

排除Secure Firewall Smart Licensing Out-of-Compliance錯誤

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簡介

本檔案介紹最常見的思科智慧許可不符合思科FMC和FTD型號合規性的原因。

背景資訊

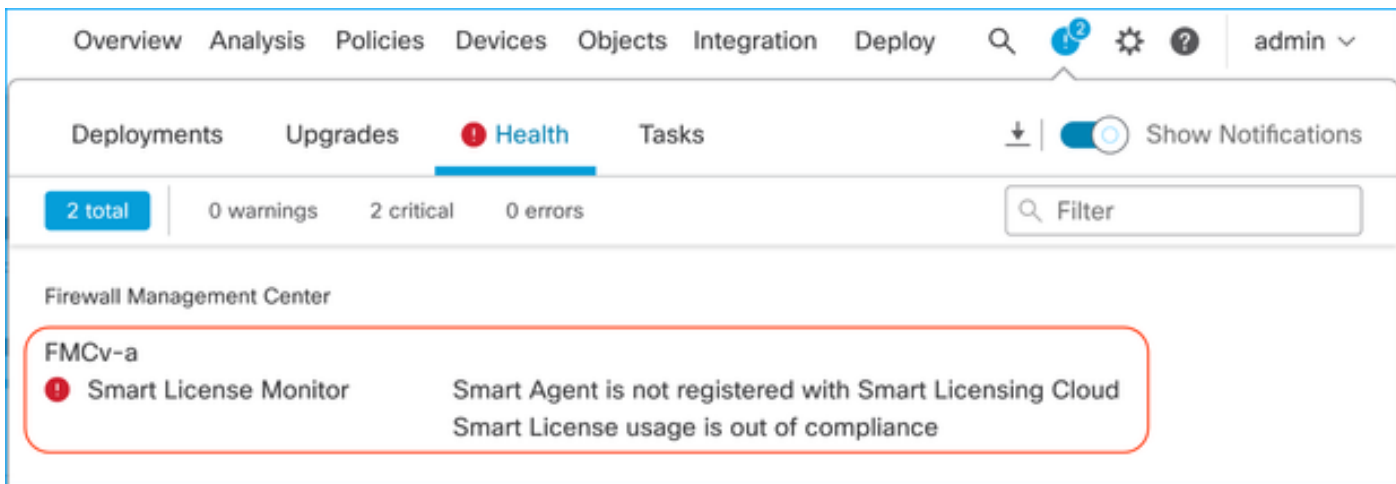
Cisco Smart Licensing可對多種產品的許可證進行集中管理。思科安全防火牆可簡化潛在大型感測器部署中的許可證管理，並且可用於裝置、虛擬和公共雲模型。本檔案為思科防火牆管理中心(FMC)和思科防火牆威脅防禦(FTD)軟體和裝置型號的智慧許可證提供不合規問題的疑難排解指南。

當FMC報告智慧許可證不符合要求時，表明FMC無法在智慧帳戶中找到適當的許可證。發生這種情況時，將顯示運行狀況警報。這可能是因為本檔案所概述的若干原因。

如何識別導致「不合規」狀態的許可證型別。

使用FMC圖形使用者介面(GUI)。

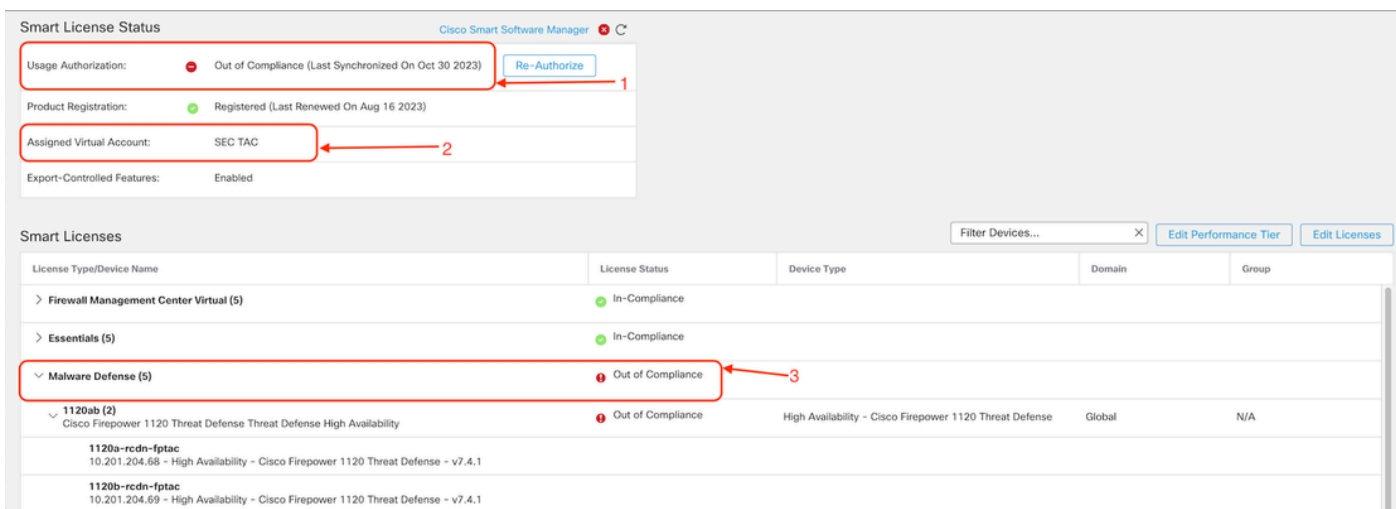
從FMC通知圖示導航至健康警報，然後點選健康狀況。



使用智慧帳戶門戶

導航至智慧許可證狀態，位於系統>>許可證>>智慧許可證。在此處可找到FMC註冊到的虛擬帳戶資訊。

在「智慧許可證」部分中，此處指明了不符合標準的特定許可證。在此示例中，思科安全防火牆 1120 功能許可證「惡意軟體防禦」列出了「不合規」狀態。注意紅色中列為「Out of Compliance」（不合規）的所有功能/產品。綠色的「合規性」複選標籤表示特定許可證型別可用，FMC 可以從智慧帳戶獲取該型別。



要驗證這些許可證的可用性，您可以登入智慧帳戶門戶並導航到智慧帳戶>>清單>> [虛擬帳戶名稱]。如果需要，請過濾許可證名稱。

請注意以下可能狀態：

可用數量=購買數量

使用中=啟用此功能裝置的計數

餘額=採購與使用之間的抵銷。

當餘額為負時，FMC將顯示該功能/產品的「不合規」狀態。

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

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

Virtual Account: [1120] 638 Major | 745 Minor | 39 Informational | Hide Alerts

General | Licenses | Product Instances | Event Log

Available Actions | Manage License Tags | License Reservation... | Show License Transactions | 1120

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
FPR1120 Malware Protection	Prepaid	0	7	-	-7	Insufficient Licenses	Actions
FPR1120 Threat Defense Threat Protection	Prepaid	0	7	-	-7	Insufficient Licenses	Actions
FPR1120 URL Filtering	Prepaid	0	7	-	-7	Insufficient Licenses	Actions

Showing All 3 Records

此外，還可以在Smart Account >> Alerts中找到警報。如果需要，在「源」中過濾虛擬帳戶。

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

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

Alerts 3937 Major | 4809 Minor | 160 Informational

Available Actions | Virtual Account [1120]

Sev	Alert Type	Alert Date	Message	Source	Action Due	Actions
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 URL Filtering license...	SEC TAC	Now	Actions	
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 Malware Protection li...	SEC TAC	Now	Actions	
Insufficient Licenses	2023-Oct-22	The Virtual Account "SEC TAC" has a shortage of FPR1120 Threat Defense Thre...	SEC TAC	Now	Actions	

使用FMC命令列介面(CLI)

步驟 1.登入到FMC CLI。

步驟 2.使用此命令訪問Linux shell

```
expert
```

步驟 3.發出以下命令。

```
less /var/log/sam.log
```

向下滾動以檢查最新狀態，導航到檔案的最新條目。

```
Smart Licensing Tech Support info

Smart Licensing Status
=====

Smart Licensing is ENABLED

Registration:
  Status: REGISTERED
  Smart Account: ██████████
  Virtual Account: ██████████
  Export-Controlled Functionality: ALLOWED
  Initial Registration: SUCCEEDED on Aug 16 2023 12:04:50 UTC
  Last Renewal Attempt: None
  Next Renewal Attempt: Feb 12 2024 12:04:49 UTC
  Registration Expires: Aug 15 2024 11:59:51 UTC

License Authorization:
  Status: OUT OF COMPLIANCE on Sep 22 2023 15:43:12 UTC
  Last Communication Attempt: SUCCEEDED on Oct 29 2023 19:37:27 UTC
  Next Communication Attempt: Oct 30 2023 07:37:27 UTC
  Communication Deadline: Jan 27 2024 19:32:26 UTC

Export Authorization Key:
  Features Authorized:
    <none>
```

如果許可證已充分獲得，則許可證將顯示為「已授權」。

```
License Usage
=====
Handle: 2
  License: FTDv Malware 5 Gbps
  Entitlement tag: regid.2020-10.com.cisco.FTDv-AMP-5G,1.0_ab50f0b8-caca-45d5-bad4-41c820b0dcd5
  Description: Cisco Firepower Threat Defense Virtual Malware License, 5 Gbps
  Count: 2
  Version: 1.0
  Status: AUTHORIZED(3)
  Status time: Oct 28 2023 07:37:23 UTC
  Request Time: Oct 24 2023 19:14:13 UTC
  Export status: NOT RESTRICTED
  Soft Enforced: True
```

如果許可證不可用，則特定許可證型別顯示為OUT OF COMPLIANCE。

```
Handle: 9
License: FPR1120 Malware Protection
Entitlement Tag: regid.2015-02.com.cisco.FPR1120TD-AMP,1.0_375e2617-5d67-4892-961b-f4aa79f31d8d
Description: FPR1120 Malware Protection
Count: 2
Version: 1.0
Status: OUT OF COMPLIANCE(4)
Status time: Oct 02 2023 18:00:17 UTC
Request Time: Oct 02 2023 17:59:45 UTC
Export status: NOT RESTRICTED
Soft Enforced: True
```

疑難排解

以下是一些最常見的情況以及如何進行疑難排解。

案例1 - FTD實體平台的特定功能沒有足夠的許可證。

有不同的許可證型別。這些可分類為硬體和特定功能。可以根據許可證名稱中顯示的模型以及許可證提供的功能，識別許可證。

— 基本 (7.x之前的版本) 或基本版 (7.x之後的版本)

— 惡意軟體防禦

-IPS

-URL

— 載波

— 安全客戶端Premier

— 安全客戶端優勢

— 僅安全客戶端VPN

如果您懷疑許可證是購買的，並且在您的智慧帳戶中不可用，請驗證您的訂單資訊，並檢查下單時提供的智慧許可證帳戶。

如果在下採購訂單時提供了分配的智慧帳戶，則許可證將轉移到「分配的智慧帳戶」。

如果未提供分配的智慧帳戶，並且訂單是通過合作夥伴下單的，則許可證將轉移到合作夥伴暫持帳戶。如果是這種情況，請與您的思科合作夥伴公司聯絡並持有採購訂單，他們可幫助將這些許可證轉移到您的智慧帳戶。

Cisco eDelivery Order Notification

Dear Valued Customer,
Thank you for using Cisco's eDelivery system. The following order is now available for download

Order Information

Purchase Order No.

Bill To

Sales Order No.

Ship To

Web Order ID

End Customer

Partner Holding Account
Partner.com

Line Information

Line	Line ID	Product ID (SKU)	Line Reference	Qty
2.0	1117192092	L-FPR2110T-TMC= Cisco FPR2110 Threat Defense Threat, Malware and URL License		1

Customer Order Number:
Subscription:

Assigned Smart Account:

company.com

[Access Order](#)

[View Smart Licenses](#)



- A [smart account](#) will soon be mandatory to obtain and manage your Cisco software assets. Be prepared, [get a Smart Account!](#)
- Discover how a Smart Account allows you to manage all Cisco assets in one location through [My Cisco Entitlements](#).

Instructions

To access the order, one of the following actions will need to be performed

1. Use the links in the Line information table.
2. Forward this email to your customer.

Please Note: The person accessing the order and/or registering the license must have a Cisco.com user account.

If you are experiencing any of the following issues, please contact <https://mycase.cloudapps.cisco.com/swi?Del>

場景2 — 許可證在其他虛擬帳戶中可用

預設情況下，每個智慧帳戶中只有一個名為DEFAULT的虛擬帳戶。智慧帳戶管理員可以建立多個虛擬帳戶，以便於管理和其他用途。

如果所需的許可證屬於不同的虛擬帳戶，可以使用以下步驟將這些許可證轉移到正確的虛擬帳戶。

步驟 1. 導航到智慧帳戶>>庫存。

步驟 2. 篩選正確的虛擬帳戶。 如果需要，請過濾許可證。

步驟 3. 確定正確的許可證後，按一下Actions下拉選單並選擇Transfer。

Smart Software Licensing

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

Virtual Account:

164 Major | 183 Minor | 1 Informational | [Hide Alerts](#)

General
Licenses
Product Instances
Event Log

Available Actions ▾
Manage License Tags
License Reservation...

 Show License Transactions
FPR4110

By Name | By Tag

Advanced Search ▾

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
FPR4110 Threat Defense Malware Protection	Prepaid	25	0	-	+25		Actions ▾
FPR4110 Threat Defense Threat Protection	Prepaid	25	0	-	+25	Transfer...	Actions ▾
FPR4110 Threat Defense URL Filtering	Prepaid	25	0	-	+25		Actions ▾

Showing All 3 Records

步驟 4. 選擇需要許可證的目標虛擬帳戶，並提供要傳輸的大量許可證。

步驟 5. 按一下 Show Preview 進行驗證，然後按一下 Transfer。

General
Licenses
Product Instances
Event Log

Transfer Licenses Between Virtual Accounts

Transfer To
Virtual Account:

License	Billing	Purchased	In Use	Balance	Transfer
FPR4110 Threat Defense Malware Protection	Prepaid	25	0	25	10

Source: Manual Entry Sku: L-FPR4110T-TMC=

Subscription Id: NA Family: Fire Power SSP

Start Date: -

Expires: - never -

10

Transfer
Show Preview
Cancel

在 FMC 註冊到的虛擬帳戶中的所有許可證都可用後，點選 FMC 上的 Re-Authorize 按鈕以清除「不合規」狀態。

場景 3 — 缺少 Firepower MCv 裝置許可證

對於虛擬管理模型，通常混合使用兩種不同的平台。

FMCv 裝置許可證顯示為 Firepower MCv 裝置許可證，而 FMCv300 裝置許可證顯示為 Firepower MCv300 裝置許可證。

要管理防火牆，FMC 還需要裝置許可證。

Virtual Account: 168 Major | 183 Minor | 1 Informational | Hide Alerts

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

Available Actions ▾ | Manage License Tags | License Reservation... | Show License Transactions | Device

By Name | By Tag

Advanced Search ▾

<input type="checkbox"/> License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
<input checked="" type="radio"/> Firepower MCV Device License	Prepaid	25	27	-	-2	✖ Insufficient Licenses	Actions ▾
<input checked="" type="radio"/> Firepower MCV-300 Device License	Prepaid	25	2	-	+23		Actions ▾

Showing All 2 Records

點選許可證型別有助於確定哪些的FMC正在使用這些許可證。在本示例中，FMCv-a使用五個許可證，這些許可證與FMC智慧許可證頁面相匹配。

Firepower MCV Device License in US TAC 🔍 ×

Overview | **Product Instances** | Event Log | Transaction History

Product Instance	Product Type	Licenses used
	FP	1
	FP	3
	FP	2
	FP	1
	FP	3
FMCv-a	FP	5
	FP	5
	FP	1
	FP	1
	FP	1

10 ▾ Showing Page 1 of 2 (13 Records) | << < > >>

Actions ▾ Close

Smart License Status Cisco Smart Software Manager 🟡 C

Usage Authorization: ● Out of Compliance (Last Synchronized On Nov 01 2023)

Product Registration: ● Registered (Last Renewed On Aug 16 2023)

Assigned Virtual Account: US TAC

Export-Controlled Features: Enabled

Smart Licenses FMC Consuming 5 Device count License

License Type/Device Name	License Status	Device Type	Domain	Group
Firewall Management Center Virtual (5)	● Out of Compliance			
FMCv-a 192.168.16.18 - Secure Firewall Management Center for VMware - v7.4.1	● Out of Compliance	Secure Firewall Management Center for VMware	Global	N/A

Filter Devices... X

案例4 - FTD是執行7.0版之前的虛擬平台

基本許可證將自動請求，並且不會分層。有關7.x前FTDv庫存單位(SKU)的資訊，請參閱[思科網路安全訂購指南](#)中的表60和表61。

這些是智慧帳戶中的7.x之前FTDv許可證名稱。

威脅防禦虛擬惡意軟體防護

威脅防禦虛擬URL過濾

Firepower MCv裝置許可證

Firepower威脅防禦基礎功能

威脅防禦虛擬威脅防護

Cisco AnyConnect Plus許可證

Cisco AnyConnect Apex許可證

Cisco AnyConnect VPN專用許可證

在此示例中，由於虛擬帳戶沒有足夠的許可證，惡意軟體和威脅許可證不符合合規性。

要獲得符合許可證的要求，使用者必須確保智慧許可證虛擬帳戶具有足夠的可用許可證。有關7.x之前的FTDv SKU，請參閱[思科網路安全訂購指南](#)。

Smart License Status

Usage Authorization: - Out of Compliance (Last Synchronized On Dec 07 2023) Re-Authorize

Product Registration: + Registered (Last Renewed On Dec 07 2023)

Assigned Virtual Account:

Export-Controlled Features: Enabled

Cisco Success Network: Enabled ⓘ

Cisco Support Diagnostics: Enabled ⓘ

Smart Licenses

License Type/Device Name	License Status	Device Type	Domain	Group
> Firepower Management Center Virtual (1)	!			
> Base (1)	+			
▼ Malware (1)	!			
FTDv-66-Lic 192.168.16.42 - Cisco Firepower Threat Defense for VMWare - v6.6.7	!	Cisco Firepower Threat Defense for VMWare	Global	N/A
▼ Threat (1)	!			
FTDv-66-Lic 192.168.16.42 - Cisco Firepower Threat Defense for VMWare - v6.6.7	!	Cisco Firepower Threat Defense for VMWare	Global	N/A

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

SL Product Details Support Help

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

Virtual Account: 331 Major | 107 Minor | 2 Informational | Hide Alerts

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

Available Actions ▾ | Manage License Tags | License Reservation... | Show License Transactions | | By Name | By Tag

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
Threat Defense Virtual Malware Protection	Prepaid	0	15	-	-15	✘ Insufficient Licenses	Actions ▾

Showing 1 Record

案例5 - FTD是執行7.0版或更新版本的虛擬平台

基本許可證基於訂用，並對映到層。虛擬帳戶必須具有FTDvs和威脅、惡意軟體和URL過濾的基本許可證授權。

當FTDv升級到7.0版或更高版本時，裝置會自動移動到FTDv — 變數層，並使用非分層授權。在本範例中，FTD從6.6.7升級為7.2.5，而智慧授權狀態顯示已授權和合規。

Smart License Status Cisco Smart Software Manager

Usage Authorization: ✔ Authorized (Last Synchronized On Nov 17 2023)

Product Registration: ✔ Registered (Last Renewed On Nov 08 2023)

Assigned Virtual Account:

Export-Controlled Features: Enabled

Smart Licenses

Filter Devices...

License Type/Device Name	License Status	Device Type	Domain	Group
Base (1)	✔ In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	✔ In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
Malware (1)	✔ In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	✔ In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
Threat (1)	✔ In-Compliance			
FTDv-Lic (Performance Tier: FTDv - Variable) 192.168.16.39 - Cisco Firepower Threat Defense for VMware - v7.2.5	✔ In-Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
URL Filtering (1)	✔ In-Compliance			

它繼續使用非分層授權。

fmcv-Lic

Overview

Event Log

Description

Firepower Threat Defense

General

Name: fmcv-Lic
Product: Firepower Threat Defense
Host Identifier: -
MAC Address: -
PID: FS-VMW-SW-K9
Serial Number: 3
UUID:
Virtual Account:
Registration Date: 2023-Nov-08 18:55:32
Last Contact: 2023-Nov-17 22:17:11

License Usage

License	Billing	Expires	Required
Threat Defense Virtual Malware Protection	Prepaid	-	1
Threat Defense Virtual URL Filtering	Prepaid	-	1
Firepower MCV Device License	Prepaid	-	1
Firepower Threat Defense Base Features	Prepaid	-	1
Threat Defense Virtual Threat Protection	Prepaid	-	1
Cisco AnyConnect Plus License	Prepaid	-	1
Cisco AnyConnect Apex License	Prepaid	-	1

如果使用者選擇（或預設為自動分配的）沒有權利的績效層，則顯示Out of Compliance狀態。

在此示例中，使用者選擇在註冊的虛擬帳戶中沒有基本惡意軟體和威脅許可證的效能層FTDv50。

Smart License Status Cisco Smart Software Manager ✖

Usage Authorization: ✖ Out of Compliance (Last Synchronized On Nov 22 2023) Re-Authorize

Product Registration: ✔ Registered (Last Renewed On Nov 22 2023)

Assigned Virtual Account:

Export-Controlled Features: Enabled

Smart Licenses Filter Devices... ✕ Edit Performance Tier Edit Licenses

License Type/Device Name	License Status	Device Type	Domain	Group
> Firepower Management Center Virtual (1)	✔ In-Compliance			
▼ Base (1)	✖ Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	✖ Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
▼ Malware (1)	✖ Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	✖ Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A
▼ Threat (1)	✖ Out of Compliance			
FTDvc (Performance Tier: FTDv50 - Tiered) 192.168.16.32 - Cisco Firepower Threat Defense for VMware - v7.2.5	✖ Out of Compliance	Cisco Firepower Threat Defense for VMware	Global	N/A

虛擬帳戶必須為請求的效能層顯示更多許可證/授權。

Cisco Software Central > Smart Software Licensing SL Product Details Support Help

Smart Software Licensing

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

Virtual Account: 161 Major | 184 Minor | 1 Informational | Hide Alerts

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

Available Actions Manage License Tags License Reservation... 📄 Show License Transactions FTDv Base 10 Gbps ✕ 🔍

By Name | By Tag

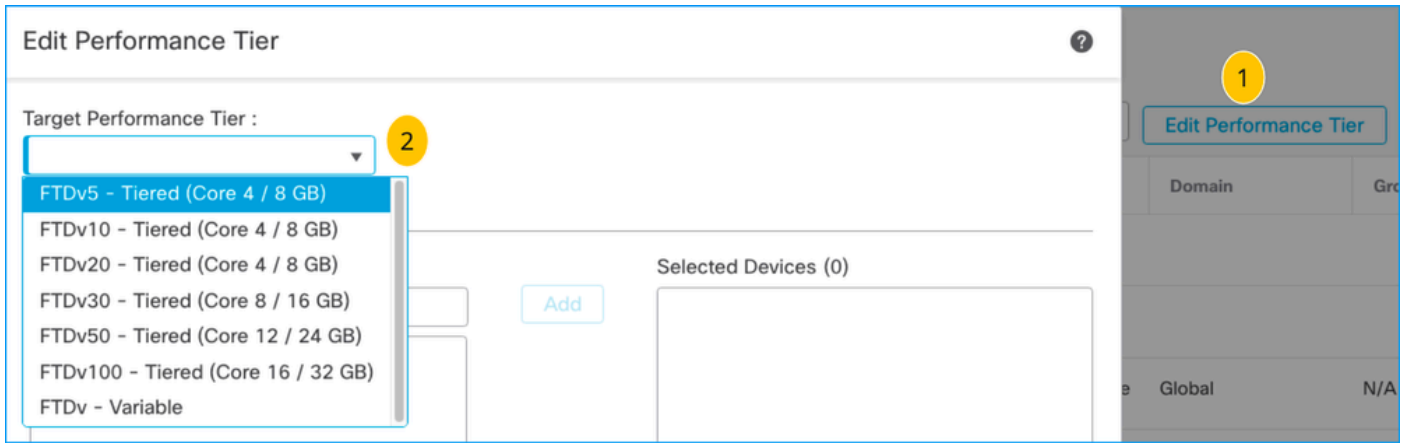
License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
⊕ FTDv Base 10 Gbps	Prepaid	0	3	-	-3	✖ Insufficient Licenses	Actions ▼

Showing 1 Record

為了符合要求，使用者必須在其虛擬智慧許可帳戶中選擇效能層授權。如果選擇了錯誤的效能層，使用者可以轉到FMC或FDM上的頁面，並將效能層調整為其虛擬帳戶中的內容。

如果虛擬智慧許可帳戶沒有為效能層選擇請求的許可證/授權，請參考場景1作為下一步。

要編輯效能層，請導航到FMC Gear Icon > Smart Licenses > Edit Performance Tier，然後選擇正確的效能層。



此表用於快速參考效能層及其相關規格、許可證和限制。

表1

效能層	裝置規格 (核心 /RAM)	速率限制	RA VPN會 話限制	許可證名稱	許可證 PID	RA VPN許可證 和PID
FTDv5,100Mbps	4核/8 GB	100Mbps	50	FTDv Base 100 Mbps	FTD-V- 5S-BSE- K9	Cisco AnyConnect Apex許可證 Cisco AnyConnect Plus許可證 Cisco AnyConnect VPN專用許可證 有關RA VPN許 可證PID的資訊 ，請參閱 思科安 全客戶端訂購指 南 。
				FTDv惡意軟體 100 Mbps	FTD-V- 5S-TMC	
				FTDv URL過濾 100 Mbps		
				FTDv威脅防護 100 Mbps		
				Firepower FTDv運營商許可 證	FTDV- CAR	
FTDv10,1Gbps	4核/8 GB	1Gbps	250	FTDv Base 1 Gbps	FTD-V- 10S- BSE-K9	
				FTDv惡意軟體1	FTD-V-	

				Gbps	10S-TMC
				FTDv URL過濾1 Gbps	
				FTDv威脅防護1 Gbps	
				Firepower FTDv運營商許可證	FTDV-CAR
FTDv20,3Gbps	4核/8 GB	3Gbps	250	FTDv Base 3 Gbps	FTD-V-20S-BSE-K9
				FTDv惡意軟體3 Gbps	FTD-V-20S-TMC
				FTDv URL過濾3 Gbps	
				FTDv威脅防護3 Gbps	
				Firepower FTDv運營商許可證	FTDV-CAR
FTDv30,5Gbps	8核/16 GB	5Gbps	250	FTDv Base 5 Gbps	FTD-V-30S-BSE-K9
				FTDv惡意軟體5 Gbps	FTD-V-30S-TMC
				FTDv URL過濾5 Gbps	

				FTDv威脅防護5 Gbps	
				Firepower FTDv運營商許可證	FTDV-CAR
FTDv50,10Gbps	12核/24 GB	10Gbps	750	FTDv Base 10 Gbps	FTD-V-50S-BSE-K9
				FTDv惡意軟體10 Gbps	FTD-V-50S-TMC
				FTDv URL篩選10 Gbps	
				FTDv威脅防護10 Gbps	
				Firepower FTDv運營商許可證	
FTDv100,16Gbps	16核/32 GB	16Gbps	10,000	FTDv Base 16 Gbps	FTD-V-100S-BSE-K9
				FTDv惡意軟體16 Gbps	FTD-V-100S-TMC
				FTDv URL過濾16 Gbps	
				FTDv威脅防護16 Gbps	
				Firepower FTDv運營商許可	FTDV-CAR

				證		
FTDv變數		基於裝置功能	基於裝置功能	Firepower威脅防禦基礎功能		
				威脅防禦虛擬惡意軟體防護		
				威脅防禦虛擬URL過濾		
				威脅防禦虛擬威脅防護		
				Firepower FTDv運營商許可證	FTDV-CAR	

有關FTDv效能層許可證SKU的詳細資訊，請參閱[表59。思科安全防火牆威脅防禦虛擬效能分層基本訂閱和威脅、惡意軟體和URL過濾訂閱SKU](#)

場景6 — 許可證不在正確的智慧帳戶或虛擬帳戶中

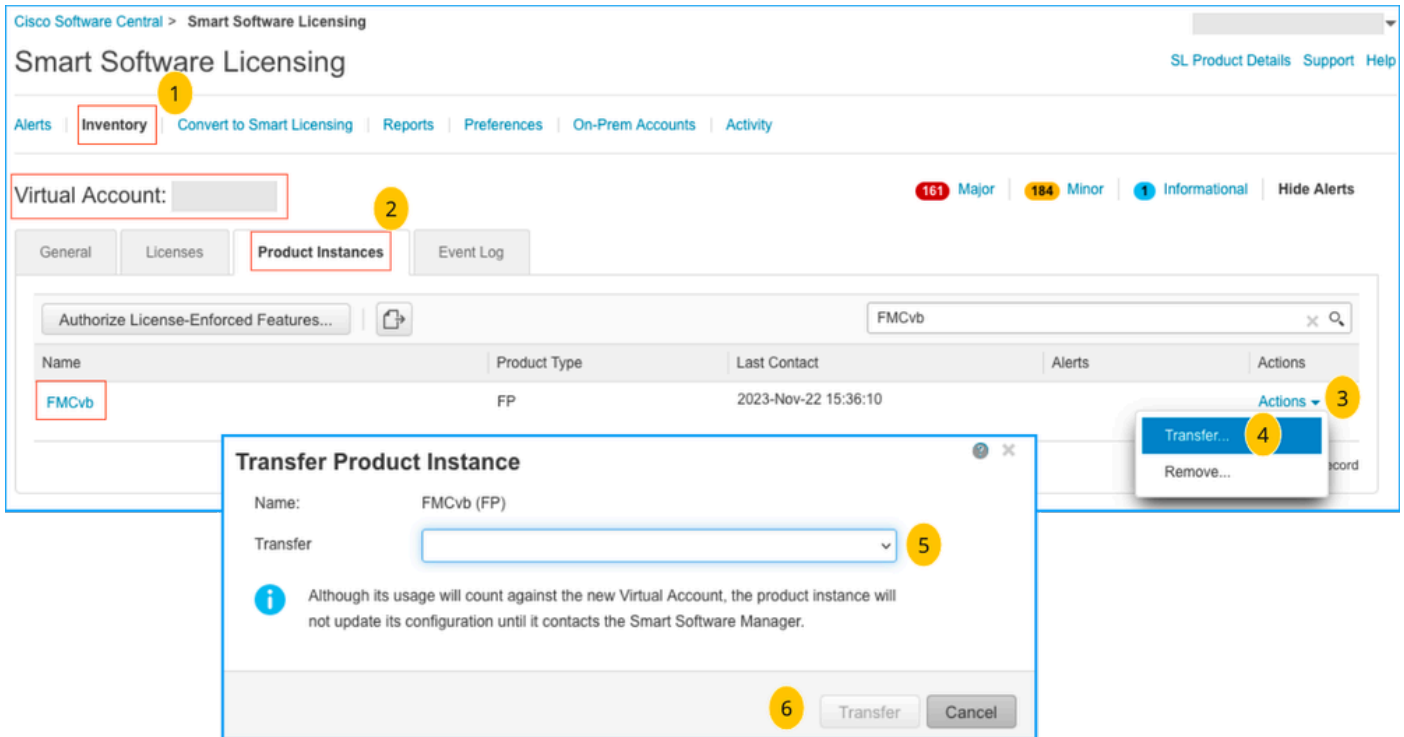
可以將產品例項轉移到正確的虛擬帳戶。

步驟 1. 使用瀏覽器前往software.cisco.com

步驟 2. 導航到管理許可證

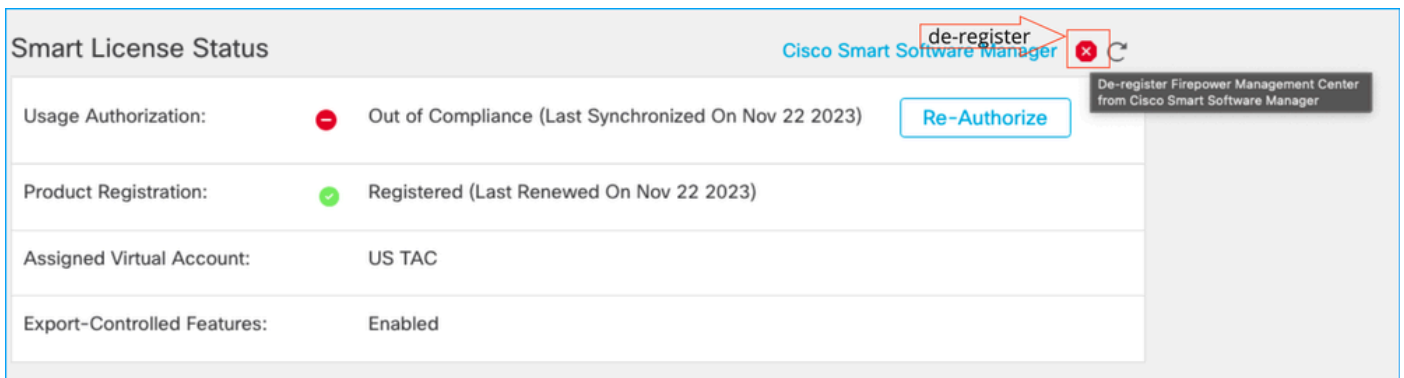
步驟 3. 選擇右上角下拉選單中的適當智慧帳戶，然後導航到Inventory > [Virtual Account Name] > Product Instances > Actions，然後點選Transfer > Transfer product Instance。

步驟 4. 開啟該對話方塊後，選擇正確的虛擬帳戶以移動FMC或FTD產品例項。



案例7 - FMC不在正確的智慧帳戶或虛擬帳戶中

如果FMC或FTD未使用正確的智慧帳戶註冊，請從FMC智慧許可頁面按一下「註銷」圖示，從智慧軟體管理器註銷FMC。



接下來，從正確的智慧帳戶和虛擬帳戶生成令牌，並在智慧軟體管理器中註冊FMC。

場景8 — 從智慧帳戶中刪除產品例項以進行開箱管理


這並不適用於FMC管理的裝置，因為FMC僅獲取其管理的裝置的許可證。

如果裝置在重新映像時未從智慧帳戶中註銷許可證，則可能會出現許可證過度使用的情況。

步驟 1. 導航到智慧帳戶產品例項，以使用主機名標識該例項

步驟 2. 按一下Actions >> Remove。

General		Licenses		Product Instances		Event Log	
Authorize License-Enforced Features...				firepower		✕ 🔍	
Name	Product Type	Last Contact	Alerts	Actions			
firepower	FP	2023-Nov-21 03:28:46	⚠ Failed to Connect	Actions ▾			



Confirm Remove Product Instance

If you continue, the product instance "firepower" will no longer appear in the Smart Software Manager and will no longer be consuming any licenses. In order to bring it back, you will need to re-register the product instance.

Remove Product Instance

步驟 3. 按一下「刪除產品例項」按鈕。

如果列出的方案均無幫助，您可以聯絡[思科技術支援中心](#)。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。