Smart Licensing Deployment Guide for Cisco Secure Email Gateway and Cisco Secure Email and Web Manager

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Smart Software Licensing

Introduction

Cisco Smart Licensing is a flexible licensing model that provides you with an easier, faster, and more consistent way to purchase and manage software across the Cisco portfolio and across your organization. And it's secure — you control what users can access. With Smart Licensing you get:

- **Easy Activation**: Smart Licensing establishes a pool of software licenses that can be used across the entire organization — no more PAKs (Product Activation Keys).

- **Unified Management**: My Cisco Entitlements (MCE) provides a complete view into all of your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.

• **License Flexibility**: Your software is not node-locked to your hardware, so you can easily use and transfer licenses as needed.

To use Smart Licensing, you must first set up a Smart Account on Cisco Software Central (https://software.cisco.com/). For a more detailed overview about Cisco Licensing, go to https://cisco.com/go/licensingguide.

All Smart Software Licensed products, upon configuration and activation with a single token, can self-register, removing the need to go to a website and register product after product with PAKs. Instead of using PAKs or license files, Smart Software Licensing establishes a pool of software licenses or entitlements that can be used across your entire company in a flexible and automated manner. Pooling is particularly helpful with RMAs because it eliminates the need to re-host licenses. You may self manage license deployment throughout your company easily and quickly in the Cisco Smart Software Manager.

Through standard product offers, a standard license platform, and flexible contracts you have a simplified, more productive experience with Cisco software.

Smart Licensing Deployment Modes

Security is a concern for many customers. The options below are listed in an order from easiest to use to most secure.

• The first option is to transfer usage over the Internet to the Cloud server directly from the devices to the cloud via HTTPs.

• The second option is to transfer files directly over the Internet to the Cloud server through an HTTPs proxy, either Smart Call Home Transport Gateway or off the shelf HTTPs proxy such as Apache.

• The third option uses a customer internal collection device called the "Cisco Smart Software Satellite." The Satellite periodically transmits the information into the cloud using periodic network synchronization. In this instance the only customer system or database transferring information to the cloud is the Satellite. The customer can control what is included in the collector database, which lends itself to higher security.

• The fourth option is to use the Satellite, but to transfer the collected files using manual synchronization at least once a month. In this model the system is not directly connected to the Cloud and an air gap exists between the customers network and the Cisco Cloud.
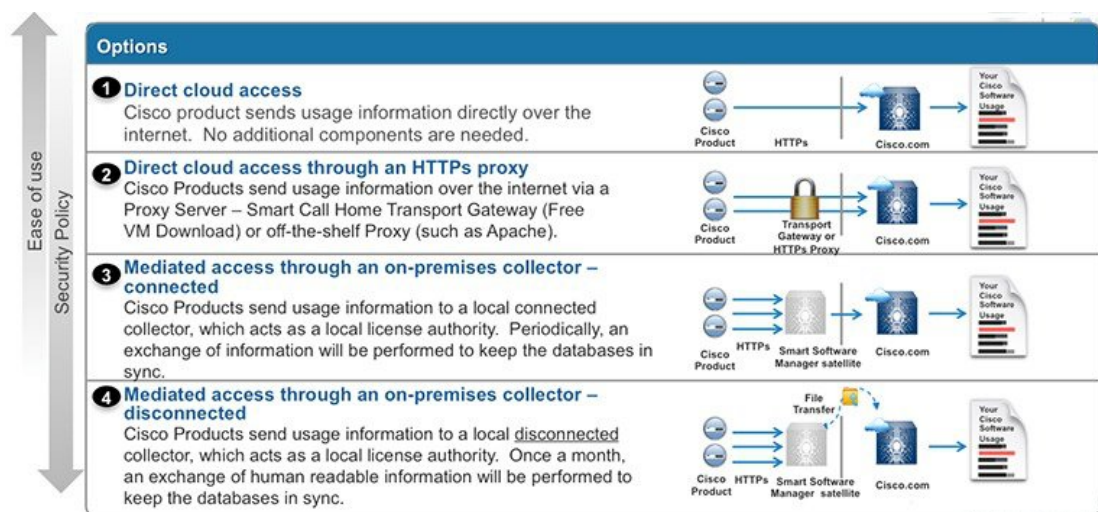
Smart Account Creation

A Customer Smart Account provides the repository for Smart enabled products and enables Users to manage Cisco Licenses. Once they are deposited, Users can activate licenses, monitor license usage and track Cisco purchases. Your Smart Account can be managed by the Customer directly or a Channel Partner or authorized party. All Customers will need to create a Customer Smart Account to fully utilize the license management features of their smart enabled products. The creation of your Customer Smart Account is a one-time setup activity using the link Training Resources for Customers, Partners, Distributors, B2B

After the Customer Smart Account Request has been submitted and the Account Domain Identifier has been approved (if edited), the Creator will receive an email notification informing them that they will need to complete the Customer Smart Account setup in Cisco Software Central (CSC).

Cisco Smart Software Manager

Cisco Smart Software Manager (CSSM) is a portal that enables you to manage all your Cisco software licenses from a centralized location. CSSM helps you manage current requirements and review usage trends to plan for future license requirements. You can access the CSSM Web UI at https://software.cisco.com. Under the **License** tab, click the **Smart Software Licensing** link.

See the section to know about the different ways in which you can connect to CSSM. In CSSM you can:

- Create, manage, or view virtual accounts.

- Create and manage Product Instance Registration Tokens.

- Transfer licenses between virtual accounts or view licenses.

- Transfer, remove, or view product instances.

- Run reports against your virtual accounts.

- Modify your email notification settings.

- View overall account information.

Cisco Smart Software Manager enables you to manage all of your Cisco Smart software licenses from one centralized website. With Cisco Smart Software Manager, you organize and view your licenses in groups called virtual accounts. You use Cisco Smart Software Manager to transfer the licenses between virtual accounts as needed.

CSSM can be accessed from the Cisco Software Central homepage at software.cisco.com under the Smart Licensing section.

Cisco Smart Software Manager is divided into two main sections: a **Navigation** pane on the top and the main **Work** pane.

Cisco Software Central > **Smart Software Licensing**

Smart Software Licensing

| Alerts | **Inventory** | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity |

Virtual Account: ESA ▾   291 Major │ 741 Minor │ 107

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

Virtual Account

| Description: | ESA testing |
| Default Virtual Account: | No |

Product Instance Registration Tokens

The registration tokens below can be used to register new product instances to this virtual account.

[New Token...]

Token	Expiration Date	Uses	Export-Controlled	Description	Created By
NzkzOWU0MzEtZjg4... ↗	2025-Mar-29 08:31:05 (in 362 da...		Allowed	ISE Token - WSA SRTS	brsarkar
ZWU2OTQ1NjEtMzA... ↗	2024-Apr-27 16:18:20 (in 27 days)	2 of 100	Allowed	esa-sl	adevarap
ZTQ3ZGYxNTMtYjlh... ↗	2025-Mar-27 12:09:24 (in 361 da...	6 of 100	Allowed		lokekuma
NGZiYjM3ZjAtZGM5... ↗	2024-Apr-27 10:49:07 (in 27 days)	1 of 50	Allowed	BEN-QA	kovikram
YTQ0OWQyNWQtYjg... ↗	2024-Jun-26 07:26:19 (in 86 days)		Allowed		sayanda
ZjAzMzBjZDEtMTYxN... ↗	2024-Apr-27 05:59:07 (in 26 days)	0 of 1	Allowed		snandagi

You can use the **Navigation** pane to do the following tasks:

• Choose virtual accounts from the list of all virtual accounts that are accessible by the user.

Virtual Account: ESA ▾

| General | Lice | | | By Name | By Tag |

ESA	291 741 107
ESA1	122
ESA2	20 139
ESA3	90

Virtual Account

Description:

Default Virtual Acc

Product Instance Registration Tokens

The registration tokens below can be used to register new product instances to this virtual account.

New Token...
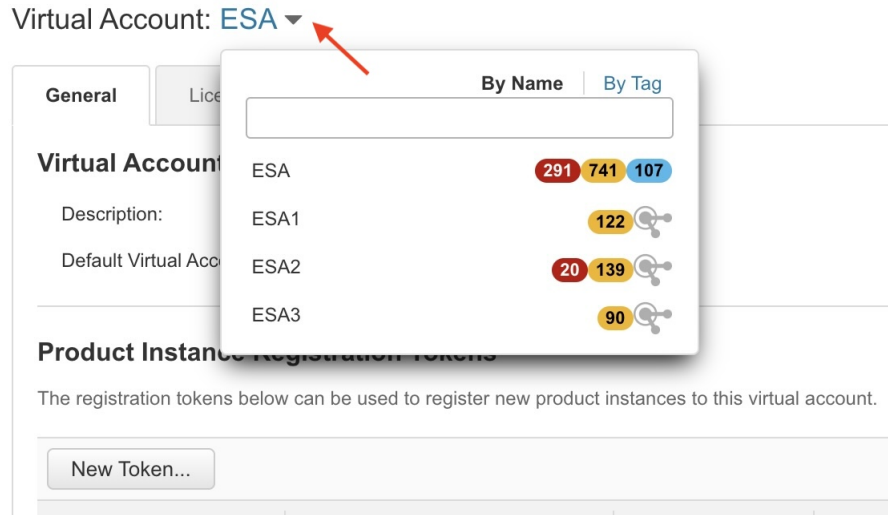
• Run reports against your virtual accounts.

Cisco Software Central > **Smart Software Licensing**

Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | **Reports** | Preferences | On-Prem Accounts | Activity

Reports

| Report | Usage Data Files | Reporting Policy | Synch File for Device Controllers |

Name	Description
Licenses	View License count and usage over selected Virtual Ac
Product Instances	View Product Instances and License usage over selec

• Modify your email notification settings.

Cisco Software Central > **Smart Software Licensing**

Smart Software Licensing

Alerts | Inventory | Convert to Smart Licensing | Reports | **Preferences** | On-Prem Accounts | Activity

Notifications

Daily Event Summary

☑ Receive a daily email summary containing the events selected below

Email Address: [redacted]

Select Virtual Account: | 4 selected ▼ |

Alert Events:

☑ **Insufficient Licenses** - Usage in account exceeds available licenses

☑ **Licenses Expiring** - Warning that term-limited licenses will be expiring.

  ⦿ 90 Days   ○ 60 Days   ○ 30 Days   ○ 14 Days   ○ 7 Days

☑ **Licenses Expired** - Term-limited licenses have expired. Only displayed if Licenses Expiring warning have not been dismissed.

☑ **Product Instance Failed to Connect** - Product has not successfully connected during its renewal period

☑ **Product Instance Failed to Renew** - Product did not successfully connect within its maximum allowed renewal period.

• Manage Major and Minor Alerts.

Cisco Software Central > **Smart Software Licensing**

Smart Software Licensing

| **Alerts** | Inventory | Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity |

Alerts

| Available Actions ▾ |

	Sev	Alert Type	Alert Date	Message
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Secure Web Applia
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Secure Web Applia
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Content Security M
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Content Security M
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Content Security M
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Content Security M
☐	❌	**Insufficient Licenses**	2024-Apr-01	The Virtual Account "ESA" has a shortage of Content Security M

• View overall account activity, license transactions and event log.

The latest stable version of the following web browsers are supported for Cisco Smart Software Manager:

- Google Chrome

- Mozilla Firefox

- Safari

- Microsoft Edge

Note   To access the web-based UI, your browser must support and be enabled to accept JavaScript and cookies, and it must be able to render HTML pages containing Cascading Style Sheets (CSS).

Smart Licensing for Different Users

Smart Software Licensing enables you to manage and monitor email gateway licenses seamlessly. To activate Smart Software licensing, you must register your email gateway with Cisco Smart Software Manager (CSSM) which is the centralized database that maintains the licensing details about all the Cisco products that you

purchase and use. With Smart Licensing, you can register with a single token rather than registering them individually on the website using Product Authorization Keys (PAKs).

Once you register the email gateway, you can track your email gateway licenses and monitor license usage through the CSSM portal. The Smart Agent installed on the email gateway connects the appliance with CSSM and passes the license usage information to the CSSM to track the consumption.

Note   If the Smart Account Name in the Smart Licensing account contains unsupported Unicode characters, the email gateway is unable to fetch the Cisco Talos certificate from the Cisco Talos server. You can use the following supported characters: - a-z A-Z 0-9 _ , . @ : & '" / ; # ? ö ü Ã ¸ () for the Smart Account Name.

License Reservation

You can reserve licenses for features enabled in your email gateway without connecting to the Cisco Smart Software Manager (CSSM) portal. This is mainly beneficial for covered users that deploy the email gateway in a highly secured network environment with no communication to the Internet or external devices.

The feature licenses can be reserved in any one of the following modes:

- **Specific License Reservation (SLR)** – use this mode to reserve licenses for individual features (for example, 'Mail Handling') for a given time-period.

- **Permanent License Reservation (PLR)** – use this mode to reserve licenses for all features permanently.

For more information on how to reserve the licenses in your email gateway, see Reserving Feature Licenses, on page 18.

Device Led Conversion

After you register your email gateway with smart licensing, all existing, valid classical licenses are automatically converted to smart licenses using the Device Led Conversion (DLC) process. These converted licenses are updated in the virtual account of the CSSM portal.

Note   The DLC process is initiated if the email gateway contains valid feature licenses.

Note   After the DLC process is complete, you will not be able to convert the smart licenses to classic licenses. Contact Cisco TAC for assistance.

Note   The DLC process takes approximately an hour to complete.

You can view the status of the DLC process – 'success' or 'failed' in any one of the following ways:

- Device Led Conversion status field under the 'Smart Software Licensing Status' section in the **System Administration** > **Smart Software Licensing** page of the web interface.

- Conversion Status entry in the `license_smart` > `status` sub command in the CLI.

Note When the DLC process fails, the system sends a system alert that details the reason for the failure. You need to fix the issue and then use the `license_smart` > `conversion_start` sub command in the CLI to manually convert the classical licenses to smart licenses.

Note The DLC process is applicable only for classic licenses and not for the SLR or PLR modes of license reservation.

Before you begin

- Make sure that your email gateway has internet connectivity.

- Contact Cisco sales team to create a smart account in Cisco Smart Software Manager portal or install a Cisco Smart Software Manager Satellite on your network.

  See Cisco Smart Software Manager , on page 3 to know more about Cisco Smart Software Manager covered user account creation or installing a Cisco Smart Software Manager Satellite.

  Note A covered user is the total number of internet-connected employees, subcontractors, and other authorized individuals covered by your email gateway deployment (on-premises or cloud, whichever is applicable.)

  For covered users who do not want to directly send the license usage information to the internet, the Smart Software Manager Satellite can be installed on the premises, and it provides a subset of CSSM functionality. Once you download and deploy the satellite application, you can manage licenses locally and securely without sending data to CSSM using the internet. The CSSM Satellite periodically transmits the information to the cloud.

  Note If you want to use Smart Software Manager Satellite, use Smart Software Manager Satellite Enhanced Edition 6.1.0.

- The existing covered users of classical licenses (traditional) should migrate their classical licenses to smart licenses.

  See https://video.cisco.com/detail/video/6330894176112.

- The system clock of the email gateway must be in sync with that of the CSSM. Any deviation in the system clock of the email gateway with that of the CSSM, will result in failure of smart licensing operations.

  Note If you have internet connectivity and want to connect to the CSSM through a proxy, you must use the same proxy that is configured for the email gateway using **Security Services -> Service updates**.

Note Once Smart Software Licensing is enabled, you cannot revert back to classic licensing. The only way to do so is by completely reverting or resetting the Email Gateway or Email and Web Manager. If you have any questions, contact Cisco TAC.

Note When you configure the proxy on the **Security Services** > **Service Updates** page, make sure the username you enter does not contain a domain or realm. For example, in the **Username** field, enter only the username instead of DOMAIN\username.

Note For virtual covered users, every time you receive a new PAK file (new or renewal), generate the license file and load the file on the email gateway. After loading the file, you must convert the PAK to Smart Licensing. In Smart Licensing mode, the feature keys section in the license file will be ignored while loading the file and only the certificate information will be used.

Note If you already have a Cisco SecureX account, make sure you first register your email gateway with Cisco SecureX before you enable the Smart Licensing mode on your email gateway.

You must perform the following procedures to activate Smart Software Licensing for your email gateway:

Smart Software Licensing - New User

If you are a new (first-time) Smart Software Licensing user, you must perform the following procedures to activate Smart Software Licensing:

	Do This	More Informaton
Step 1	Enable Smart Software Licensing	Enabling Smart Software Licensing, on page 14
Step 2	Register the Secure Email gateway with Cisco Smart Software Manager	Registering the Email Gateway with Cisco Smart Software Manager, on page 15
Step 3	Request for licenses (feature keys)	Requesting for Licenses, on page 16

Migrating from Classic Licensing to Smart Software Licensing - Existing User

If you are migrating from Classic Licensing to Smart Software Licensing, you must perform the following procedures to activate Smart Software Licensing:

	Do This	More Informaton
Step 1	Enable Smart Software Licensing	Enabling Smart Software Licensing, on page 14
Step 2	Register the Secure Email Gateway with Cisco Smart Software Manager	Registering the Email Gateway with Cisco Smart Software Manager, on page 15
Step 3	Request for licenses (feature keys)	Requesting for Licenses, on page 16

Note:After you register Secure Email Gateway with Smart Software Licensing, all existing, valid Classic Licenses are automatically converted to Smart Licenses using the Device Led Conversion (DLC) process. For more information, see **Device Led Conversion** in Smart Licensing for Different Users, on page 8.

Smart Software Licensing in Air-Gap Mode - New User

If you are using Secure Email Gateway operating in air-gap mode, and if you are activating Smart Software Licensing for the first-time, you must perform the following procedures:

	Do This	More Informaton
Step 1	Enable Smart Software Licensing	Enabling Smart Software Licensing, on page 14
Step 2 (Required only for AsyncOS 15.5 and later)	Obtaining and Using VLN, Certificate, and Key Details to Register Secure Email Gateway in Air-Gap Mode for the first-time	Obtaining and Using VLN, Certificate, and Key Details to Register Secure Email Gateway in Air-Gap Mode, on page 13
Step 3	Request for licenses (feature keys)	Requesting for Licenses, on page 16

Smart Software Licensing in Air-Gap Mode - Existing User

If you are using Secure Email Gateway operating in air-gap mode, you must perform the following procedures to activate Smart Software Licensing:

	Do This	More Informaton
Step 1	Enable Smart Software Licensing	Enabling Smart Software Licensing, on page 14
Step 2 (Required only for AsyncOS 15.5 and later)	Register Secure Email Gateway operating in air-gap mode with license reservation	Obtaining and Using VLN, Certificate, and Key Details to Register Secure Email Gateway in Air-Gap Mode, on page 13
Step 3	Request for licenses (feature keys)	Requesting for Licenses, on page 16

Obtaining and Using VLN, Certificate, and Key Details to Register Secure Email Gateway in Air-Gap Mode

Perform the following steps to obtain VLN, certificate, and key details and use these details to register your virtual Secure Email Gateway operating in air-gap mode:

Procedure

Step 1 Register a virtual Secure Email Gateway operating outside the air-gap mode. For information on how to register a virtual Secure Email Gateway, see Registering the Email Gateway with Cisco Smart Software Manager, on page 15.

Step 2 Enter the `vlninfo` command in the CLI. This command displays the VLN, certificate, and key details. Copy these details and maintain these details to use it later.

> **Note** The `vlninfo` command is available in Smart Licensing mode. For more information on the `vlninfo` command, see *CLI Reference Guide for AsyncOS for Cisco Secure Email Gateway*.

Step 3 Register your virtual Secure Email Gateway operating in air-gap mode with your license reservation. For more information on how to register a virtual Secure Email Gateway with your license reservation, see Reserving Feature Licenses, on page 18.

Step 4 Enter `updateconfig` -> `VLNID` subcommand in the CLI.

Step 5 Paste the copied VLN (in step 2) when you are prompted to enter the VLN.

> **Note** The `updateconfig` -> `VLNID` subcommand is available only in License Reservation mode. For more information on how to use `updateconfig` -> `VLNID` subcommand, see *CLI Reference Guide for AsyncOS for Cisco Secure Email Gateway*.

> **Note** Using the `VLNID` subcommand, you can add or update the VLNID. The update option is available to modify the VLN if you enter an incorrect VLN.

Step 6 Enter `CLIENTCERTIFICATE` command in the CLI.

Step 7 Paste the copied certificate and key details (in step 2) when you are prompted to enter these details.

Token Creation

Token is required to register the product. Registration tokens are stored in the Product Instance Registration Token Table that is associated with your smart account. Once the product is registered, the registration token is no longer necessary and can be revoked and removed from the table. Registration tokens can be valid from 1 to 365 days.

Procedure

Step 1 In the General tab of virtual account, click **New Token**.

Step 2 In the Create Registration Token dialog box, enter a description and the number of days that you want the token to be valid for. Select the checkbox for export-controlled functionality and accept the terms and responsibilities.

Step 3 Click **Create Token** to create token.

Step 4 Once the token is created click Copy to copy the newly created token.

Enabling Smart Software Licensing

Procedure

Step 1 Choose **System Administration > Smart Software Licensing**.

Step 2 Click **Enable Smart Software Licensing**.

To know about Smart Software Licensing, click on the Learn More about Smart Software Licensing link.

Step 3 Click **OK** after reading the information about Smart Software Licensing.

Step 4 Commit your changes.

What to do next

After you enable Smart Software Licensing, all the features in the Classic Licensing mode will be automatically available in the Smart Licensing mode. If you are an existing covered user in Classic Licensing mode, you have 90-days evaluation period to use the Smart Software Licensing feature without registering your email gateway with the CSSM.

You will get notifications on regular intervals (90th, 60th, 30th, 15th, 5th, and last day) prior to the expiry and also upon expiry of the evaluation period. You can register your email gateway with the CSSM during or after the evaluation period.

Note	New virtual email gateway covered users with no active licenses in Classic Licensing mode will not have the evaluation period even if they enable the Smart Software Licensing feature. Only the existing virtual email gateway covered users with active licenses in Classic Licensing mode will have evaluation period. If new virtual email gateway covered users want to evaluate the smart licensing feature, contact Cisco Sales team to add the evaluation license to the smart account. The evaluation licenses are used for evaluation purpose after registration.

Note	After you enable the Smart Licensing feature on your email gateway, you will not be able to roll back from Smart Licensing to Classic Licensing mode.

Registering the Email Gateway with Cisco Smart Software Manager

You must enable the Smart Software Licensing feature under System Administration menu in order to register your email gateway with the Cisco Smart Software Manager.

Procedure

Step 1 Go to **System Administration > Smart Software Licensing** page in your email gateway.

Step 2 Select the **Smart License Registration** option.

Step 3 Click **Confirm**.

Step 4 Click **Edit**, if you want to change the **Transport Settings**. The available options are:

- Direct: Connects the email gateway directly to the Cisco Smart Software Manager through HTTPs. This option is selected by default.

- Transport Gateway: Connects the email gateway to the Cisco Smart Software Manager through a Transport Gateway or Smart Software Manager Satellite. When you choose this option, you must enter the URL of the Transport Gateway or the Smart Software Manager Satellite and click OK. This option supports HTTP and HTTPS. In FIPS mode, Transport Gateway supports only HTTPS.

  Access the Cisco Smart Software Manager portal

  (https://software.cisco.com/ using your login credentials. Navigate to the Virtual Account page of the portal and access the General tab to generate a new token. Copy the Product Instance Registration Token for your email gateway.

  See Token Creation, on page 13 to know about Product Instance Registration Token creation.

Step 5 Switch back to your email gateway and paste the Product Instance Registration Token.

Step 6 Click **Register**.

Step 7   On the Smart Software Licensing page, you can check the Reregister this product instance if it is already registered check box to reregister your email gateway. See .

What to do next

The product registration process takes a few minutes and you can view the registration status on the Smart Software Licensing page.

Note   After you have enabled smart software licensing and registered your email gateway with the Cisco Smart Software Manager, the Cisco Cloud Services portal is automatically enabled and registered on your email gateway.

Requesting for Licenses

Once you complete the registration process successfully, you must request for licenses for the email gateway's features as required.

Note   In License Reservation mode (air-gap mode), you must request for licenses before the license token is applied to the email gateway.

Procedure

Step 1   Choose **System Administration > Licenses**.

Step 2   Click **Edit Settings**.

Step 3   Check the checkboxes under the License Request/Release column corresponding to the licenses you want to request for.

Step 4   Click **Submit**.

Note   By default the licenses for Mail Handling and Cisco Secure Email Gateway Bounce Verification are available. You cannot activate, deactivate, or release these licenses.

There is no evaluation period or out of compliance for Mail Handling and Cisco Secure Email Gateway Bounce Verification licenses. This is not applicable for virtual email gateways.

What to do next

When the licenses are overused or expired, they will go into out of compliance (OOC) mode and 30-days grace period is provided to each license. You will get notifications on regular intervals (30th, 15th, 5th, and last day) prior to the expiry and also upon the expiry of the OOC grace period.

After the expiry of the OOC grace period, you cannot use the licenses and the features will be unavailable. To access the features again, you must update the licenses on the CSSM portal and renew the authorization.

Deregistering the Email Gateway from Smart Cisco Software Manager

Procedure

Step 1 Choose **System Administration > Smart Software Licensing**.

Step 2 From the **Action** drop-down list, choose **Deregister** and click **Go**.

Step 3 Click **Submit**.

Reregistering the Email Gateway with Smart Cisco Software Manager

Procedure

Step 1 Choose **System Administration > Smart Software Licensing**.

Step 2 From the **Action** drop-down list, choose **Reregister** and click **Go**.

What to do next

See Registering the Email Gateway with Cisco Smart Software Manager, on page 15 to know about registration process.

You can reregister the email gateway after you reset the email gateway configurations during unavoidable scenarios.

Changing Transport Settings

You can change the transport settings only before registering the email gateway with CSSM.

Note You can change the transport settings only when the smart licensing feature is enabled.If you have already registered your email gateway, you must deregister the email gateway to change the transport settings. After changing the transport settings, you must register the email gateway again.

See Registering the Email Gateway with Cisco Smart Software Manager, on page 15 to know how to change the transport settings.

Renewing Authorization and Certificate

After you register your email gateway with the Smart Cisco Software Manager, you can renew the certificate.

Note You can renew authorization only after the successful registration of the email gateway.

Procedure

Step 1 Choose **System Administration > Smart Software Licensing**.

Step 2 From the **Action** drop-down list, choose the appropriate option:

- Renew Authorization Now

- Renew Certificates Now

Step 3 Click **Go**.

Reserving Feature Licenses

Enabling License Reservation

Before you begin

Make sure you have already enabled the Smart Licensing mode in your email gateway.

Note You can also enable the feature licenses using the `license_smart` > `enable_reservation` sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Go to **System Administration** > **Smart Software Licensing** page in your email gateway.

Step 2   Select the **Specific/Permanent License Reservation** option.

Step 3   Click **Confirm**.

The license reservation (SLR or PLR) is enabled in your email gateway.

What to do next

- You need to register the license reservation. For more information, see Registering License Reservation, on page 19.

- You can disable the license reservation in your email gateway, if required. For more information, see Disabling License Reservation, on page 22.

Registering License Reservation

Before you begin

Make sure you have already enabled the required license reservation (SLR or PLR) in your email gateway.

✎

Note   You can also register the feature licenses using the `license_smart` > `request_code` and `license_smart` > `install_authorization_code` sub commands in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Go to **System Administration** > **Smart Software Licensing** page in your email gateway.

Step 2   Click **Register**.

Step 3   Click **Copy Code** to copy the request code.

        Note   You need to use the request code in the CSSM portal to generate an authorization code.

        Note   A system alert is sent every 24 hours to indicate that you need to install an authorization code.

Step 4   Click **Next**.

        Note   The request code is canceled when you click the Cancel button. You cannot install the authorization code (generated in the CSSM portal) in the email gateway. Contact Cisco TAC to assist you in removing the reserved license after the request code is canceled in the email gateway.

Step 5   Go to the CSSM portal to generate an authorization code to reserve licenses for specific or all features.

Note   For more information on how to generate an authorization code, go to the *Inventory: License Tab > Reserve Licenses* section of the Help documentation at Smart Software Licensing Online Help (cisco.com).

Step 6   Paste the authorization code obtained from the CSSM portal in your email gateway in any one of the following ways:

- Select the **Copy and Paste authorizationc code** option and paste the authorization code in the text box under the 'Copy and Paste authorization code' option.

- Select the **Upload authorization code from the system** option and click **Choose File** to upload the authorization code.

Step 7   Click **Install Authorization Code**.

Note   After you install the authorization code, you receive a system alert that indicates Smart Agent successfully installed the license reservation.

The required license reservation (SLR or PLR) is registered in your email gateway. In SLR, only the reserved license is moved to the 'Reserved in Compliance' state. For PLR, all the licenses in the email gateway are moved to the 'Reserved in Compliance' state.

Note   The 'Reserved In Compliance:' state indicates that the email gateway is authorized to use the license.

What to do next

- [Applicable for SLR only]: You can update the license reservation, if required. For more information, see Updating License Reservation, on page 20.

- [Applicable for SLR and PLR]: You can remove the license reservation, if required. For more information, see Removing License Reservation, on page 22.

- You can disable the license reservation in your email gateway. For more information, see Disabling License Reservation, on page 22.

Updating License Reservation

You can reserve license for a new feature or modify the existing license reservation for a feature.

Note   You can only update the Specific License reservations and not the Permanent License reservations.

Note   You can also update the license reservation using the `license_smart > reauthorize` sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Go to the CSSM portal to generate an authorization code to update the already reserved licenses.

Note   For more information on how to generate an authorization code, go to the *Inventory: Product Instances Tab* > *Update Reserved Licenses* section of the Help documentation at Smart Software Licensing Online Help (cisco.com).

Step 2   Copy the authorization code obtained from the CSSM portal.

Step 3   Go to **System Administration** > **Smart Software Licensing** page in your email gateway.

Step 4   Select **Reauthorize** from the 'Action' drop-down list and click **GO**.

Step 5   Paste the authorization code obtained from the CSSM portal in your email gateway in any one of the following ways:

- Select the **Copy and Paste authorization code** option and paste the authorization code in the text box under the 'Copy and Paste authorization code' option.

- Select the **Upload authorization code from the system** option and click **Choose File** to upload the authorization code.

Step 6   Click **Re-authorize**.

Step 7   Click **Copy Code** to copy the confirmation code.

Note   You need to use the confirmation code in the CSSM portal to update the license reservations.

Step 8   Click **OK**.

Step 9   Add the confirmation code obtained from the email gateway in the CSSM portal.

Note   For more information on how to add the confirmation code, go to the *Inventory: Product Instances Tab* > *Update Reserved Licenses* section of the Help documentation at Smart Software Licensing Online Help (cisco.com).

The license reservations are updated. The reserved license is moved to the 'Reserved in Compliance' state. The licenses that are not reserved are moved to the "Not Authorized" state.

Note   The 'Not Authorized' state indicates that the email gateway has not reserved any feature licenses.

What to do next

- [Applicable for SLR and PLR]: You can remove the license reservation, if required. For more information, see Removing License Reservation, on page 22.

- You can disable the license reservation in your email gateway. For more information, see Disabling License Reservation, on page 22.

Removing License Reservation

You can remove the specific or permanent license reservation for the features enabled in your email gateway.

✎
Note You can also remove the license reservation using the `license_smart > return_reservation` sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1 Go to **System Administration** > **Smart Software Licensing** page in your email gateway.

Step 2 Select **Return code** from the 'Action' drop-down list and click **GO**.

Step 3 Click **Copy Code** to copy the return code.

Note You need to use the return code in the CSSM portal to remove the license reservations.

Note An alert is sent to the user to indicate that Smart Agent successfully generated the return code for the product.

Step 4 Click **OK**.

Step 5 Add the return code obtained from the email gateway in the CSSM portal.

Note For more information on how to add the return code, go to the *Inventory: Product Instances Tab > Removing a Product Instance* section of the Help documentation at Smart Software Licensing Online Help (cisco.com).

The licenses reserved in your email gateway are removed and moved to the evaluation period.

✎
Note If you have already installed the authorization code and enabled license reservation, the device is automatically moved to the 'registered' state with a valid license.

Disabling License Reservation

You can disable the license reservation in your email gateway.

✎
Note You can also disable the license reservation using the `license_smart > disable_reservation` sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Go to **System Administration** > **Smart Software Licensing** page in your email gateway.

Step 2   Click **Change Type** under the 'Registration Mode' field.

Step 3   Click **Submit** in the 'Change registration mode' dialog box.

Note	• After you generate a request code and you disable the license reservation, the generated request code is canceled automatically.
	• After you install the authorization code and disable the license reservation, the reserved license is maintained in the email gateway.
	• If an authorization code is installed and the Smart Agent is in the Authorized state, it moves back to the 'Unidentified' (enabled) state.

The license reservation is disabled on your email gateway.

Alerts

You will receive notifications on the following scenarios:

- Smart Software Licensing successfully enabled
- Smart Software Licensing enabling failed
- Beginning of the evaluation period
- Expiry of evaluation period (on regular intervals during evaluation period and upon expiry)
- Successfully registered
- Registration failed
- Successfully authorized
- Authorization failed
- Successfully deregistered
- Deregistration failed
- Successfully renewed Id certificate
- Renewal of Id certificate failed
- Expiry of authorization
- Expiry of Id certificate
- Expiry of out of compliance grace period (on regular intervals during out of compliance grace period and upon expiry)
- First instance of the expiry of a feature

- [Applicable for SLR and PLR only]: Authorization code is installed after generation of request code.

- [Applicable for SLR and PLR only]: Authorization code is installed successfully.

- [Applicable for SLR and PLR only]: Return code is generated successfully.

- [Applicable for SLR only]: Reservation of specific feature license is expired.

- [Applicable for SLR only]: Frequency of alerts sent before expiry of specific feature license reserved.

Updating Smart Agent

To update the Smart Agent version installed on your email gateway, perform the following steps:

Procedure

Step 1 Choose **System Administration > Smart Software Licensing**.

Step 2 In the **Smart Agent Update Status** section, click **Update Now** and follow the process.

> **Note** If you try to save any configuration changes using the CLI command `saveconfig` or through the web interface using **System Administration > Configuration Summary**, then Smart Licensing related configuration will not be saved.

Smart Licensing in Cluster Mode

In a clustered configuration, you can enable smart software licensing and register all the machines simultaneously with the Cisco Smart Software Manager.

Procedure:

1. Switch from the cluster mode to the machine mode in the logged-in email gateway.

2. Go to **System Administration > Smart Software Licensing** page.

3. Click **Enable**.

4. Check the **Enable Smart Software Licensing on all machines in the cluster** check box.

5. Click **OK**.

6. Check the **Register Smart Software Licensing across machines in cluster** check box.

7. Click **Register**.

> **Note** You can use the `license_smart` command in the CLI to enable smart software licensing and register all the machines simultaneously with the Cisco Smart Software Manager.

✎

Note   The cluster management of smart licensing feature happens only in the machine mode. In smart licensing cluster mode, you can log into any of the appliances and configure smart licensing feature. You can log into an email gateway and access other email gateways one by one in the cluster and configure the smart licensing feature without logging off from the first email gateway.

✎

Note   In a clustered configuration, you can also enable smart software licensing and register all the machines individually with the Cisco Smart Software Manager. In smart licensing cluster mode, you can log into any of the email gateways and configure smart licensing feature. You can log into an email gateway and access other email gateways one by one in the cluster and configure the smart licensing feature without logging off from the first email gateway.

For more information, see *Centralized Management Using Clusters* chapter in the *User Guide for AsyncOS for Cisco Secure Email Gateway*.

Enabling License Reservation in Cluster Mode

You can enable the license reservation for all machines in the cluster.

✎

Note   You can also enable the license reservation for all machines in the cluster using the license_smart > enable_reservation sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Switch from the cluster mode to the machine mode in the logged-in email gateway.

Step 2   Go to **System Administration** > **Smart Software Licensing** page in your logged-in email gateway.

Step 3   Select the **Specific/Permanent License Reservation** option.

Step 4   Select the **Enable license reservation for all machines in the cluster** check box.

Step 5   Click **Confirm**.

The license reservation is enabled for all machines in the cluster.

Step 6   Refer to the procedure in Registering License Reservation, on page 19 to reserve the feature licenses for the logged-in email gateway.

Step 7   [Optional] Repeat **step 6** for all other machines in the cluster.

What to do next

   • [Applicable for SLR only]: You can update the license reservation for all the machines in the cluster, if required. For more information, see Updating License Reservation, on page 20.

Disabling License Reservation in Cluster Mode

You can disable the license reservation for all machines in the cluster.

> **Note**   You can also disable the license reservation for all machines in the cluster using the `license_smart` > `disable_reservation` sub command in the CLI. For more information, see the 'Smart Software Licensing' section in 'The Commands: Reference Examples' chapter of the CLI Reference Guide.

Procedure

Step 1   Go to **System Administration** > **Smart Software Licensing** page in your logged-in email gateway.

Step 2   Select the **Disable license reservation for all machines in the cluster** check box.

Step 3   Click **Change Type** under the 'Registration Mode' field.

Step 4   Click **Submit** in the 'Change registration mode' dialog box.

The license reservation is disabled for all machines in the cluster.

References

Product	Location
Cisco Smart Software Manager	https://software.cisco.com/
Cisco Smart Software Licensing	https://www.cisco.com/c/en_my/products/software/smart-accounts/software-licensing.html
Cisco Software Licensing Guide	https://www.cisco.com/c/en/us/buy/licensing/licensing-guide.html
Cisco Smart Licensing Support FAQs	https://www.cisco.com/c/en/us/support/licensing/licensing-support.html
Cisco Smart Accounts	http://www.cisco.com/c/en/us/buy/smart-accounts.html
User Guide for AsyncOS for Cisco Secure Email Gateway	https://www.cisco.com/c/en/us/support/security/email-security-appliance/products-user-guide-list.html
CLI Reference Guide for AsyncOS for Cisco Secure Email Gateway	https://www.cisco.com/c/en/us/support/security/email-security-appliance/products-command-reference-list.html
Cisco Privacy and Security Compliance	http://www.cisco.com/web/about/doing_business/legal/privacy_compliance/index.html
Cisco Transport Gateway User Guide	http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch4.pdf