

# How to Obtain the Reservation Return Code

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## Introduction

This article describes the process of obtaining the reservation return code for enterprise products with internetwork operating system (IOS) XE as part of specific license reservation (SLR).

## Prerequisites

### Requirements

Access to the device.

### Components Used

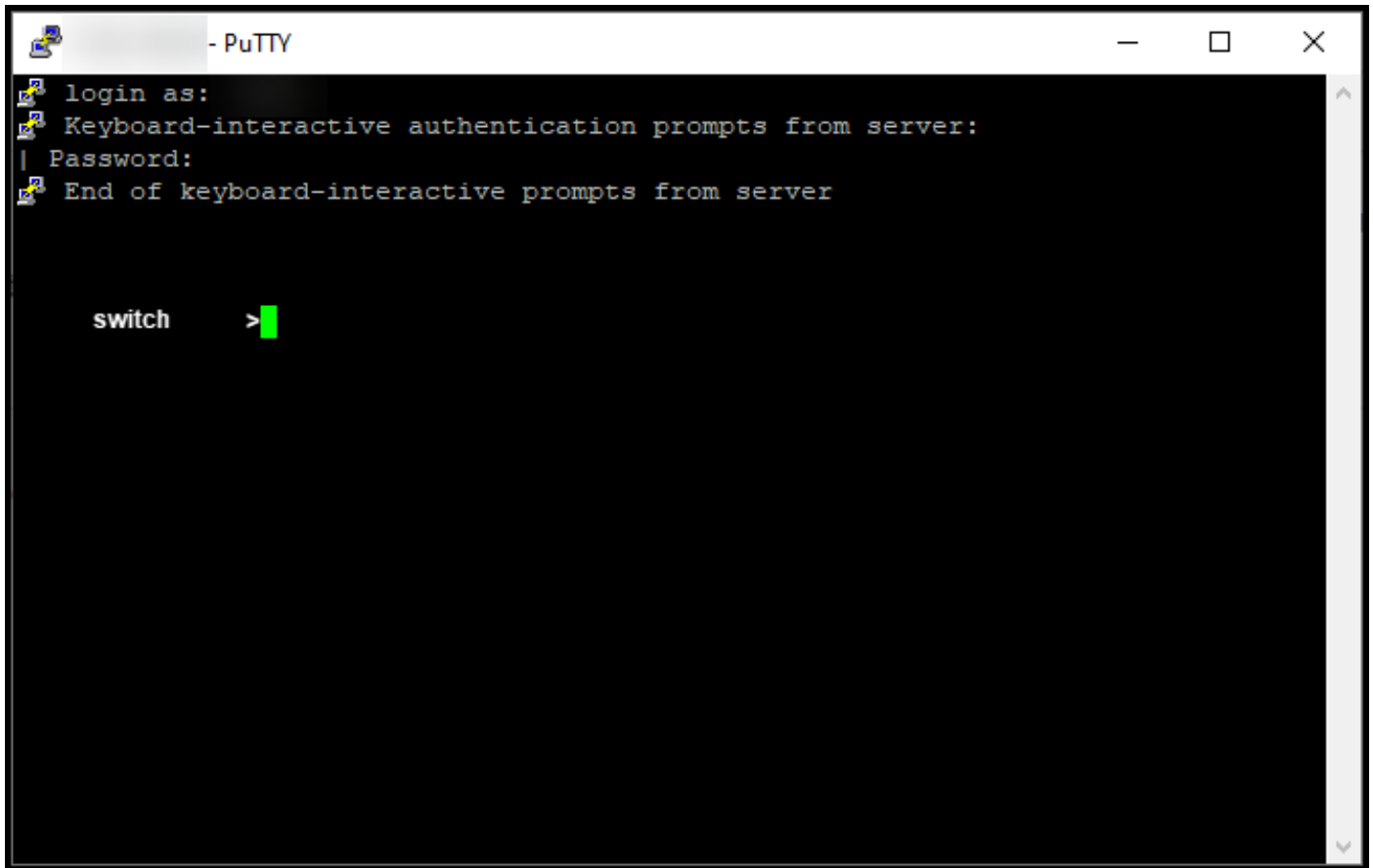
The information in this document was created from Catalyst 9300 with IOS version 16.12.05b in a specific lab environment. The device in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Obtaining the Reservation Return Code

### Step 1:

Log in to the IOS of the failed device with the login and password by using one of the clients or console.

**Step result:** You enter the user EXEC mode.

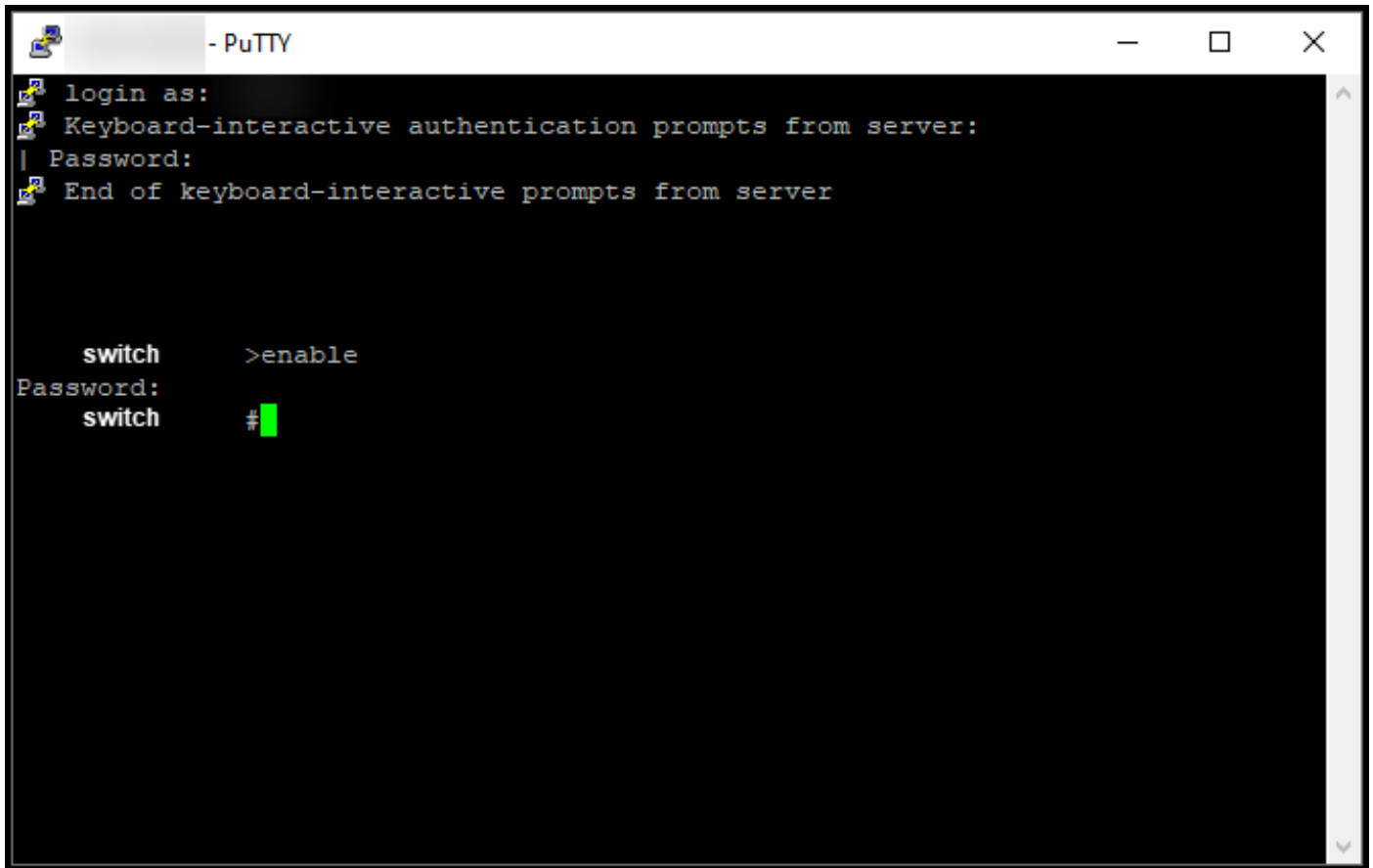


```
login as:  
Keyboard-interactive authentication prompts from server:  
| Password:  
End of keyboard-interactive prompts from server  
  
switch >
```

**Step 2:**

In the user EXEC mode, enter the **enable** command, and then type the password to access the privileged EXEC mode.

**Step result:** You enter the privileged EXEC mode.



```
login as:  
Keyboard-interactive authentication prompts from server:  
| Password:  
End of keyboard-interactive prompts from server  
  
switch >enable  
Password:  
switch #
```

**Step 3:**

In the privileged EXEC mode, enter the **license smart reservation return local** command.

**Step result:** The system generates the reservation return code that you need to enter in the Cisco Smart Software Manager (CSSM).

```
login as:
Keyboard-interactive authentication prompts from server:
| Password:
End of keyboard-interactive prompts from server

switch #license smart reservation return local
This command will remove the license reservation authorization code and the device will transition back to the unregistered state. Some features may not function properly.

Do you want to continue? [yes/no]: y
Enter this return code in Cisco Smart Software Manager portal:
UDI: PID:          SN:
Return code: Co
switch #
```

## Troubleshooting

If you experience an issue during the process of obtaining the reservation return code, open a case in [Support Case Manager \(SCM\)](#).

## Next Steps

After you obtain the reservation return code, you need to [enter it in the CSSM](#) to make those licenses once again available to other product instances.

## Related Information

[How to Enable Factory Preinstalled SLR on a Smart Account](#)

[How to Identify That the Smart Account Is Enabled for SLR](#)

[How to Identify Products That Support SLR](#)

[How to Obtain the Reservation Request Code](#)

[How to Install the Authorization Code on a Device](#)

[How to Reserve Licenses \(SLR\)](#)

[How to Update the License Reservation \(SLR\)](#)

[How to Transfer a Product Instance \(SLR\)](#)

[How to Transfer Licenses Between Virtual Accounts \(SLR\)](#)

[How to Rehost Licenses from a Failed Product \(SLR\)](#)

[How to Remove a Product Instance \(SLR\)](#)