

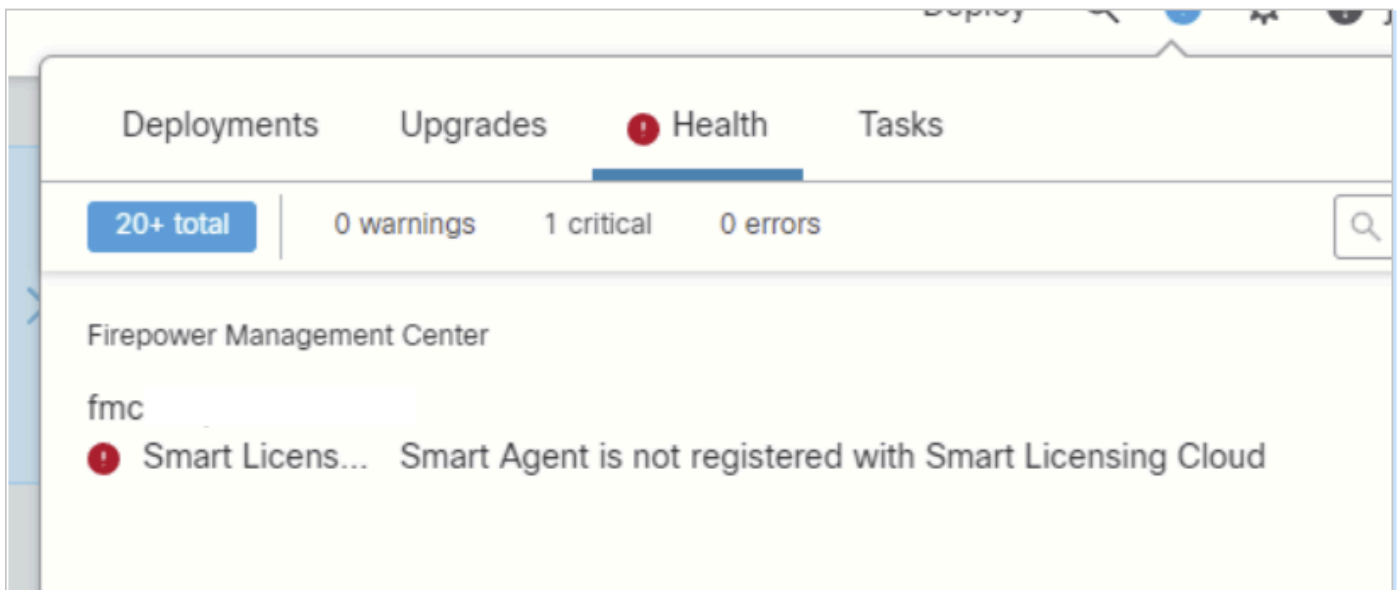
Troubleshoot "Smart Agent is not registered with Smart Licensing Cloud" after FMC VM Migration

Contents

Issue

After moving a Firewall Management Center (FMC) virtual machine (VM) to a different hypervisor, the system displays an error in the health monitor indicating that the Smart Agent is not registered with Smart Licensing Cloud. The specific error message observed is:

```
Smart License Monitor  
Smart Agent is not registered with Smart Licensing Cloud
```



FMC_Smart_License_Error.png

This issue prevents the FMC from maintaining proper licensing status and compliance with Cisco Smart Licensing requirements after the VM migration process.

Environment

- Secure Firewall Management Center (FMC) version 7.6.2.1. Other software versions can be also affected.
- FMC deployed as a virtual machine.
- VM migrated from one hypervisor to another hypervisor environment.
- Smart Licensing Cloud connectivity previously established before migration.

Resolution

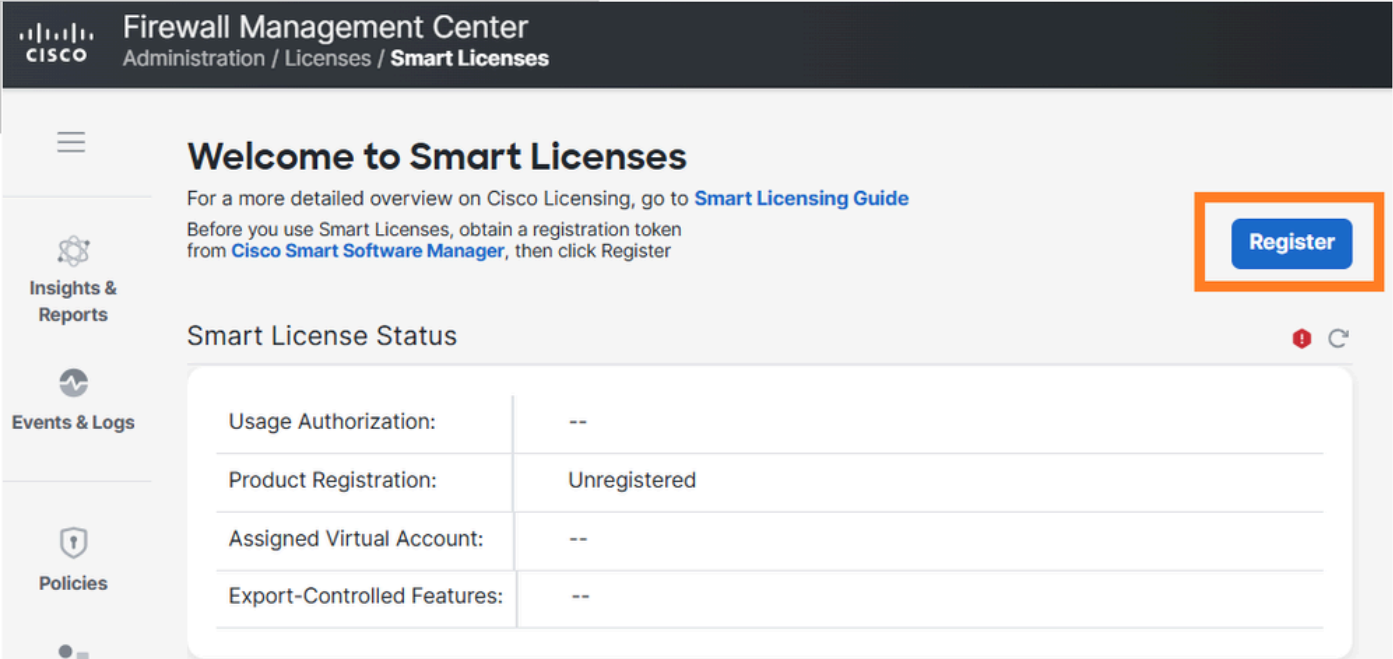
The resolution involves re-registering the FMC with the Smart Licensing Cloud after the VM migration.

Step 1. In Cisco Smart Software Manager, generate a new registration token:

- Go to Inventory
- Click New Token
- Copy the token

Step 2. In FMC, go to **System > Licenses > Smart Licenses** (in newer FMC versions is **Administration > Licenses > Smart Licenses**).

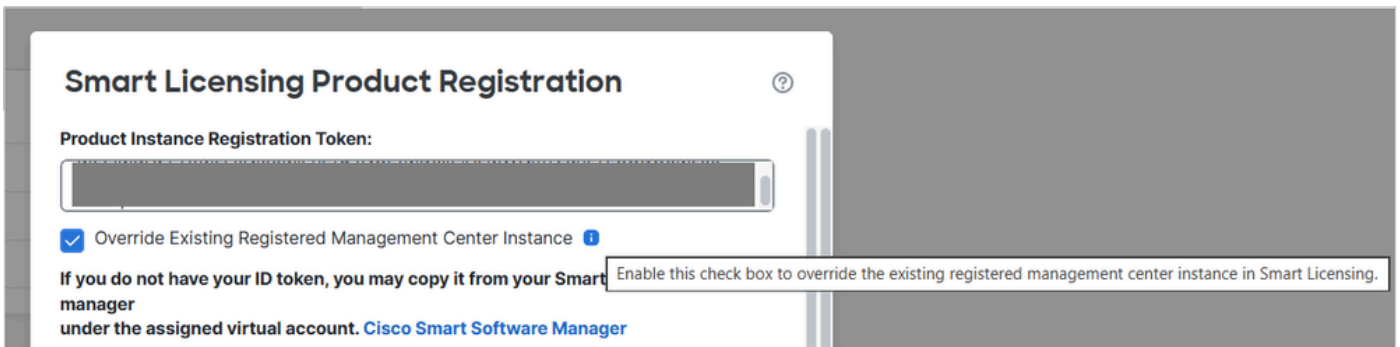
- Click **Register**



The screenshot displays the Cisco Firewall Management Center (FMC) interface for Smart Licenses. The breadcrumb navigation is Administration / Licenses / Smart Licenses. The main heading is 'Welcome to Smart Licenses'. Below this, there is a link to the 'Smart Licensing Guide' and a note about obtaining a registration token from Cisco Smart Software Manager. A 'Register' button is highlighted with an orange border. The 'Smart License Status' section contains a table with the following data:

Usage Authorization:	--
Product Registration:	Unregistered
Assigned Virtual Account:	--
Export-Controlled Features:	--

Step 3. Paste the new token and select **Override Existing Registered Management Center Instance:**

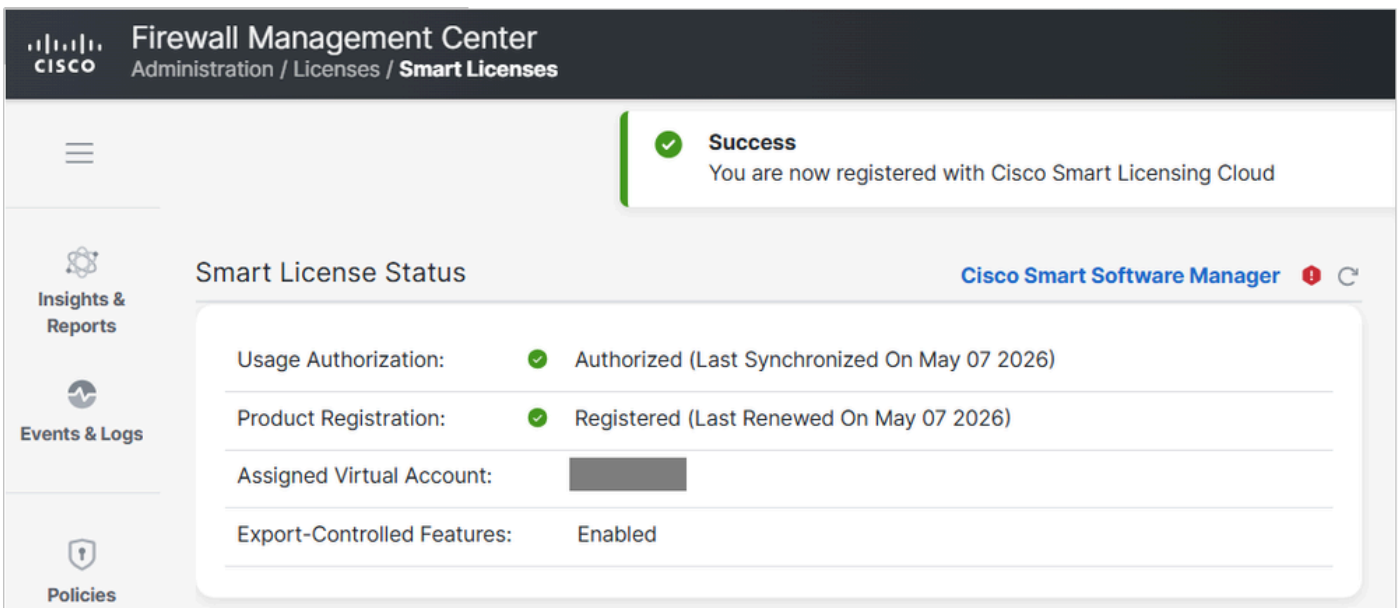


Paste_Token_and_Override.png

Step 4. Click **Apply Changes**

Expected result:

- Product Registration: Registered
- Usage Authorization: Authorized or In Compliance
- The Smart License Monitor alert clears after the next polling cycle



Successful_Registration.png

If you want to do a quick validation before retrying, confirm these points:

- DNS resolution works from the FMC
- Outbound HTTPS on TCP/443 is allowed

- System time and NTP are correct
- Proxy settings are correct

Cause

When an FMC virtual machine is migrated to a different hypervisor, the Smart Licensing registration can be disrupted due to changes in the underlying system characteristics that Smart Licensing uses for device identification and registration validation. This migration process can cause the Smart Agent to lose its registration state with the Smart Licensing Cloud, requiring manual re-registration to restore proper licensing functionality.

Related Content

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