Smart Software Manager satellite
Enhanced Edition
Installation Guide
Revision 1

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Preface

This preface describes the objectives and organization of this document and explains how to find additional information on related products and services. This preface contains the following sections:

Objectives

This document provides an overview of software functionality that is specific to the Cisco Smart Software Manager satellite Enhanced Edition. It is not intended as a comprehensive guide to all of the software features that can be run, but only the software aspects that are specific to this application.

Related Documentation

This section refers you to other documentation that also might be useful as you configure your Cisco Smart Software Manager satellite Enhanced Edition. This document covers important information for the Cisco Smart Software Manager satellite Enhanced Edition and is available online.

Document Conventions

This documentation uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong></td>
<td>Bold text indicates the commands and keywords that you enter literally as shown.</td>
</tr>
<tr>
<td><em>Italic</em></td>
<td>Italic text indicates arguments for which the user supplies the values.</td>
</tr>
<tr>
<td>[x]</td>
<td>Square brackets enclose an optional element (keyword or argument).</td>
</tr>
<tr>
<td>[x</td>
<td>y]</td>
</tr>
<tr>
<td>{x</td>
<td>y}</td>
</tr>
<tr>
<td>[x ]{y</td>
<td>z}]</td>
</tr>
<tr>
<td><strong>variable</strong></td>
<td>Indicates a variable for which you supply values, in context where italics cannot be used.</td>
</tr>
<tr>
<td><strong>string</strong></td>
<td>A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td>
</tr>
</tbody>
</table>

Examples use the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>screen font</strong></td>
<td>Terminal sessions and information the switch displays are in screen font.</td>
</tr>
<tr>
<td>Convention</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>boldface screen font</strong></td>
<td>Information you must enter is in boldface screen font.</td>
</tr>
<tr>
<td><em>italic screen font</em></td>
<td>Arguments for which you supply values are in italic screen font.</td>
</tr>
<tr>
<td>&lt; &gt;</td>
<td>Nonprinting characters, such as passwords, are in angle brackets.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Default responses to system prompts are in square brackets.</td>
</tr>
<tr>
<td>!, #</td>
<td>An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.</td>
</tr>
</tbody>
</table>

This document uses the following call out conventions:

![Note](image)

**Note** Means reader take note. Notes contain helpful suggestions or references to material not covered in the manual.

![Caution](image)

**Caution** Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

**Obtaining Documentation and Submitting a Service Request**

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*.

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the *What’s New in Cisco Product Documentation RSS feed*. RSS feeds are a free service.
Introduction to Smart Software Manager satellite

Cisco Smart Software Manager satellite (SSM satellite) is a Smart Licensing solution that enables customers to administer products and licenses on their premises, instead of having to directly connect Smart Licensed enabled product instances to Cisco Smart Software Manager hosted on cisco.com.

Software Packaging

Your installation package of the universal ISO for Cisco Smart Software Manager satellite consists of the following components:

- CentOS 7
- Smart Software Manager satellite Enhanced Edition

**Note**  
This universal ISO format allows it to be exported to various install media types. Exporting of the ISO image to other image types is the responsibility of the customers and is not supported by Cisco.

System Limits and Scalability

Product and User Scalability

- Up to 500 local Accounts
- Up to 1,000 local Virtual Accounts
- Up to 10,000 product instances

Supported Web Browsers

The following web browsers are supported:

- Chrome 36.0 and later versions
- Firefox 30.0 and later versions
- Internet Explorer 11.0 and later versions

**Note**  
Javascript must be enabled in your browser.
System Requirements
Cisco Smart Account Access
Ensure that you have access to a local Account before you proceed with the tasks mentioned in this section.

**Hardware based deployment requirements:**
The Cisco Smart Software Manager satellite Enhanced Edition can be deployed on physical servers, such as the Cisco UCS C220 M3 Rack Server, or on Virtual servers which meet the following requirements:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 GigByte Hard Disk</td>
<td>200 GigByte Hard Disk</td>
</tr>
<tr>
<td>8 Gig RAM</td>
<td>8 Gig RAM</td>
</tr>
<tr>
<td>x86 Dual Core</td>
<td>x86 Quad Core</td>
</tr>
<tr>
<td>1 Ethernet NIC</td>
<td>2 Ethernet NIC</td>
</tr>
</tbody>
</table>

**Virtual Machine based deployment requirements**
The Cisco Smart Software Manager satellite Enhanced Edition supports following versions of VMware vSphere Web Client are supported:

- VMware vSphere Web Client 6.0
- VMware vSphere Web Client 5.5

When creating the Virtual Machine for deployment, ensure the Guest OS is set to “Linux CentOS 7 64 bit” or “Linux Other 64 bit” and has the following configuration:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 GigByte Hard Disk</td>
<td>200 GigByte Hard Disk</td>
</tr>
<tr>
<td>8 Gig RAM</td>
<td>8 Gig RAM</td>
</tr>
<tr>
<td>2 vCPUs</td>
<td>4 vCPUs</td>
</tr>
<tr>
<td>1 vNICs - VMXNET3 or vertio.</td>
<td>2 vNICs - VMXNET3 or vertio.</td>
</tr>
</tbody>
</table>

**Supported VMware Features and Operations**
VMware supports various features and operations that allow you to manage your virtual applications and perform operations such as cloning, migration, shutdown and resume.

Some of these operations cause the runtime state of the VM to be saved and then restored upon restarting. If the runtime state includes traffic-related state, then on resumption or replaying the runtime state, additional errors, statistics, or messages are displayed on the user console. If the saved state is just configuration driven, you can use these features and operations without a problem.

The following VMware features and operations are not supported in all versions of the Cisco CSR 1000v, but can still be used or performed on non-supported versions at the risk of encountering dropped packets, dropped connections, and other error statistics:

- Cloning
- Migration
**Increasing Performance on VMware ESXi Configurations**

You can improve performance on VMware ESXi configurations by performing the following:

- Disable VMware ESXi power management.
- Choose the High Performance setting to disable power management in VMware ESXi 5.0, 5.1, 5.5, or 6.0.

For more information, see the [VMware Documentation](https://www.vmware.com/support/esxi).
Deploying SSM satellite Enhanced Edition Overview

Today, SSM satellite Classic operates at the Virtual Account level within a customer's Smart Account, managed by Cisco Smart Software Manager. Smart Software Manager satellite EE has a new architecture and completely new user interface from previous versions.

- The Licensing portal is accessed via https://<ip-address>:8443
- The Administration portal is accessed via https://<ip-address>:8443/admin

It has a new registration and synchronization procedures, new system roles and Role Based Access Control (RBAC) for license management, external authentication, syslog, proxy, and other functions. It is recommended you review the Smart Software Manager satellite Enhanced Edition User Guide to understand how the new system setup and operations have changed.

Quick Start Overview

The following steps are needed to get your satellite operational and access Smart Licensing functions:

1. Kickstart – User follows the installation guide to deploy the satellite via the ISO installation procedure.

2. Request a new local Account - User requests a new local Account after logging into the Licensing workspace. An alternative method is to request a new local Account by using Accounts, New Account options in the Administration workspace.

3. Approve a new local Account – Once a local Account has been requested, it will show up under Account Request tab in the Account widget of the satellite Administration workspace. When the Approve action is completed, you will select the method to complete the registration to Cisco Smart Software Manager.

The user can now use Smart Licensing features such as register the product(s), create local Virtual Accounts or users, view/transfer product and license status, etc.

Media Installation

To begin the installation, you must first download the ISO file from the Cisco Smart Software Manager satellite Enhanced Edition software package

Manually Deploying on Hardware using the .iso File

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Make a bootable USB drive by transferring the downloaded ISO file to USB using dd command.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Insert bootable USB in server and boot the system.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Wait for the media to complete and proceed to the SSM satellite EE Kickstart Installation.</td>
</tr>
</tbody>
</table>
Manually Creating VM Using the .iso File (VMware ESXi)

While the following procedure provides general guidance for how to deploy the Cisco CSR 1000v, the exact steps that you need to perform may vary depending on the characteristics of your VMware environment and setup. The steps and screen displays in this procedure are based on VMware ESXi 5.0.

Procedure

**Step 1**  Copy the software package onto the VM Datastore.

**Step 2**  In the VSphere client, select Create a New Virtual Machine option.

**Step 3**  Under Configuration, select the option to create a Custom configuration, and click Next. Under Name and Location, specify the name for the VM and click Next.

**Step 4**  Under Storage, select the datastore to use for the VM. Click Next.


**Step 6**  Under Guest Operating System, select Linux and the “Other 2.6x Linux (64-bit) setting” from the drop-down menu. Click Next.

**Step 7**  Under CPUs, select the following settings: 2 or 4 Cores

   **NOTE:** The number of cores per socket should always be set to 1, regardless of the number of virtual sockets selected. For example, a 4 vCPU configuration should be configured as 4 sockets and 1 core per socket.

**Step 8**  Under Memory, configure the supported memory size for your deployment.

**Step 9**  Under Network, allocate at least 1 virtual network interface cards (vNICs).

**Step 10**  Under SCSI Controller, select LSI Logic Parallel. Click Next. Under Select a Disk, click Create a new virtual disk

**Step 11**  Under Create a Disk, configure for a minimim of 200 Gig

**Step 12**  In the Hardware tab, click New CD/DVD Drive.

**Step 13**  Mount the software package from **Step 2**

**Step 14**  Boot the Virtual Machine

**Step 15**  Wait for the media to complete and proceed to the **SSM satellite EE Kickstart Installation.**
Cisco SSM satellite EE Kickstart Installation

The following steps shows the satellite installation workflow to install an ISO image:

<table>
<thead>
<tr>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
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<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
</tr>
<tr>
<td>PARTITION</td>
</tr>
<tr>
<td>ROOT</td>
</tr>
<tr>
<td>TMP</td>
</tr>
<tr>
<td>SWAP</td>
</tr>
<tr>
<td>VAR</td>
</tr>
<tr>
<td>LOG</td>
</tr>
<tr>
<td>AUDIT</td>
</tr>
<tr>
<td>SOFTWARE</td>
</tr>
<tr>
<td>DOWNLOAD</td>
</tr>
</tbody>
</table>

**Note**  
SOFTWARE DOWNLOAD partition must have space allocation set or the Software Download feature can not be enabled. The percentage you choose will be based on the amount of disk you will need for local image storage. If you do not need Software Download option then this should remain set to 0%.

| Step 5 | Click on "Network Configuration" |
| Step 6 | Enter IPv4 and/or IPv6 network values per your network environment. Required values are: |
| | • Address |
| | • Netmask / Prefix |
| | • Gateway |
| Step 7 | Configure DNS |
| Step 8 | Click OK |

Once the network settings are entered, your now ready to complete the installation of Cisco Smart Software Manager satellite

| Step 9 | Click OK |
| Step 10 | The Popup for Configure System Password will be displayed. Enter a secure Linux SSH password for SHELL access. (Note: This is different than the UI admin password. Please keep in a safe location as there is no password recovery option.) |
Step 11  Reenter the Password
Step 12  Click OK

Initial setup is now complete, wait for the installation completes (approximately 10-15 mins). It is recommended you dismount the ISO image from the system after installation and reboot the server. The SSM satellite system automatically boots up.

Next proceed to log into your satellite Administration Workspace and registering your first account

**Registering SSM satellite Enhanced Edition**

Go into Administration Portal https://<ip-address>:8443/admin

5. Launch the satellite from a browser using the configured IP address
6. Login with default credentials (admin/CiscoAdmin!2345)

⚠️ Caution For Security reasons, it is recommended you immediately change the "admin" password, or disable the account after you create a new local account to be used for administration.

**Request a new local Account**

In order to use the Smart Software Manager satellite Enhanced Edition, it will be necessary to register with Cisco Smart Software Manager (https://software.cisco.com). To complete this process, ensure you have the following:

- Access to a Smart Account
- A valid CCO User ID and Password which has permission to access the Smart Account
- Either an eligible existing Virtual Account, a new one can be used.

Once you obtain these requirements, you will be able to proceed with registration.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>In the <strong>Smart Software Manager satellite</strong> Administration Portal https://&lt;ip-address&gt;:8443/admin Where &quot;ip-address&quot; is the value used during installation</td>
</tr>
<tr>
<td>Step 2</td>
<td>Open the <strong>Accounts</strong> widget</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click on <strong>New Account</strong> Enter the required information; local <strong>Account Name</strong>, Cisco <strong>Smart Account</strong>, Cisco <strong>Virtual Account</strong>, and <strong>Email</strong> for Notification. The required fields are labeled with *.</td>
</tr>
</tbody>
</table>

Note: The Cisco **Smart Account** must exist on CSSM. A Cisco **Virtual Account** will be created if it does not exist on CSSM. Only one satellite can be registered to a **Virtual Account** on CSSM.

| Step 4 | Click **Submit** |
| Step 5 | The Account request then appears on the **Account Requests** tab in the **Accounts** widget. |
Approve a new local Account
One the Account has been requested above, the local Account request will show up in Account Requests Tab in the Accounts Widget in the Administration workspace, awaiting the System Administrator to approve and register. As the final step in the registration procedure, you will need to decide if the satellite will be used in an online (Network Mode) or offline (Manual Mode), and access to your Smart Account.

Account Request Approval (Network Mode)
You can select the Network Registration using the Approve option. Using this method will register the local account to Cisco Smart Software Manager over your Network. This is the recommended method for registration request. Use the following steps to register the local Account to Cisco Smart Software Manager

Procedure

| Step 1 | Clicks the Approve under Actions. |
| Step 2 | Click Next. |
| Step 3 | Enter your CCO ID credentials when prompted to allow Cisco Smart Account/Virtual Account access on CSSM. |
| Step 4 | Click Submit. |
| | • SSM satellite EE provides a status of the registration progress. |
| | • Upon successful registration, a message will show "Account was created successfully". |

Verify local Account shows up as Active under Accounts tab.

The local Account is shown as a satellite registered on Cisco Smart Software Manager Satellite pane. Note that the local Account name is the satellite name on the General tab, and the local Account name shows up under the Virtual Accounts tab.

Account Approval (Manual Mode)
You can select the Manual Registration instead of Approve to manually register the local Account to Cisco Smart Software Manager. While manual registration is supported, it’s not recommended as you have to keep track of the specific registration request/authorization file(s) for each registration. Use the following steps to manually register a local Account to Cisco Smart Software Manager.

Procedure

<p>| Step 1 | Clicks the Manual Registration under Actions |
| Step 2 | Click Generate Account Registration File to generate and save the file to your local file directory. |
| | Note After this step, you are required to open a new tab in the browser and log into Smart Software Manager to authorize the registration file. Follow the steps 3-10 to log on and continue the process. |
| Step 3 | Launch the Smart Software Manager using the URL <a href="https://software.cisco.com/#SmartLicensing-Satellite">https://software.cisco.com/#SmartLicensing-Satellite</a> |
| Step 4 | Log in to your local Account in Smart Software Manager using your local Account username and password. |
| Step 5 | On the Smart Software Manager screen, click satellite. |
| Step 6 | In the satellite page, click New satellite button. |
| Step 7 | In the New satellite dialog box, enter the name of the satellite that requires registration. |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Click <strong>Browse</strong>, which is located next to the <strong>Registration File</strong> field, to select the registration file that was generated in the <strong>Cisco Smart Software Manager satellite Setup</strong> tool.</td>
</tr>
<tr>
<td>9</td>
<td>In the <strong>Virtual Accounts</strong> field specify the Virtual Account in which you want to add the new satellite.</td>
</tr>
<tr>
<td>10</td>
<td>In the text box next to <strong>Contact Email Address</strong> field, enter your email address. You will be notified to this email once the satellite file has been authorized.</td>
</tr>
</tbody>
</table>
| 11   | Click **Send Authorization Request** to proceed. A message is displayed stating that an authorization file is generated within 48 hours of the request and that you will receive an email notification to download the same.  

**Note** If the authorization file is not generated within 48 hours of your request or you do not receive an email notification, you can contact the Cisco support. |
| 12   | Log into **Smart Software Manager** after you receive the email notification. Navigate to the **satellite** screen. |
| 13   | In the **satellite** screen, search the satellite table to locate the new satellite that you created. You will see an alert message in the Alerts column displaying: **Authorization File Ready** and a link in the Actions column displaying: **Download Authorization File** for your new satellite. |
| 14   | Click the **Download Authorization File** link and download the authorization file to your local file directory on your hard drive.  

**Note** After this step, you should revert to **Cisco Smart Software Manager** satellite and upload the authorized file. Perform the following steps to continue the setup process. |
| 15   | In the **Cisco Smart Software Manager satellite**, at the **Register satellite** step, click **Browse** and navigate to the location where the authorized satellite file was downloaded. |
| 16   | Click **Upload** to upload the authorized satellite file. |
| 17   | Click **Next** to proceed. |
| 19   | Click **Next** to proceed to the **Synchronization Widget**. A periodical synchronization must happen between the satellite and the Cisco licensing servers in order to update the licenses and reauthorize any product instances. |

### Next Steps

Smart Software Manager satellite EE account is now registered with CSSM and you can now use Smart Licensing features on it.

Please refer to the *Smart Software Manager Satellite Enhanced Edition User Guide* for instructions on completing the following essential next steps and performing other important actions.

1. Proceed to the **Synchronization Widget** and perform a synchronization.

**Note** A periodical synchronization must happen between the satellite and the Cisco licensing servers to update the licenses and reauthorize any product instances.

2. Register product instances to the satellite. See the “Registering Product Instances to the Satellite” section in the satellite user guide and the documentation for your product.
Troubleshooting

• Account Registration Issues
• Product Registration Issues
• Manual Synchronization Issues
• Network Synchronization Issues

Account Registration Issues
1. The Smart Licensing and Manage local Account options are grayed out on the Licensing workspace
   • You need to request a new or access to an existing local Account
   • Register it to CSSM
   • Log back into the Licensing workspace and your local Account will show up on the upper right-hand side
   • Once a local Account is created and registered, these options are enabled.
2. I cannot add a user
   • Verify you have the appropriate authentication method configured in the Administration workspace
   • If you are using LDAP, the user must log into SSM satellite EE Licensing workspace first before they can be found in the “Add User” screen
3. I cannot register a product
   • Verify you have a token which has not expired
   • Verify the URL on the product points to the proper host name or IP address for SSM satellite EE
4. When a user logs in to the Licensing workspace, they cannot see their SSM satellite EE local Account
   • Ensure the use has been assign a role for (access to) the local Account. The available roles are local Account Administrator, local Account User, Local Virtual Account Administrator, Local Virtual Account User
5. What ports are used in SSM satellite EE?
   • User Interface: HTTPS (Port 8443)
   • Product Registration: HTTPS (Port 443), HTTP (Port 80)
   • CSSM: Ensure port 443 (HTTPS)
   • cloudsso.cisco.com
   • api.cisco.com  (Prior to 6.2.0)
   • swapi.cisco.com  (6.2.0 and later)

Product Registration Issues
If you experience issues with the product registration process, take the following actions:
• Ensure that the satellite configuration is correct.
• Verify the Network settings are properly configured.
• Verify the time on the satellite is correct.
• Verify that the Call-Home configuration on the client points to the satellite.
• Verify the token has been generated from the satellite used in the call-home configuration.
• Your firewall settings should allow traffic to and from satellite for the following:
  • Product interaction with SSM satellite IP address uses ports 443 and 80
    • 443 if using HTTPS
    • 80 if using HTTP
  • User browser to SSM satellite IP address uses port 8443

Note  Products which support Strict SSL Cert Checking require the hostname for SSM satellite to match the “destination http” URL address configured for the prodcut.
Manual Synchronization Issues
If you experience issues with the manual synchronization process, take the following actions:

- Verify the time on the satellite is correct.
- Verify the licenses in the associated virtual account.
- Make sure that you are uploading and downloading the YAML (request and response) files from the correct satellite Account. You can do this by verifying that the file names include the name of the satellite that you are synchronizing.
- You may be requested to re-perform a full manual synchronization after a standard manual synchronization as explained previously.

Network Synchronization Issues
If you experience issues with the network synchronization process, take the following actions:

- Verify that the satellite can reach cisco.com
- Ensure port 443 (HTTPS) is allowed through your firewall.
  - cloudssso.cisco.com
  - api.cisco.com (Prior to 6.2.0)
  - swapi.cisco.com (6.2.0 and later)
- Verify that the satellite can reach the configured DNS server.
- Verify that the time on the satellite is correct.