# How can I de-register and re-register my device to Smart Account?

## Contents

**For External Customer / Partner Use Only:** These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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:

- An active Cisco.com account

- Smart account user, or Smart account administrator, or Virtual account user, or Virtual account administrator role

- Access to the CLI (Command Line Interface) or GUI of the device

De-Register a Device

1. Users need to perform Deregistration as per steps in product configuration guide.

Re-Register a Device

Step 1: Go to Cisco Software Central and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on the Manage licenses under the Smart Software Manager section.

Step 4: Click on the inventory tab.

Step 5: Select the Virtual Account.

Step 6: Click on the New Token button under the General tab.

Step 7: Click Proceed.

Step 8: Enter the details.

**Note**:

- Un-checking the box removes the ability to enable higher levels of product encryption functionality for products registered with this Registration Token Note:
- For Class C & D the Check box will not be visible.

Step 9: Click Create Token.

**Note**:

- Token generation for on-prem accounts can be done only through the on-prem server Note:
- Token generation is restricted within a Virtual Account that is linked to an on-prem account. Token generation can be done on On-Prem Server. Licensing Workspace > Inventory > General Tab > New Token

Step 10: After the token is created it will appear in the Genral Tab, click on **Blue Arrow** next to the newly created token, then copy the newly created token.

Step 11: Now register the new device using the command or steps using product configuration guide.

**Troubleshooting:**

I have executed the command but still the device is showing in smart account.

1. Go to [Cisco Software Central](#) and log in with your Cisco.com account.
2. Click on **Manage Licenses** under **Smart Software Manager.**

3. Select the **Inventory** tab and select the **Virtual Account** from which the device needs to be de-registered.
4. Select the **Product Instance** tab.
5. For each device that you want to remove, select the drop-down filter and click on **Remove** under the **Actions** column.

If you experience an issue with this process, that you cannot address, please open a case at [Support case manager](#) under software licensing for smart account.

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