

Resolve the Syslog Message “Unregistered 9800-CL can only be used in lab”

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Introduction

This document describes the syslog message "Unregistered 9800-CL can only be used in lab" and how to resolve it.

Prerequisites

Cisco recommends that you have knowledge of these topics:

- 9800 Wireless LAN Controllers (WLC) configuration
- Cisco Smart Software Manager (CSSM) portal

Problem

When the device is in unregistered state and the number of Access Points (APs) exceed 50, the WLC throws syslog messages once every day with to inform that the device needs to be registered to avoid APs from being throttled.

The messaging continues, until the device gets registered with the license manager, even though the number of APs can drop to 50 at a later point.

The reason behind the log "Unregistered 9800-CL can only be used in lab. For production usage, please register this device in X days. Failure to do so will result in a limited number 50 of Access Points being allowed post this" is because the behaviour of the license has been changed from Cisco IOS® version Cupertino 17.7.1.

This has been documented in the [Release Notes Cisco IOS® Cupertino 17.7.x](#) (Section Licensing, Notes).

Solution

To solve this issue and get rid of these warning messages, register your WLC in the CSSM portal.

To register the WLC you need to choose a topology (Direct Connect, CSLU, On-Prem, and so on) for licensing. For details, navigate to: [Configure & Troubleshoot Catalyst 9800 WLC Licensing with Smart Licensing Using Policy \(SLUP\)](#).

Implement the topology you have chosen:

- For Direct Connect: [Direct Connect CSSM](#).
- For CSLU: [Connected to CSLU](#).
- For SSM On-Prem: [Connected to SSM On-Prem](#).
- If you would like to configure Smart Transport through an HTTPs proxy: [Configuring Smart Transport Through an HTTPs Proxy](#).
- If internet access is not possible from the WLC, you can use Offline topology: [Configure Offline \(Air Gapped\) Licensing on 9800 WLC](#).

Afterwards, if the configuration was correct, you must stop seeing the warning messages appearing again.

Related Information

- [Cisco Technical Support & Downloads](#)
- [Implement 9800 Wireless LAN Controller Licenses: FAQs](#)
- Configuration Guide, Cisco IOS® Cupertino 17.9.x: [Chapter: Smart Licensing Using Policy](#)
- [Cisco Software Licensing Guide](#)