

# Communications failure with Cisco Smart License server

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## Communications failure with Cisco Smart License server

### ICSeverity

5 - Notice

### Impact

Impacts Smart Licensing operation

### Description

This error appears if you have Smart Licensing configured on the device. Smart Licensing is a cloud-based unified license management system for managing licenses across Cisco products.

Depending on your network type and setup, there are different methods of communication possible with the CSSM (Cisco Smart Software Manager) portal.

This error appears if you are using an On-Prem or a CSLU server for communication, but it is incorrectly configured, either due to incorrect call-home profile settings or incorrect URL

SMART\_LIC-3-COMM\_FAILED: Communications failure with the Cisco Smart Software Manager (CSSM) : Received empty response from server

Please check remediation steps to resolve this.

### SyslogMessage

SMART\_LIC-3-COMM\_FAILED,

## MessageSample

Apr 10 10:10:10 <> %SMART\_LIC-3-COMM\_FAILED: Communications failure with the Cisco Smart Software Manag

## ProductFamily

- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 9500H Series Switches
- Cisco Catalyst 9600 Series Switches
- Cisco 4000 Series Integrated Services Routers
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco ASR 1000 Series Aggregation Services Routers

## Regex

N/A

## Recommendation

Please review the licensing status from show license all or show license summary. Also review the licensing configuration from the show call-home profile all.

If you recently upgraded the device to 17.3.2 and above, you are now using "Smart Licensing using Policy". Therefore, if you are using On-Prem or CSLU method, ensure your method of transport is set to CSLU via command below:

Command: "license smart transport cslu" With On-Prem CSLU method, you have the option to use "Connected to CSSM" or "Disconnected from CSSM" methods. Option 1: Connected to CSSM Through CSLU [https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst9300/software/release/17-3/configuration\\_guide/sys\\_mgmt/b\\_173\\_sys\\_mgmt\\_9300\\_cg/sl\\_using\\_policy.html#Cisco\\_Concept.dita\\_ee6ccac1-38e3-438b-bc00-4cacbbf57f64](https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst9300/software/release/17-3/configuration_guide/sys_mgmt/b_173_sys_mgmt_9300_cg/sl_using_policy.html#Cisco_Concept.dita_ee6ccac1-38e3-438b-bc00-4cacbbf57f64) Option 2: CSLU Disconnected from CSSM [https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst9300/software/release/17-3/configuration\\_guide/sys\\_mgmt/b\\_173\\_sys\\_mgmt\\_9300\\_cg/sl\\_using\\_policy.html#Cisco\\_Concept.dita\\_2cb9eab3-116b-4dd1-8b8d-c5c1572841d8](https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst9300/software/release/17-3/configuration_guide/sys_mgmt/b_173_sys_mgmt_9300_cg/sl_using_policy.html#Cisco_Concept.dita_2cb9eab3-116b-4dd1-8b8d-c5c1572841d8) Ensure you have the correct CSLU transport URL from SSM on-prem or CSLU device configured under call-home profile ("CiscoTAC-1" is the default profile)

## Commands

#show version

#show logging

#show license all

#show license summary

#show call-home profile all

#show tech-support license