

How can I perform a synchronization within an On-Prem deployment?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have the following:

- A Cisco Smart Account
- A valid CCO User ID and Password which has access to the Smart Account or Virtual Account.
- Access to SSM On-Prem.

SLP sync options are in the Licensing Workspace. You can choose a network or manual synchronization.

Network Synchronization:

Step 1: Open SSM On-Prem ([https://\(IP Address\):8443/#/mainview/](https://(IP Address):8443/#/mainview/)).

Step 2: Navigate to Licensing Workspace > Smart Licensing > Reports > Usage Schedules.

Step 3: Trigger an immediate SLP sync or set a regular time interval.

- To trigger an immediate SLP sync, click **Synchronize now with Cisco** Button.
- To schedule the SLP sync for a regular time interval:
 1. Set the Days (frequency).
 2. Set the Time of Day (hour and minutes).
 3. Click Save.

Manual Synchronization:

Step 1: Open SSM On-Prem ([https://\(IP Address\):8443/#/mainview/](https://(IP Address):8443/#/mainview/)).

Step 2: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Export Usage to Cisco.**

Step 3: Download the file.

Step 4: Access CSSM Cloud from <https://software.cisco.com/>.

Step 5: Select the correct **Smart Account > Manage Licenses > Reports > Usage Data Files > Upload**

Usage Data then upload the usage file you downloaded from the SSM On-Prem application. CSSM Cloud will process the file and prompt you with a response file to download.

Step 6: Download the response file from CSSM Cloud.

Step 7: Access your SSM On-Prem application using ([https://\(IP Address\):8443/#/mainview/](https://(IP Address):8443/#/mainview/)).

Step 8: Navigate to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy > Export/Import All > Import from Cisco** then upload the response file that you downloaded from CSSM Cloud.

Q: How do we know the SLP sync is completed?

A: Navigating to **Licensing Workspace > Smart Licensing > Inventory > SL Using Policy** displays a table with an **Alerts column**. The Alerts column gives information about the SLP sync status between devices, SSM On-Prem, and CSSM Cloud. Please note here, in this table, the Last Contact timestamp is the last communication between the device and the SSM On-Prem application.

Troubleshooting:

If you experience an issue with this process, that you cannot address, open a case in [Support Case Manager \(SCM\)](#) using software licensing option.

For feedback on the content of this document, please submit [here](#).