

How can I delete a Cisco License On-Prem (CLP) account, in Cisco License Central (CLC)?

Introduction

This document provides a step-by-step guide for deleting a Cisco License On-Prem (CLP) account within both the Cisco License Central (CLC) and the Cisco License On-Prem (CLP) 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
- Admin access to Cisco License On-Prem (CLP)
- The user accessing CLC must have at least one of the following:
 - Smart Account Admin
 - Virtual Account Admin

Steps

Step 1: Remove all Product Instances (PI) from all local Virtual Accounts within the Cisco License On-Prem (CLP) Smart Account.

- Click here for Instructions. [How can I remove a device within a Cisco License On-Prem \(CLP\) deployment?](#)

Step 2: Synchronize the CLP environment with Cisco License Central (CLC) to confirm that all Product Instances (PI) have been successfully removed.

- Click here for Instructions: [How can I perform Cisco License On-Prem \(CLP\) synchronization with Cisco License Central \(CLC\)?](#)



Note: To ensure that the removal of Product Instances is reflected in Cisco License Central (CLC), a synchronization must be performed after the instances are deleted from the CLP environment. As the source of truth for all registered instances, CLP must initiate this synchronization to update the records in CLC.

Step 3: Deactivating the On-Prem Account. Access the Cisco License On-Prem (CLP) portal at: (https://(IP Address):8443/admin/#/mainview).

Step 4: Navigate to the *Admin Workspace* tab in the left-hand menu.

Step 5: Select the On-Prem Accounts tab from the left-hand menu to view the list of associated accounts.

Step 6: Use the search function to locate the account you wish to deactivate.

Step 7: Click the three-dot icon in the leftmost column and select *Deactivate*.

Step 8: Enter a *Reason for Deactivation* & Additional email addresses (optional) so they can be included in the email sent to the requester.

Step 9: Click *Deactivate*.

Step Results: The status of the local account will now be listed as *Inactive*.

You may choose one of the following two methods to complete the removal.

Method A: Online Removal

Step 10: Locate the inactive CLP account, click the three-dot icon, and select *Remove (Online)*.

Step 11: Click *Remove* on the pop-up.

Step Results: The On-Prem account is deleted from both the Cisco License On-Prem portal and the Smart Account in Cisco License Central (CLC).

Method B: Offline Removal

Follow Steps 1-9, same as above

Step 10: Locate the inactive CLP account, click the three-dot icon, and select *Remove manually (Offline)*.

Step 11: In the pop-up window, click *Remove* in the bottom right corner of the page.

Step Results: A synchronization file will be generated and downloaded to your local drive.

Step 12: Log in to [Cisco Software Central](#) and click Access Cisco License Central.

Step 13: Enter your Smart Account name or use the search function to locate the Smart Account linked to your On-Prem account.

Step 15: In the left-hand menu, click the *Devices* tab and select *Manual Synchronization* under the Device Connections section.

Step 16: Click *Upload sync file* (located in the top right corner)

Step 17: Select the removal file you saved in Step 11, then click *Next*.

Step 18: Review the information and confirm.

Step Results: You will receive a confirmation message stating that the On-Prem account has been successfully deleted.

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](#).