How can I de-register and re-register my device to Smart Account, in Cisco License Central (CLC)?

Introduction

This document explains the process for de-registering and re-registering a device by generating a token 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 device
- Access to the CLI (Command Line Interface) or GUI of the device
- The user accessing Cisco License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin



Note: If you need help with Create a Token, you can perform the transaction through Ask Licensing. Visit the Ask Licensing web for more information.

Steps

De-Register a Device

To deregister a device, follow the procedures outlined in the relevant product configuration guide.

Re-Register a Device

Step 1: Navigate to Cisco Software Central and log in using your Cisco.com credentials.

Step 2: Under the Cisco License Central section, click Access Cisco License Central.

Step 3: Enter your Smart Account name or use the search function to locate and select the appropriate account.

Step 4: From the left-hand navigation menu, select *Devices* > *Device Connections* > *Token Management*.

Step 5: Click on the *Generate a Token* button.

Step Results: The Token generation disclaimer pop-up appears.

Step 6: Click *Next*.

Step 7: Under Select Virtual Accounts, select the specific Virtual Account(s) where the token should be generated.

Step 8: Specify the token expiration period (in days) and the maximum number of uses.



Note: The "Allow export-controlled features" option is enabled by default. If you uncheck this box, the device will not support higher levels of product encryption functionality.

Step 9: Click *Next.*

Step Results: Review/Edit token details page will appear. If you want to add different details for each Virtual Account’s token, you can edit the token details at the Virtual Account level.

Step 10: Click *Edit* to make changes or click *Generate a Token* to finalize.

Step Results: Token Generated Confirmation will be displayed.

Step 11: The new token will appear in the Token Management tab under Devices > Device Connections. Click the Copy icon next to the token entry to save it to your clipboard.

Step 12: Use the copied token to register your device by following the commands or steps provided in your specific product configuration guide.

Note:

- For further guidance on token management, refer to the article: - How can I create a token from my Smart Account, in Cisco License Central?
- To De-register & Re-register device to smart account go to: How can I de-register and re-register my device to Smart Account?

Troubleshooting

If you encounter issues during the registration process, please refer to the following scenarios:

1. The device does not accept the generated token
2. The device fails to activate after the token is applied.

For detailed resolution steps, please consult the Product Configuration Guide provided with your specific hardware or software device.

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.