



Cisco Secure Network Analytics

Smart Software Licensing Guide 7.5.0



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Introduction

Cisco Smart Licensing is a flexible licensing model that provides you with an easier, faster, and more consistent way to purchase and manage software across the Cisco portfolio and across your organization. And it's secure – you control what users can access. With Smart Licensing you get:

- **Easy Activation:** Smart Licensing establishes a pool of software licenses that can be used across the entire organization—no more PAKS (Product Activation Keys).
- **Unified Management:** My Cisco Entitlements (MCE) provides a complete view into all of your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.
- **License Flexibility:** Your software is not node-locked to your hardware, so you can easily use and transfer licenses as needed.

To use Smart Licensing, you must first set up a Smart Account on Cisco Software Central (software.cisco.com). For a more detailed overview about Cisco Licensing, go to cisco.com/go/licensingguide.

Required Licenses

The following Cisco Secure Network Analytics (formerly Stealthwatch) appliances and features are licensed with Cisco Smart Software Licensing:

- Cisco Secure Network Analytics Flow Sensors Virtual Edition
- Cisco Secure Network Analytics UDP Directors (hardware)
- Cisco Secure Network Analytics UDP Directors Virtual Edition
- Flow Rate (FPS)
- Cisco Secure Network Analytics Endpoint license
- Cisco Secure Network Analytics Threat Feed (formerly Threat Intelligence Feed or SLIC)
- Security Analytics and Logging (On Premises) - Logging and Troubleshooting

Auto-Provisioned Licenses

When you [register your product instance](#), the following licenses are added to your account automatically:

- Cisco Secure Network Analytics Manager (formerly Stealthwatch Management Console or SMC) Virtual Edition
- Cisco Secure Network Analytics Flow Collectors Virtual Edition

Provisioning Requests

You may need to submit a License Provisioning Request to transfer the following license types to your account:

License	Details
Threat Feed (formerly Threat Intelligence Feed or SLIC)	If you purchased this license, and it is not shown on your account, submit a License Provisioning Request.
UDP Director (UDPVE, UDP2200, UDP2210)	If you purchased this license before March 17, 2020, submit a License Provisioning Request to transfer it to your account.

To submit a license provisioning request, contact [Cisco Support](#).

Evaluation Mode

When you use Secure Network Analytics in Evaluation mode, you can use selected features for 90 days. To use Secure Network Analytics with maximum default functionality, and to add licenses and features to your account, register your product instance for Smart Software Licensing. Refer to [Evaluation Mode \(90 Days\)](#) for details.



Make sure you [register your product instance](#) before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop and the UDP Director will stop forwarding flow. To start flow collection again, register your product instance.

Cisco Smart Account

To use Cisco Smart Licensing with Secure Network Analytics, make sure you have a Cisco Smart Account. With a Cisco Smart Account, you can view your software, services, and devices in one portal (also known as Cisco Smart Software Manager).

For licensing Secure Network Analytics, you will use your Smart Account to register your product instance, manage licenses, run reports, and configure notifications. For more information, refer to Smart Licensing on cisco.com.

- **Log In:** Log in to your Cisco Smart Account, or create a new account, at <https://software.cisco.com>. Refer to **1. Log in to your Cisco Smart Software Manager** for more information.

- **Tutorials:** For video tutorials, refer to [Smart Licensing Resources](#).
- **Instructions:** For detailed instructions about using your Cisco Smart Account, log in to your Cisco Smart Account. Click Help or use the online assistant.



In v7.4.0 we rebranded our Cisco Stealthwatch Enterprise products to Cisco Secure Network Analytics. For a complete list, refer to the [Release Notes](#). In this guide, you will see our former product name, Stealthwatch, used whenever necessary to maintain clarity, as well as terminology such as Stealthwatch Management Console and SMC.

Please note that Secure Network Analytics may be shown as Stealthwatch in your Cisco Smart Account.

Assistance

For assistance with your Cisco Smart Account and Smart Licensing, please contact us through either of the following resources:

- Go to Support Case Manager at <https://mycase.cloudapps.cisco.com/case> and choose **Software Licensing** > **Security Related Licensing** as a case type.
- Call your TAC world-wide support number at <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html> and open a licensing request.

Secure Network Analytics v7.5.0

To use Cisco Smart Licensing with Secure Network Analytics, make sure v7.5.0 is installed on all of your Secure Network Analytics appliances. Refer to the [Secure Network Analytics System Configuration Guide v7.5.0](#) for details.

- **Admin User:** To review Smart Licensing status and usage details in your Manager, log in as the admin user. Refer to [Open Smart Software Licensing in Secure Network Analytics](#) for details.
- **Internet Access:** Secure Network Analytics connects to your Cisco Smart Account and reports status and license usage. You can configure how Secure Network Analytics communicates with your account using the [Transport Settings](#). Internet access is required for the instructions in this guide.

Transport Gateway (On-Prem)

If your Manager does not have direct access to your Cisco Smart Account and will communicate through Transport Gate (also known as Satellite) or Smart Software Manager On-Prem, you will select Transport Gateway for your [Transport Settings](#).

Review the following On-Prem guides to complete the installation and configuration.

- **Resources:**

<https://www.cisco.com/c/en/us/buy/smart-accounts/software-manager.html#~resources>

- **Smart Software On-Prem:**

<https://www.cisco.com/c/en/us/support/cloud-systems-management/smart-software-manager-satellite/tsd-products-support-series-home.html>



To discuss your licensing options for closed/airgap networks, log in to your Support Case Manager and select **Open New Case > Software Licensing > Security Related Licensing > Administration**. For details, refer to [Assistance](#).

Open Smart Software Licensing in Secure Network Analytics

1. Log in to your Manager as the admin user.

In your browser address field, type `https://<IPaddress>`

2. From the main menu, select **Configure > GLOBAL Central Management**.
3. Select the **Smart Licensing** tab.

Central Management Inventory Update Manager App Manager **Smart Licensing** Database

Smart Software Licensing

You are currently running in Evaluation Mode. To register Secure Network Analytics with Cisco Smart Software Licensing:

- Ensure this product has access to the Internet or a Smart Software Manager On-Prem installed on your network. This might require you to edit the Smart Call Home Transport Settings
- Log in to your Smart Account in Smart Software Manager or your Smart Software Manager On-Prem
- Navigate to the Virtual Account containing the licenses to be used by this Product Instance
- Generate a Product Instance Registration Token (this identifies your Smart Account) and copy or save it

You can use Evaluation Mode for 90 days. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product instance.

[Register](#) [Learn More about Smart Software Licensing](#)

Smart Software Licensing Status

Registration Status: ▲ Unregistered

License Authorization Status: ▲ Evaluation Mode (89 days remaining)

Export Controlled Functionality: Not Allowed

Product Instance Name:

Transport Settings: [Direct View/Edit](#)

Smart License Usage

License	Description	Count	Status
Flow Collector	License for Flow Collector Virtual Editions (VE)	1	▲ Evaluation
Flow Sensor	License for Flow Sensor Virtual Editions (VE)	1	▲ Evaluation
Manager	License for Manager Virtual Editions (VE)	1	▲ Evaluation
UDP Director	License for UDP Director Hardware or Virtual Editions (VE)	1	▲ Evaluation
Flow Rate	License for Flow Rate (flows per second)	753	▲ Evaluation

Evaluation Mode (90 Days)

You can use Secure Network Analytics with selected features for 90 days in Evaluation Mode. Evaluation Mode is based on active usage of the Manager. For example, if you shut down the Manager, the countdown resumes when the appliance is turned on again.



Make sure you [register your product instance](#) before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop and the UDP Director will stop forwarding flow. To start flow collection again, register your product instance.

Review Evaluation Mode Status

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. In the Smart Software Licensing Status section, review **Registration Status** and **License Authorization Status**.

Smart Software Licensing Status

Registration Status:	▲ Unregistered
License Authorization Status:	▲ Evaluation Mode (31 days remaining)
Export Controlled Functionality:	Not Allowed
Product Instance Name:	c9b048 [REDACTED]
Transport Settings:	Direct View/Edit

	Status	Details
Registration Status	Unregistered	<p>Your product instance is not registered to a Cisco Smart Account. Register your product instance before the evaluation period expires.</p> <p>When the evaluation period expires, flow collection will stop and the UDP Director will stop forwarding flow. To start flow collection again, register your product instance.</p>

License Authorization Status	Evaluation Mode	Your product instance is using Evaluation Mode and the number of days remaining is shown. To see more detailed information, hover your pointer over the status.
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Register your Product Instance

Use the following instructions to register your product instance before the evaluation period expires.



Make sure you register your product instance before the 90-day evaluation period expires. When the evaluation period expires, flow collection will stop and the UDP Director will stop forwarding flow. To start flow collection again, register your product instance.

1. Log in to your Cisco Smart Software Manager

To use Secure Network Analytics with maximum default functionality, and to access purchased licenses and features on your account, log in to your Cisco Smart Account and register your product instance for Smart Software Licensing.

1. Go to Cisco Software Central at <https://software.cisco.com>.
2. Click the User icon.



3. Log in with your CCOID credentials.
4. In the Smart Software Manager section, select **Manage Licenses**.

2. Configure Transport Settings

Configure how Secure Network Analytics communicates with your Cisco Smart Account (Cisco Smart Software Manager). If you change the configuration here, those changes will apply to Smart Call Home and other features using this service.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. In the Smart Software Licensing Status section, locate **Transport Settings**.
3. Click **View/Edit**.



If the product instance is already registered, deregister it before you change the transport settings. Refer to [Deregister](#) for details.

4. Select a transport setting.

Transport Settings	Description
Direct	<p>If your Manager has direct access to your Cisco Smart Account and it is not blocked by a firewall, select Direct.</p> <p>Note: External access permission is required to this Cisco URL: https://smartreceiver.cisco.com/licservice/license on port 443.</p>
Transport Gateway	<p>If your Manager does not have direct access to your Cisco Smart Account and will communicate through Transport Gate or Smart Software Manager On-Prem, select Transport Gateway.</p> <p>In the URL field, enter the location of the Smart Software Manager On-Prem that contains the licenses for your product instance.</p> <p>For Example: https://<server>:<port>/SmartTransport</p>
HTTP/HTTPS Proxy	<p>If you've configured your Manager to use a proxy, select HTTP/HTTPS Proxy. The proxy is shown in the dialog box if you have already configured it. If you have not configured it, refer to Configuring the Internet Proxy for instructions.</p>

5. Select **Save**.

Configuring the Internet Proxy

To use the HTTP/HTTPS Proxy for your Secure Network Analytics Transport Settings, make sure your DNS server and Internet Proxy are configured.

Open Internet Proxy

Use the following instructions to open Internet Proxy.

1. Click the **Inventory** tab in Central Management.
2. Click the **⋮ (Ellipsis)** icon for the Manager.

3. Select **Edit Appliance Configuration**.
4. Select the **Network Services** tab.

Add the DNS Server

1. In the DNS Server section, click **Add New**.
2. Enter the IP address.
3. Click **Add**.
4. Click **Apply Settings**.

Enable Internet Proxy

1. Under Internet Proxy > Proxy Setup, check the **Enable** check box.
2. In the **IP Address** field, enter the proxy server IP address.
3. In the **Port** field, enter the port number the Secure Network Analytics appliance uses to communicate with the proxy server.

Port Number Default: 8080.

4. **If the proxy server requires login credentials**, enter the following information:
 - **User Name:** Enter the user name required to log into the proxy server.
 - **Password:** Enter the password required to log into the proxy server.
 - **Authentication Type:** Select basic.

NTLM authentication is not supported for Smart Licensing or when FIPS encryption libraries are enabled.

- **Domain:** If you selected ntlm for the Authentication Type, enter the proxy server domain.

If the proxy server does not require login credentials, skip this step.

5. Click **Apply Settings**.
6. Follow the on-screen prompts. The appliance reboots automatically.

3. Create the Registration Token

1. Log in to your Cisco Smart Account at <https://software.cisco.com>.
2. In the Smart Software Manager section, select **Manage Licenses**.
3. Select **Inventory**.
4. In the Product Instance Registration Tokens section, click **New Token**.
5. Complete the fields in the Create Registration Token dialog box to identify the token on your account and specify how it can be used.
6. Click **Create Token**.
7. Locate your token in the Product Instance Registration Tokens list.
8. **Copy the Token:** Click the token name and copy it, or select one of the following:
 - **Copy:** To copy the token, select **Actions > Copy**
 - **Download:** To download the token as a text file, select **Actions > Download**.

Product Instance Registration Tokens

The registration tokens below can be used to register new product instances to this virtual account.

[New Token...](#)

Token	Expiration Date	Uses	Export-Controlled	Description	Created By	Actions
M- [redacted] C- [redacted]	2020-Mar-17 18:35:52 (in 30...)		Allowed	[redacted]_Example	[redacted]	Actions ▾
[redacted] L- [redacted]	2020-Mar-12 21:49:23 (in 26...)		Allowed	[redacted]	[redacted]	Actions ▾
[redacted] [redacted]	2020-Mar-01 19:46:14 (in 15...)		Allowed	[redacted]	[redacted]	Actions ▾
[redacted] Y- [redacted]	2021-Jan-01 18:23:34 (in 32...)		Allowed	[redacted]	[redacted]	Actions ▾
[redacted] 2- [redacted]	2020-Dec-15 16:26:18 (in 3...)		Allowed	[redacted]	[redacted]	Actions ▾

Actions menu options: Copy, Download..., Revoke...

4. Register in Secure Network Analytics

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Click **Register**.

Central Management Inventory Update Manager App Manager **Smart Licensing** Database

Smart Software Licensing

i You are currently running in Evaluation Mode. To register Secure Network Analytics with Cisco Smart Software Licensing:

- Ensure this product has access to the Internet or a Smart Software Manager On-Prem installed on your network. This might require you to [edit the](#)
- Log in to your Smart Account in [Smart Software Manager](#) or your Smart Software Manager On-Prem
- Navigate to the Virtual Account containing the licenses to be used by this Product Instance
- Generate a Product Instance Registration Token (this identifies your Smart Account) and copy or save it

You can use Evaluation Mode for 90 days. When the evaluation period expires, flow collection will stop. To start flow collection again, register your product.

Register [Learn More about Smart Software Licensing](#)

Smart Software Licensing Status

Registration Status:	▲ Unregistered
License Authorization Status:	▲ Evaluation Mode (89 days remaining)
Export Controlled Functionality:	Not Allowed
Product Instance Name:	
Transport Settings:	Direct View/Edit

3. Paste the token as plain text or type it into the Product Instance Registration Token window.
4. Click **Register**.

i If the communication times out during registration, review your [transport settings](#).

5. Review the Smart Software Licensing Status section and confirm:
 - **Registration Status:** Registered
 - **License Authorization Status:** Authorized
 - **Out of Compliance:** If the status is shown as Out of Compliance, you may need to add licenses to your account. Refer to [Troubleshooting](#) for more information.

Central Management Inventory Update Manager App Manager Smart Licensing Database

Smart Software Licensing

To view and manage Smart License for your Cisco Smart Account, go to [Smart Software Manager](#)

Smart Software Licensing Status

Registration Status: ● Registered (Jul 20, 2021)

License Authorization Status: ● Authorized (Sep 09, 2021)

Export Controlled Functionality: Allowed

Smart Account: [Redacted]

Virtual Account: [Redacted]

Product Instance Name: [Redacted] :01

Transport Settings: HTTP/HTTPS Proxy [View/Edit](#)

Smart License Usage

License	Description	Count	Status
Flow Sensor	License for Flow Sensor Virtual Editions (VE)	1	● Authorized
Manager	License for Manager Virtual Editions (VE)	2	● Authorized
Flow Collector	License for Flow Collector Virtual Editions (VE)	2	● Authorized
UDP Director	License for UDP Director Hardware or Virtual Editions (VE)	1	● Authorized
Flow Rate	License for Flow Rate (flows per second)	51382	● Authorized

6. Review the Smart License Usage section. Confirm all licenses are shown as Authorized.

- **Status Details:** Refer to [Review Status and Usage](#) for more information.
- **Threat Feed:** If the Threat Feed license you have purchased is not shown, contact [Cisco Support](#) to submit a License Provisioning Request.
- **Out of Compliance:** If any licenses are shown as Out of Compliance, you may need to add licenses to your account. Refer to [Troubleshooting](#) for more information.

Change Product Instance Registration

Use the following instructions to change or update your product instance registration with your Cisco Smart Account.

Deregister

Use the following instructions to remove your product instance from your Cisco Smart Account. If you deregister your product instance, note the following:

- **Virtual Account Inventory:** The licenses it was using are returned to the virtual account, and other product instances in your account can use those licenses.
- **Evaluation Mode:** Your product instance will return to [Evaluation Mode](#) if there are days remaining in your evaluation period.

Use deregister before you change your [transport settings](#) or for troubleshooting.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Click **Actions**.
3. Select **Deregister**.

Reregister

If your product instance was disconnected or Secure Network Analytics could not connect with the Cisco Smart Account after repeated attempts, the License Authorization Status shows **Registration Expired**. Use the following instructions to resolve any communication issues and reregister the product instance.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Check your [Transport Settings](#) and review your [Cisco Smart Account](#) to confirm communications.



If you need to change your transport settings, [deregister](#) your product instance first.

3. Click **Actions > Reregister**.
4. Log in to your Cisco Smart Account at <https://software.cisco.com>.
5. In the License section, select **Smart Software Licensing**.
6. Select **Inventory**.
7. In the Product Instance Registration Tokens section, click **New Token**, or locate your token in the Product Instance Registration Tokens list.

8. Copy the token and paste it into the Product Instance Registration Token window in Secure Network Analytics.

Refer to [Register your Product Instance](#) for details.

9. Click **Reregister**.
10. Review your Smart Software Licensing Status to confirm:
 - **Registration Status:** Registered
 - **License Authorization Status:** Authorized

Review Status and Usage

When you register your product instance in your Cisco Smart Account, the Secure Network Analytics Smart Licensing page shows your Cisco Smart Account and product instance details, including the following:

Information	Details
Registration Status	Refer to Registration Status for details.
License Authorization Status	Refer to License Authorization Status for details.
Export Control Functionality	Refer to the online help in your Cisco Smart Account .
Smart Account	Refer to the online help in your Cisco Smart Account .
Virtual Account	Refer to the online help in your Cisco Smart Account .
Product Instance Name	The Product Instance Name is the identifier we use for your Secure Network Analytics product instance, which includes your Manager and managed appliances. Use your product instance name to identify your product instance on your Cisco Smart Account.
Transport Settings	Refer to 2. Configure Transport Settings for details.

Review Status

Secure Network Analytics connects to your Cisco Smart Account and reports the licensing status and usage.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Review the Smart Software Licensing Status section.

Registration Status

Status	Details
Registered	Your product instance is registered and reporting license usage to your Cisco Smart Account. To see renewal and expiration details, hover your pointer over the status.
Registration Expired	<p>After repeated attempts, Secure Network Analytics could not connect to the Cisco Smart Account to retrieve status.</p> <p>Refer to Renew Registration Now and Reregister for details.</p> <p>Registration Expired indicates the communication status. It does not indicate license status. To review license status (purchased, expired, and usage), review your Cisco Smart Account.</p>
Unregistered	<p>Your product instance is not registered to a Cisco Smart Account. Register your product instance before the evaluation period expires.</p> <p>Refer to Evaluation Mode (90 Days) and Register your Product Instance for details.</p>

License Authorization Status

Status	Details
Authorization Expired	<p>If Secure Network Analytics loses communication with your Cisco Smart Account, your authorization may expire.</p> <p>Refer to Renew Authorization Now for details.</p> <p>Authorization Expired indicates the communication status. It does not indicate license status. To review license status (purchased, expired, and usage), review your Cisco Smart Account.</p>
Authorized	<p>Your product instance is registered and your licenses are authorized.</p> <p>To see authorization attempts and details, hover your pointer over the status.</p>
Evaluation Expired	<p>Your evaluation period has expired and flow collection has stopped. To see more detailed information, hover your pointer over the status.</p> <p>Refer to Evaluation Mode (90 Days) and Register your Product Instance for details.</p>
Evaluation Mode	<p>Your product instance is using Evaluation Mode and the number of days remaining is shown. To see more detailed information, hover your pointer over the status.</p> <p>Refer to Evaluation Mode (90 Days) and Register your Product Instance for details.</p>
Out of Compliance	<p>If there is a license shortage for a specific license type, it is out of compliance.</p> <p>Refer to Resolve Out of Compliance for details.</p>

Review Smart License Usage

Secure Network Analytics reports license usage to your Cisco Smart Account.

- **Updates:** If an appliance is added or removed from Central Management inventory, the license usage is updated.
- **Hardware:** The following hardware appliances do not require a smart license and will not be shown on this list: Manager, Flow Collectors, and Flow Sensors.
- **Flow Rate:** The number of NetFlow packets detected per second (FPS). Secure Network Analytics reports the 95th percentile of the daily Flow Rate usage to your Smart Account. Refer to [More Information About Flow Rate](#) for details.
- **Out of Compliance:** If there is a license shortage for a specific license type, you may need to add licenses to your account. Refer to [Resolve Out of Compliance](#) for details.

License	Description	Count	Status
Flow Sensor	License for Flow Sensor Virtual Editions (VE)	1	Authorized
Manager	License for Manager Virtual Editions (VE)	1	Authorized
UDP Director	License for UDP Director Hardware or Virtual Editions (VE)	1	Authorized
Flow Collector	License for Flow Collector Virtual Editions (VE)	1	Authorized
Flow Rate	License for Flow Rate (flows per second)	51362	Authorized
Endpoint License	License for ingestion of Endpoint data	1	Authorized
Threat Feed	License for Threat Feed	1	Authorized



This Smart License Usage section shows licensing details. It does not show all appliances in your inventory. To review the appliances in your Central Management inventory, select the Inventory tab in Central Management.

More Information About Flow Rate

The Count number for Flow Rate is calculated based on the previous 24-hour period. When you're setting up Smart Licensing following [Evaluation Mode](#) for Cisco Secure Network Analytics, you won't see a number for Flow Rate in the Count column until after the first 24-hour period.

Since licensing information is automatically reported to your [Cisco Smart Account](#), just as when appliances are added or removed, an **Out of Compliance** Status can be generated incidentally. And because Flow Rate is calculated and reported daily, the Status can change to **Authorized** or **Out Of Compliance** on a daily basis.

Smart License Usage

License	Description	Count	Status
Manager	License for Manager Virtual Editions (VE)	1	Authorized
Flow Collector	License for Flow Collector Virtual Editions (VE)	1	Authorized
Flow Rate	License for Flow Rate (flows per second)	24910	Out of Compliance

To determine if further action is required, refer to [Resolve Out of Compliance](#).

Troubleshooting

Use the following instructions to resolve any license-related errors shown in Secure Network Analytics Smart Licensing.

Resolve Out of Compliance

If the License Authorization Status or Smart License Usage shows **Out of Compliance**, an appliance or feature has a license shortage and is using more licenses than are allocated in your [Cisco Smart Account](#).

Since licensing information is automatically reported to your [Cisco Smart Account](#), just as when appliances are added or removed, an **Out of Compliance** Status can be generated incidentally. And because Flow Rate is calculated and reported daily, the Status can change to **Authorized** or **Out Of Compliance** on a daily basis.

Smart Software Licensing Status

Registration Status: ✔ Registered (May 15, 2020)

License Authorization Status: ✘ Out of Compliance (May 15, 2020)

Export Controlled Functionality: Allowed

Smart Account: [Redacted]

Virtual Account: [Redacted]

Product Instance Name: [Redacted]

Transport Settings: HTTP/HTTPS Proxy [View/Edit](#)

Smart License Usage


License	Description	Count	Status
Flow Collector	License for Flow Collector Virtual Editions (VE)	1	✔ Authorized
Manager	License for Manager Virtual Editions (VE)	2	✔ Authorized
Flow Sensor	License for Flow Sensor Virtual Editions (VE)	1	✘ Out of Compliance
Flow Rate	License for Flow Rate (flows per second)	51362	✔ Authorized
Threat Feed	License for Threat Feed	1	✔ Authorized

1. Review your Licenses

Review the following:

- Open [Smart Licensing](#) in Secure Network Analytics. Review the [Smart License Usage](#) section to determine which licenses are out of compliance.
- Confirm you have sufficient licenses assigned to your virtual account. Refer to your [Cisco Smart Account](#) for details.

- If you need to purchase additional licenses, please contact your account manager or the Secure Network Analytics Sales team at stealthwatch-sales@cisco.com.

 For Smart Licensing help, refer to [Assistance](#).

2. Update Secure Network Analytics

After you add or move licenses to your virtual account, use the following instructions to update the status in Secure Network Analytics.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Click **Actions** > **Renew Authorization Now**.

Renew Authorization Now

Secure Network Analytics reports license usage to your Cisco Smart Account. Use **Renew Authorization Now** to connect to your account and update your license usage data immediately. Use these instructions if you've changed the licenses on your Cisco Smart Account, but they are not shown on your Secure Network Analytics Smart Licensing page.

1. Open [Smart Licensing](#) in Secure Network Analytics.
2. Click **Actions** > **Renew Authorization Now**.

Renew Registration Now

If your product instance was disconnected or Secure Network Analytics could not connect with the Cisco Smart Account after repeated attempts, the License Authorization Status shows **Registration Expired**. Use **Renew Registration Now** to connect to your account and update your registration status.

1. Select the **Actions** menu.
2. Select **Renew Registration Now**.

Registration Expired: If the License Authorization Status continues to show Registration Expired, you may need to reregister the product instance. Refer to [Reregister](#) for details.

 Refer to [Change Product Instance Registration](#) for more information.

Review License Expiration Status

Your purchased licenses, allocations, expiration status, and usage are shown in your Cisco Smart Account. For more information, refer to [Cisco Smart Account](#).

Contacting Support

If you need technical support, please do one of the following:

- Contact your local Cisco Partner
- Contact Cisco Support
- To open a case by web: <http://www.cisco.com/c/en/us/support/index.html>
- To open a case by email: tac@cisco.com
- For phone support: 1-800-553-2447 (U.S.)
- For worldwide support numbers:
<https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

Change History

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1_1	August 15, 2024	Updated broken links.

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