

How can I enable email notifications using SMTP in Cisco License On-Prem (CLP) deployment?

Introduction

This document provides a step-by-step guide for configuring email notifications using Simple Mail Transfer Protocol (SMTP). Enabling this feature allows you to receive automated summaries regarding device status, license usage, and synchronization activities.

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 Cisco License On-Prem (CLP)
- SMTP server details (Server IP, Port, and authentication credentials, if required)

Steps

Configuring SMTP Server Settings

Step 1: Access the Cisco License On-Prem (CLP) portal at: https://<IP_Address>:8443/admin/#/mainview.

Step 2: Navigate to the *Admin workspace* from the left-hand menu.

Step 3: Select the Settings tab, then click on the Email tab at the top of the page.

Step 4: Under the Email notifications section, provide the following details:

- SMTP Server: The IP address or hostname of your mail server.
- SMTP Port: The port number used by your mail server.
- Send email from: The email address that will appear as the sender.
- Require Authentication: Check this box if your SMTP server requires credentials and provides the necessary details.

Step 5: Click *Apply* to save your SMTP configuration.

Enabling Email Notifications for an On-Prem Account

Step 1: Access the Cisco License On-Prem (CLP) portal at: https://<IP_Address>:8443/admin/#/mainview.

Step 2: Navigate to the *Licensing workspace* from the left-hand menu.

Step 3: Select the appropriate *On-Prem Account* from the *On-Prem Account tab*.

Step 4: Once the account is selected, additional tabs will appear in the left-hand menu. Navigate to the *On-Prem Account Management Tab*

Step 5: Under Settings select *Email Notification Settings*.

Step 6: In Email Notification Settings Page, Check the box labeled *Receive Summary emails*.

Step 7: Click *+Add additional email address* to include recipients who should receive these notifications.

Step 8: Select the *Local Virtual Accounts* from the dropdown menu for which you wish to receive summary reports.

Step 9: Set the notification *Frequency* to Daily, Weekly, or Monthly.

Step 10: Select the specific notification categories to include in your summary email:

- License Notifications
- Device Notifications
- Sync Notifications

Step 11: Click *Apply* to finalize your settings.

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via [Cisco Support Case Manager](#).