

# Cisco Smart Software Manager satellite



**Q** What is Cisco® Smart Software Manager satellite?

**A** [Cisco Smart Software Manager satellite](#) is a component of Cisco Smart Licensing. It works in conjunction with [Cisco Smart Software Manager](#) to intelligently manage customer product licenses, providing near-real-time visibility and reporting of Cisco licenses that customers purchase and consume. For security-sensitive customers who do not want to manage their installed base with Smart Software Manager residing on Cisco.com, they can choose to install the Smart Software Manager satellite on premises. Devices or software products self-register and report license consumption to the Smart Software Manager satellite as though it were a replicate of the Smart Software Manager, but with tighter security, because the database is on the customer network. The satellite version of Smart Licensing contains a subset of Smart Software Manager functionality and must communicate with the latter periodically to operate.

**Q** Why do I need Smart Software Manager satellite?

**A** For customers who have strict security requirements and do not want their products to communicate with the central licensing database (on Smart Software Manager) over a direct Internet connection, Smart Software Manager satellite provides a highly secure, local, single source

of truth of license consumption. The satellite can be connected to Smart Software Manager and can have on-demand or scheduled synchronizations, or it can be completely disconnected from Smart Software Manager and periodically align its database with a file upload and download for a complete view of license entitlement and usage.

**Q** Where can I download Smart Software Manager satellite?

**A** The Smart Software Manager satellite is available at no charge to customers and can be downloaded from the [Cisco Download Software](#) webpage.

**Q** Do I need the satellite in addition to Smart Software Manager?

**A** If your devices and products communicate directly with Smart Software Manager on Cisco.com, you do not need the satellite software. However, if you install the satellite version locally, you need to periodically synchronize the local records with Smart Software Manager to obtain the latest entitlement information.

**Q** Why there are two different flavors of satellite?

**A** They are targeted for different market segments and different customer needs.

Smart Software Manager satellite Classic:

- Targeted for small enterprises
- Operates at the virtual account level, supporting a single Smart Account on Cisco SSM (single tenant)
- Scales to 4,000 product instances
- Online or offline connectivity to Cisco

Smart Software Manager satellite Enhanced Edition:

- New architecture and infrastructure with higher scalability and usability
- Targeted for service providers and/or partners who need to manage their customer accounts
- Supports multiple accounts (multi-tenant)
- Scales to 10,000 product instances
- Online or offline connectivity to Cisco
- Allows downstream satellites to register to it, enabling a hierarchical satellite structure (future)

**Q** How I can enable the Smart Software Manager satellite?

**A** After installing the satellite software, which is downloadable from Cisco.com, you need to configure and register it with the Smart Software Manager to enable secure communication for future synchronization of the database. This registration is different from the product instances that need to register with the satellite to report license consumption. The registration between the satellite and Smart Software Manager is to establish a highly secure HTTPS communication for periodic synchronizations between the satellite and the portal. Refer to the User Guide(s) for each satellite deployment for more information.

**Q** Is the communication between the devices or product instances and satellite encrypted?

**A** Yes. The device or product instance must register with the satellite before it can report license consumption. This registration identifies the Smart Account and virtual account that this product instance belongs in and establishes a highly secure HTTPS communication channel between them.

**Q** How long do you have to wait for the satellite registration to Smart Software Manager to complete?

**A** Previously, it took 48 hours to complete the satellite registration to Smart Software Manager because the Cisco certificate had to be manually signed. With the latest satellite release, we have removed this restriction, and the registration now completes within a few seconds of the submission. However, this support is only for 4-tier (upgraded Smart Agents) products; 3-tier products still have to wait 48-hours after the satellite registration to CSSM in order to register with satellite.

**Q** Is there any difference between how the platforms or products communicate with the satellite compared to Smart Software Manager?

**A** Products or platforms register and report license consumption exactly the same way, regardless of whether they are communicating with the satellite for Smart Software Manager. The UI and steps are the same. The only change needed for product configurations is to configure the target IP address to the satellite instead of Smart Software Manager.

**Q** How does the satellite stay synchronized with Smart Software Manager?

**A** The satellite contains the latest license consumption, as reported by the products or platforms. The Smart Software Manager database has the latest license entitlement because customers make Cisco product purchases from Cisco Commerce, and this information is populated in Smart Software Manager. To get the latest license consumption and entitlement information, the satellite is recommended to be synchronized with Smart Software Manager at least every 30 days.

**Q** What happens if the satellite Classic does not synchronize with [Smart Software Manager](#)?

**A** Any instance of Smart Software Manager Satellite Classic that has not synchronized with Smart Software Manager for more than 31 days receives an overdue alert (on day 32 or after). If the customer has installed a SSMSCT tool, the satellite continues to function (accepting product registrations, responding to authorization renewals), but it cannot synchronize with Cisco after 90 days and remains out-of-sync. After 365 days of non-synchronization, its signing certificate is expired and is removed from Cisco Smart Software Manager. The only way for the satellite to recover is to re-deploy a new satellite, re-register itself to Smart Software Manager, and re-register previous product instances.

**Q** What happens if the satellite Enhanced Edition account does not synchronize with [Smart Software Manager](#)?

**A** Any Smart Software Manager Satellite Enhanced Edition account that has not synchronized with Smart Software Manager for more than 31 days receives an overdue alert (on day 32 to 364). The satellite continues to function (accepting product registrations, responding to authorization renewals, synchronizing with Cisco). After 365 days of non-synchronization, its signing certificate is expired and is removed from Cisco Smart Software Manager. The only way for the satellite account to recover is to remove it both from CSSM and satellite Administration portal, re-register a new account to Smart Software Manager, and re-register previous product instances.

**Q** How can customers know in real time what license usage is when they deploy the Smart Software satellite?

**A** While the cloud-based Smart Software Manager and the customer's Cisco Smart Account remain the global source of truth for the overall licensing state, customers can view local information through the Smart Software Manager satellite directly. It might not have the latest entitlement information from [Smart Software Manager](#), depending on the latest synchronization schedule. But it uses the same user interface as Smart Software Manager, and the customer can use it to understand local software usage and local license compliance.

