How to Remove a Product Instance (SLR)

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Introduction

This article describes the process of removing a product instance as part of specific license reservation (SLR) in Cisco Smart Software Manager (CSSM). This process is only feasible in case you can still access the device of the product instance that you need to remove. If you need to remove the product instance due to a hardware failure and you can no longer access the device, then you need to open a case inSupport Case Manager (SCM).

Prerequisites

Requirements

Before you start, ensure that you have the following:

- Active Cisco.com account
- Smart account user, or Smart account administrator, or Virtual account user, or Virtual account administrator role (To request access to a Smart account or Virtual account, refer to How to Request Access to an Existing Smart Account.)
- Existing license reservation (To reserve licenses in CSSM, refer to How to Reserve Licenses (SLR).)

Removing a Product Instance (SLR)

Step 1:

Go to Cisco Software Central and log in with your Cisco.com account.



Step 2:

In the**Smart Software Manager**section, click**Manage licenses**.

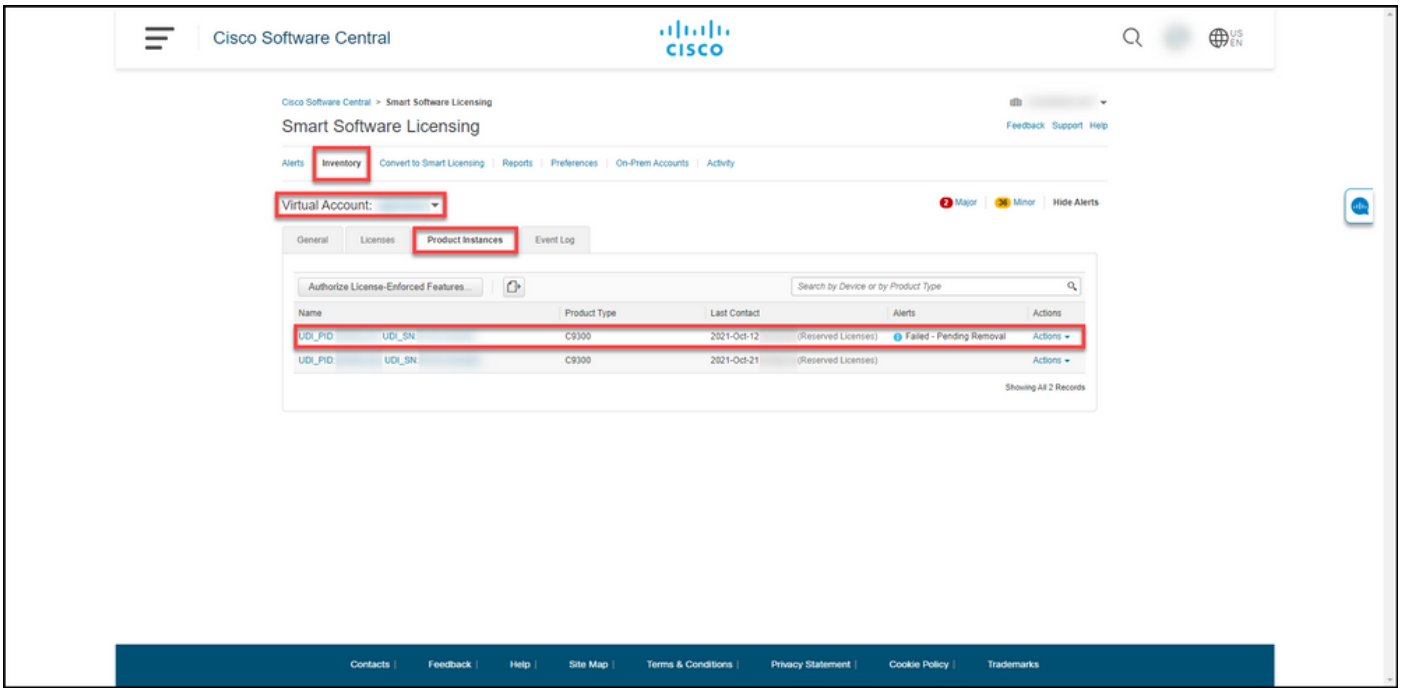


Step 3:

On the **Inventory** tab, select your Virtual account, click**Product Instances**, search by device or product type, and then press **Enter** to find your failed product.

Tip: You can promptly identify the failed product by the ***Failed - Pending Removal*** status in the **Alerts** column.

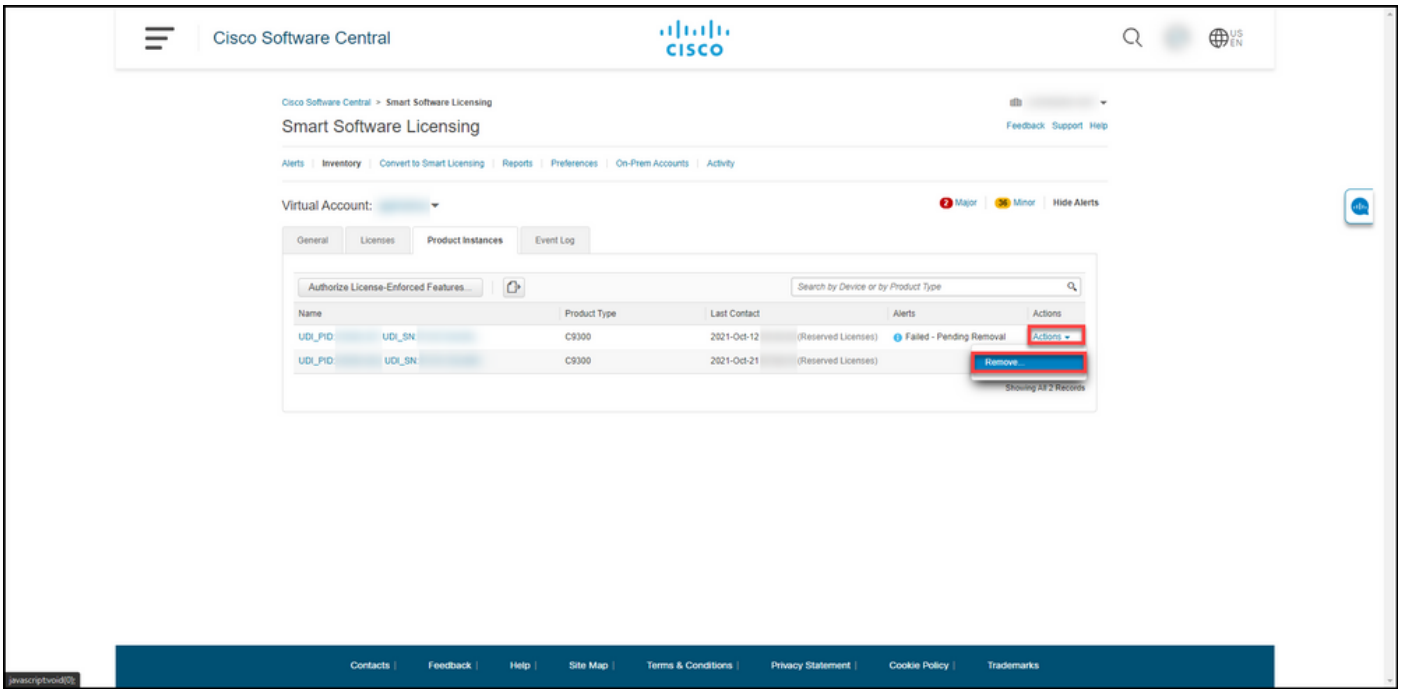
Step result: The system displays the product instance of your failed product.



Step 4:

In the**Actions**column, click the**Actions**drop-down, and then select**Remove**.

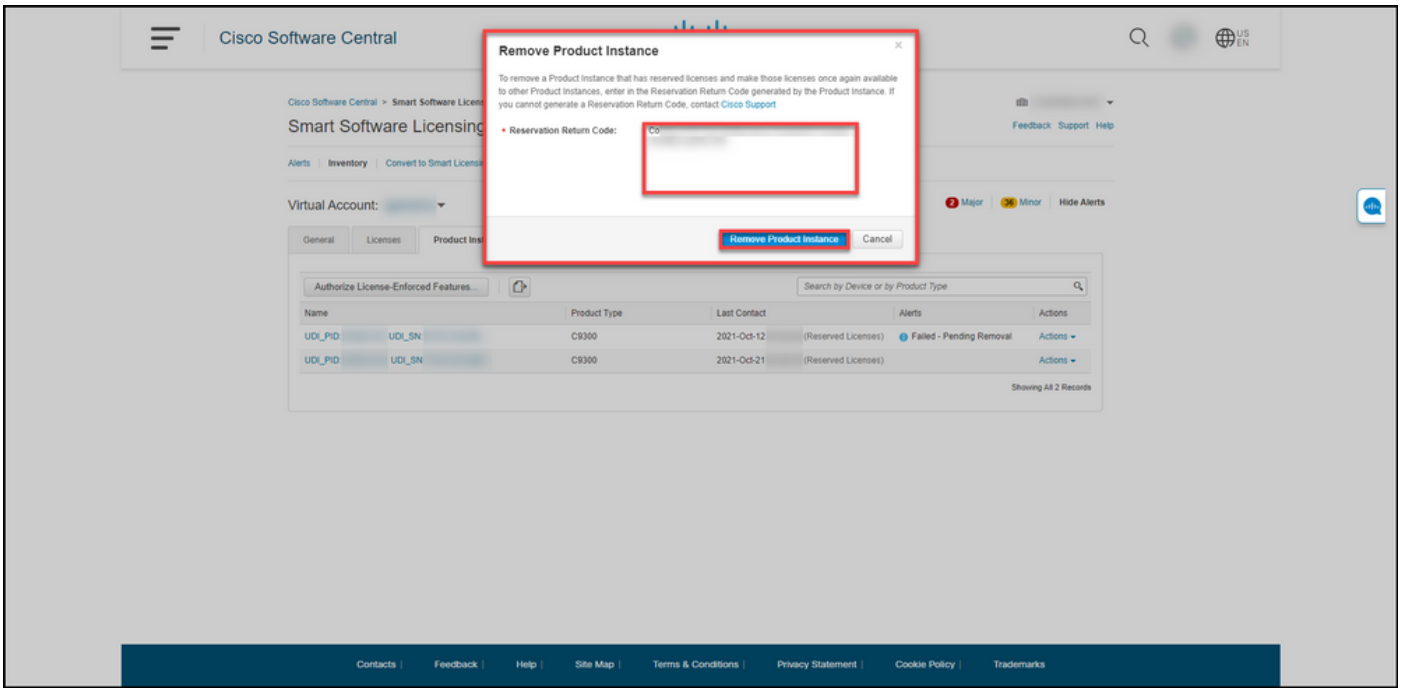
Step result: The system displays the**Remove Product Instance**dialog box.



Step 5:

In the **Remove Product Instance**dialog box, in the **Reservation Return Code** text box, enter the reservation return code that you [obtained from the failed device](), and then click the **Remove Product Instance** button.

Step result: The system displays the notification message that confirms that you successfully removed the product instance.

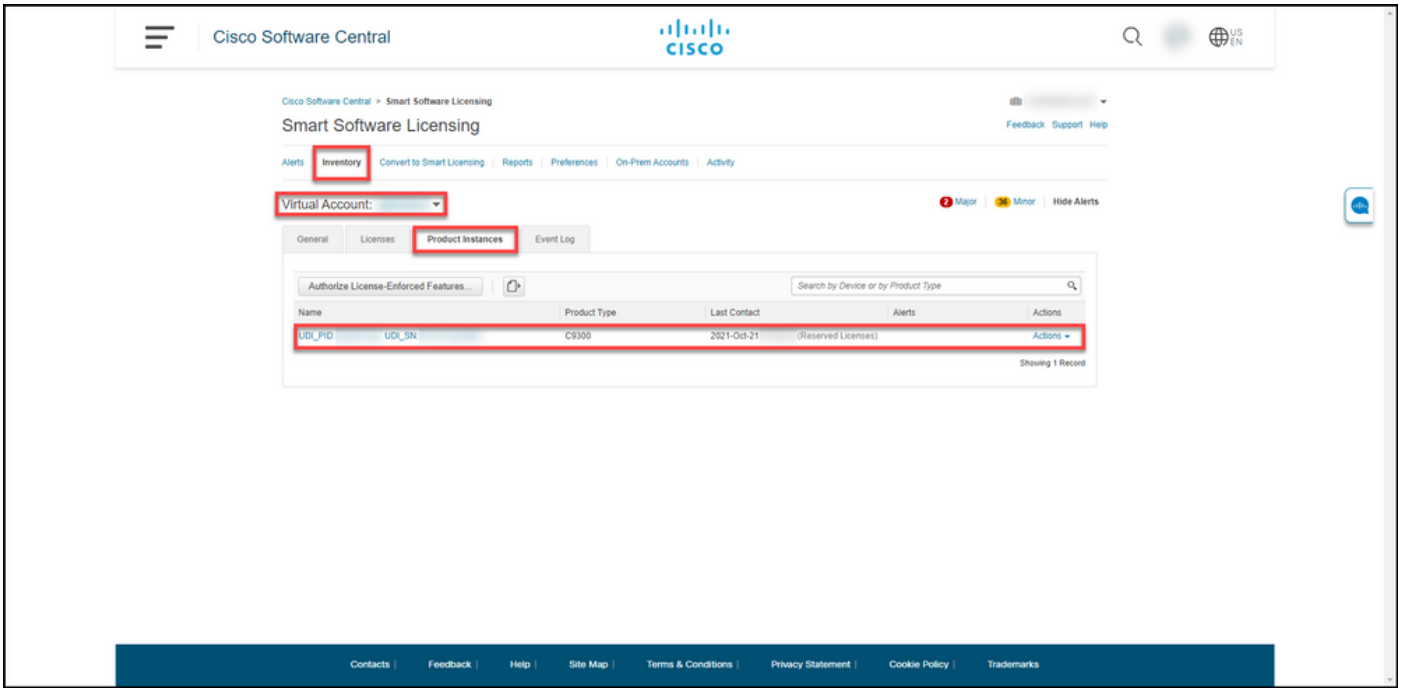


Verify

You can confirm that you successfully removed a product instance by using one of the following options:

Option 1

Verification Step: On the**Inventory**tab, select your Virtual account, click **Product Instances**, and then verify that system does not display the product instance with the ***Failed - Pending Removal*** status on the list.

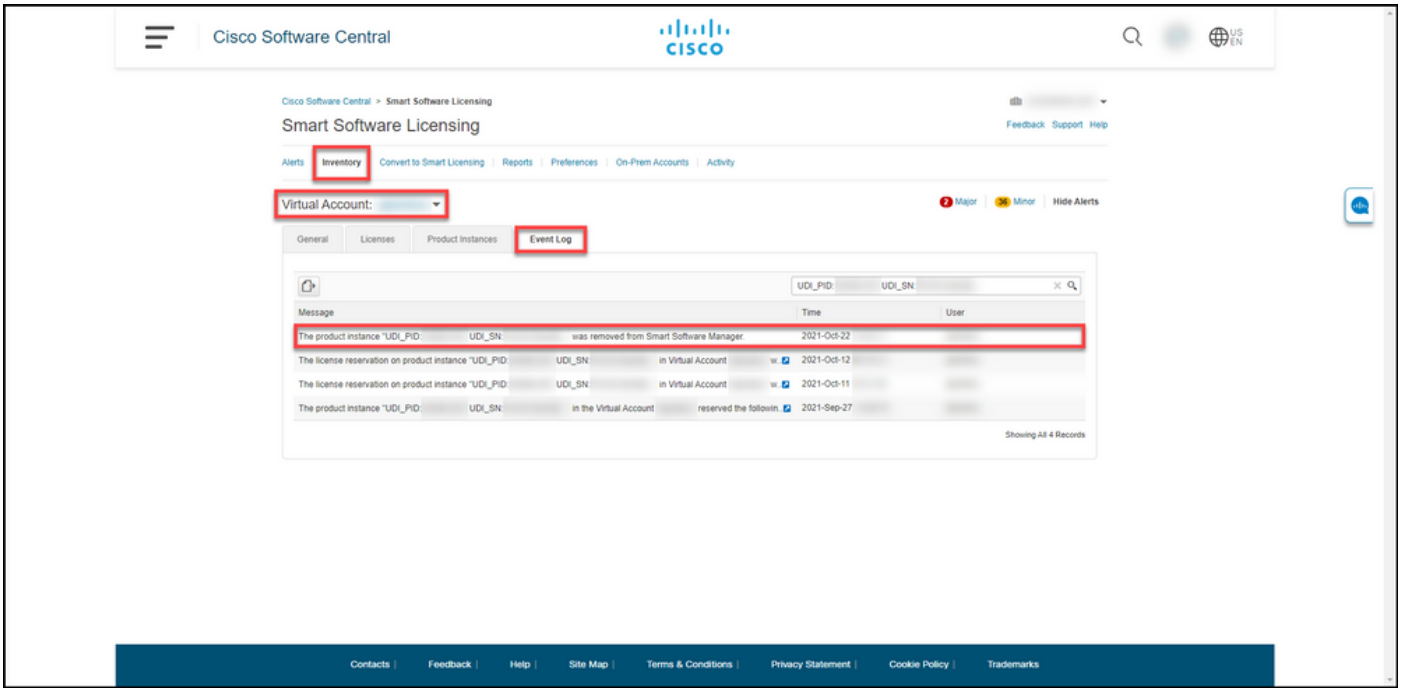


Option 2

Verification Step: On the**Inventory**tab, select your Virtual account, click**Event Log**, search by product of

the failed device, and then press**Enter**.

Step result: The system displays a message that confirms that you removed the product instance from CSSM.



Troubleshooting

If you experience an issue during the process of removing a product instance, open a case inSupport Case Manager (SCM).

Related Information

How to Enable Factory Preinstalled SLR on a Smart Account

How to Identify That the Smart Account Is Enabled for SLR

How to Identify Products That Support SLR

How to Obtain the Reservation Request Code

How to Install the Authorization Code on a Device

How to Reserve Licenses (SLR)

How to Update the License Reservation (SLR)

How to Transfer a Product Instance (SLR)

How to Transfer Licenses Between Virtual Accounts (SLR)

How to Rehost Licenses from a Failed Product (SLR)

How to Obtain the Reservation Return Code