

Troubleshoot Secure Firewall Smart Licensing Out-of-Compliance Errors

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Introduction

This document describes the most common Cisco Smart Licensing out of compliance reasons with the Cisco FMC and FTD models.

Background Information

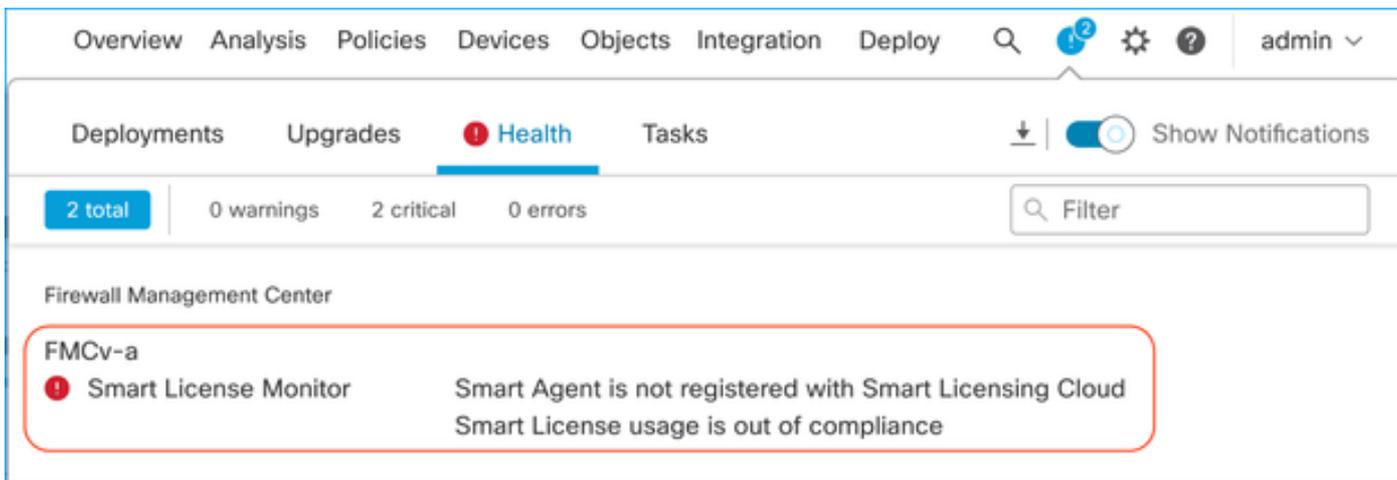
Cisco Smart Licensing offers centralized management of licenses for many products. The Cisco Secure Firewall simplifies the management of licenses across potentially large deployments of sensors, and it can be used for appliance, virtual, and public cloud models. This document provides a troubleshooting guide for Out-of-Compliance issues with Smart License for Cisco Firewall Management Center (FMC) and Cisco Firewall Threat Defense (FTD) software and appliance models.

When FMC reports that the Smart License is out of compliance, it indicates that FMC cannot find the appropriate license in the Smart Account. When that happens, a Health Alert is displayed. It could be due to several reasons outlined in this document.

How to identify the type of license causing the Out of Compliance status.

Using the FMC Graphic User Interface (GUI).

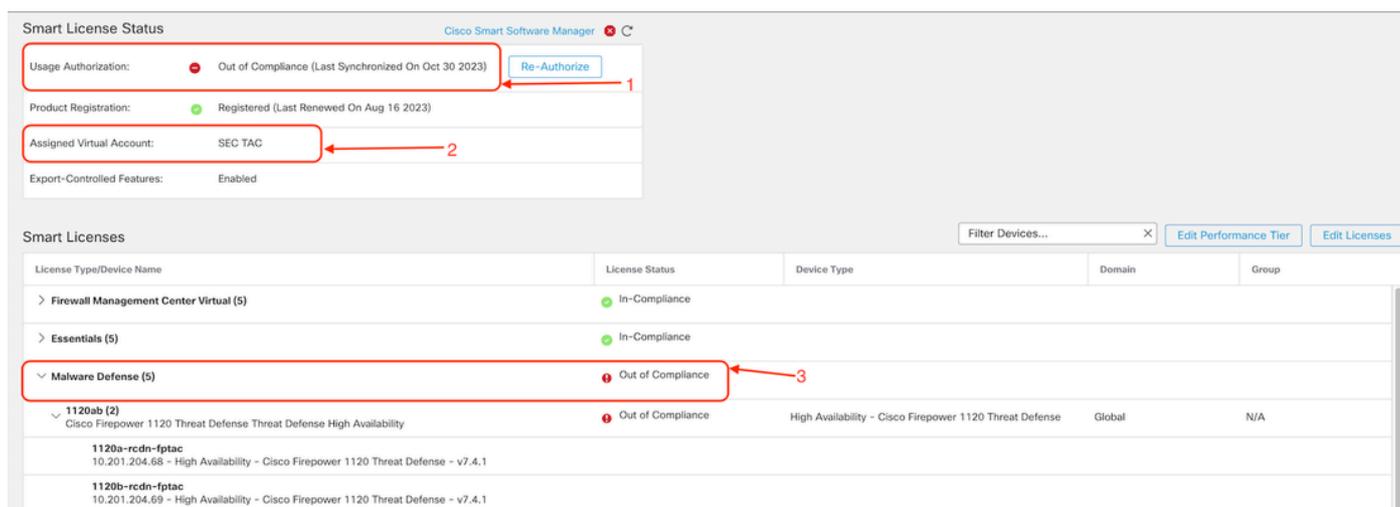
Navigate to **Health Alert** from the FMC Notification Icon and click on **Health**.



Using the Smart Account Portal

Navigate to **Smart License Status** at **System >> Licenses >> Smart Licenses**. The Virtual Account information the FMC is registered to can be found here.

In the Smart Licenses section, the specific licenses out of compliance are indicated here. In this example, an "Out of Compliance" status is listed for a Cisco Secure Firewall 1120 feature license "Malware Defense". Note all the features/products listed as "Out of Compliance" in Red. The green "In-Compliance" checkmark indicates that the specific license type is available, and FMC is able to acquire it from the Smart Account.



To verify these licenses' availability, you can log into the Smart Account Portal and navigate to **Smart Account >> Inventory >> [Virtual Account Name]**. Filter the license name if needed.

Note these possible statuses:

Available to Use = Purchased count

In use = Count of devices with this Feature enabled

Balance = Offset between purchased and using.

Whenever the Balance turns negative, the FMC shows the Out of Compliance status for that feature/product.

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: [dropdown]

638 Major | 745 Minor | 39 Informational | Hide Alerts

General | Licenses | Product Instances | Event Log

Available Actions | Manage License Tags | License Reservation... | Show License Transactions [checked] | 1120 [input] [search]

By Name | By Tag

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
FPR1120 Malware Protection	Prepaid	0	7	-	-7	Insufficient Licenses	Actions
FPR1120 Threat Defense Threat Protection	Prepaid	0	7	-	-7	Insufficient Licenses	Actions
FPR1120 URL Filtering	Prepaid	0	7	-	-7	Insufficient Licenses	Actions

Showing All 3 Records

Also, an alert can be found at **Smart Account >> Alerts**. Filter the Virtual Account in the "Source" if needed.

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Alerts

3937 Major | 4809 Minor | 160 Informational

Available Actions | [icon]

Sev	Alert Type	Alert Date	Message	Source	Action Due	Actions
[dropdown]	[dropdown]			[dropdown]		
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 URL Filtering license...	SEC TAC	Now	Actions	
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 Malware Protection li...	SEC TAC	Now	Actions	
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 Threat Defense Thre...	SEC TAC	Now	Actions	

Using the FMC Command Line Interface (CLI)

Step 1. Log into FMC CLI.

Step 2. Access the Linux shell with this command

```
expert
```

Step 3. Issue this command.

```
less /var/log/sam.log
```

Navigate to the latest entry in the file by scrolling down to check the latest status.

```
Smart Licensing Tech Support info

Smart Licensing Status
=====

Smart Licensing is ENABLED

Registration:
  Status: REGISTERED
  Smart Account: [REDACTED]
  Virtual Account: [REDACTED]
  Export-Controlled Functionality: ALLOWED
  Initial Registration: SUCCEEDED on Aug 16 2023 12:04:50 UTC
  Last Renewal Attempt: None
  Next Renewal Attempt: Feb 12 2024 12:04:49 UTC
  Registration Expires: Aug 15 2024 11:59:51 UTC

License Authorization:
  Status: OUT OF COMPLIANCE on Sep 22 2023 15:43:12 UTC
  Last Communication Attempt: SUCCEEDED on Oct 29 2023 19:37:27 UTC
  Next Communication Attempt: Oct 30 2023 07:37:27 UTC
  Communication Deadline: Jan 27 2024 19:32:26 UTC

Export Authorization Key:
  Features Authorized:
    <none>
```

If a License is adequately acquired, the license shows up as AUTHORIZED.

```
License Usage
=====
Handle: 2
  License: FTDv Malware 5 Gbps
  Entitlement tag: regid.2020-10.com.cisco.FTDv-AMP-5G,1.0_ab50f0b8-caca-45d5-bad4-41c820b0dcd5
  Description: Cisco Firepower Threat Defense Virtual Malware License, 5 Gbps
  Count: 2
  Version: 1.0
  Status: AUTHORIZED(3)
  Status time: Oct 28 2023 07:37:23 UTC
  Request Time: Oct 24 2023 19:14:13 UTC
  Export status: NOT RESTRICTED
  Soft Enforced: True
```

If a License is unavailable, the specific license type shows as OUT OF COMPLIANCE.

```
Handle: 9
License: FPR1120 Malware Protection
Entitlement Tag: regid.2015-02.com.cisco.FPR1120TD-AMP,1.0_375e2617-5d67-4892-961b-f4aa79f31d8d
Description: FPR1120 Malware Protection
Count: 2
Version: 1.0
Status: OUT OF COMPLIANCE(4)
Status time: Oct 02 2023 18:00:17 UTC
Request Time: Oct 02 2023 17:59:45 UTC
Export status: NOT RESTRICTED
Soft Enforced: True
```

Troubleshoot

These are some of the most common scenarios and how to troubleshoot each.

Scenario 1 - There are not enough licenses for a specific feature of FTD Physical platforms.

There are different license types. These can be classified as hardware and feature-specific. The licenses can be identified based on the model displayed in the license name followed by the feature it is providing a license for.

-Base (Pre 7.x) or Essentials (Post 7.x)

-Malware Defense

-IPS

-URL

-Carrier

-Secure Client Premier

-Secure Client Advantage

-Secure Client VPN only

If you suspect that the licenses were purchased and not available in your Smart Account, verify your Order information and check the Smart License account that was provided when the order was placed.

If a Assigned Smart Account is provided when the purchase order is placed, the licenses get transferred to the "Assigned Smart Account".

If the Assigned Smart Account is not provided and the order is placed through a partner, the licenses are transferred to the Partner Holding Account. Contact your Cisco Partner company with the purchase order if this is the case and they can help in transferring these licenses to your Smart Account.

Cisco eDelivery Order Notification

Dear Valued Customer,
Thank you for using Cisco's eDelivery system. The following order is now available for download

Order Information

Purchase Order No.

Bill To

Sales Order No.

Ship To

Web Order ID

End Customer

Partner Holding Account
Partner.com

Line Information

Line	Line ID	Product ID (SKU)	Line Reference	Qty
2.0	1117192092	L-FPR2110T-TMC= Cisco FPR2110 Threat Defense Threat, Malware and URL License		1

Customer Order Number:
Subscription:

Assigned Smart Account:
company.com

[Access Order](#)

[View Smart Licenses](#)



- A [smart account](#) will soon be mandatory to obtain and manage your Cisco software assets. Be prepared, [get a Smart Account!](#)
- Discover how a Smart Account allows you to manage all Cisco assets in one location through [My Cisco Entitlements](#).

Instructions

To access the order, one of the following actions will need to be performed

1. Use the links in the Line Information table.
2. Forward this email to your customer.

Please Note: The person accessing the order and/or registering the license must have a Cisco.com user account.

If you are experiencing any of the following issues, please contact <https://mycase.cloudapps.cisco.com/swi?Del>

Scenario 2 - Licenses are available in a different Virtual Account

By default, there is only one virtual account named DEFAULT in every Smart Account. Smart Account Administrator can create multiple virtual accounts for administration ease and other purposes.

If the licenses needed are part of a different virtual account, those can be transferred to the proper virtual account using these steps.

Step 1. Navigate to **Smart Account >> Inventory**.

Step 2. Filter the correct Virtual Account. Filter the License if needed.

Step 3. Once the right license is identified, click on the **Actions** dropdown and select **Transfer**.

Smart Software Licensing

[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

Virtual Account:

164 Major | 183 Minor | 1 Informational | [Hide Alerts](#)

General
Licenses
Product Instances
Event Log

Available Actions ▾
Manage License Tags
License Reservation...

By Name | By Tag

× Q

Show License Transactions

Advanced Search ▾

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
FPR4110 Threat Defense Malware Protection	Prepaid	25	0	-	+25		Actions ▾ Transfer...
FPR4110 Threat Defense Threat Protection	Prepaid	25	0	-	+25		Actions ▾
FPR4110 Threat Defense URL Filtering	Prepaid	25	0	-	+25		Actions ▾

Showing All 3 Records

Step 4. Select the destination Virtual Account that needs the licenses and provide a number of licenses to transfer.

Step 5. Click on **Show Preview** to validate and then click on **Transfer**.

General
Licenses
Product Instances
Event Log

Transfer Licenses Between Virtual Accounts

Transfer To Virtual Account:

License	Billing	Purchased	In Use	Balance	Transfer
FPR4110 Threat Defense Malware Protection	Prepaid	25	0	25	10

Source: Manual Entry Sku: L-FPR4110T-TMC#
 Subscription Id: NA Family: Fire Power SSP Balance: 25

10

Transfer
Show Preview
Cancel

Once all the licenses are available in the virtual account the FMC Is registered to, click on the **Re-Authorize** button on the FMC to clear the Out of Compliance status.

Scenario 3 - Missing Firepower MCv Device License

For virtual management models, two different platforms are commonly mixed up.

The FMCv Device license shows up as the **Firepower MCv Device License** and the FMCv300 Device license is the **Firepower MCv300 Device License**.

To Manage Firewalls, FMC needs a Device license as well.

Virtual Account: 168 Major | 183 Minor | 1 Informational | Hide Alerts

General | **Licenses** | Product Instances | Event Log

Available Actions | Manage License Tags | License Reservation... | Show License Transactions | Device

By Name | By Tag

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
Firepower MCv Device License	Prepaid	25	27	-	-2	Insufficient Licenses	Actions
Firepower MCv-300 Device License	Prepaid	25	2	-	+23		Actions

Showing All 2 Records

Clicking the License type helps to identify what FMCs are consuming those licenses. In this example, FMCv-a is consuming five licenses, which matches the FMC Smart License page.

Firepower MCv Device License in US TAC

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

Product Instance	Product Type	Licenses used
	FP	1
	FP	3
	FP	2
	FP	1
	FP	3
FMCv-a	FP	5
	FP	5
	FP	1
	FP	1
	FP	1

Showing Page 1 of 2 (13 Records)

Smart License Status

Usage Authorization: ● Out of Compliance (Last Synchronized On Nov 01 2023) [Re-Authorize](#)

Product Registration: ● Registered (Last Renewed On Aug 16 2023)

Assigned Virtual Account: US TAC

Export-Controlled Features: Enabled

Smart Licenses

FMC Consuming 5 Device count License

License Type/Device Name	License Status	Device Type	Domain	Group
Firewall Management Center Virtual [5]	● Out of Compliance			
FMCv-a 192.168.16.18 - Secure Firewall Management Center for VMware - v7.4.1	● Out of Compliance	Secure Firewall Management Center for VMware	Global	N/A

Scenario 4 - FTD is a Virtual platform running Pre 7.0 version

Base licenses are automatically requested and are not tiered. Refer to Tables 60 and 61 in the [Cisco Network Security Ordering Guide](#) for pre 7.x FTDv Stock Keeping Units (SKUs).

These are the Pre 7.x FTDv License Names in the Smart Account.

- Threat Defense Virtual Malware Protection
- Threat Defense Virtual URL Filtering
- Firepower MCv Device License
- Firepower Threat Defense Base Features
- Threat Defense Virtual Threat Protection
- Cisco AnyConnect Plus License
- Cisco AnyConnect Apex License
- Cisco AnyConnect VPN Only License

In this example, the Malware and Threat Licenses are out of compliance due to the Virtual Account not having sufficient licenses.

To get the license compliant, the user must ensure the Smart Licensing virtual account has enough licenses available. Refer to the [Cisco Network Security Ordering Guide](#) for pre-7.x FTDv SKUs.

The screenshot displays the Cisco Smart Software Manager interface. At the top, the 'Smart License Status' section shows 'Usage Authorization' as 'Out of Compliance (Last Synchronized On Dec 07 2023)' with a red minus icon and a 'Re-Authorize' button. Other status items include 'Product Registration' (Registered), 'Assigned Virtual Account' (redacted), 'Export-Controlled Features' (Enabled), 'Cisco Success Network' (Enabled), and 'Cisco Support Diagnostics' (Enabled).

The 'Smart Licenses' section below features a table with columns for License Type/Device Name, License Status, Device Type, Domain, and Group. A search filter and 'Edit Licenses' button are present. The table lists several license categories: 'Firepower Management Center Virtual (1)', 'Base (1)', 'Malware (1)', and 'Threat (1)'. The 'Malware (1)' and 'Threat (1)' categories are highlighted with red boxes, indicating they are out of compliance. Each of these categories contains one license entry: 'FTDv-66-Lic' with ID '192.168.16.42 - Cisco Firepower Threat Defense for VMWare - v6.6.7'. The license status for these entries is 'Out of Compliance', indicated by a red minus icon.

License Type/Device Name	License Status	Device Type	Domain	Group
> Firepower Management Center Virtual (1)	❌			
> Base (1)	✅			
▼ Malware (1)	❌			
FTDv-66-Lic 192.168.16.42 - Cisco Firepower Threat Defense for VMWare - v6.6.7	❌	Cisco Firepower Threat Defense for VMWare	Global	N/A
▼ Threat (1)	❌			
FTDv-66-Lic 192.168.16.42 - Cisco Firepower Threat Defense for VMWare - v6.6.7	❌	Cisco Firepower Threat Defense for VMWare	Global	N/A

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

SL Product Details Support Help

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: 331 Major | 107 Minor | 2 Informational | Hide Alerts

General | **Licenses** | Product Instances | Event Log

Available Actions Show License Transactions

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
Threat Defense Virtual Malware Protection	Prepaid	0	15	-	-15	✘ Insufficient Licenses	Actions

Showing 1 Record

Scenario 5 - FTD is a Virtual platform running 7.0 version or later

Base licenses are subscription-based and mapped to tiers. Virtual accounts must have Base license entitlements for FTDvs and Threat, Malware, and URL Filtering.

When an FTDv is upgraded to Version 7.0 or later, the device is automatically moved to an **FTDv - Variable** tier and consumes non-tiered entitlements. In this example, an FTD is upgraded from 6.6.7 to 7.2.5, and the Smart License status shows Authorized and In-Compliance.

Smart License Status Cisco Smart Software Manager

Usage Authorization: ● Authorized (Last Synchronized On Nov 17 2023)

Product Registration: ● Registered (Last Renewed On Nov 08 2023)

Assigned Virtual Account:

Export-Controlled Features: Enabled

Smart Licenses

License Type/Device Name	License Status	Device Type	Domain	Group
Base (1)	● In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	● In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
Malware (1)	● In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	● In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
Threat (1)	● In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	● In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
URL Filtering (1)	● In-Compliance			

It continues to consume non-tiered entitlements.

fmcv-Lic

Overview

Event Log

Description

Firepower Threat Defense

General

Name: fmcv-Lic
Product: Firepower Threat Defense
Host Identifier: -
MAC Address: -
PID: FS-VMW-SW-K9
Serial Number: 3
UUID: [REDACTED]
Virtual Account: [REDACTED]
Registration Date: 2023-Nov-08 18:55:32
Last Contact: 2023-Nov-17 22:17:11

License Usage

License	Billing	Expires	Required
Threat Defense Virtual Malware Protection	Prepaid	-	1
Threat Defense Virtual URL Filtering	Prepaid	-	1
Firepower MCV Device License	Prepaid	-	1
Firepower Threat Defense Base Features	Prepaid	-	1
Threat Defense Virtual Threat Protection	Prepaid	-	1
Cisco AnyConnect Plus License	Prepaid	-	1
Cisco AnyConnect Apex License	Prepaid	-	1

If a user selects a (or defaults to an auto-assigned) Performance Tier for which they do not have entitlements, the status **Out of Compliance** is displayed.

In this example, the user selects Performance Tier FTDv50 with no Base Malware and Threat licenses in the registered Virtual account.

Smart License Status Cisco Smart Software Manager ✖

Usage Authorization: ● Out of Compliance (Last Synchronized On Nov 22 2023) Re-Authorize

Product Registration: ● Registered (Last Renewed On Nov 22 2023)

Assigned Virtual Account:

Export-Controlled Features: Enabled

Smart Licenses Filter Devices... ✕ Edit Performance Tier Edit Licenses

License Type/Device Name	License Status	Device Type	Domain	Group
> Firepower Management Center Virtual (1)	● In-Compliance			
▼ Base (1)	● Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	● Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
▼ Malware (1)	● Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	● Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
▼ Threat (1)	● Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	● Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A

The Virtual Account must display more Licenses/entitlements for the requested Performance Tier.

Cisco Software Central > Smart Software Licensing SL Product Details Support Help

Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: 161 Major | 184 Minor | 1 Informational | Hide Alerts

General | **Licenses** | Product Instances | Event Log

Available Actions ▾ | Manage License Tags | License Reservation... | ✕ Show License Transactions | FTDv Base 10 Gbps ✕

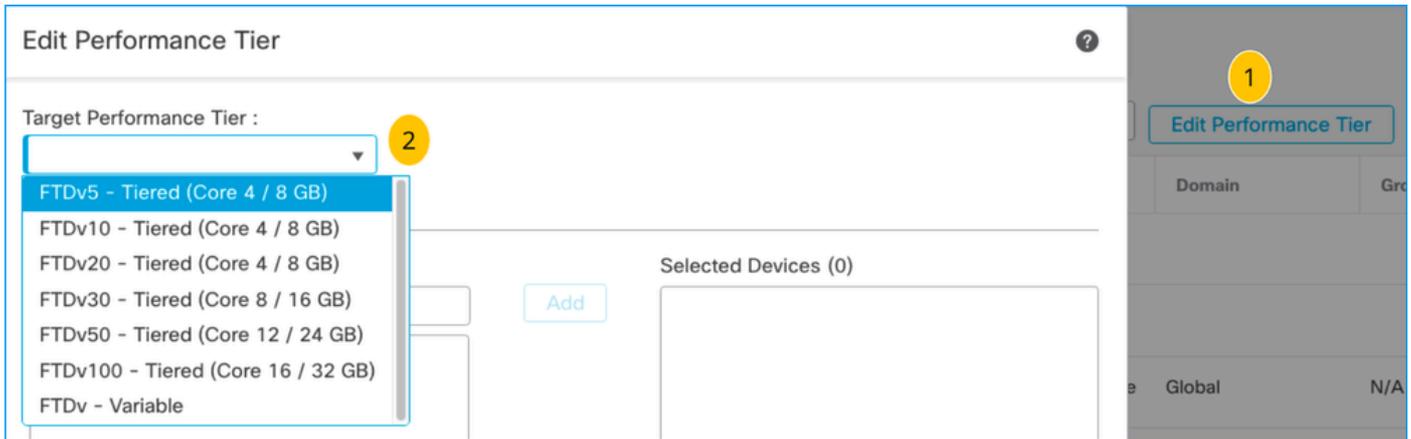
License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
+ FTDv Base 10 Gbps	Prepaid	0	3	-	-3	✕ Insufficient Licenses	Actions ▾

Showing 1 Record

To comply, the user must select the Performance Tier entitlements in their Virtual Smart Licensing account. If a wrong performance Tier is chosen, the user can go to the page on FMC or FDM and adjust the Performance Tier to what they have in their Virtual Account.

If the Virtual Smart Licensing account does not have the requested Licenses/entitlements for the Performance Tier picked, refer to Scenario 1 as the next step.

To edit the performance Tier, navigate to the **FMC Gear Icon > Smart Licenses > Edit Performance Tier** and choose the correct Performance Tier.



This table is for quick reference of Performance Tier and their associated specifications, licenses, and limits.

Table-1

Performance Tier	Device Specifications (Core/RAM)	Rate Limit	RA VPN Session Limit	License Names	License PIDs	RA VPN License and PIDs
FTDv5, 100Mbps	4 core/8 GB	100Mbps	50	FTDv Base 100 Mbps	FTD-V-5S-BSE-K9	Cisco AnyConnect Apex License Cisco AnyConnect Plus License Cisco AnyConnect VPN Only License For RA VPN License PID please —See the Cisco Secure Client Ordering Guide .
				FTDv Malware 100 Mbps	FTD-V-5S-TMC	
				FTDv URL Filtering 100 Mbps		
				FTDv Threat Protection 100 Mbps		
				Firepower FTDv Carrier License	FTDV-CAR	
FTDv10, 1Gbps	4 core/8 GB	1Gbps	250	FTDv Base 1 Gbps	FTD-V-10S-BSE-K9	
				FTDv Malware 1 Gbps	FTD-V-10S-TMC	

				FTDv URL Filtering 1 Gbps	
				FTDv Threat Protection 1 Gbps	
				Firepower FTDv Carrier License	FTDV-CAR
FTDv20, 3Gbps	4 core/8 GB	3Gbps	250	FTDv Base 3 Gbps	FTD-V-20S-BSE-K9
				FTDv Malware 3 Gbps	
				FTDv URL Filtering 3 Gbps	FTD-V-20S-TMC
				FTDv Threat Protection 3 Gbps	
				Firepower FTDv Carrier License	FTDV-CAR
FTDv30, 5Gbps	8 core/16 GB	5Gbps	250	FTDv Base 5 Gbps	FTD-V-30S-BSE-K9
				FTDv Malware 5 Gbps	
				FTDv URL Filtering 5 Gbps	FTD-V-30S-TMC
				FTDv Threat Protection 5 Gbps	
				Firepower FTDv Carrier License	FTDV-CAR

FTDv50, 10Gbps	12 core/24 GB	10Gbps	750	FTDv Base 10 Gbps	FTD-V-50S-BSE-K9
				FTDv Malware 10 Gbps	
				FTDv URL Filtering 10 Gbps	FTD-V-50S-TMC
				FTDv Threat Protection 10 Gbps	
				Firepower FTDv Carrier License	
FTDv100, 16Gbps	16 core/32 GB	16Gbps	10,000	FTDv Base 16 Gbps	FTD-V-100S-BSE-K9
				FTDv Malware 16 Gbps	
				FTDv URL Filtering 16 Gbps	FTD-V-100S-TMC
				FTDv Threat Protection 16 Gbps	
				Firepower FTDv Carrier License	FTDV-CAR
FTDv Variable		Based on device capabilities	Based on device capabilities	Firepower Threat Defense Base Features	
				Threat Defense Virtual Malware Protection	

				Threat Defense Virtual URL Filtering		
				Threat Defense Virtual Threat Protection		
				Firepower FTDv Carrier License	FTDV- CAR	

For more details on FTDv Performance Tier license SKUs, refer to [Table 59. Cisco Secure Firewall Threat Defense Virtual Performance tiered Base Subscription and Threat, Malware and URL Filtering Subscription SKUs](#)

Scenario 6 - The license is not in the proper Smart Account or Virtual Account

The product instance can be transferred to the correct virtual account.

Step 1. Go to **software.cisco.com** using your browser

Step 2. Navigate to **Manage Licenses**

Step 3. Select the proper Smart Account on the top right dropdown and navigate to **Inventory > [Virtual Account Name] > Product Instances > Actions** and click on **Transfer > Transfer product Instance**.

Step 4. Once the dialog box opens, choose the correct virtual account to move the FMC or FTD product instance.

The screenshot displays the Cisco Software Central interface for Smart Software Licensing. The main page shows the 'Product Instances' tab with a table listing instances. A 'Transfer Product Instance' dialog box is open, allowing the user to select a new virtual account for the instance 'FMCvb (FP)'. The interface includes navigation tabs like 'Inventory', 'Licenses', and 'Product Instances', and a search bar for the instance name. A dropdown menu for 'Actions' is visible, with 'Transfer...' selected. The dialog box contains a 'Transfer' dropdown menu and 'Transfer' and 'Cancel' buttons.

Scenario 7 - The FMC is not in the proper Smart Account or Virtual Account

If the FMC or FTD is not registered with the correct Smart Account, deregister the FMC from Smart Software Manager by clicking on the De-register icon from the FMC Smart Licensing page.

Smart License Status

Usage Authorization: - Out of Compliance (Last Synchronized On Nov 22 2023) [Re-Authorize](#)

Product Registration: + Registered (Last Renewed On Nov 22 2023)

Assigned Virtual Account: US TAC

Export-Controlled Features: Enabled

de-register x

De-register Firepower Management Center from Cisco Smart Software Manager

Next, generate the token from the right Smart Account and Virtual account and register the FMC with the Smart Software Manager.

Scenario 8 - Removing a product Instance from the Smart Account for On-Box Management

This does not apply to devices being managed by FMC, as the FMC only acquires the licenses for the devices it manages.

There could be scenarios where the licenses are being over-consumed when a device is re-imaged without de-registering the license from the Smart account.

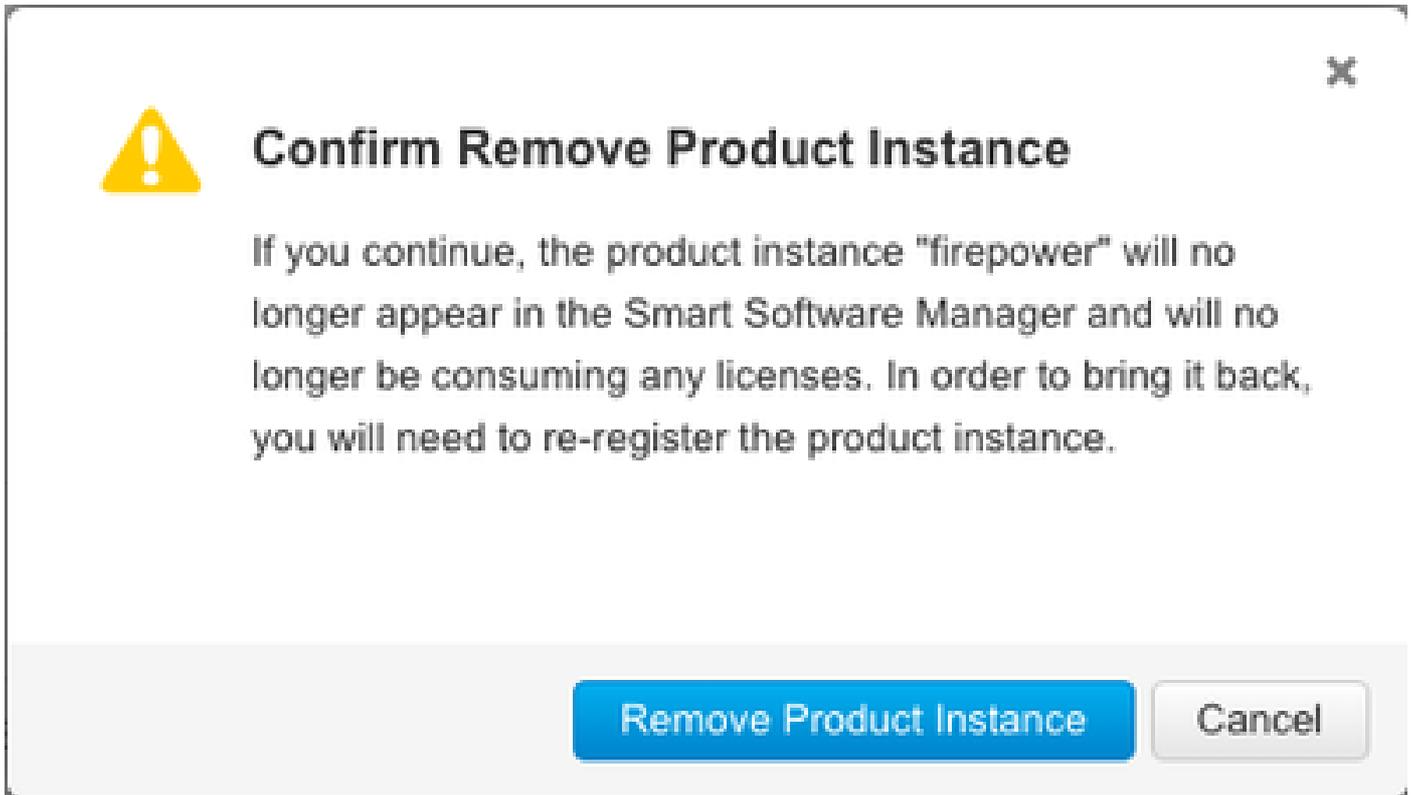
Step 1. Navigate to the Smart account Product Instances to Identify the instance using the hostname

Step 2. Click on **Actions** >> **Remove**.

General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...

Name	Product Type	Last Contact	Alerts	Actions
firepower	FP	2023-Nov-21 03:28:46	⚠ Failed to Connect	Actions ▾



Step 3. Click on the Remove Product Instance button.

If none of the listed scenarios help, you can contact the [Cisco Technical Support Center](#).