

# Sending Device Usage Reports

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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.

**Q: What is the time interval for when the device sends USAGE reports to SSM On-Prem/CSLU?**

**A:** The device sends the USAGE reports to the SSM On-Prem/CSLU application once every 30-days as a default time interval. However, you can choose to send reports from the device to SSM On-Prem/CSLU using the **license smart sync all** command on the device.

### **Troubleshooting:**

If you experience an issue with this process, that you cannot address, please open a Licensing case at [Support Case Manager \(SCM\)](#) using Software Licensing option.

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