Push and Pull Modes in SLP Overview

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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.

Q: What is PUSH and PULL mode in SLP?

A: PUSH mode is a connection method in SLP where the device initiates communication with SSM On-Prem/CSLU using a destination address URL configured on the device. The device pushes the USAGE reports and AUTH requests (if any) to the SSM On-Prem or CSLU application. The devices working in PUSH mode are added as 'product-initiated mode' in SSM On-Prem/CSLU.

PULL mode is a connection method in SLP where the SSM On-Prem/CSLU application initiates communication with the device. The SSM On-Prem/CSLU application PULLS the USAGE reports from the device. The device is added on SSM On-Prem/CSLU with the connection mode as NETCONF, RESTCONF, or REST API. The devices operating in PULL mode require you to configure NETCONF, RESTCONF, or REST API in them.

Q: When should we use PUSH mode and PULL mode?

A: The mode you choose depends on your preference in accordance with your network setup. If you prefer the devices to initiate communication with SSM On-Prem, use PUSH mode. If you prefer SSM On-Prem to initiate communication with the devices, use PULL mode. PULL mode requires additional configuration on the device such as NETCONF, RESTCONF, or REST-API.



Note: If your devices are behind the NAT router communicating with the SSM On-Prem application, the devices must operate in PUSH mode.

Troubleshooting:

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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