How can I update my license reservation on my device, in Cisco License Central (CLC)?

Introduction

This document explains how to update your license reservation by adding, reducing or switching licenses for the already reserved device in Cisco License Central (CLC).

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- Access to the smart account in which the device exists
- The user accessing License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin

Steps

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

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to find it.

Step 4: Navigate to the left menu bar, click the *Devices* tab, then select *Device Inventory* under Devices.

Step Results: The dashboard provides a consolidated view of all the devices associated with the Smart Account.

Step 5: Use the *Filter* option to select devices with reserved licenses under the Reserved licenses section.

Step 6: Use the search bar to locate the device by *Device identifier, Product number, Device name,* etc., to update license reservation.

Step 7: Select the device, then in the rightmost column, click the 3 dots.

Or

Step 7: Click on the device name hyperlink -> in the top right corner, click on the *More Actions* button

Step 8: Select the option *Update License Reservation* from the drop-down list

Step Results: The Update License Reservation page will appear

Step 9: Choose the licenses for which you need to update the quantities and enter the number in the *Desired reservation qty* column.



Note: You can choose the Source Orders from which you are picking the quantities by clicking on the pencil icon in the Configure sources section.

Step 10: Click *Next*.

Step 11: Review the information entered and click *Next*.

Step Results: You will get a confirmation of the updated license reservation.



Note: Please follow the Next steps mentioned below the confirmation for completing the reservation.

Step 12: *Copy, Email or Download* the License Reservation code generated in the confirmation page. Click *Close*.



Note: You need to enter the new Authorization Code in the device CLI to get the Device Reservation Confirmation Code. You can follow the instructions mentioned in the product guide received with the specific product.

Step 13: Go to the same device for which the license reservation was updated and click on the *3 dots* in the rightmost column.

Step 14: Select *Enter Device Reservation Confirmation Code* from the dropdown.

Step results: Enter Device Reservation Confirmation Code. A pop-up will appear.

Step 15: Enter the generated *Device Reservation Confirmation Code* in the space provided and click *Submit.*



Note:

- This procedure is mandatory. On completion of this procedure, information stored in CLC is updated to indicate that the device is reloaded with the new license level and registered with the new authorization code. You need to complete this procedure to allow CLC to accept upgrades or downgrades at the license level in the future.
- To update my License Reservation on my device please go to: How can I update my License Reservation on my device?

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.

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.