



Troubleshooting Licensing Issues

This chapter describes how to troubleshoot issues that are related to firewall licensing on the Virtual Supervisor Module (VSM).

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- [Verifying Nexus1000V Multi-Hypervisor License Upgrade, page 4-2](#)

VSG Services Unavailable

If you try to access VSG services in the essential mode, a syslog error message is generated in the Cisco Virtual Supervisor Module (VSM) console indicating that the Nexus1000V Multi-Hypervisor License is required for VSG. The following syslog messages is generated in the VSM console:

```
VSM does not have Advanced licenses. May not be able to use VSG services. Please install Advanced licenses.
```

VSG services are available if the VSM is configured to advanced mode. You can use the show switch edition command to verify the VSM mode. This example shows how to display the switch mode information:

```
VSM# show switch edition
Switch Edition: Advanced

Advanced Features
Feature Name      Feature State
-----
dhcp-snooping    disabled

Licenses Available: 1020
Licenses In Use: 4
License Expiry Date: 15 Mar 2014
VSM#
```

You can configure the VSM in two modes:

- Essential(default mode): VSG services are not available.
- Advanced: VSG services are available.



Note

You need to install the Nexus1000V Multi-Hypervisor License to enable VSG services.

**Note**

Use **svs switch edition** command to configure the VSM mode to advanced.

Verifying Nexus1000V Multi-Hypervisor License Upgrade

Use the **show license usage** command to verify the license installed on the VSM.

This example shows output of the **show license usage** command to verify the license installed on the VSM:

```
VSM# show license usage
Feature Ins Lic Status Expiry Date Comments Count
-----
NEXUS1000V_LAN_SERVICES_PKG No 1024 In use 15 Mar 2014 -
-----
VSM#
```

**Caution**

Before you upgrade to Nexus1000V Multi-Hypervisor License, change the VSM mode to advanced and save the configuration.

**Note**

For more information about troubleshooting Nexus1000V Multi-Hypervisor License, see Refer to *Cisco N1kv License Troubleshooting guide*.
