How can I transfer a device to a new Virtual Account (VA) within the same Smart Account (SA), in Cisco License Central (CLC)?

Introduction

This document outlines a step-by-step process for assigning different virtual accounts to a device/multiple devices in the same smart account in Cisco License Central.

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 the following:

- Active Cisco.com account
- The user accessing the Cisco License Central must have at least one of the following:
  - Smart Account User/Admin
  - Virtual Account User/Admin

Steps

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

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Devices" tab, and select “Device Inventory” under “Devices”

Step 5: Select the device/ multiple devices that you need to transfer to a different virtual account by checking the box next to the device name. You can also find the device using the search option with the device identifier.

Step 6: Navigate to the rightmost column of the selected device and click on the 3 dots and select “Edit Virtual Account assignment” from the drop-down menu. If you have selected multiple devices, then you can also click on the ‘More Actions” Button and select “Edit Virtual Account assignment” from the drop-down menu.

Step 7: Select a target virtual account from the Target Virtual Account drop-down.

Step 8: Click Next

Step 9: Review all the information before submitting. Click Submit.

Step Result: Devices reassigned to the target Virtual Account confirmation page will be displaye.

Note:

- To transfer a device to a new Virtual Account within the same Smart Account in CSSM, please go to: How Can I Transfer a Device to a New Virtual Account (VA) within the Same Smart Account(SA)?
- Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.

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.