How can I correct license count mismatch issue between OnPrem and CSSM?

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:

- A Cisco Smart Account

- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.

- Admin Access to SSM On-Prem

> **Note**: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

To resolve the license count mismatch issue between On-Prem & CSSM, please follow the below troubleshooting steps:

If the OnPrem Server is connected to the Internet, check if the server can ping Cisco cloud using the steps below.

Step 1: Log in to the On-Prem CLI.

Step 2: Check the reachability by typing the following commands

- curl -v https://cloudsso.cisco.com

- curl -v https://swapi.cisco.com

Step 3: If you are on Proxy, check the reachability by typing the below commands

- curl -v -x <proxy server ip:proxy port num> https://cloudsso.cisco.com

- curl -v -x <proxy server ip:proxy port num> https://swapi.cisco.com

If the connection is successful, then the Cisco cloud is accessible, and if not, then there could be an issue with OnPrem connectivity.

- If Cisco Cloud is accessible, then you can perform **Full Network Sync.**

- If Cisco Cloud is not accessible, then you can perform **Full Manual Sync**

To perform this action, click: How can I perform a synchronization within an On-Prem deployment?

Troubleshooting:

If you experience an issue with this process, that you cannot address, open a case in Support Case Manager (SCM) using software licensing option.

For feedback on the content of this document, please submit here.