

Troubleshooting Smart Licensing issues on a Cisco Cloud Services Router CSR1000V.

Contents

- [1 Useful show Commands](#)
- [2 Throughput Configured, Smart License Not Applied](#)
- [3 License Installation Failure](#)
 - ◆ [3.1 Scenario: UDI Mismatch](#)
 - ◆ [3.2 Scenario: Invalid License File](#)
 - ◆ [3.3 Scenario: CSR fails to send out HTTP message to Smart license server](#)
 - ◆ [3.4 Scenario: CSR registration fails because the CSR is already registered with Smart license server](#)

Useful show Commands

The following command provides informative self-diagnostic information. Additional info, including output examples, is available [here](#).

```
show self-diagnostics
```

The following commands can provide additional information useful for troubleshooting.

```
show license udi
```

```
show version
```

```
show license status
```

```
show license detail
```

```
show license all
```

```
show platform hardware throughput level
```

```
show platform software vmem info
```

```
show platform software system all
```

Throughput Configured, Smart License Not Applied

```
ultra-smart#sh self-diag
Checking license ....[OK]
Checking throughput ....
Error: Operating in default low throughput (100kbps)
Cause: a) could be in transition of obtaining throughput license or b) possibly throughput set is
Suggestion: a) wait to acquire new license or b) set the throughput rate to the license purchased
```

License Installation Failure

Scenario: UDI Mismatch

Symptom:

```
% Error: The device with UDI CSR1000V:9X0MPX08JS8 not found.
```

Troubleshooting tips:

Confirm that the UDI value seen in the license matches the system UDI value.

Scenario: Invalid License File

Symptom:

```
% ERROR: License installation failed with wrong PID :  
CSR1000-X:XXXXXXXXXXXX?
```

Troubleshooting tips:

When generating the license file make sure to enter the Product id ?CSR1000V? and 11 character Serial Number of the CSR (alphanumeric UDI value as seen in ?show license udi?) correctly.

Here is a sample license file generated for Product ID **CSR1000V** and UDI value **9ABCDEFGH11**:

```
<?xml version="1.0" encoding="UTF-8"?><CISCO_WT_ARTIFACTS version="1.0"><CISCO_WT_LICENSE version=
```

Scenario: CSR fails to send out HTTP message to Smart license server

Symptom:

```
%SMART_LIC-3-AGENT_REG_FAILED: Smart Agent for Licensing Registration  
with Cisco licensing cloud failed: Fail to send out Call Home HTTP  
message. %SMART_LIC-3-COMM_FAILED: Communications failure with Cisco  
licensing cloud: Fail to send out Call Home HTTP message.
```

Troubleshooting tips:

Use ping to check connectivity to smart license backend server.

If the HTTP traffic interface is in a VRF, include the additional configuration **ip http client source-interface GigabitEthernet1**.

Scenario: CSR registration fails because the CSR is already registered with Smart license server

Symptom:

CSR1000V:Troubleshooting_-_Licensing

```
%SMART_LIC-3-AGENT_REG_FAILED: Smart Agent for Licensing Registration  
with Cisco licensing cloud failed: Response error: {"sudi":["The product  
'regid.2013-08.com.cisco.CSR1000V,1.0_1562da96-9176-4f99-a6cb-14b4dd0fa135'  
and sudi {"suvi"=>nil, "uuid"=>nil, "host_identifier"=>nil,  
"udi_pid"=>"CSR1000V", "udi_serial_number"=>"9NEK5KN5495",  
"udi_vid"=>nil, "mac_address"=>nil} have already been registered."}]}
```

Troubleshooting tips:

To re-register the CSR, use the **license smart register idtoken {idtoken} force** command.