

How can I reserve a license for my device using Specific License Reservation (SLR) or Permanent License Reservation (PLR), in Cisco License Central (CLC)?

Introduction

This document explains how to reserve licenses for devices using **Specific License Reservation (SLR)** or **Permanent License Reservation (PLR)** in Cisco License Central (CLC), especially for offline (air-gapped) environments.

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.
- Access to the Smart Account where the device is registered.
- The Reservation Request Code or device details.
- Ensure Permanent License Reservation (PLR) is enabled for your Smart Account.
- The user accessing Cisco License Central must have at least one of the following:
 - Smart Account User/Admin
 - Virtual Account User/Admin



Note for Permanent License Reservation (PLR): Ensure PLR is enabled for your Smart Account.

If it is not, please open a Licensing case at [Support Case Manager \(SCM\)](#) using the Software Licensing option to get it activated.

Steps

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

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to find it.

Step 4: Navigate to the left menu bar and click the *Licensing* tab.

Step Results: The dashboard displays a consolidated view of all the licenses associated with your Smart Account.

Step 5: Use the search bar to locate the specific Licenses by name.

Step 6: Generate License Authorization Code

- Select the License, then in the rightmost column, click the 3 dots and select *Generate license authorization from the drop-down*.

Or

- Click the license name hyperlink -> In the top-right corner, click on the *Generate license authorization* button.

Step Results: Generate License Authorization screen will be displayed.



Note: You may select multiple licenses for a single authorization code, provided they are compatible with the same product type.

Step 7: On the Add Devices page, click the Add devices drop-down and choose your method:

- **By device identifier :** You will be asked to provide device details like Serial Number, Product ID or UUID. If you have multiple devices, you can also upload .XLSX format file up to 20 MB. You can download a CSV template for the format.

Or

- **By Reservation Request Code :** Enter the code manually or upload a file. This code is generated via the device CLI. Refer to your specific product configuration guide for the correct commands.



Note: To add multiple devices, click +Add another device.

Step 8: Enter the *Desired license quantity* for the reservation.



Note: You can select specific source orders by clicking the pencil icon in the Configure sources section.

Step 9: Click *Next*.

Step 10: *On the Select Code Format page, choose either Long Code or Short Code.* Step 11: Click *Next*.

Step 12: Review the summary on the Review Screen to ensure all information is accurate.

Step 13: Click *Next*.

Step Results: *The confirmation page will appear, allowing you to copy, download, or email the Device Reservation Authorization Code.*

Step 14: Click *Close*.

Step 15: Install the Reservation Authorization Code on the device via the Device CLI.



Note: The user needs to refer to the “Product Configuration Guide” to get the auth installation commands.

Step Results: Licenses will now be reserved in your Smart Account.

Troubleshooting

Errors handling

1. I'm getting an error while reserving licenses.
2. I'm unable to see the license for the reservation.
3. I'm getting an error as the device is already registered in some other smart account.
4. I am getting an error like "reservation is disabled for this Smart Account."

For all the errors mentioned above, open a Licensing case at [Support Case Manager \(SCM\)](#) using the Software Licensing option.

If you experience an issue during the process explained in this document, open a case in [Support Case Manager \(SCM\)](#).

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

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.