

# Understand De-registration Steps for Lost Smart Licensing Reservation Return Code

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## Introduction

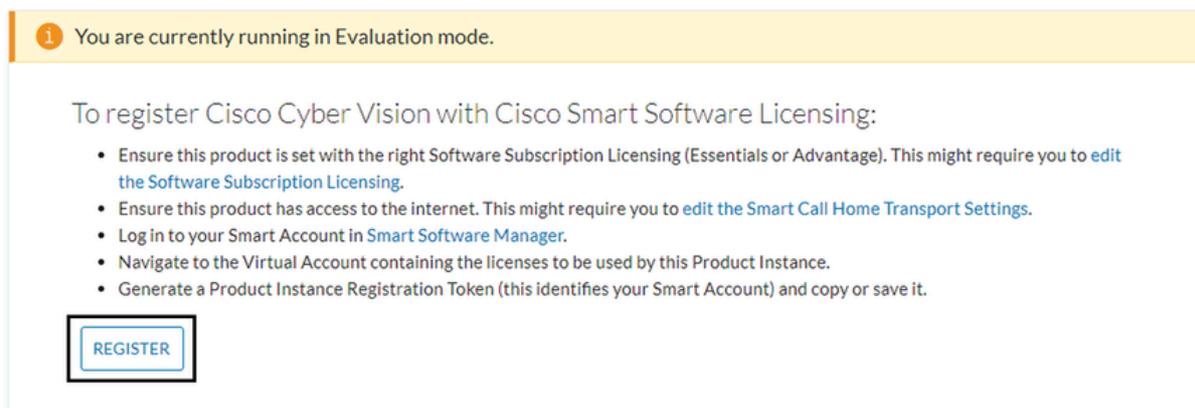
This document describes the procedure to de-register the CyberVision Center from the Cisco Smart Software Manager when the reservation return code is lost.

## Procedure

During the center de-register process (reference: [Steps to De-register](#)), the user is expected to copy/save the generated reservation return code and proceed with the steps to restore license tokens in Cisco Smart Software Manager (CSSM) using the earlier generated code (refer to Step 2. in [Steps to De-register](#)).

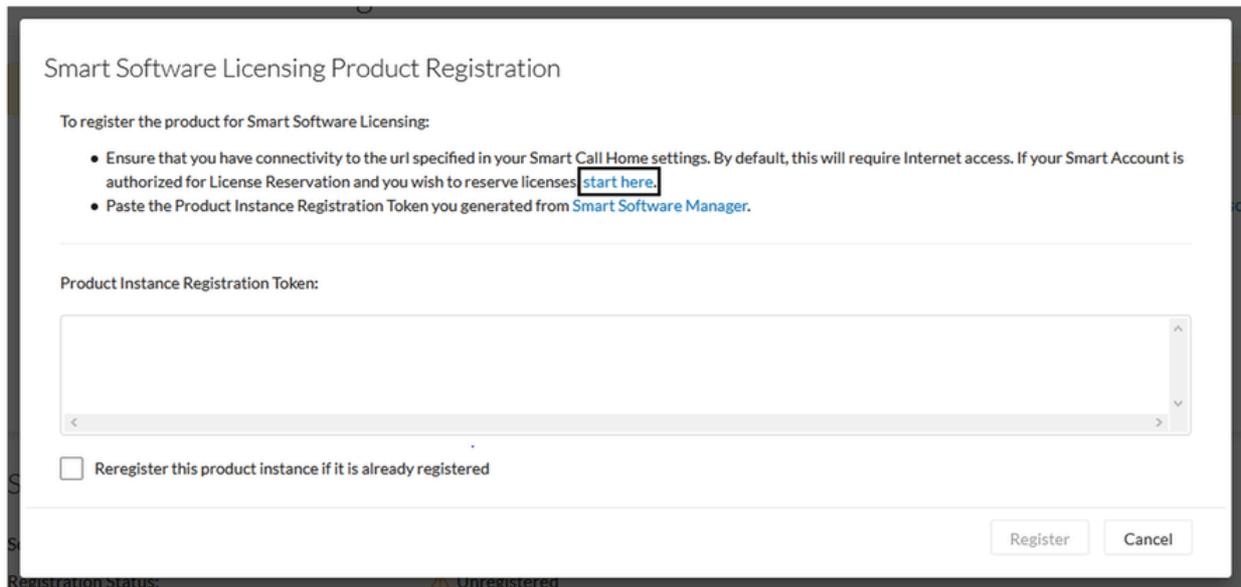
If the user has missed copying/saving the generated reservation return code, use this procedure in order to retrieve the code again.

Step 1. In Cisco Cyber Vision, click the **REGISTER** button.



The Smart Software Licensing Product Registration window opens.

Step 2. Click the **start here** link.



Smart Software Licensing Product Registration

To register the product for Smart Software Licensing:

- Ensure that you have connectivity to the url specified in your Smart Call Home settings. By default, this will require Internet access. If your Smart Account is authorized for License Reservation and you wish to reserve licenses [start here](#).
- Paste the Product Instance Registration Token you generated from [Smart Software Manager](#).

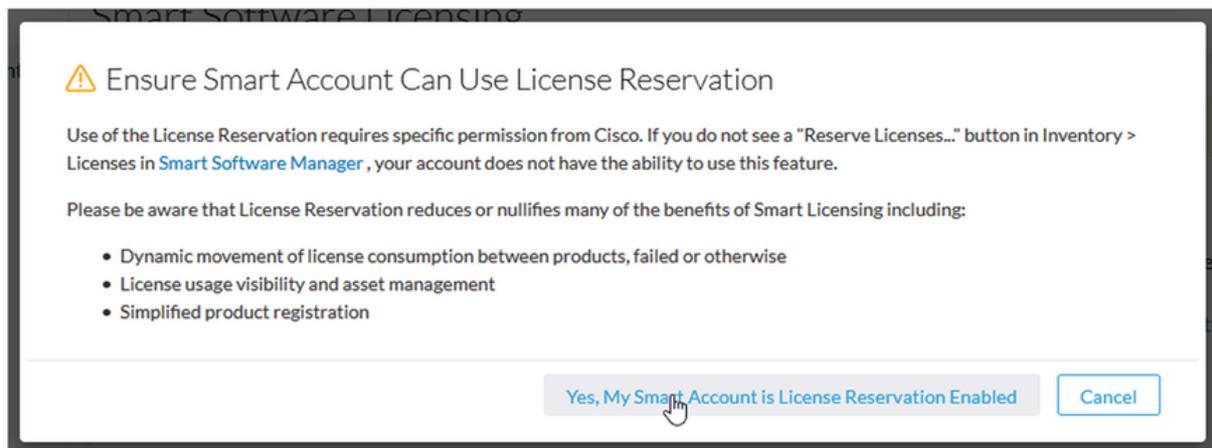
Product Instance Registration Token:

Reregister this product instance if it is already registered

Register Cancel

Registration Status: Unregistered

Step 3. Click **Yes, My Smart Account is License Reservation Enabled**.



Smart Software Licensing

⚠ Ensure Smart Account Can Use License Reservation

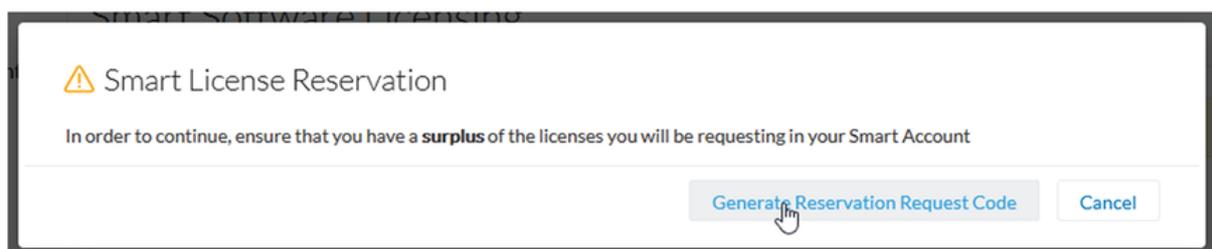
Use of the License Reservation requires specific permission from Cisco. If you do not see a "Reserve Licenses..." button in Inventory > Licenses in [Smart Software Manager](#), your account does not have the ability to use this feature.

Please be aware that License Reservation reduces or nullifies many of the benefits of Smart Licensing including:

- Dynamic movement of license consumption between products, failed or otherwise
- License usage visibility and asset management
- Simplified product registration

Yes, My Smart Account is License Reservation Enabled Cancel

Step 4. Click **Generate Reservation Request Code**.



Smart Software Licensing

⚠ Smart License Reservation

In order to continue, ensure that you have a **surplus** of the licenses you will be requesting in your Smart Account

Generate Reservation Request Code Cancel

At this step, your Reservation Request code is shown. Ignore the code and choose the **close** option.

Step 5. In Cisco Software Central, navigate to [Inventory > Product Instances](#) and click **product instance**. Download the Reservation Authorization Code.

## Smart Software Licensing

[Feedback](#) [Support](#) [Help](#)[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)Virtual Account: **IOT Security Demos**6 Major | 10 Minor | 5 Informational | [Hide Alerts](#)

Name	Product Type	Last Contact	Alerts	Actions
UDI_PID:CV-CNTR-ESXI; UDI_SN:CENTERVM-INT17047;	CCV	2020-Dec-16 18:50:19 (Reserved Licens...		<a href="#">Actions</a>
UDI_PID:CV-CNTR-ESXI; UDI_SN:CENTERVM-INT17047;	CCV	2020-Nov-19 18:50:19		<a href="#">Actions</a>
UDI_PID:CV-CNTR-ESXI; UDI_SN:CENTERVM-INT17047;	CCV	2020-Nov-17 18:50:19 (Reserved Licens...		<a href="#">Actions</a>
UDI_PID:CV-CNTR-ESXI; UDI_SN:CENTERVM-INT17047;	CCV	2020-Nov-16 18:50:19 (Reserved Licens...		<a href="#">Actions</a>

**UDI\_PID:CV-CNTR-ESXI; UDI\_SN:VMware-564d27993058d4d0-01148a8056ae1ef0;**[Overview](#)[Event Log](#)

### Description

Cisco Cyber Vision

### General

Name:	UDI_PID:CV-CNTR-ESXI; UDI_SN:VMware-564d27993058d4d0-01148a8056ae1ef0;
Product:	Cisco Cyber Vision
Host Identifier:	-
MAC Address:	-
PID:	CV-CNTR-ESXI
Serial Number:	VMware-564d27993058d4d0-01148a8056ae1ef0;
UUID:	-
Virtual Account:	Cyber Vision
Registration Date:	2024-Feb-27 15:48:55
Last Contact:	2024-Feb-27 15:48:55 (Reserved Licenses)

[Download Reservation Authorization Code](#)

Step 6. On the **CyberVision Center GUI**, click the **Return Reservation Authorization Code** button.

## Smart Software Licensing

To view and manage Smart Licenses for your Cisco Smart Account, go to [Smart Software Manager](#)

ACTIONS ▾

**i** This product has a pending License Reservation Request.

To complete the reservation:

- Go to the desired Virtual Account in [Smart Software Manager](#) and click the "Reserve Licenses..." button on the Licenses tab
- Enter, paste, or upload your Reservation Request Code or file into the window that appears, choose the licenses to reserve and click the Install Request Authorization Code/File button to generate the Reservation Authorization Code
- Save or copy the Reservation Authorization Code that is generated and click the enter Reservation Authorization Code button below

ENTER RESERVATION AUTHORIZATION CODE

RETURN RESERVATION AUTHORIZATION CODE

VIEW RESERVATION REQUEST CODE

CANCEL RESERVATION REQUEST

Step 7. Paste the Reservation Authorization Code copied in the earlier step.

### Return Reservation Authorization Code

To return the reservation, enter or upload a file containing your Reservation Authorization Code below.

Reservation Authorization Code: \*

```
!tagDescription=subscriptionID=subscriptionID=entitlement=entitlement=tag=tag=2023-05-21T10:00:00Z
!startDate=2023-05-21T10:00:00Z!endDate=2023-05-21T10:00:00Z!licenseType=TERM!licenseType=
!displayName=Cyber Vision Sensor Intrusion Detection License for IC 2000!displayName=tagDescription=Cyber Vision Sensor Intrusion
Detection License for IC 2000 Hardware Sensor Requires Advantage License!tagDescription=subscriptionID=subscriptionID=
!entitlement=entitlement=entitlementCode=
!signature=MEQCEBAC...[Signature]...
!signature=ull-P-Cy-CTR-ESL3-VHware-344C7F831844D-0114548114ac-147D-ull=spec/PUB/
```

Return Authorization Code/File

Cancel

Step 8. Click **Return Authorization Code/File** and wait for the Return Reservation Code to be displayed. Once displayed, copy the code.

Step 9. Navigate to **Inventory > Product Instances**, click the **actions** option, and choose **Remove...**

## Cisco Cyber Vision Advantage

Transfer...

Update Reserved Licenses...

Remove...

Rehost Licenses from a Failed Product...

Actions ▲

Step 10. Paste the Return Authorization Code copied in the earlier step and click the **Remove Reservation** option.

### Remove Reservation

To remove a Product Instance that has reserved licenses and make those licenses once again available to other Product Instances, enter in the Reservation Return Code generated by the Product Instance. If you cannot generate a Reservation Return Code, contact [Cisco Support](#)

\* Reservation Return Code:

Remove Reservation

Cancel