

# How can I view a device in Smart Licensing Portal while using Smart Licensing Using Policy (SLP)?

## Contents

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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.

Before You start, ensure you have the following:

- Active **Cisco.com Account**.
- RUM Report in **.tar Format**.
- Access to **CLI of the Device**
- Access to **Smart Account** and **Virtual Account**

If you are looking to view **SLP device** in CSSM portal for devices which are not connected to CSSM or to CSLU, execute the below steps.

Step 1: From **device CLI** execute license smart save usage command in privileged **EXEC mode** and save the file to **boot flash**. E.g.: **Device# license smart save usage all file bootflash: all\_rum.txt**.

Step 2: Copy the file to **TFTP location** where it can be uploaded to CSSM. E.g.: **Device# copy bootflash: all\_rum.txt tftp://<IP address of TFTP server>/all\_rum.txt**.

Step 3: Log in to the [CSSM](#) and click **Manage licenses**. Log in using the username and password provided by Cisco. The Smart Software Licensing page is displayed.

Step 4: Select the **Smart Account** (upper left-hand corner of the screen) that will receive the report.

Step 5: Select **Smart Software Licensing** → **Reports** → **Usage Data Files**.

Step 6: Click **Upload Usage Data**. Browse to the file location to **Upload a RUM report** selects and click **Upload Data**.

Step 7: Select the **virtual account** from the dropdown selector under which the device needs to be reported and click on **“Ok”**.

**Step Result:** After the **RUM report** gets processed successfully, the device will be shown in the **smart account**.

You may have to wait for the file to appear in the **Acknowledgement column**. If there are many **RUM reports** or requests to process, CSSM may take a few minutes.

**Troubleshooting:**

If you experience an issue with this process, that you cannot address, open a case in [\*Support Case Manager \(SCM\)\*](#) using software licensing option.

For feedback on the content of this document, please submit [\*here\*](#).