Mismatch and Duplicate Smart Licensing Report CSSM Portal

Contents

Introduction

This document describes how to clean up license assignments from CSSM portal when there is a mismatch in real assignment count from vManage.

Problem

You can encounter a licensing mismatch between the vManage instance and the Cisco Smart Software Manager (CSSM) portal. This can manifest as incorrect license counts, licenses not being released after device deletion.

Symptoms

- License counts in vManage and the CSSM portal show different values.
- Deleted devices in vManage do not release their assigned licenses in CSSM, leading to a shortage of available licenses.

- Duplicated license reports in CSSM (old and new reports summing up).
- Suspect hitting some of these bugs: Cisco bug ID CSCwj27435 or Cisco bug ID CSCwm39910
- Error messages in vManage admin-tech file **var/log/nms/vmanage-server.log** similar to:

```
[vmanage-0] [SmartLicensingManager || SmartLicense: Failed to report license usage for tenant default :
```

Example:

You can see in vManage that the number of licensed devices is 298 and total licenses is 300.

License & Devices Overview

These are the license types and regions that are assigned to your devices.

Licenses & Devices (2)   ⬇ Export   ⚙

🔍 Search Table

Name	Number of Licensed Devices	Number of Total Licenses	Last Assigned On
Routing DNA Advantage: Tier 1	298	300	18 Jul 2025 12:44:23 PM
Routing DNA Advantage: Tier 3	3	6	24 Jun 2025 12:54:34 PM

However, in the Licensing portal it showed that 598 licenses are in use. It is reporting a duplicate number of licenses usage (300+298=598), 300 licenses reported before unassigning 2 licenses and 298 licenses reported after unassigning the two licenses.

General	Licenses	Product Instances	Event Log

By Name | By Tag

Available Actions ▾ | Manage License Tags | License Reservation... | ⬚   NA Advantage: Tier 1 ✕ 🔍

Routing DNA Advantage: Tier 1

☐ License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	
☐ Routing DNA Advantage: Tier 1	Prepaid	300	598	-	-298	❌ Insufficient Licenses	Actions ▾

Root Cause

The primary cause identified was stale license entries within the vManage database and potentially incorrect Smart Agent Tenant Component information. This prevented accurate reporting and synchronization with the CSSM portal.

Solution

In order to reactivate vManage synchronization to CSSM portal, you need to open a TAC case to request help to perform workaround documented in the BUGs.

However, if there is only a problem with the mismatch in usage and available licenses in the CSSM portal, you can delete current licensing assignments and wait until vManage generates the new report.

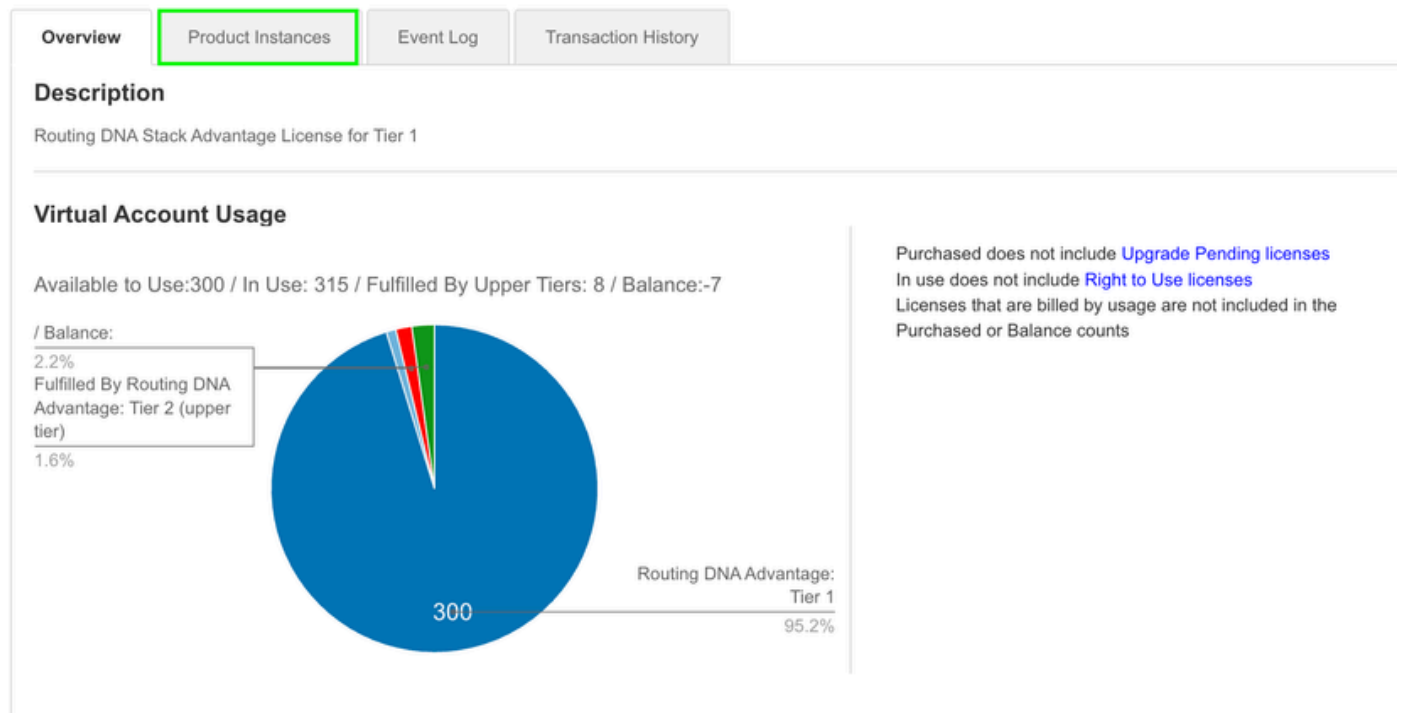### Clean Up Balance from Cisco Central Portal (CSSM)

This step typically requires engagement with the Cisco Licensing team if you do not have the correct privilege to remove any duplicated or incorrect reports.

- In [Cisco Software Portal](#) navigate to **Smart Software Manager > Manage licenses > Select your Smart and Virtual Account >Inventory > Licenses** tab and click the **license**.

General	Licenses	Product Instances	Event Log

By Name | By Tag

Available Actions ▾ | Manage License Tags | License Reservation... | ⬚   NA Advantage: Tier 1 ✕ 🔍

Routing DNA Advantage: Tier 1

☐ License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	
☐ Routing DNA Advantage: Tier 1	Prepaid	300	598	-	-298	❌ Insufficient Licenses	Actions ▾

- Navigate to **Product Instances** and click the **Instance**.

Routing DNA Advantage: Tier 1 in

| Overview | Product Instances | Event Log | Transaction History |

Description

Routing DNA Stack Advantage License for Tier 1

Virtual Account Usage

Available to Use:300 / In Use: 315 / Fulfilled By Upper Tiers: 8 / Balance:-7

/ Balance:
2.2%
Fulfilled By Routing DNA
Advantage: Tier 2 (upper
tier)
1.6%

300

Routing DNA Advantage:
Tier 1
95.2%

Purchased does not include Upgrade Pending licenses
In use does not include Right to Use licenses
Licenses that are billed by usage are not included in the
Purchased or Balance counts

| Overview | Product Instances | Event Log | Transaction History |

Product Instance	Product Type	Managed By	Licenses used
UDI_PID:Cisco_vManage; UDI_SN	DNASUB	-	315

Showing 1 Record

- Then, remove the **license usage**.

- Now, you see the counter Licenses in Use 0 and all the licenses available.

Sync Licenses in vManage

After cleaning up the portal, initiate a license synchronization from vManage.

Wait at least 24 hours for vManage to sync again to CSSM portal.