

How can I de-register and re-register my device to Smart Account?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) To help resolve.

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:

- An active Cisco.com account
- Smart account user, or Smart account administrator, or Virtual account user, or Virtual account administrator role
- Access to the CLI (Command Line Interface) or GUI of the device



Note:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- If you need help with Create a Token, you can perform the transaction through Ask Licensing. Visit [Ask Licensing](#) for more information.

Steps

De-Register a Device

1. Users need to perform Deregistration as per steps in product configuration guide.

Re-Register a Device

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on the Manage licenses under the Smart Software Manager section.

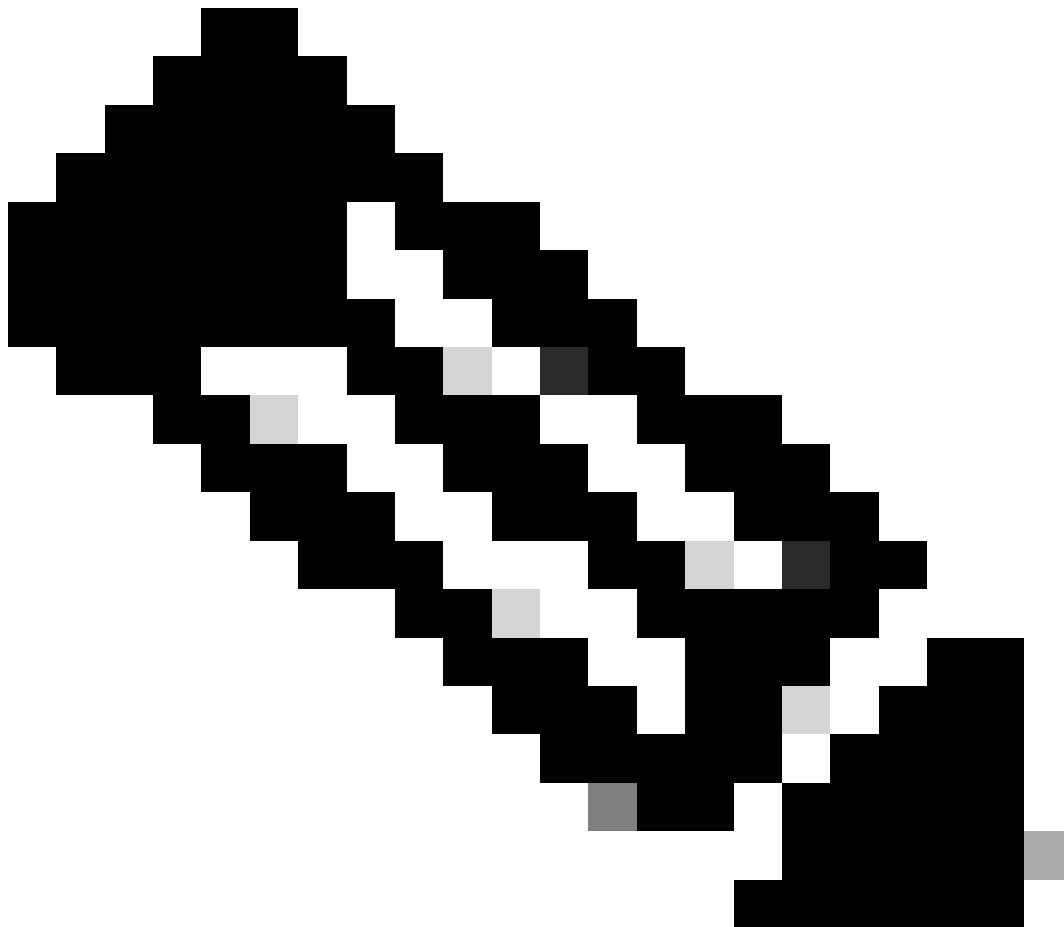
Step 4: Click on the inventory tab.

Step 5: Select the Virtual Account.

Step 6: Click on the New Token button under the General tab.

Step 7: Click Proceed.

Step 8: Enter the details.



Note:

- Un-checking the box removes the ability to enable higher levels of product encryption functionality for products registered with this Registration Token Note:
- For Class C & D the Check box will not be visible.

Step 9: Click Create Token.



Note:

- Token generation for on-prem accounts can be done only through the on-prem server
- Token generation is restricted within a Virtual Account that is linked to an on-prem account. Token generation can be done on On-Prem Server. Licensing Workspace > Inventory > General Tab > New Token

Step 10: After the token is created it will appear in the General Tab, click on **Blue Arrow** next to the newly created token, then copy the newly created token.

Step 11: Now register the new device using the command or steps using product configuration guide.

Troubleshooting

I have executed the command but still the device is showing in smart account.

1. Go to [Cisco Software Central](#) and log in with your Cisco.com account.
2. Click on **Manage Licenses** under **Smart Software Manager**.
3. Select the **Inventory** tab and select the **Virtual Account** from which the device needs to be de-

registered.

4. Select the **Product Instance** tab.

5. For each device that you want to remove, select the drop-down filter and click on **Remove** under the **Actions** column.

Error Scenarios:

1. Token not being accepted by Devices
2. Device does not activate with the provided token

Steps are mentioned in the specific Product Configuration Guide provided with the Device.

If you experience an issue with this process, that you cannot address, please open a case at [Support case manager](#) under software licensing for smart account.

For feedback on the content of this document, please submit [here](#).