

How can I upgrade my Cisco License On-Prem (CLP) Account?

Introduction

This document provides a step-by-step guide for upgrading your Cisco License On-Prem (CLP) environment. Regular upgrades are highly recommended to ensure access to the latest features, critical security patches, and performance improvements.

Prerequisites

Before you start, ensure that you have the following:

- A Cisco Smart Account.
- A valid Cisco.com (CCO) User ID and password with access to the relevant Smart or Virtual Account.
- Admin Access to Cisco License On-Prem (CLP) Portal.
- A current backup of your database (if using a Virtual Machine). Please refer to the On-Prem User Guide, Appendix 1: Manually Backing Up and Restoring On-Prem for instructions.

Steps

You may obtain the upgrade file using one of the following two methods:

Method 1: Downloading from Cisco Software Central

Step 1: Navigate to: www.software.cisco.com/download/home

Step 2: In the Select a Product field, navigate to: Cloud and Systems Management > Network Automation

and Management > Smart Software Manager > Smart Software Manager On-Prem.

Step 3: Under the Latest Release column on the left, select the version that meets your requirements.

Method 2: Downloading via the Cisco License On-Prem (CLP) Portal

Step 1: Access the Cisco License On-Prem (CLP) portal at: ([https://\(IP Address\):8443/admin/#/mainview](https://(IP Address):8443/admin/#/mainview)).

Step 2: Navigate to the *Admin Workspace* tab in the left-hand menu

Step 3: In the System Health tab, locate the Server Health tile. Next to Version, click the *Check the latest available version* hyperlink (or *copy* the provided URL).

Step 4: Select the Smart Software Manager On-Prem Release (Version) Upgrade file (e.g., Cisco_License_On-Prem_10-202606_Upgrade.zip) and click the *Download* icon on the right.

Step 5: Once the download is complete, navigate to the directory where the file is stored, right-click the file, and select *Unzip image*.

Performing the Upgrade

Step 1: Using Linux 'ssh' command, connect to the On-Prem server as an administrator: `ssh admin@<your_ip_address>`

Step 2: Start the On-Prem console by entering: `onprem-console`

Step 3: Within the On-Prem console, use the *copy command* to transfer the upgrade file and the corresponding signature file from a remote host via SCP.



Note: The copy command only functions within the On-Prem console and requires the SCP protocol.

Syntax:

- `copy <your_username>@<your_remote_host.com>:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh patches:`

- copy <your username>@<your remote host.com>:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh.sha256 patches:

Here is a specific example of the copy command:

- copy user@domain.com:/path/Cisco_License_On-Prem_10-202606_Upgrade.sh patches:

For further details, please refer to the *On-Prem Console Reference Guide* included with your upgrade package.

Step 4: Once the files are copied, initiate the upgrade using the following command: upgrade patches: Cisco_License_On-Prem-10-202606_Upgrade.sh

You are required to have an existing corresponding signature file.

Step 5: The system will process the upgrade, which typically takes 5–15 minutes. You will receive a notification once the process is successfully completed.

Step 6: After the upgrade is complete, perform a system synchronization.

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



Note: After the upgrade, your browser may display cached data. Please clear your browser cache to ensure you are viewing the most up-to-date interface.

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](#).