How Can I Transfer Devices Between Smart Accounts within the Plug and Play Portal (PnP)?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) To help resolve.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites
Before you start, ensure that you have:

- Active Cisco Smart Account & Virtual account
- User must have access to the source and destination SA/VA.

Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps
Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on Manage Devices under Network Plug and Play

Step 4: Select the Virtual Account from the Virtual Account selector

Step 5: Navigate to the Devices tab

Step 6: Select one or more devices to transfer

Step 7: Click Transfer selected button which is enabled after selecting devices

Step 8: On the transfer selected screen, select the Smart Account and Virtual Account that the devices can be moved to

Step 9: Click on Transfer button

Troubleshooting

1. I cannot see target SA/VA while transferring the devices. This can happen on Two scenarios:
    1. When User do not have access to the VA where he is transferring the device.
    2. When VA is not fully created. So, the User needs to make sure the VA is created properly and has access to avoid this issue.

If you experience an issue with this process, that you cannot address, please open a case at Support Case Management using Software Licensing Option

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