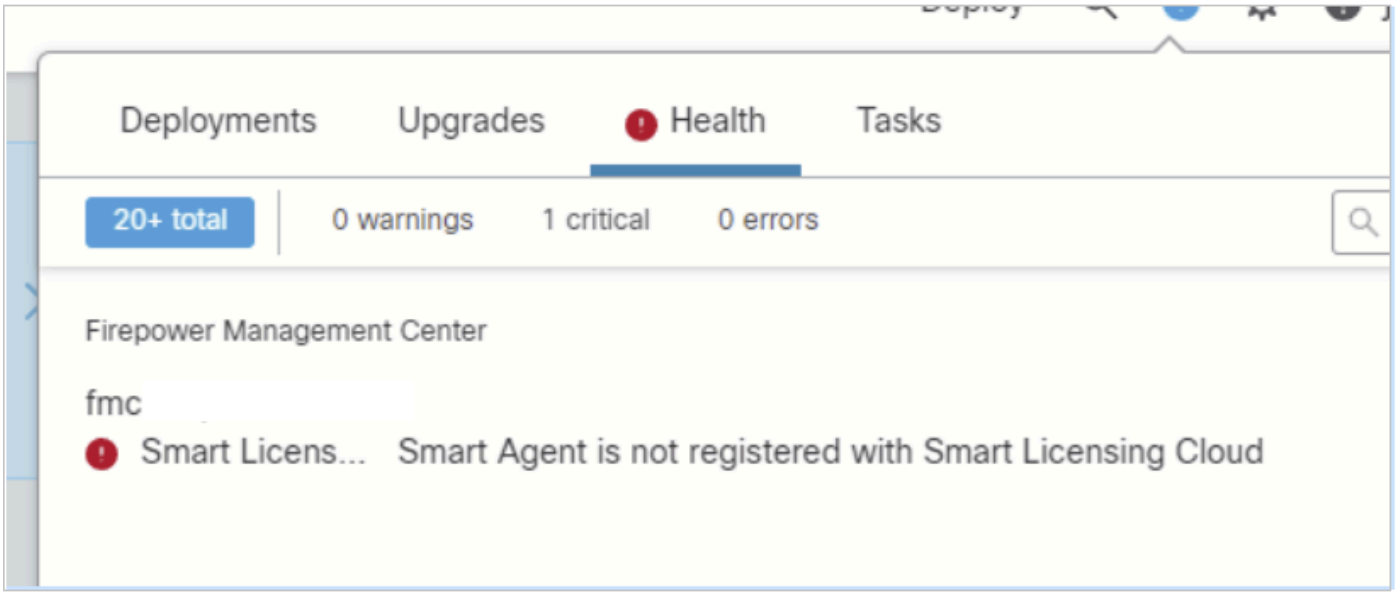
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Issue

After moving a Firewall Management Center (FMC) virtual machine (VM) to a different hypervisor, the system displays an error in the health monitor indicating that the Smart Agent is not registered with Smart Licensing Cloud.

The specific error message observed is:

```
Smart License Monitor
Smart Agent is not registered with Smart Licensing Cloud
```



FMC_Smart_License_Error.png

FMC_Smart_License_Error.png

This issue prevents the FMC from maintaining proper licensing status and compliance with Cisco Smart Licensing requirements after the VM migration process.

Environment

- Secure Firewall Management Center (FMC) version 7.6.2.1. Other software versions can be also affected.
- FMC deployed as a virtual machine.
- VM migrated from one hypervisor to another hypervisor environment.
- Smart Licensing Cloud connectivity previously established before migration.

Resolution

The resolution involves re-registering the FMC with the Smart Licensing Cloud after the VM migration.

Step 1. In Cisco Smart Software Manager, generate a new registration token:

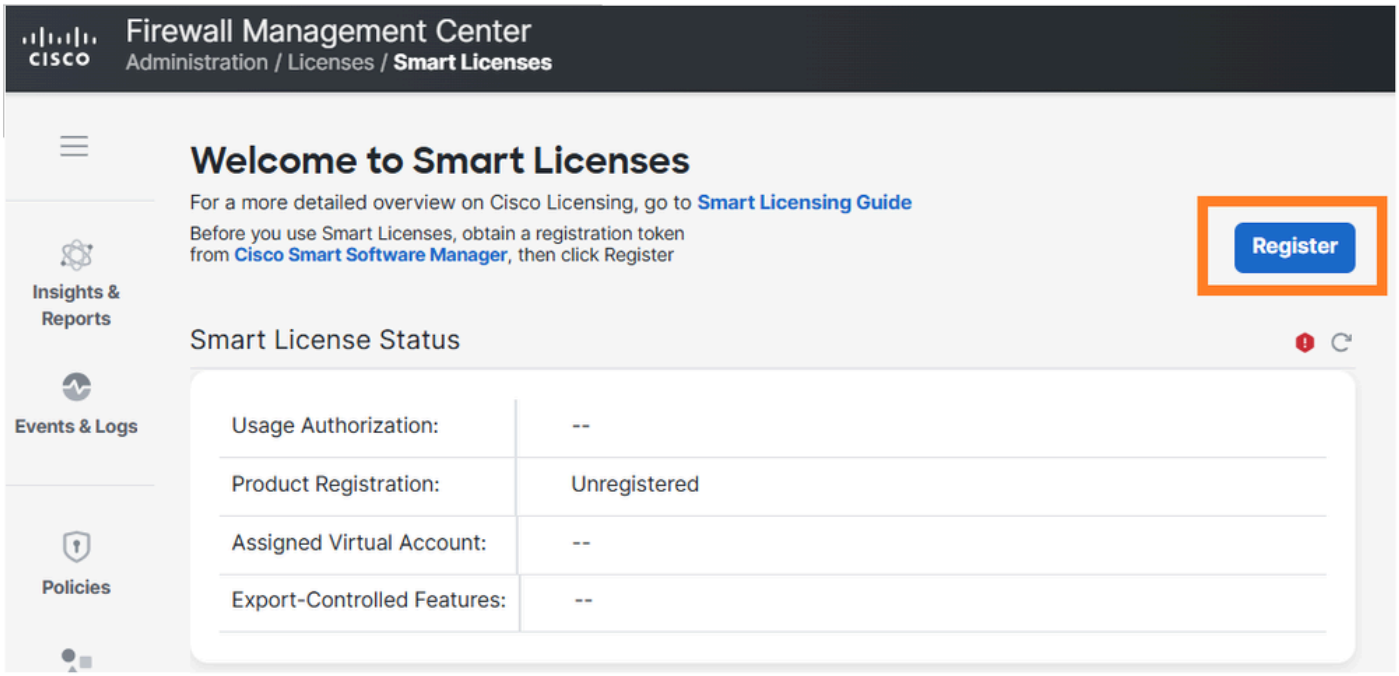
1.- Go to **Inventory**.

2.- Click **New Token**.

3.- Copy the token.

Step 2. In FMC, go to **System** > **Licenses** > **Smart Licenses** (in newer FMC versions is **Administration** > **Licenses** > **Smart Licenses**).

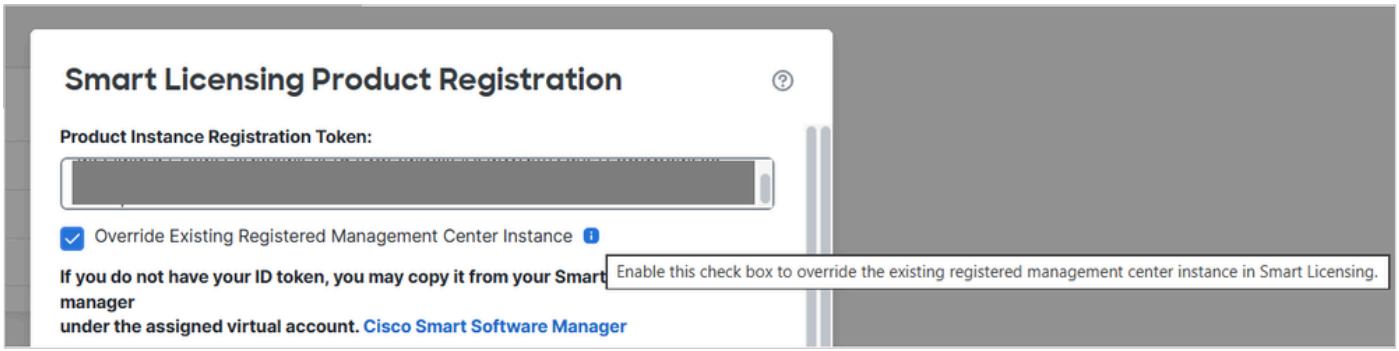
- Click **Register**:



FMC_Register.png

FMC_Register.png

Step 3. Paste the new token and select **Override Existing Registered Management Center Instance**:



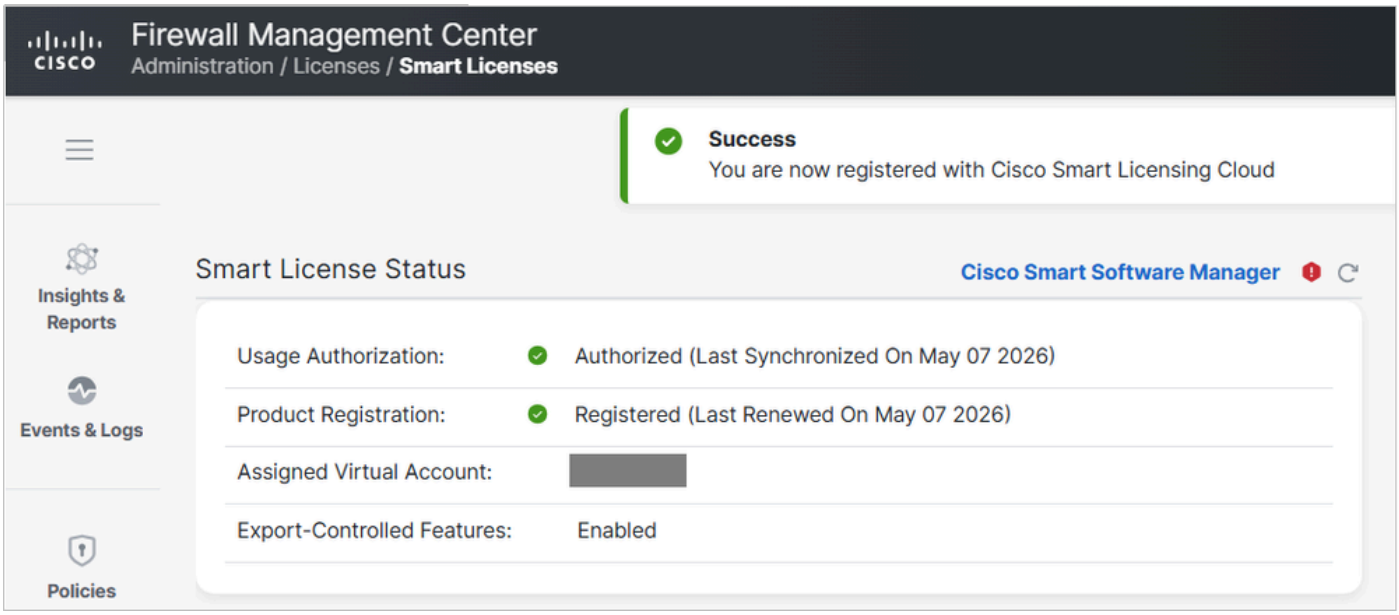
Paste_Token_and_Override.png

Paste_Token_and_Override.png

Step 4. Click **Apply Changes**.

Expected result:

- **Product Registration**: Registered
- **Usage Authorization**: Authorized or In Compliance
- The Smart License Monitor alert clears after the next polling cycle.



Successful_Registration.png

Successful_Registration.png

In order to perform a quick validation before retrying, confirm these points:

- DNS resolution works from the FMC.
- Outbound HTTPS on TCP/443 is allowed.
- System time and NTP are correct.
- Proxy settings are correct.

Cause

When an FMC virtual machine is migrated to a different hypervisor, the Smart Licensing registration can be disrupted due to changes in the underlying system characteristics that Smart Licensing uses for device

identification and registration validation. This migration process can cause the Smart Agent to lose its registration state with the Smart Licensing Cloud, requiring manual re-registration to restore proper licensing functionality.

Related Content

- Cisco Technical Support & Downloads