Troubleshooting Smart Licensing

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The HCM-F Smart Licensing operations like Smart Account Sync, Cluster Assignment/Unassignment creates jobs, that can be viewed In HCM-F GUI under **Infrastructure Manager** > **Administration** > **Jobs**.

In case of failure, the **Job Staus Info** column shows the error codes with the corresponding messages and recommendations as listed the following table.

CSSM API Errors

Error Code	Error Message	Recommendation
CSSM1001	CSSM API encountered an Unknown Error	Check HLM Logs (Detailed) for more details
CSSM1002	Unsupported HTTP Method	Check HLM Logs (Detailed) for more details
CSSM1003	CSSM API encountered an Internal Error	Check HLM Logs (Detailed) for more details
CSSM1004	CSSM API is unable to send request	Check HLM Logs (Detailed) for more details
CSSM1005	CSSM Server refused connection	If Proxy is configured, verify network connectivity between HCM-F and Proxy Server
CSSM1006	CSSM API Unknown Host Error	If Proxy is configured, verify Proxy hostname is correct and DNS resolution of CSSM/Proxy/Authentication GW(Transport Mode Setting)

Error Code	Error Message	Recommendation
CSSM1007	CSSM API Socket Timeout Error	If Proxy is configured, verify network connectivity between HCM-F and Proxy Server
CSSM1008	CSSM API No Route To Host Error	If Proxy is configured, verify network connectivity between HCM-F and Proxy Server
CSSM1009	CSSM client creation failed due to invalid Transport Mode	Check HLM Logs (Detailed) for more details
CSSM1010	CSSM client creation failed due to Unknown Error	Check HLM Logs (Detailed) for more details
CSSM1011	CSSM API Authentication Failed Error	Reconfigure client ID and Secret, and perform Smart Account Sync
CSSM1012	CSSM client unable to parse the response	Check HLM Logs (Detailed) for more details
CSSM1013	CSSM client unable to map JSON response	Check HLM Logs (Detailed) for more details
CSSM1014	CSSM client unable to read response due to IO error	Check HLM Logs (Detailed) for more details
CSSM1015	Client credentials may not have access to Smart Account or Domain Name is incorrect	Check if the Client Id and Secret have access to Smart Account and the Domain name is Correct
CSSM1016	CSSM client unable to process response	Check HLM Logs (Detailed) for more details
CSSM1017	CSSM client unable to process JSON response	Check HLM Logs (Detailed) for more details
CSSM1018	CSSM client config validation failed	Check HLM Logs (Detailed) for more details
CSSM1019	Given Smart Account ID does not exist	Check HLM Logs (Detailed) for more details
CSSM1020	CSSM server responded with errors	Check HLM Logs (Detailed) for more details

Cisco Application Adaptor (CAA) Errors

Error Code	Error Message	Recommendation
CAA1001	Service encountered an unknown error	Verify App specific adapter Service is running Scan CAA logs for errors and restart service if necessary.

Error Code	Error Message	Recommendation
CAA1002	Service encountered an SDR error	Verify Cisco CDM Database is running Scan App specific adapter logs for errors.
CAA1003	CAA is unable to find application instance in SDR	Verify Application is configured Scan CAA logs for errors.
CAA1004	No admin credentials configured for application	Verify admin credentials are configured.
CAA1005	CAA does not support this equipment type	Scan CAA logs for errors.
CAA1006	CAA is unable to read the application name from SDR	Verify Cisco CDM Database is running Scan CAA logs for errors.
CAA1007	No service provider address configured for application	Verify service provider address is configured for the application.
CAA1008	No platform credentials configured for the application	Verify if platform credentials are configured.
CAA1009	No Cluster version configured for the application	Verify if cluster version is configured.
CAA1010	No Request Hanlder Mapping found in json	Verify if request handler exist for message type app type and cluster version.
CAA1011	Error occurred in SSH connection	Check if app details platform credentials are correct and session timeout is sufficient.
CAA1012	Invalid Response type provided	Check response type.
CAA1014	Unable to generate CSR for the given certificate type Provide correct certificate type	Check logs for more details.
CAA1015	Certificate import failed due to CSR public key and Certificate public key doesn't match	Verify whether the certificate and CSR has the same algorithm and key.
CAA1016	Certificate import failed due to CSR SAN and Certificate SAN doesn't match	Verify CSR SAN and Certificate SAN.
CAA1017	Error occurred as CSR does not exist in the App	Generate CSR before proceeding with this action.
CAA1018	CA certificate is not available in the trust-store	Upload a CA certificate in trust store.
CAA1019	Error in CA certificate	Upload a CA certificate in trust store.
CAA1020	Error occurred while reading the certificate	Provide a valid CA Certificate.
CAA1021	Certificate is not in PEM format	Provide a valid Certificate.

Error Code	Error Message	Recommendation
CAA1022	Invalid certificate file provided	Provide a valid Certificate.
CAA1023	Error occurred as CSR does not exist in the App	Generate CSR before proceeding with this action.
CAA1024	Error occured as CLI Response Parser is not configured	Configure Parser for CLI command.
CAA1025	Invalid certificate type found	Check if the certificate type is valid.
CAA1026	Certificate Upload failed	Check if the certificate is valid and UC App is provisioned with right version Refer logs for more details.
CAA1027	Certificate operation is not successful Internal error occurred	Check the logs for more details.
CAA1028	Failed to get the REST API client	Verify application is running the supported version.
CAA1029	Error occurred during REST API call to Expressway	Verify credentials are correct and REST service is up on Expressway.
CAA1030	Current version of Expressway is not supported	Use the supported versions of Expressway.
CAA1031	Error occurred as invalid certificate was	Uploaded to Expressway. Verify the CA certificate is available in the trust and uploaded CA signed certificate is valid.
CAA1032	Error occurred as CSR already exist in Expressway	Delete the existing CSR.
CAA1033	Error occurred in CSR generation in Expressway as invalid data was passed fo CSR	Verify the data provided to generate CSR.
CAA1034	No Response Hanlder Mapping found in json	Verify if response handler exist for message type app type and cluster version.
CAA1035	Invalid admin credentials	Verify the user name and password.
CAA1036	CAA encountered an unknown error from the application	Verify the following entities - Cisco AXL Web Service CUCM) is active Publisher Admin/Platform credentials and Network address HCMF) are correct.
CAA1037	CAA encountered error while parsing xml	Make sure the UCApps are returning proper responses.
CAA1038	CAA is unable to determine the application Version	Verify Cisco AXL Web Service CUCM) is running on application. Verify application admin credentials and network address.

Error Code	Error Message	Recommendation
CAA1039	API executed by non admin user	Verify the user name and password for admin credentials.
CAA1040	Invalid Proxy details	Verify the Proxy Hostname and Proxy port configured in Transport Mode Setting.
CAA1041	Edit Transport Settings operation is not allowed since product is in Registered state	Sync Smart Account with CSSM and assign cluster to Virtual Account.
CAA1042	Product may already deregistered	Sync Smart Account with with CSSM.
CAA1043	Internal Error occurred while communicating with Unity Connection	Verify the Cisco Smart License Manager and Tomcat service is running in Unity Connection.
CAA1044	Unsupported message received by CAA service	Scan CAA logs for errors.
CAA1045	CAA does not support the application version	Verify if correct cluster version is configured in HCMF.
CAA1046	CAA cannot connect to application	Verify Cisco AXL Web Service is running on CUCM application Publisher's admin/platform credentials and network address are correct and network connectivity from HCM-F is established.
CAA1048	Product Registration Token is either invalid or has been expired	Perform Smart Account Sync with CSSM.
CAA1049	Product is in subscriber Node	
CAA1050	Exception occurred while performing product operation	Scan CAA logs for errors.
CAA1051	CAA is unable to add community string on application	Verify application admin credentials and network address are correct. Verify community string does not already exist.
CAA1052	CAA is unable to update community string on application	Verify application admin credentials and network address. Verify community string is present.
CAA1053	CAA is unable to delete community string on application	Verify application admin credentials and network address. Verify community string exists.
CAA1054	CAA is unable to add SNMP V3 user on application	Verify application admin credentials and network address. Verify SNMP V3 user does not already exist.
CAA1055	CAA is unable to update SNMP V3 user on application	Verify application admin credentials and network address. Verify SNMP V3 user exists.
CAA1056	CAA is unable to delete SNMP V3 user on application	Verify application admin credentials and network address. Verify SNMP V3 user is present.

Error Code	Error Message	Recommendation
CAA1057	CAA is unable to restart application SNMP Master Agent	Verify network connection between HCM-F and application. Verify application platform credentials and network address.
CAA1058	CAA is unable to add Remote Syslog configuration on application	Verify application admin credentials and network address.
CAA1059	CAA is unable to update Remote Syslog configuration on application	Verify application admin credentials and network address.
CAA1060	CAA is unable to add Billing Application Server configuration on application	Verify SFTP Credentials and the directory /home/smuser/ exists on billing server. Verify network connection between application and billing server.
CAA1061	CAA is unable to update Billing Application Server configuration on application	Verify SFTP Credentials and the directory /home/smuser/ exists on billing server. Verify network connection between application and billing server.
CAA1062	CAA is unable to remove Billing Application Server configuration on application	Verify application ADMIN credentials and network address. Verify BAS config exists on application.
CAA1063	CAA cannot connect to application platform CLI	Verify platform credentials are configured and network connectivity between HCM-F and application.
CAA1064	CAA is unable to restart application Host Resources Agent	Verify network connection between HCM-F and application. Verify application platform credentials and network address.
CAA1065	Unsupported message received from CAA	Scan CAA logs for errors.
CAA1066	No CUOM is configured for application	Verify CUOM is configured for the application.
CAA1067	No service provider address is configured for CUOM	Verify service provider address is configured for CUOM.
CAA1068	Unable to get process node list from CUCM	Verify name in CUCM System > Server) matches the hostname or IP configured in HCM-F for Service Provider or Application Space Address.
CAA1069	No HTTP credentials configured for application	Verify if HTTP credentials are configured.
CAA1070	No SFTP credentials configured	Verify if SFTP credentials are configured for billing application server.
CAA1071	No SFTP network address configured	Verify if SFTP network address is configured for billing application server.

Error Code	Error Message	Recommendation
CAA1072	CAA is unable to find the specified phone device on the application	Verify phone device exists on application.
CAA1073	CAA is unable to find the specified user on the application	Verify end user exists in the application.
CAA1074	Failed to get the web-security details from the UC App	Verify if the web-security data is available on the UC App.
CAA1075	Error occured during RIS call	Check if RIS service is up.
CAA1076	Error occured during CCS call	Check if CC service is up.
CAA1077	Error occurred during PAWS call	Check if PAWS service is up.
CAA1078	Error occurred during command execution on CLI	Verify if the command syntax is correct.
CAA1079	Set Transport Mode failed due Invalid format of on-prem Registration url	Please provide the valid on-prem url.
CAA1080	No Clustering Configuration Found in Expressway	Configure proper clustering Expressway.
CAA1081	Registration with Smart Agent failed	Verify the Proxy connection and the CUCM connectivity with CSSM. Check CUCM CAA/HLM Logs for more details.
CAA1082	DeRegistration with Smart Agent failed	Verify the Proxy connection and the CUCM connectivity with CSSM or the product is already unregistered with CSSM. Check CAA/HLM Logs for more details.
CAA1083	Update transport settings failed	Verify the Proxy connection and the CUCM connectivity with CSSM or the product is already registered with CSSM. Check CAA/HLM Logs for more details.
CAA1084	Error occurred in SSH connection	Check if platform credentials are correct and session timeout is sufficient.

Smart Licensing Cluster Operation Errors

Error Code	Error Message	Recommendation
SLMCT1001	Virtual Account is not valid	Check if the given Virtual Account is correct
SLMCT1002	Exception occurred while License Mode change	Check if UC application is up and its platform service is running. Check HLM Logs for more details

Error Code	Error Message	Recommendation
SLMCT1003	Cluster License Mode did not change successfully	Check HLM Logs for more details
SLMCT1004	Cluster License Mode Change - JMS timeout occurred	Check if Provisioning Adapter Service is up. Check Logs for more details
SLMCT1005	Cluster License Mode Change - JMS timeout occurred	Check if CAA Service is up. Check Logs for more details
SLMCT1006	Cluster is of unsupported Version	Provide a valid cluster
SLMCT1007	Cluster is already assigned	Perform Smart Account sync with CSSM
SLMCT1008	Cluster doesn't have an application	Assign an application to the Cluster
SLMCT1011	Cluster is already unassigned	Perform Smart Account Sync with CSSM
SLMCT1012	Cluster doesn't have publisher node	Assign a publisher node to cluster
SLMCT1013	Cluster application doesn't have platform credentials	Configure platform credentials for cluster application
SLMCT1014	Cluster application doesn't have admin credentials	Configure admin credentials for cluster application
SLMCT1015	Cluste is of unsupported Type	Supported cluster type are CUCM, CUCXN and CER
SLMCT1016	Reset Cluster License Mode - did not change successfully	Check HLM Logs for more details
SLMCT1017	Exception occurred while Reset Cluster License Mode	Check if UcApp is up and its platform service is running. Check HLM Logs for more details
SLMCT1018	Cluster License Mode Change - JMS timeout occurred	Check if Provisioning Adapter Service is up. Check Logs for more details
SLMCT1019	Cluster License Mode Change - JMS timeout occurred	Check if CAA Service is Up. Check Logs for more details

Smart Licensing General Errors

Error Code	Error Message	Recommendation
SLM1001	Smart Licensing Product Registration request failed due to exception	Check HLM Logs (Detailed) for more details
SLM1002	Smart Licensing Product Registration failed due to JMS timeout	Check if the CAA CUCM Service is started

Error Code	Error Message	Recommendation
SLM1003	Smart Licensing Get Transport Mode request failed due to exception	Check HLM Logs (Detailed) for more details
SLM1005	Smart Licensing Update Transport Mode request failed due to exception	Check if the UCapp and its services are up. Check logs for exception details
SLM1007	Smart Licensing Cluster Operation - Cluster does't have admin credentials	Check if admin credentials are configured for cluster application
SLM1008	Smart Licensing Cluster Operation - Cluster does't have platform credentials	Check if platform credentials are configured for cluster application
SLM1009	Smart Licensing Cluster Operation - Cluster don't have a publisher node	Check if cluster has publisher node
SLM1010	Smart Licensing Get Product Token - Unable to generate or retrieve product token for the Virtual Account	Check HLM Logs (Detailed) for more details
SLM1011	Smart Licensing Product DeRegistration failed due to JMS timeout	Check if the CAA CUCM Service is started
SLM1012	Smart Licensing Change License Mode - Cluster HostName/IP is not configured	Check if publisher network address is configured
SLM1013	Smart Licensing Change License Mode request failed while get/update transport mode due to exception	Check UCapps platform service is up or Publishers IP/Hostname and platform credentials are valid
SLM1014	Smart Licensing Change License Mode - Virtual Account is not associated with any License Mode	Check if Virtual Account is associated with License Mode
SLM1015	Smart Licensing Sync - an unknown error occured	Check HLM Logs (Detailed) for more details
SLM1016	Smart Licensing Sync - unable to fetch Smart Account details from SDR	Verify Cisco CDM Database is running. Check HLM Logs (Detailed) for more details
SLM1018	Smart Licensing Change Transport Mode failed due to JMS timeout	Check if the CAA CUCM Adapter is started.
SLM1021	Smart Licensing Product DeRegistration failed due to JMS timeout	Check if the CAA CER Service is started
SLM1023	Smart Licensing Change Transport Mode failed due to JMS timeout	Check if the CAA CER Adapter is started
SLM1024	Smart Licensing Change Transport Mode failed due to JMS timeout	Check if the CAA CUCXN Adapter is started

Error Code	Error Message	Recommendation
SLM1025	Smart Licensing Request Failed due to Invalid Cluster Exception	Check HLM Logs (Detailed) for more details

UC Applications API Errors

Error Code	Error Message	Recommendation
UCAPI1001	Updating CUCM Billing Server info failed	N/A
UCAPI1002	Updating CUCM Remote Syslog info failed	N/A
UCAPI1003	Updating CUCM SNMP info failed	N/A
UCAPI1004	Validation of CUCM AXL Connection failed	Check AXL services and Platform services are up in CUCM
UCAPI1005	Accessing CUCM AXL SOAP Port failed	Check AXL services and Platform services are up in CUCM
UCAPI1006	Initialization failed	N/A
UCAPI1007	Software Error	N/A
UCAPI1008	Unknown Failure	N/A
UCAPI1009	Connection Timeout	N/A
UCAPI1010	Registration with Smart Agent failed	Verify the Proxy connection and the CUCM connectivity with CSSM. Check CUCM CAA/HLM Logs for more details.
UCAPI1011	DeRegistration with Smart Agent failed	Verify the Proxy connection and the CUCM connectivity with CSSM or the product is already unregistered with CSSM. Check CUCM CAA/HLM Logs for more details.
UCAPI1012	Update transport settings failed	Verify the Proxy connection and the CUCM connectivity with CSSM or the product is already unregistered with CSSM. Check CUCM CAA/HLM Logs for more details.

Smart Licensing Error Code and Message Mapping

REST API	Response	Code	Message	Recommended Action
transportsettings	405	METHOD_NOT_ALLOWED	Edit Transport Settings operation is not allowed since product is in either Registered state or is a Subscriber node	Derigister your product instance and run it from correct node (Publisher only)
transportsettings	500	INTERNAL_SERVER_ERROR	Failed to apply the Transport Settings	Try to run command again with correct information and privilege. If this issue persists, please contact Cisco Technical Support
transportsettings	400	INVALID_PARAMETER	Please enter a valid Transport Mode within the range (0 - 2)	
	400	INVALID_PARAMETER	Please enter a valid Transport Gateway URL	
	400	INVALID_PARAMETER	Please provide valid HTTP/HTTPS Proxy IP Address and/or HTTP/HTTPS Proxy Port	
	400	INVALID_PARAMETER	Please enter a valid HTTP/HTTPS Proxy IP Address	
	400	INVALID_PARAMETER	Please enter a valid HTTP/HTTPS Proxy Port within the range (1 - 65535)	
deregister	405	METHOD_NOT_ALLOWED	Deregistration is not allowed since product is in either unregistered state or is a Subscriber node	Check License status and Node information and take action accordingly

REST API	Response	Code	Message	Recommended Action
deregister	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to an unknown error	Check Register status, if its deregister, remove product instance manually from CSSM. EvtSlmCucDeregistrationFailure SmartLicensingDeregistrationFailure
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to invalid trust chain pool	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to a communication timeout.	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to communication send error	
register	400	INVALID_PARAMETER	The Product Instance Registration Token you have entered is either invalid or has been expired. Ensure that you have pasted the entire token and that the token has not expired	EvtSlmCucRegistrationFailure SmartLicensingRegistrationFailure
register	405	METHOD_NOT_ALLOWED	Smart Software Licensing operations are not allowed from Subscriber, licenses for this system are managed by Publisher	
	405	METHOD_NOT_ALLOWED	Product is already registered on CSSM. To Re-register it use 'force' flag	

REST API	Response	Code	Message	Recommended Action
register	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to an unknown error	Check the network connectivity with CSSM. For further troubleshooting, check the CuSlmSvr diagnostic logs. Retry Product Registration. If this issue persists, contact Cisco Technical Support. EvtSlmCucRegistrationFailure SmartLicensingRegistrationFailure
	500	INTERNAL_SERVER_ERROR	The Product Instance was unable to register with Smart Software Licensing	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to invalid trust chain pool	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to a communication timeout.	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to communication send error	
	500	INTERNAL_SERVER_ERROR	Smart License Server is not running. Start Smart License Manager Server from CUCA Serviceability Page	
renewID	405	METHOD_NOT_ALLOWED	Renewal of ID is not allowed since product is in either unregistered state or is a Subscriber node	

REST API	Response	Code	Message	Recommended Action
renewID	500	INTERNAL_SERVER_ERROR	Smart License Server is not running. Start Smart License Manager Server from CUCA Serviceability Page	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to a communication timeout	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to an unknown error	Check the network connectivity with CSSM. For further troubleshooting, check the CuSlmSvr diagnostic logs. Retry Renew Registration. If this issue persists, contact Cisco Technical Support. EvtSlmCucRenewRegistrationFailure SmartLicensingRenewRegistrationFailure
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to invalid trust chain pool	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to communication send error	
renewAuth	405	METHOD_NOT_ALLOWED	Renewal of Authorization is not allowed since product is in either unregistered state or is a Subscriber node	

REST API	Response	Code	Message	Recommended Action
renewAuth	500	INTERNAL_SERVER_ERROR	Smart License Server is not running. Start Smart License Manager Server from CUCA Serviceability Page	Check the network connectivity with CSSM. For further troubleshooting, check the CuSlmSvr diagnostic logs. Retry Renew Authorization. If this issue persists, contact Cisco Technical Support. EvtSlmCucRenewAuthFailure SmartLicensingRenewAuthFailure
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to a communication timeout	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to an unknown error	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to invalid trust chain pool	
	500	INTERNAL_SERVER_ERROR	The requested operation was not successful due to communication send error	
licensedetails	500	INTERNAL_SERVER_ERROR	Unable to fetch license count from database	
All APIs	401	NOT_AUTHORIZED	User is not authorized to perform this operation	Use correct priviledge to run commands AuthenticationFailed