

Applicazione di licenze permanenti su reti con interruzioni di corrente su FDM

Sommario

[Introduzione](#)

[Prerequisiti](#)

[Requisiti](#)

[Componenti usati](#)

[Configurazione](#)

[Abilita modalità PLR](#)

[Annulla registrazione PLR](#)

[Ho una licenza in CSSM](#)

[Non si dispone di una licenza in CSM](#)

[Annullare la registrazione del dispositivo in modalità PLR](#)

[Verifica](#)

[Risoluzione dei problemi](#)

[Problemi comuni](#)

[Informazioni correlate](#)

Introduzione

In questo documento viene descritto come applicare le licenze permanenti in reti con interruzioni di alimentazione di aria su Firepower Device Manager (FDM).

Prerequisiti

Requisiti

Si consiglia di conoscere questo argomento:

- Configurazione iniziale di Cisco Secure Firewall Threat Defense

Componenti usati

Le informazioni di questo documento si basano sulla versione del software:

- Firepower Threat Defense versione 7.4.1.

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Configurazione

Abilita modalità PLR

Passaggio 1. Abilitare la modalità PLR nel dispositivo.

Fare clic su Device (Dispositivo) e selezionare Smart License.

The screenshot displays the Cisco Firepower Device Manager (FDM) interface. At the top, the navigation menu includes 'Monitoring', 'Policies', 'Objects', and 'Device: firepower', which is highlighted with a red box. Below the navigation, a network diagram shows the device connected to an 'Inside Network' and an 'Internet' cloud. The device is labeled 'Cisco Firepower Threat Defense for VMware'. Below the diagram, a grid of configuration tiles is visible. The 'Smart License' tile is highlighted with a red box and contains the following information:

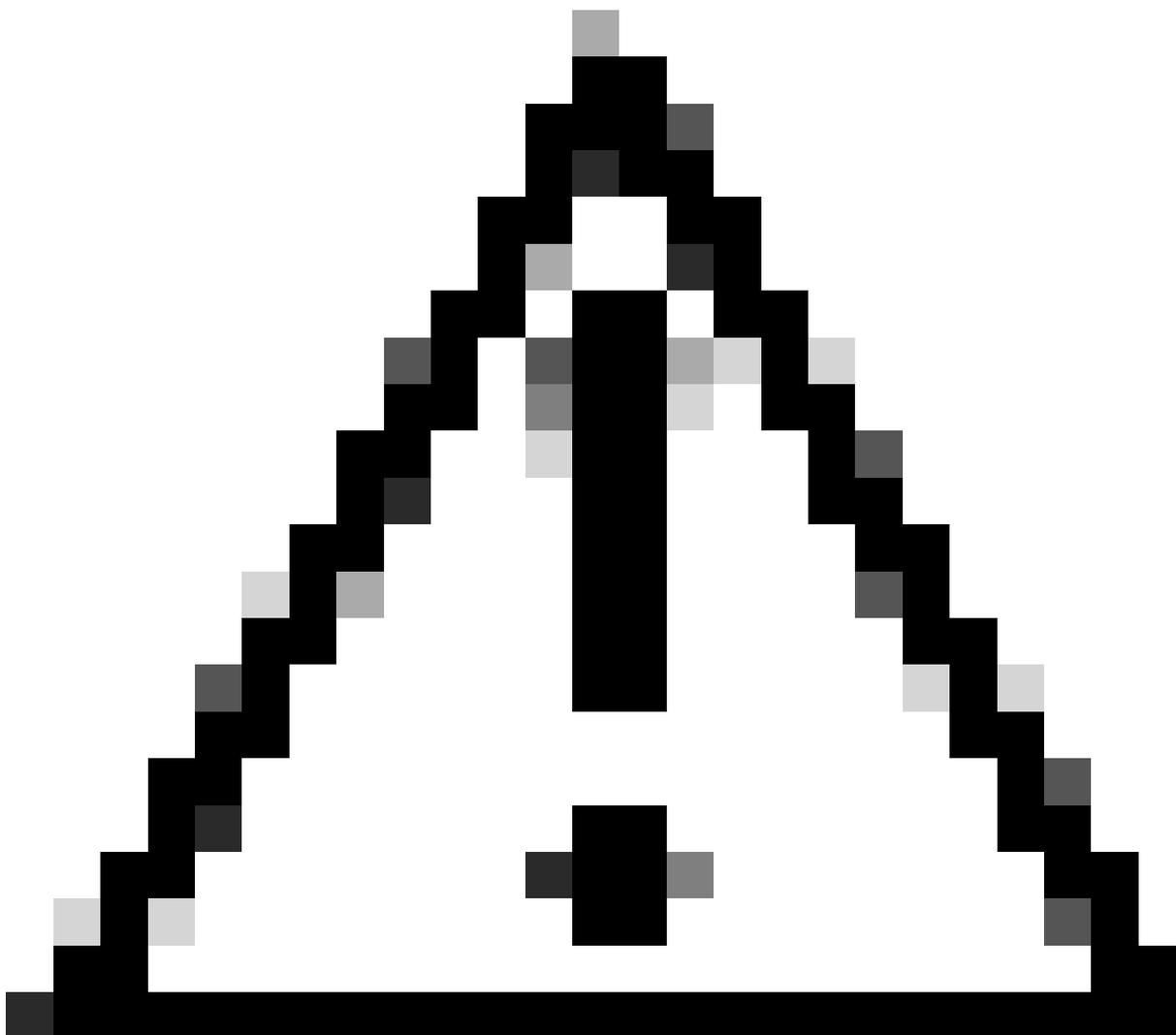
- Smart License**
- Evaluation expires in 82 days
- Tier: FTDv5 - 100 Mbps
- View Configuration

Other configuration tiles include: Interfaces (Management: Merged, Enabled 1 of 4), Routing (1 static route), Updates (Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds), System Settings (Management Access, Logging Settings, DHCP Server / Relay, DDNS Service, DNS Server, Hostname, Time Services, SSL Settings), Backup and Restore, Troubleshoot (No files created yet), Site-to-Site VPN (There are no connections yet), Remote Access VPN (Requires Secure Client License, No connections | 1 Group Policy), Advanced Configuration (Includes: FlexConfig, Smart CLI), and Device Administration (Audit Events, Deployment History, Download Configuration).

Passaggio 2. Fare clic sull'ingranaggio e selezionare Passa a Universal PLR.



Nota: se il dispositivo utilizza una licenza intelligente, è necessario annullare la registrazione del dispositivo.



Attenzione: una volta passati alla modalità PLR, non è possibile tornare alla modalità di valutazione.

Firewall Device Manager | Monitoring | Policies | Objects | Device: firepower | admin Administrator | CISCO SECURE

Device Summary
Smart License

LICENSE ISSUE
Evaluation Period
You are in Evaluation mode now.

82/90 days left | REGISTER DEVICE | Need help?

Resync connection
Switch to Universal PLR

Nella finestra di anteprima, selezionare il livello delle prestazioni e fare clic su Sì.

⚠ Change to Permanent License



If you switch to Universal Permanent License Reservation mode, you cannot switch back to Evaluation mode.

Are you sure you want to use Universal Permanent License Reservation for this device?

Select Performance Tier

The selected performance tier determines VPN session limits and device throughput, click [here](#) to learn more.

Make sure the performance tier selected matches the license in your [Cisco Smart Software Manager](#) account.

Performance Tier

Pick a Tier



Your Device Specifications

Cores / RAM 4 core / 8 GB

NO

YES

Passaggio 3. Salvare il codice della richiesta.

Universal Permanent License Reservation



i If you have **Cloud Services enabled** you might want to disable them.

1 Save Request Code for this Device.



Request Code

DE-ZNGFWv:9ADKC86E1VU-CCRvmZyqM-BF

SAVE AS TXT



PRINT

2 Log into your [Cisco Smart Software Manager](#) account, go to the Inventory > Licenses page, and start the License Reservation process. Use the request code to generate an Authorization Code. Note that you must work with your Cisco representative to enable Universal Permanent License Reservation mode in your account. If you cannot start the License Reservation process (that is, the button does not appear on the Inventory > License page), please contact your Cisco representative.

3 Paste or type in the Authorization Code:

Authorization Code

Paste code from clipboard here

? For a more detailed overview on Cisco Licensing, go to cisco.com/go/licensingguide

CANCEL

REGISTER

Passaggio 4. Accedere all'account CSSM e selezionare Smart Software Licensing > Inventory > Licenses e fare clic su License Reservation (Prenotazione licenza).

Smart Software Licensing

[SL Product Details](#) [Support](#) [Help](#)

Alerts **Inventory** [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

General

Licenses

Product Instances

Event Log

Available Actions ▾

Manage License Tags

License Reservation...



Show License Transactions

By Name | By Tag

Search by License



Fare clic su Continua.



Use of the Software contained in this Smart Account is subject to Cisco's EULA. Cisco may restrict the availability or features of this Smart Account or the Smart Licensing capabilities in any region, or modify or discontinue features to comply with applicable laws and regulations. You may only use the Software in the country for which it is purchased and intended to be used.

Proceed

Incollare il codice della richiesta e fare clic su Avanti.

Smart License Reservation



STEP 1

Enter Request Code

STEP 2

Select Licenses

STEP 3

Review and Confirm

STEP 4

Authorization Code

You can reserve licenses for product instances that cannot connect to the Internet for security reasons. You will begin by generating a Reservation Request Code from the product instance. To learn how to generate this code, see the configuration guide for the product being licensed.

Once you have generated the code:

- 1) Enter the Reservation Request Code below
- 2) Select the licenses to be reserved
- 3) Generate a Reservation Authorization Code
- 4) Enter the Reservation Authorization Code on the product instance to activate the features

* Reservation Request Code:

DE-ZNGFW:9ADKC86E1VU-CCRVmZyqM-BF



Upload File

Browse

Upload

Cancel

Next

Selezionare la licenza e fare clic su Avanti.

Smart License Reservation

3

STEP 1 ✓
Enter Request Code

STEP 2
Select Licenses

STEP 3
Review and Confirm

STEP 4
Authorization Code

Product Instance Details

Product Type: VIRTSEC
UDI PID: NGFW
UDI Serial Number: 9ADKC86E1VU

Licenses to Reserve

In order to continue, ensure that you have a surplus of the licenses you want to reserve in the Virtual Account.

- Cisco Firepower Virtual Threat Defense Universal License

Cancel Next

Fare clic su Genera codice di autorizzazione.

Smart License Reservation

x

STEP 1 ✓
Enter Request Code

STEP 2 ✓
Select Licenses

STEP 3
Review and Confirm

STEP 4
Authorization Code

Product Instance Details

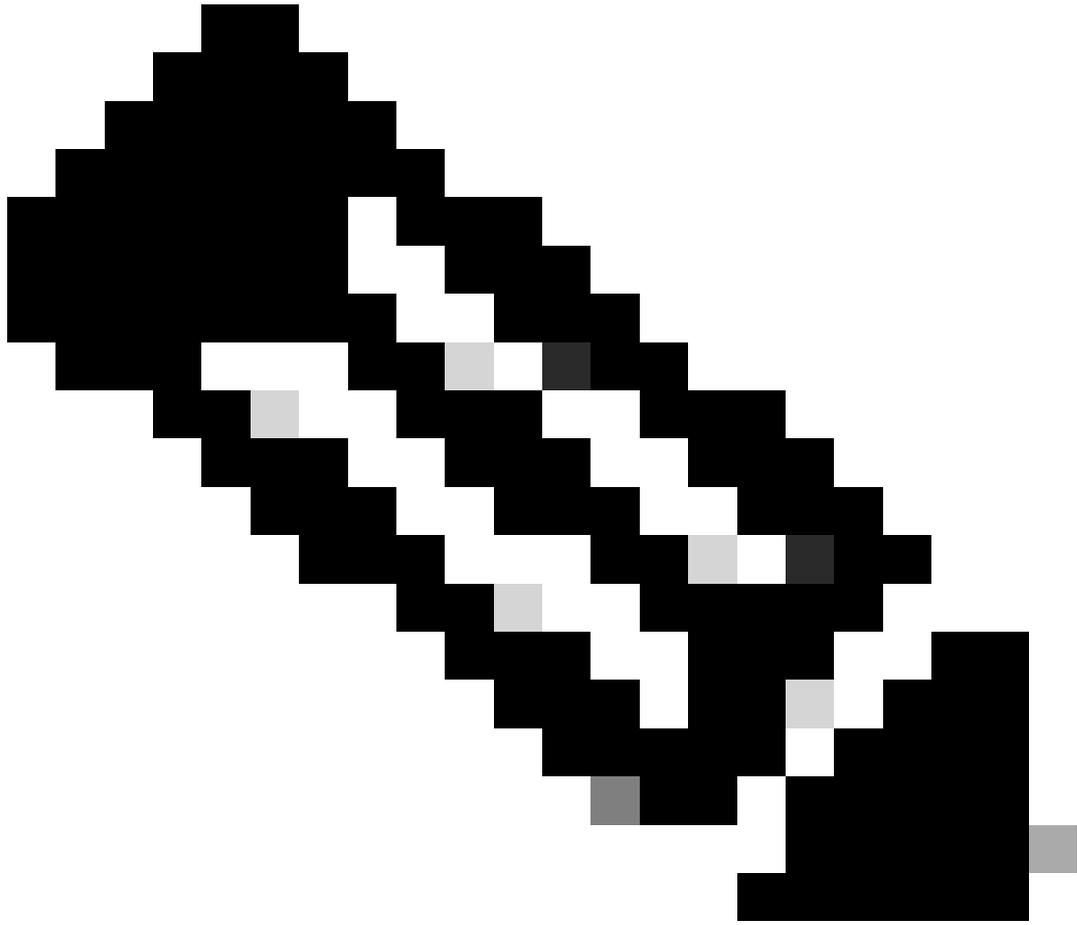
Product Type: VIRTSEC
UDI PID: NGFW
UDI Serial Number: 9ADKC86E1VU

Licenses to Reserve

License	Expires	Quantity to Reserve
Cisco Firepower Virtual Threat Defense Universal License <small>Cisco Firepower Virtual Threat Defense Universal License</small>	-	1

Cancel Back Generate Authorization Code

Per salvare il codice di autorizzazione, fare clic su Scarica come file o Copia negli Appunti.



Nota: aggiornare la pagina per visualizzare lo stato corrente della licenza.

Universal Permanent License Reservation



i If you have **Cloud Services enabled** you might want to disable them.

1 Save Request Code for this Device.



Request Code

DE-ZNGFWv:9ADKC86E1VU-CCRVmZyqM-BF

SAVE AS TXT

PRINT

2 Log into your [Cisco Smart Software Manager](#) account, go to the Inventory > Licenses page, and start the License Reservation process. Use the request code to generate an Authorization Code. Note that you must work with your Cisco representative to enable Universal Permanent License Reservation mode in your account. If you cannot start the License Reservation process (that is, the button does not appear on the Inventory > License page), please contact your Cisco representative.

3 Paste or type in the Authorization Code:

Authorization Code

9ADKC86E1VU-CCRVmZyqM-BF

? For a more detailed overview on Cisco Licensing, go to cisco.com/go/licensingguide

CANCEL

REGISTER

Annulla registrazione PLR

Ho una licenza in CSSM

Utilizzare questa opzione quando si completa la Registrazione guidata licenze in CSM e si dispone di un codice di autorizzazione. Ad esempio, il processo è stato avviato in FDM errato, quindi è necessario rilasciare la licenza nell'account CSM.

Passaggio 1. Fare clic su Device (Dispositivo) e selezionare Smart License.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Inside Network | Cisco Firepower Threat Defense for VMware | ISP/WAN/Gateway | Internet | DNS Server | NTP Server | Smart License

- Interfaces: Management: Merged, Enabled 1 of 4. View All Interfaces
- Routing: 1 static route. View Configuration
- Updates: Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds. View Configuration
- System Settings: Management Access, Logging Settings, DHCP Server / Relay, DDNS Service, DNS Server, Hostname, Time Services, SSL Settings. See more
- Smart License**: Evaluation expires in 82 days. Tier: FTDv5 - 100 Mbps. View Configuration
- Backup and Restore: View Configuration
- Troubleshoot: No files created yet. REQUEST FILE TO BE CREATED
- Site-to-Site VPN: There are no connections yet. View Configuration
- Remote Access VPN: Requires Secure Client License. No connections | 1 Group Policy. Configure
- Advanced Configuration: Includes: FlexConfig, Smart CLI. View Configuration
- Device Administration: Audit Events, Deployment History, Download Configuration. View Configuration

Passaggio 2. Fate clic sull'ingranaggio e selezionate Annulla PLR (Cancel PLR).

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Device Summary
Licensing

UNIVERSAL PLR NOT FINISHED
Reservation Pending

CONTINUE RESERVATION | Need help?

Resync connection
Cancel PLR

Tiered Performance | Performance Tier: FTDv20 - 3 Gbps

Session limits for VPN and rate-limited throughput are determined by the selected performance tier. [Learn More](#)

Includes:			
Minimum Threat Defense Virtual Cores	4 core	Rate Limit	3 Gbps
Minimum Threat Defense Virtual RAM	8 GB	VPN Limit	250

Your Device: Cores / RAM | 4 core / 8 GB

Passaggio 3. Selezionare Ho una licenza in CSM.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

Paste code from clipboard here

2 Generate a Release License Code using your Authorization Code.



GENERATE RELEASE CODE

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Passaggio 4. Incollare il codice di autorizzazione e fare clic su Genera codice di rilascio.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

2 Generate a Release License Code using your Authorization Code.



GENERATE RELEASE CODE

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Salvare il codice di licenza.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

DAKwJ-KeIke2-fGhuD-coNBoc-uMz7-ID-QaGQh-+QoIka-MQ-55-DI

2 Generate a Release License Code using your Authorization Code.



Release License Code

DKvxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

SAVE AS TXT

PRINT



You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Passaggio 5. Accedere all'account CSSM e selezionare Smart Software Licensing > Inventario > Istanze del prodotto.

General | Licenses | **Product Instances** | Event Log

Authorize License-Enforced Features...  Search by Device or by Product Type 

Name	Product Type	Last Contact	Alerts	Actions
10.106.60.161	FP	2024-Feb-08 21:22:04		Actions ▾
68.com	ESA	2024-Feb-08 15:47:37		Actions ▾
724FMC	FP	2024-Jan-16 18:30:52		Actions ▾
A-TSZ-HIS-FMC01	FP	2023-Oct-03 21:05:28	✘ Failed to Renew	Actions ▾
a4115	FPRUHI	2024-Jan-27 17:05:40		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 19:07:58		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 11:25:38		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 20:14:33		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 05:30:17		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 08:00:04		Actions ▾

10 ▾ Showing Page 1 of 97 (963 Records) |<< >>|

Passaggio 6. Cerca il dispositivo per nome.

Nota: il nome è il numero di serie del dispositivo.

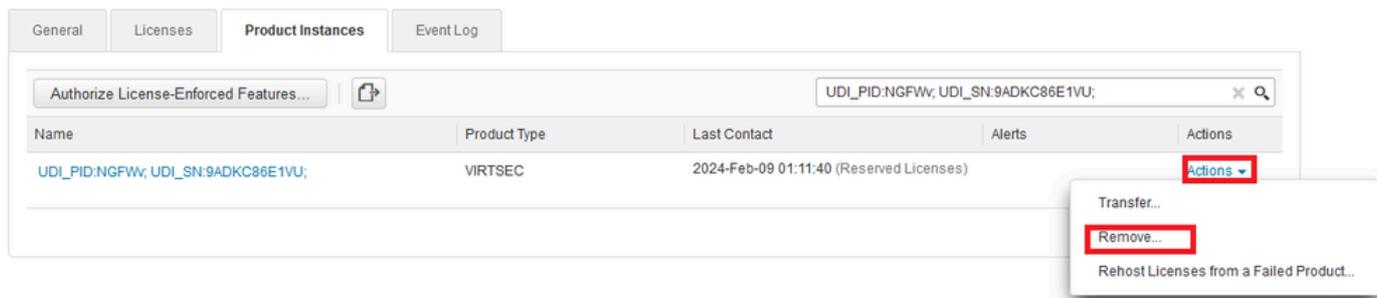
General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...  UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;  

Name	Product Type	Last Contact	Alerts	Actions
UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;	VIRTSEC	2024-Feb-09 01:11:40 (Reserved Licenses)		Actions ▾

Showing 1 Record

Passaggio 7. Fare clic su Azioni e selezionare Rimuovi dall'elenco a discesa.



Incollare il codice di licenza e fare clic su Remove Reservation.

Remove Reservation



To remove a Product Instance that has reserved licenses and make those licenses once again available to other Product Instances, enter in the Reservation Return Code generated by the Product Instance. If you cannot generate a Reservation Return Code, contact [Cisco Support](#)

★ Reservation Return Code:

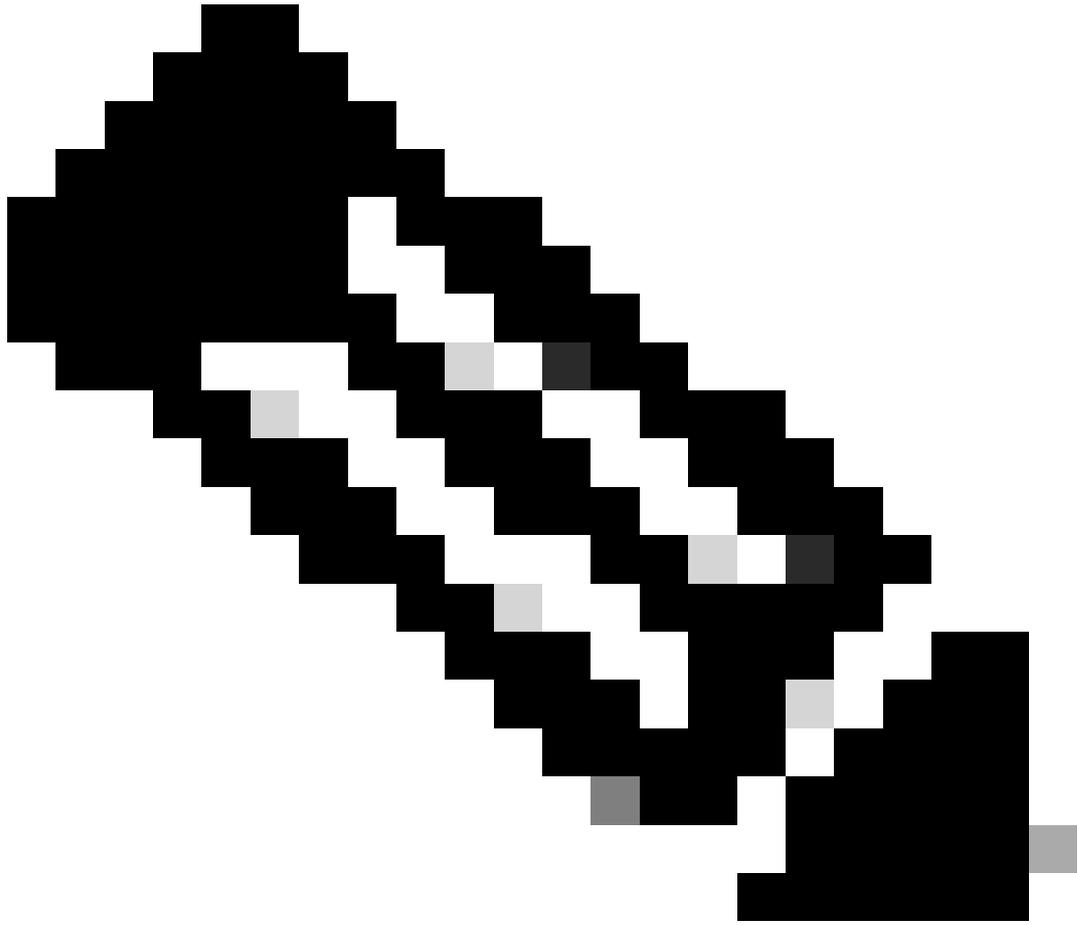
DKvxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7|



Remove Reservation

Cancel

Passaggio 8. Tornare al dispositivo e fare clic su OK.



Nota: aggiornare la pagina per visualizzare lo stato corrente della licenza.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

DKVxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

2 Generate a Release License Code using your Authorization Code.



Release License Code

DKvxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

SAVE AS TXT

PRINT



You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Non si dispone di una licenza in CSM

Utilizzare questa opzione quando non si completa la Registrazione guidata licenze in CSM. Ad esempio, il processo PLR è stato avviato in FDM, ma non si dispone delle licenze corrette nel CSM.

Passaggio 1. Fare clic su Device (Dispositivo) e selezionare Smart License.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Inside Network | Cisco Firepower Threat Defense for VMware | ISP/WAN/Gateway | Internet | DNS Server | NTP Server | Smart Lic...

Interfaces
Management: Merged
Enabled 1 of 4
View All Interfaces

Routing
1 static route
View Configuration

Updates
Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds
View Configuration

System Settings
Management Access
Logging Settings
DHCP Server / Relay
DDNS Service
DNS Server
Hostname
Time Services
SSL Settings
See more

Smart License (82 DAYS)
Evaluation expires in 82 days
Tier: FTDv5 - 100 Mbps
View Configuration

Backup and Restore
View Configuration

Troubleshoot
No files created yet
REQUEST FILE TO BE CREATED

Site-to-Site VPN
There are no connections yet
View Configuration

Remote Access VPN
Requires Secure Client License
No connections | 1 Group Policy
Configure

Advanced Configuration
Includes: FlexConfig, Smart CLI
View Configuration

Device Administration
Audit Events, Deployment History, Download Configuration
View Configuration

Passaggio 2. Fate clic sull'ingranaggio e selezionate Annulla PLR (Cancel PLR).

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Device Summary
Licensing

UNIVERSAL PLR NOT FINISHED
Reservation Pending
CONTINUE RESERVATION | Need help?

Tiered Performance
Performance Tier: FTDv20 - 3 Gbps
Session limits for VPN and rate-limited throughput are determined by the selected performance tier. Learn More

Includes:	Value	Value	Value
Minimum Threat Defense Virtual Cores	4 core	Rate Limit	3 Gbps
Minimum Threat Defense Virtual RAM	8 GB	VPN Limit	250

Your Device: Cores / RAM | 4 core / 8 GB

Resync connection
Cancel PLR

Passaggio 3. Selezionare Non si dispone di una licenza in CSM.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

i In this case you can proceed with Cancelling Permanent License Reservation.

CANCEL

OK

Fare clic su OK per completare l'operazione.

Annullare la registrazione del dispositivo in modalità PLR

Passaggio 1. Fare clic su Device (Dispositivo) e selezionare Smart License.

The screenshot shows the Cisco Firewall Device Manager interface. The top navigation bar includes 'Firewall Device Manager', 'Monitoring', 'Policies', 'Objects', and 'Device: firepower' (highlighted with a red box). The main content area displays the configuration for a 'Cisco Firepower Threat Defense for VMwa...' device. The 'Smart License' section is highlighted with a red box, showing 'Universal PLR' and 'Tier: Not selected (Threat Defense Virtual - Variable)'. Other sections include 'Interfaces', 'Routing', 'Updates', 'Backup and Restore', 'Troubleshoot', and 'System Settings'.

Passaggio 2. Fate clic sull'ingranaggio e selezionate Annulla registrazione Universal PLR (Unregister Universal PLR).

Firewall Device Manager | Monitoring | Policies | Objects | Device: firepower | admin Administrator | cisco SECURE

Device Summary
Licensing

UNIVERSAL PLR
Sufficient License

Unregister Universal PLR

Passaggio 3. Fare clic su Sì per continuare il processo.

Warning

If you unregister the device, you cannot make any changes to the device configuration. You will have to re-register the device using either Smart Licensing or Universal Permanent License Reservation mode to make changes.

Are you sure you want to unregister the device?

NO YES

Passaggio 4. Salvare il codice di licenza.

Unregister Universal Permanent License Reservation

1 Save Release Code for this Device.

Release License Code

DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4 SAVE AS TXT PRINT

Warning You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

2 In your [Cisco Smart Software Manager](#) free up license by inserting Release License Code from here.

CANCEL UNREGISTER

Passaggio 5. Accedere all'account CSSM e selezionare Smart Software Licensing > Inventario >

Istanze del prodotto.

Smart Software Licensing

General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...  Search by Device or by Product Type

Name	Product Type	Last Contact	Alerts	Actions
10.106.60.161	FP	2024-Feb-08 21:22:04		Actions ▾
68.com	ESA	2024-Feb-08 15:47:37		Actions ▾
724FMC	FP	2024-Jan-16 18:30:52		Actions ▾
A-TSZ-HIS-FMC01	FP	2023-Oct-03 21:05:28	Failed to Renew	Actions ▾
a4115	FPRUHI	2024-Jan-27 17:05:40		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 19:07:58		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 11:25:38		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 20:14:33		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 05:30:17		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 08:00:04		Actions ▾

10 ▾ Showing Page 1 of 97 (963 Records) 

Passaggio 6. Cerca il dispositivo per nome.

Nota: il nome è il numero di serie del dispositivo.

General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...  UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;  

Name	Product Type	Last Contact	Alerts	Actions
UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;	VIRTSEC	2024-Feb-09 01:11:40 (Reserved Licenses)		Actions ▾

Showing 1 Record

Passaggio 7. Fare clic su Azioni e selezionare Rimuovi dall'elenco a discesa.

The screenshot shows a web interface with tabs for General, Licenses, Product Instances, and Event Log. The Product Instances tab is active, displaying a table with columns: Name, Product Type, Last Contact, Alerts, and Actions. A search bar at the top contains the text 'UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;'. The table lists one instance with the same ID, Product Type 'VIRTSEC', and Last Contact '2024-Feb-09 01:11:40 (Reserved Licenses)'. A context menu is open over the Actions column, showing options: Transfer..., Remove... (highlighted with a red box), and Rehost Licenses from a Failed Product...

Incollare il codice di licenza e fare clic su Remove Reservation.

Remove Reservation

To remove a Product Instance that has reserved licenses and make those licenses once again available to other Product Instances, enter in the Reservation Return Code generated by the Product Instance. If you cannot generate a Reservation Return Code, contact [Cisco Support](#)

* Reservation Return Code:

DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4

Remove Reservation

Cancel

Passaggio 8. Tornare al dispositivo e fare clic su Annulla registrazione.

Unregister Universal Permanent License Reservation ? ×

1 Save Release Code for this Device.



Release License Code

DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4

SAVE AS TXT

PRINT

You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

2 In your [Cisco Smart Software Manager](#) free up license by inserting Release License Code from here.

CANCEL

UNREGISTER

Verifica

Selezionare Device > Smart License (Periferica > Smart License) per verificare che la licenza sia Universal PLR.

Firewall Device Manager | Monitoring | Policies | Objects | Device: firepower

Device Summary
Licensing

UNIVERSAL PLR
Sufficient License

Risoluzione dei problemi

1. Cercare gli errori in `/ngfw/var/log/cisco/smart_agent.log`.

In questi registri, ad esempio, è possibile verificare che il processo di registrazione è stato completato correttamente.

```
<#root>  
> expert  
admin@firepower:~$ sudo su
```

Password:

```
root@firepower:/home/admin# cd /ngfw/var/log/cisco/
root@firepower:/ngfw/var/log/cisco# tail smart_agent.log
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO LicenseSoftwareIds:82 - Selected software ID: regid.2019-
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO DefaultSmartAgentFactoryProvider:398 - New platform tag i
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl

2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO SmartAgentConfFileSync:178 - RegistrationStatus : REGISTERED

2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO SmartAgentConfFileSync:192 - updated the smart Agent File
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO DefaultSmartAgentManager:159 - Received notification from
```

2. Prendi un coda di maiale per richiedere l'assistenza TAC e allegalo alle note del caso. È possibile richiedere assistenza per il [supporto tecnico e i download Cisco](#).

```
> expert
admin@firepower:~$ sudo su
root@firepower:/home/admin# pigtail all -outfile LogsRegistration.txt
```

3. Lo stato della licenza è indicato anche nel file /etc/sf/smart_agent.conf. Se il dispositivo è in modalità Universal Permanent Licensing Reserving, il file smart_agent.conf viene visualizzato come REGISTERED e AUTHORIZED.

```
> expert
admin@firepower:~$ sudo su
root@firepower:/home/admin# tail /etc/sf/smart_agent.conf
#Fri Feb 09 03:21:21 UTC 2024
virtual_acct=
registration=REGISTERED,null
authorization=AUTHORIZED,1707448881842
```

Problemi comuni

Licenze insufficienti.

Nel processo di prenotazione licenze, viene visualizzato questo errore:

Smart License Reservation



 The licenses cannot be reserved because the Virtual Account does not contain a sufficient surplus of the following perpetual licenses: FTDv 3 Gbps Universal License.

Azione consigliata.

Verificare di disporre di licenze sufficienti nell'account CSM. Se si dispone di un numero di licenze

sufficiente, richiedere l'assistenza di TAC.

Il pulsante Prenotazione licenza non è visibile.

Smart Software Licensing

[SL Product Details](#) [Support](#) [Help](#)

[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)



The screenshot shows the 'Licenses' tab selected in a navigation bar with 'General', 'Product Instances', and 'Event Log'. Below the navigation bar, there are several controls: an 'Available Actions' dropdown, a 'Manage License Tags' button, a document icon, a checked checkbox for 'Show License Transactions', and a search box labeled 'Search by License' with a magnifying glass icon. At the top right of the main content area, there are links for 'By Name' and 'By Tag'.

Azione consigliata

Per abilitare la modalità PLR nell'account, è necessario contattare il rappresentante Cisco.

Informazioni correlate

- [Guida alla configurazione di Cisco Secure Firewall Device Manager, versione 7.4](#)

Informazioni su questa traduzione

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