How can I remove a device from within an On-Prem deployment ?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in 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 that you have the following data:

- A Cisco Smart Account

- A valid CCO User ID and Password

- Admin Access to SSM On-Prem

- Access to Smart Account Which has the device that needs to be removed

Step 1: In the SSM On-Prem Click on Smart Licensing, click on Inventory tab and then select the Local Virtual Account that you need from the pull-down list.

Step 2: In the Inventory tab, click the Product Instances tab.

Step 3: In the Product Instances tab, locate the product instance that you want to remove.

Step 4: In the Actions column, click the Remove link for the product instance that you want to remove.

Step 5: In the Confirm Remove Product Instance dialog box, click Remove Product Instance.
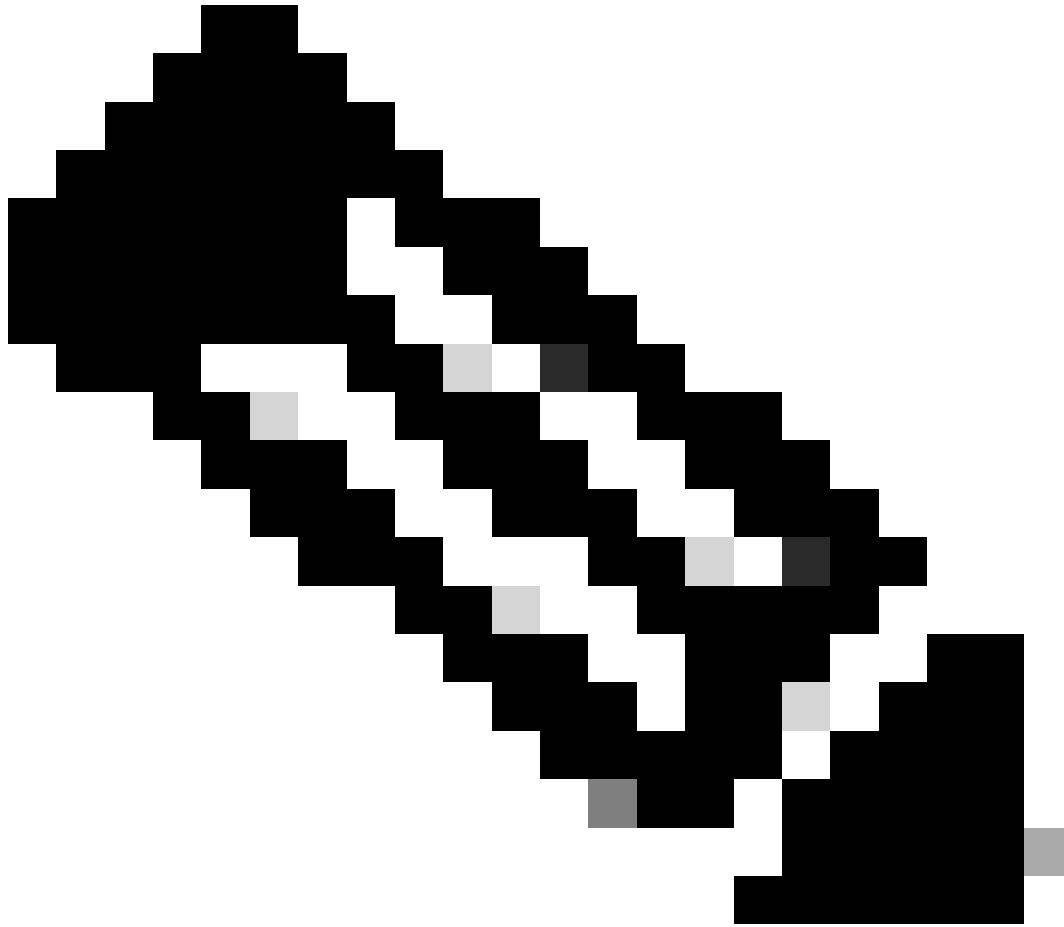
Note:

- Please Perform Synchronization after Removing the Product instance. Please follow below steps [How can I perform a synchronization within an On-Prem deployment?](#)
- For CSLU Devices you need to follow the same process and after removing from the On-prem you need to raise a case manually remove the device from CSSM.

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.

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