

Aplicar Licenças Permanentes em Redes Air-Gapped no FDM

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Introdução

Este documento descreve como aplicar licenças permanentes em redes Air-Gapped no Firepower Device Manager (FDM).

Pré-requisitos

Requisitos

Recomenda-se ter conhecimento deste tópico:

- Configuração inicial do Cisco Secure Firewall Threat Defense

Componentes Utilizados

As informações neste documento são baseadas na versão do software:

- Firepower Threat Defense versão 7.4.1.

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Configurar

Ativar o modo PLR

Etapa 1. Ative o modo PLR em seu dispositivo.

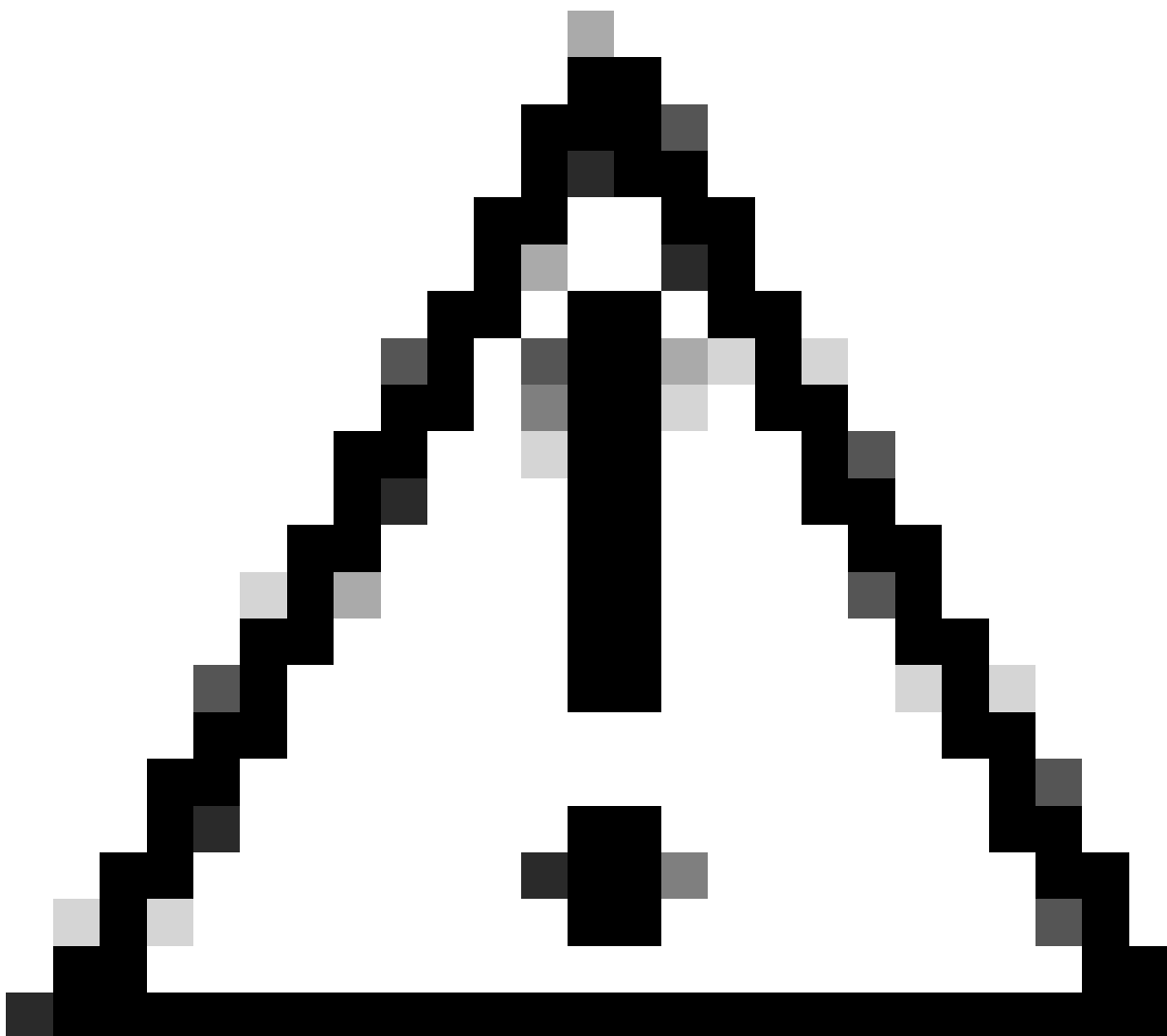
Clique em Device e navegue até Smart License.

The screenshot displays the Cisco Firepower Device Manager (FDM) interface. The top navigation bar includes 'Firewall Device Manager', 'Monitoring', 'Policies', 'Objects', and 'Device: firepower' (highlighted with a red box). The main area shows a network diagram with 'Inside Network', 'Cisco Firepower Threat Defense for VMware', and 'Internet' components. Below the diagram is a grid of configuration panels. The 'Smart License' panel is highlighted with a red box and shows 'Evaluation expires in 82 days' and 'Tier: FTDv5 - 100 Mbps'. Other panels include 'Interfaces', 'Routing', 'Updates', 'System Settings', 'Backup and Restore', 'Troubleshoot', 'Site-to-Site VPN', 'Remote Access VPN', 'Advanced Configuration', and 'Device Administration'.

Etapa 2. Clique na engrenagem e selecione Switch to Universal PLR.



Observação: se seu dispositivo estiver usando o Smart Licensing, você deverá cancelar o registro do dispositivo.



Cuidado: Depois de alternar para o modo PLR, você não poderá voltar para o modo de avaliação.

Firewall Device Manager | Monitoring | Policies | Objects | Device: firepower | admin Administrator | CISCO SECURE

Device Summary
Smart License

LICENSE ISSUE
Evaluation Period
You are in Evaluation mode now.

82/90 days left | REGISTER DEVICE | Need help?

Resync connection
Switch to Universal PLR

Na janela de visualização, selecione a camada de desempenho e clique em Sim.

⚠ Change to Permanent License



If you switch to Universal Permanent License Reservation mode, you cannot switch back to Evaluation mode.

Are you sure you want to use Universal Permanent License Reservation for this device?

Select Performance Tier

The selected performance tier determines VPN session limits and device throughput, click [here](#) to learn more.

Make sure the performance tier selected matches the license in your [Cisco Smart Software Manager](#) account.

Performance Tier

Pick a Tier



Your Device Specifications

Cores / RAM 4 core / 8 GB

NO

YES

Etapa 3. Salve o código de solicitação.

Universal Permanent License Reservation



i If you have **Cloud Services enabled** you might want to disable them.

1 Save Request Code for this Device.



Request Code

DE-ZNGFWv:9ADKC86E1VU-CCRvmZyqM-BF

SAVE AS TXT

PRINT

2 Log into your [Cisco Smart Software Manager](#) account, go to the Inventory > Licenses page, and start the License Reservation process. Use the request code to generate an Authorization Code. Note that you must work with your Cisco representative to enable Universal Permanent License Reservation mode in your account. If you cannot start the License Reservation process (that is, the button does not appear on the Inventory > License page), please contact your Cisco representative.

3 Paste or type in the Authorization Code:

Authorization Code

Paste code from clipboard here

? For a more detailed overview on Cisco Licensing, go to cisco.com/go/licensingguide

CANCEL

REGISTER

Etapa 4. Faça login na sua conta CSSM e navegue para Smart Software Licensing > Inventory > Licenses e clique em License Reservation.

Smart Software Licensing

[SL Product Details](#) [Support](#) [Help](#)

Alerts **Inventory** [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

General **Licenses** Product Instances Event Log

Available Actions

Manage License Tags

License Reservation...



Show License Transactions

By Name | By Tag

Search by License



Clique em Continuar.



Use of the Software contained in this Smart Account is subject to Cisco's EULA. Cisco may restrict the availability or features of this Smart Account or the Smart Licensing capabilities in any region, or modify or discontinue features to comply with applicable laws and regulations. You may only use the Software in the country for which it is purchased and intended to be used.

Proceed

Cole o código de solicitação e clique em Avançar.

Smart License Reservation



STEP 1

Enter Request Code

STEP 2

Select Licenses

STEP 3

Review and Confirm

STEP 4

Authorization Code

You can reserve licenses for product instances that cannot connect to the Internet for security reasons. You will begin by generating a Reservation Request Code from the product instance. To learn how to generate this code, see the configuration guide for the product being licensed.

Once you have generated the code:

- 1) Enter the Reservation Request Code below
- 2) Select the licenses to be reserved
- 3) Generate a Reservation Authorization Code
- 4) Enter the Reservation Authorization Code on the product instance to activate the features

* Reservation Request Code:

DE-ZNGFW:9ADKC86E1VU-CCRvmZyqM-BF



Upload File

Browse

Upload

Cancel

Next

Selecione sua licença e clique em Avançar.

Smart License Reservation

3

STEP 1 ✓ Enter Request Code

STEP 2 Select Licenses

STEP 3 Review and Confirm

STEP 4 Authorization Code

Product Instance Details

Product Type: VIRTSEC
UDI PID: NGFW
UDI Serial Number: 9ADKC86E1VU

Licenses to Reserve

In order to continue, ensure that you have a surplus of the licenses you want to reserve in the Virtual Account.

- Cisco Firepower Virtual Threat Defense Universal License

Cancel Next

Clique em Gerar código de autorização.

Smart License Reservation

x

STEP 1 ✓ Enter Request Code

STEP 2 ✓ Select Licenses

STEP 3 Review and Confirm

STEP 4 Authorization Code

Product Instance Details

Product Type: VIRTSEC
UDI PID: NGFW
UDI Serial Number: 9ADKC86E1VU

Licenses to Reserve

License	Expires	Quantity to Reserve
Cisco Firepower Virtual Threat Defense Universal License <small>Cisco Firepower Virtual Threat Defense Universal License</small>	-	1

Cancel Back Generate Authorization Code

Para salvar o Código de Autorização, clique em Download como Arquivo ou em Copiar para Área de Transferência.



Observação: atualize a página para ver o status atual da licença.

Universal Permanent License Reservation



i If you have **Cloud Services enabled** you might want to disable them.

1 Save Request Code for this Device.



Request Code

DE-ZNGFWv:9ADKC86E1VU-CCRVmZyqM-BF

SAVE AS TXT

PRINT

2 Log into your [Cisco Smart Software Manager](#) account, go to the Inventory > Licenses page, and start the License Reservation process. Use the request code to generate an Authorization Code. Note that you must work with your Cisco representative to enable Universal Permanent License Reservation mode in your account. If you cannot start the License Reservation process (that is, the button does not appear on the Inventory > License page), please contact your Cisco representative.

3 Paste or type in the Authorization Code:

Authorization Code

9ADKC86E1VU-CCRVmZyqM-BF

? For a more detailed overview on Cisco Licensing, go to cisco.com/go/licensingguide

CANCEL

REGISTER

Cancelar registro de PLR

Tenho uma licença no CSSM

Use esta opção quando concluir o Assistente de registro de licença no CSSM e você tiver um código de autorização. Por exemplo, você iniciou o processo no FDM incorreto, portanto, deve liberar sua licença em sua conta CSSM.

Etapa 1. Clique em Device e navegue até Smart License.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Inside Network | Cisco Firepower Threat Defense for VMware | ISP/WAN/Gateway | Internet | DNS Server | NTP Server | Smart Lic...

Interfaces
Management: Merged
Enabled 1 of 4
View All Interfaces

Routing
1 static route
View Configuration

Updates
Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds
View Configuration

System Settings
Management Access
Logging Settings
DHCP Server / Relay
DDNS Service
DNS Server
Hostname
Time Services
SSL Settings
See more

Smart License 82 DAYS
Evaluation expires in 82 days
Tier: FTDv5 - 100 Mbps
View Configuration

Backup and Restore
View Configuration

Troubleshoot
No files created yet
REQUEST FILE TO BE CREATED

Site-to-Site VPN
There are no connections yet
View Configuration

Remote Access VPN
Requires Secure Client License
No connections | 1 Group Policy
Configure

Advanced Configuration
Includes: FlexConfig, Smart CLI
View Configuration

Device Administration
Audit Events, Deployment History, Download Configuration
View Configuration

Etapa 2. Clique na engrenagem e selecione Cancelar PLR.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Device Summary
Licensing

UNIVERSAL PLR NOT FINISHED
Reservation Pending

CONTINUE RESERVATION | Need help?

Tiered Performance
Performance Tier: FTDv20 - 3 Gbps

Session limits for VPN and rate-limited throughput are determined by the selected performance tier. Learn More

Includes:
Minimum Threat Defense Virtual Cores: 4 core
Minimum Threat Defense Virtual RAM: 8 GB
Rate Limit: 3 Gbps
VPN Limit: 250

Your Device: Cores / RAM: 4 core / 8 GB

Resync connection
Cancel PLR

Etapa 3. Selecione Eu tenho uma licença no CSSM.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

Paste code from clipboard here

2 Generate a Release License Code using your Authorization Code.



GENERATE RELEASE CODE

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Etapa 4. Cole seu código de autorização e clique em Gerar código de liberação.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

2 Generate a Release License Code using your Authorization Code.



GENERATE RELEASE CODE

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Salve seu Código de Licença de Liberação.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

DAKwJ-KeIke2-fGtuzD-coNBoo-uMz7-ID-QeGQh-+QoIke-MQ-55-DI

2 Generate a Release License Code using your Authorization Code.



Release License Code

DKvxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

SAVE AS TXT

PRINT

You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.



3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL





OK

Etapa 5. Faça login na sua conta CSSM e navegue para Smart Software Licensing > Inventory > Product Instances.

General | Licenses | **Product Instances** | Event Log

Authorize License-Enforced Features...  Search by Device or by Product Type 




Name	Product Type	Last Contact	Alerts	Actions
10.106.60.161	FP	2024-Feb-08 21:22:04		Actions ▾
68.com	ESA	2024-Feb-08 15:47:37		Actions ▾
724FMC	FP	2024-Jan-16 18:30:52		Actions ▾
A-TSZ-HIS-FMC01	FP	2023-Oct-03 21:05:28	✘ Failed to Renew	Actions ▾
a4115	FPRUHI	2024-Jan-27 17:05:40		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 19:07:58		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 11:25:38		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 20:14:33		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 05:30:17		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 08:00:04		Actions ▾

10 ▾ Showing Page 1 of 97 (963 Records)    

Etapa 6. Pesquisa o dispositivo por nome.

Observação: o nome é o número de série do dispositivo.

General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...  UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;  

Name	Product Type	Last Contact	Alerts	Actions
UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;	VIRTSEC	2024-Feb-09 01:11:40 (Reserved Licenses)		Actions ▾

Showing 1 Record

Passo 7. Clique em Actions e selecione Remove na lista suspensa.

The screenshot shows a web interface with tabs for 'General', 'Licenses', 'Product Instances', and 'Event Log'. The 'Product Instances' tab is active, displaying a table with columns: Name, Product Type, Last Contact, Alerts, and Actions. A search bar at the top contains 'UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;'. The table lists one instance with the same ID, Product Type 'VIRTSEC', and Last Contact '2024-Feb-09 01:11:40 (Reserved Licenses)'. A context menu is open over the 'Actions' column, showing options: 'Transfer...', 'Remove...' (highlighted with a red box), and 'Rehost Licenses from a Failed Product...'.

Cole o código de licença de lançamento e clique em Remover reserva.

Remove Reservation



To remove a Product Instance that has reserved licenses and make those licenses once again available to other Product Instances, enter in the Reservation Return Code generated by the Product Instance. If you cannot generate a Reservation Return Code, contact [Cisco Support](#)

★ Reservation Return Code:

DKvxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7|



Remove Reservation

Cancel

Etapa 8. Volte para o dispositivo e clique em Ok.



Observação: atualize a página para ver o status atual da licença.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

1 Get Authorization Code from CSSM and paste it here:



Authorization Code

DKVxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

2 Generate a Release License Code using your Authorization Code.



Release License Code

DKVxiU-zchZA5-M6ekJk-EmeitQ-85pErd-Ft7

SAVE AS TXT

PRINT

 You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

3 In your [Cisco Smart Software Manager](#) account free up license by putting Release Code.

CANCEL

OK

Não tenho uma licença no CSSM

Use esta opção quando não concluir o Assistente de registro de licenças no CSSM. Por exemplo, você iniciou o processo PLR no FDM, mas não tem as licenças corretas no CSSM.

Etapa 1. Clique em Device e navegue até Smart License.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Inside Network | Cisco Firepower Threat Defense for VMware | ISP/WAN/Gateway | Internet | DNS Server | NTP Server | Smart Lic...

Interfaces
Management: Merged
Enabled 1 of 4
View All Interfaces

Routing
1 static route
View Configuration

Updates
Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds
View Configuration

System Settings
Management Access
Logging Settings
DHCP Server / Relay
DDNS Service
DNS Server
Hostname
Time Services
SSL Settings
See more

Smart License (82 DAYS)
Evaluation expires in 82 days
Tier: FTDv5 - 100 Mbps
View Configuration

Backup and Restore
View Configuration

Troubleshoot
No files created yet
REQUEST FILE TO BE CREATED

Site-to-Site VPN
There are no connections yet
View Configuration

Remote Access VPN
Requires Secure Client License
No connections | 1 Group Policy
Configure

Advanced Configuration
Includes: FlexConfig, Smart CLI
View Configuration

Device Administration
Audit Events, Deployment History, Download Configuration
View Configuration

Etapa 2. Clique na engrenagem e selecione Cancelar PLR.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Device Summary
Licensing

UNIVERSAL PLR NOT FINISHED
Reservation Pending
CONTINUE RESERVATION | Need help?

Resync connection
Cancel PLR

Tiered Performance
Performance Tier: FTDv20 - 3 Gbps

Session limits for VPN and rate-limited throughput are determined by the selected performance tier. [Learn More](#)

Includes:

Minimum Threat Defense Virtual Cores	4 core	Rate Limit	3 Gbps
Minimum Threat Defense Virtual RAM	8 GB	VPN Limit	250

Your Device: Cores / RAM 4 core / 8 GB

Etapa 3. Selecione I do not have a license in CSSM.

Cancel Permanent License Reservation



Are you sure you want to cancel the Permanent License Reservation?

License States

I have a License in CSSM

I do not have a License in ...

i In this case you can proceed with Cancelling Permanent License Reservation.

CANCEL

OK

Clique em Ok para concluir.

Cancelar o registro do dispositivo no modo PLR

Etapa 1. Clique em Device e navegue até Smart License.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Model: Cisco Firepower Threat Defense for VMwa... | Software: 7.4.1-172 | VDB: 376.0 | Intrusion Rule Update: 20231011-1536 | Cloud Services: Not Registered | Register | High Availability: Not Configured | CONFIGURE

Inside Network | Cisco Firepower Threat Defense for VMware | Internet | DNS Server | NTP Server | Universal P...

Interfaces: Management: Merged, Enabled 1 of 4. View All Interfaces >

Smart License: Universal PLR, Tier: Not selected (Threat Defense Virtual - Variable). View Configuration >

Routing: 1 static route. View Configuration >

Updates: Geolocation, Rule, VDB, System Upgrade, Security Intelligence Feeds. View Configuration >

System Settings: Management Access, Logging Settings, DHCP Server / Relay, DDNS Service, DNS Server, Hostname, Time Services, SSL Settings. See more >

Backup and Restore: View Configuration >

Troubleshoot: No files created yet. REQUEST FILE TO BE CREATED

Etapa 2. Clique no equipamento e selecione Unregister Universal PLR.

Firewall Device Manager | Monitoring | Policies | Objects | **Device: firepower** | admin Administrator | cisco SECURE

Device Summary | Licensing

UNIVERSAL PLR Sufficient License

Unregister Universal PLR

Etapa 3. Clique em Sim para continuar o processo.

Warning

If you unregister the device, you cannot make any changes to the device configuration. You will have to re-register the device using either Smart Licensing or Universal Permanent License Reservation mode to make changes.

Are you sure you want to unregister the device?

NO YES

Etapa 4. Salve o código de licença de lançamento.

Unregister Universal Permanent License Reservation

- Save Release Code for this Device.
↓
Release License Code
DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4
SAVE AS TXT PRINT



⚠ You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

- In your [Cisco Smart Software Manager](#) free up license by inserting Release License Code from here.

CANCEL UNREGISTER

Etapa 5. Faça login na sua conta CSSM e navegue para Smart Software Licensing > Inventory > Product Instances.

General | Licenses | **Product Instances** | Event Log

Authorize License-Enforced Features...  Search by Device or by Product Type 




Name	Product Type	Last Contact	Alerts	Actions
10.106.60.161	FP	2024-Feb-08 21:22:04		Actions ▾
68.com	ESA	2024-Feb-08 15:47:37		Actions ▾
724FMC	FP	2024-Jan-16 18:30:52		Actions ▾
A-TSZ-HIS-FMC01	FP	2023-Oct-03 21:05:28	✘ Failed to Renew	Actions ▾
a4115	FPRUHI	2024-Jan-27 17:05:40		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 19:07:58		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 11:25:38		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 20:14:33		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 05:30:17		Actions ▾
AAALAB	ASAHIGH	2024-Jan-18 08:00:04		Actions ▾

10 ▾ Showing Page 1 of 97 (963 Records) |<< >>|

Etapa 6. Pesquisa o dispositivo por nome.

Observação: o nome é o número de série do dispositivo.

General Licenses **Product Instances** Event Log

Authorize License-Enforced Features...  UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;  

Name	Product Type	Last Contact	Alerts	Actions
UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;	VIRTSEC	2024-Feb-09 01:11:40 (Reserved Licenses)		Actions ▾

Showing 1 Record

Passo 7. Clique em Actions e selecione Remove na lista suspensa.

The screenshot shows a web interface with tabs for General, Licenses, Product Instances, and Event Log. The Product Instances tab is active, displaying a table with columns: Name, Product Type, Last Contact, Alerts, and Actions. A search bar at the top contains the text 'UDI_PID:NGFW; UDI_SN:9ADKC86E1VU;'. The table has one row with the following data: Name: UDI_PID:NGFW; UDI_SN:9ADKC86E1VU; Product Type: VIRTSEC; Last Contact: 2024-Feb-09 01:11:40 (Reserved Licenses). The Actions column for this row has a dropdown menu open, showing three options: 'Transfer...', 'Remove...' (highlighted with a red box), and 'Rehost Licenses from a Failed Product...'.

Cole o código de licença de lançamento e clique em Remover reserva.

Remove Reservation

To remove a Product Instance that has reserved licenses and make those licenses once again available to other Product Instances, enter in the Reservation Return Code generated by the Product Instance. If you cannot generate a Reservation Return Code, contact [Cisco Support](#)

* Reservation Return Code:

DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4

Remove Reservation

Cancel

Etapa 8. Volte para o dispositivo e clique em Cancelar registro.

Unregister Universal Permanent License Reservation ? ×

1 Save Release Code for this Device.



Release License Code

DCsSXH-D2rBtc-UZzer8-Un5yqp-vcKF1v-EG4

SAVE AS TXT

PRINT

You will not be able to regenerate the Release Code after you unregister. Please make sure that you save this code for use in Cisco Smart Software Manager.

2 In your [Cisco Smart Software Manager](#) free up license by inserting Release License Code from here.

CANCEL

UNREGISTER

Verificar

Navegue até Device > Smart License e você poderá ver que a licença é Universal PLR.

Firewall Device Manager | Monitoring | Policies | Objects | Device: firepower

Device Summary
Licensing

UNIVERSAL PLR
Sufficient License

Troubleshooting

1. Procure erros em `/ngfw/var/log/cisco/smart_agent.log`.

Por exemplo, nesses logs, você pode ver que o processo de registro foi bem-sucedido.

```
<#root>
> expert
admin@firepower:~$ sudo su
Password:
root@firepower:/home/admin# cd /ngfw/var/log/cisco/
root@firepower:/ngfw/var/log/cisco# tail smart_agent.log
```

```
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO LicenseSoftwareIds:82 - Selected software ID: regid.2019-
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO DefaultSmartAgentFactoryProvider:398 - New platform tag i
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl

2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO SmartAgentConfFileSync:178 - RegistrationStatus : REGISTERED

2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO SmartAgentConfFileSync:192 - updated the smart Agent File
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO PLRUnhandledNotificationHandler:31 - Handling listener cl
2024-02-09 03:21:21 ajp-nio-8009-exec-8: INFO DefaultSmartAgentManager:159 - Received notification from
```

2. Use um rabisco para solicitar assistência do TAC e anexe-o às notas do caso. Você pode solicitar assistência de suporte em [Suporte técnico e downloads da Cisco](#).

```
> expert
admin@firepower:~$ sudo su
root@firepower:/home/admin# pigtail all -outfile LogsRegistration.txt
```

3. O status da licença também é informado no arquivo `/etc/sf/smart_agent.conf`. Se o dispositivo estiver no modo Reserva de Licenciamento Permanente Universal, o `smart_agent.conf` será exibido como REGISTERED e AUTHORIZED.

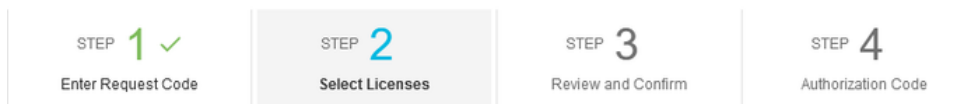
```
> expert
admin@firepower:~$ sudo su
root@firepower:/home/admin# tail /etc/sf/smart_agent.conf
#Fri Feb 09 03:21:21 UTC 2024
virtual_acct=
registration=REGISTERED,null
authorization=AUTHORIZED,1707448881842
```


Problemas comuns

Não há licenças suficientes.

No processo License Reservation, você recebeu este erro:

Smart License Reservation



 The licenses cannot be reserved because the Virtual Account does not contain a sufficient surplus of the following perpetual licenses: FTDv 3 Gbps Universal License.

Ação recomendada.

Verifique se você tem licenças suficientes em sua conta CSSM. Se você tiver licenças suficientes, solicite assistência do TAC.


Você não pode ver o botão License Reservation (Reserva de licença).

Smart Software Licensing

[SL Product Details](#) [Support](#) [Help](#)

[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [On-Prem Accounts](#) | [Activity](#)

General | **Licenses** | Product Instances | Event Log

Available Actions ▾ | Manage License Tags |  | Show License Transactions | By Name | [By Tag](#) | 🔍

Ação recomendada

Você deve entrar em contato com seu representante da Cisco para ativar o modo PLR em sua conta.

Informações Relacionadas

- [Guia de configuração do gerenciador de dispositivos do Cisco Secure Firewall, versão 7.4](#)

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