Renew Expired License Period

Contents

Introduction

License Period Expired

- ICSeverity
- Impact
- Description
- SyslogMessage
- MessageSample
- ProductFamily
- Regex
- Recommendation
- Commands

Introduction

This document describes Smart Licensing and what happens when your license expires.

License Period Expired

ICSeverity

3 - Error

Impact

If left unattended, can affect services depending on platform.

Description

Smart Licensing is a service that provides a centralized, flexible way to manage licenses across Cisco devices. When a device is using Smart Licensing, it can operate in an evaluation mode for a certain period, allowing users to test features before purchasing the necessary licenses. This message indicates that the device evaluation period expired at the specified date. This message is displayed once a week after the expiration. If the evaluation period has expired and you wish to continue using the features, you need to obtain the appropriate licenses from Cisco and register them with the Smart Licensing service.

SyslogMessage

```
SMART_LIC-3-EVAL_EXPIRED_WARNING
```

MessageSample

```
Jun 04 56:35:27 <> : %SMART_LIC-3-EVAL_EXPIRED_WARNING: Evaluation period expired on xxx xxx xx:xx:xx x
```

ProductFamily

- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 3650 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco 4000 Series Integrated Services Routers
- Cisco Catalyst 9600 Series Switches

Regex

N/A

Recommendation

This error can be seen when the evaluation period has expired, when the device has not been registered, or when there is no connectivity to the Cisco Smart Software Manager (CSSM). Please follow the these steps to try to remmediate the issue:

1. Verify that device has reachability to tools.cisco.com: Switch#ping tools.cisco.com Type escape sequence to abort. Sending 5, 100-byte ICMP Echos to 173.37.145.8, timeout is 2 seconds: !!!!! Success rate is 100 percent (5/5), round-trip min/avg/max = 41/41/42 ms

2. If the device has not been registered to the smart licensing server, register the device with the CSSM by generating a new token, as per this link: Generating a New Token from CSSM

3. Register the device with the New token with these commands: **Device#license smart trust idtoken local force** or **Device#license smart trust idtoken local force**.

4. Make sure port 80/443 is permitted between the device and CSSM server.

Commands

#show version

#show logging

#show platform

#show license status

#show license all

#show clock

#show license summary

#show module

#show running-config