

# How can I correct the license count mismatch issue between SSM On-Prem and Cisco License Central (CLC)?

## Introduction

This document explains the steps to be taken to correct the license count mismatch when found between SSM On-Prem deployment & Cisco License Central (CLC).

## Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.
- Admin access to SSM On-Prem
- The user accessing Cisco License Central must have at least one of the following:
  - Smart Account Admin
  - Virtual Account Admin

## Steps

To resolve the license count mismatch issue between SSM On-Prem & Cisco License Central (CLC), please follow the steps:

**If the On-Prem 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 On-Prem connectivity.

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

To perform this action, click: [How can I perform SSM On-Prem synchronization with Cisco License Central \(CLC\)?](#)

## 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](#).