

# How can I resolve connectivity issue with On-Prem for already registered devices?

## 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 connectivity issue with On-Prem for already registered devices, please try the steps below for troubleshooting:

Step 1: Check the connectivity of the device to the On-Prem server using the “ping/telnet” command.

- ping <on-prem server IP address>

Step 2: If there is a proxy between the On-prem server and device, check if the proxy is allowing the traffic from the device to the On-Prem. If not, check with the proxy team to fix the issue.

Step 3: If no issues are seen in steps 1 and 2 above, try executing the “license smart renew auth” command for SL devices and the “license smart sync local” for SLP devices from the device CLI. Wait for some time and check if the renewal is successful.

Step 4: If you are seeing the “Product Instance failed to connect” alert in the On-Prem GUI under the

Product Instances tab, remove the device from On-Prem and re-register the device.

To perform this action, click: [How can I remove a device from within an On-Prem deployment?](#)

To perform this action, click: [How can I register a device from 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](#).