

How can I correct the license count mismatch issue between Cisco License On-Prem (CLP) and CSSM?

Introduction

This document explains the steps to be taken to correct the license count mismatch when found between Cisco License On-Prem (CLP) & Cisco Cloud (CSSM).

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- A valid CCO User ID and Password that have access to the Smart Account or Virtual Account.
- Admin access to Cisco License On-Prem (CLP)

Steps

To resolve the license count mismatch issue between Cisco License On-Prem (CLP) & Cisco Cloud (CSSM), 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 Cisco License On-Prem \(CLP\) 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](#).