Troubleshooting

The following are recommended troubleshooting steps to address common issues that may occur when using Cisco Prime License Manager:

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Unknown Username and Password

Description

I do not know the username and password of the system when it was originally installed, so I cannot log into Cisco Prime License Manager.

Resolution

Log into the platform CLI with the OS administration credentials and use the *license management list users* command to view the username to use for signing into the Cisco Prime License Manager application. If you are not sure what the password is for this username, you can use the *license management reset user password* command to change this password.

Configuration Changes Are Not Appearing

Description

I made a configuration change in my products, but I am not seeing a change in the requested licenses reflected in Cisco Prime License Manager.

Resolution

Cisco Prime License Manager synchronizes with products every 24 hours. If you wish to see the latest configuration changes, **Update Usage Details** from the **License Usage** Report window and then select **Product Instances** and click **Synchronize Now**.

The Cause of The Error Is Unknown

Description

I received the following error message “The cause of the error is unknown”.

Resolution

Check the Cisco Prime License Manager diagnostic log for details. To access diagnostic logs, see Accessing Diagnostic Logs.

If the cause of the error is not easily identifiable from these details, please open a Service Request using the TAC Service Request Tool, https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case. Please have your valid Cisco.com user ID and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Product Instance was not Added

Description

I tried to add a product instance for Cisco Unified Communications Manager but received a 401 error.

Resolution

Check the status of the Cisco Unified Communications Manager account by executing the following CLI command: **show accountlocking**. You can only add a product instance if the account is unlocked. Disable the lock on the account using the following command: **set accountlocking disable**.

Product Instance was Deleted, but is Still Showing Up in License Usage Data

Description

I deleted a product instance, but I do not see it reflected in the license usage data reported on the Dashboard and **Licenses** > **Usage**.

Resolution

When a product instance is deleted from Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from **Monitoring** > **License Usage** using the **Synchronize Now** button.

Product Instance Was Added and Is Not Showing Up in License Usage Data

Description

I added a product instance, but I do not see it reflected in the license usage data in **Monitoring** > **Dashboard** and **Dashboard** > **License Usage**.

Resolution

When a product instance is added to the Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from **Monitoring** > **License Usage** using the **Synchronize Now** button.

License Usage Data in Product Admin GUI Does Not Match Product Instances View

Description

The license usage data in the administration GUI for that product (for example, when I select **Product Instances** > **Launch Admin** GUI) does not match the license usage reported at Cisco Prime License Manager in Product Instances (select Product Instance Name).

Resolution

Changes in the configuration of a product instance are not seen in the Cisco Prime License Manager until the next synchronization following the configuration change. Synchronization happens once every 24 hours. If

you wish to see the latest configuration changes, **Update Usage Details** from the **License Usage** Report window and then select **Product Instances** and click **Synchronize Now**.

Non-Compliance Alerts are not Appearing when License Manager Goes into Non-Compliance

Description

I am not receiving any alerts when my Cisco Prime License Manager goes into non-compliance.

Resolution

Non-compliance alerts are generated by the product instances, not by Cisco Prime License Manager. Ensure that the product supports non-compliance alerting. If a product supports non-compliance alerting, it must be configured in the GUI for that product. For example, the administration interface in Cisco Unified Communications Manager allows you to specify which conditions are alerted and in what manner. Therefore, if you are not seeing non-compliance alerts for Cisco Unified Communications Manager, you should verify that non-compliance alerts are configured in Cisco Unified Communications Manager. If not, the alerts will be visible in the administration interface, but you will not receive those alerts via the mechanism you have selected (for example, email, SNMP, syslog).

License Manager Does Not Indicate a Product Overage

Description

My product says it is in overage, but my Cisco Prime License Manager does not show overage.

Resolution

If a product instance is unable to synchronize with its Cisco Prime License Manager, it goes into overage because it is unable to confirm that there are licenses available. Please check the last synchronization date for the product instance under Inventory > Product Instances. If synchronization is not occurring, verify that the credentials in the Cisco Prime License Manager for the product instance are accurate and that there is network connectivity between your Cisco Prime License Manager and the product instance.

Licenses Are Missing Following Restoration of License Manager on a Different Server

Description

I have restored my Cisco Prime License Manager on a different server and I do not have any licenses.

Resolution

When you move your Cisco Prime License Manager to a different virtual server, your licenses need to be rehosted to the new server and reinstalled. Please open a Service Request using the TAC Service Request Tool, https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case, or send an email to licensing@cisco.com for next steps. Please have your valid Cisco.com user Id and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Cannot Bring System into Compliance Using the Upgrade Licenses Wizard

Description

In the **Licenses** > **Planning** > **Create an Add Licenses Plan** wizard, I am unable to bring the system into compliance.

Resolution

If, across all the product instances managed by your Cisco Prime License Manager, you are using more licenses than are already installed combined with those available from the product instances you are upgrading, you will not have sufficient licenses to upgrade to bring your Cisco Prime License Manager into compliance. You will need to purchase additional licenses to cover your needs, or reduce the number of licenses required by your product instances by changing their configuration.

Note From the **License Counts** window of the **Create an Add Licenses Plan** wizard, click **Run Compliance Check** to determine your license count needs. If your receive a message stating "Compliance Check Passed", you have a sufficient number of licenses and can click **Next** to move to the next window in the wizard. For more information, see Create a License Plan