How can I rehost reserved licenses from my device, in Cisco License Central (CLC)?

Introduction

This document explains how to move/rehost licenses from one device to another in Cisco License Central (CLC).

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
- Access to the smart account in which the device exists
- The user accessing 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 find it.

Step 4: Navigate to the left menu bar, click the *Devices* tab, then select *Device Inventory* under Devices.

Step Results: The dashboard provides a consolidated view of all the devices associated with the Smart Account.

Step 5: Use the search bar to locate the device by *Device identifier*, *Product number*, *Device name*, etc., to rehost licenses.

Step 6: Select the device, then in the rightmost column, click the 3 dots.

Or

Step 6: Click on the device name hyperlink -> in the top right corner, click on the *More Actions* button.

Step 7: Select the option *Rehost reserved licenses* from the drop-down list.

Step 8: The *Rehost Reserved Licenses* Page will be displayed. You can see all the general information related to the source device at the start. Under the *Additional source device information*, 3 questions need to be answered.

- Is this a failed device that you plan to return?

Yes/No (Mandatory Question)

Yes – The source device has failed to work, and that is the reason for moving the license.

No – The source device is working fine, but you are still choosing to move the licenses.

- RMA (Returned Material Authorization) number (Optional).
- Reservation Release Code (Optional).

The release code will release the license, and then it will be available for use for a new destination device.

Step 9: Click *Next.*

Step 10: *Add destination device information* page will be displayed. You can select the method for identifying the destination device.

- Enter a Reservation Request Code (Text Entry) – This code will be available on the device CLI using the commands. You can follow the product guide for specific device commands and a step-by-step process to get the Reservation Request code.
- Upload a Reservation Request Code (File Upload) – The Reservation Request Code can be downloaded as a file, which can be uploaded here.
- Enter destination device information manually – Enter Serial Number and Product ID.



Note: Rehost can only be done on the same type of device.

Step 11: Click *Next.*

Step 12: *Enter license quantities* page will be displayed. All the licenses that are compatible and available in the smart account will be displayed. You can enter the quantity that needs to be used for the reservation.



Note: You can choose the Source Orders from which you are picking the quantities by clicking on the pencil icon in the Configure sources section.

Step 13: Click *Next.*

Step 14: *Select Code Format* Page will be displayed. Select a Reservation Authorization Code format, Long Code or Short Code. If the device is not compatible with the short code, then that option will be greyed out.

Step 15: The *Review* Screen will be displayed. You can review all the information provided.

Step 16: Click *Generate Reservation Authorization Code* Button.

Step Result: *Confirmation* Page will be displayed**,** you can copy, download or email the Device Reservation Authorization Code.

Note: Read the Next Steps to understand what needs to be performed next.

Step 17: Click *Close.*

Note:

- In Step 8, if the Release code was provided, the licenses will be released automatically, and the destination device starts to consume the licenses. If the release code was not provided, then you must –

a. Take the release code from the device CLI (Steps in Product Guide), go to the source device -> click on the 3 dots -> Select Release Licenses. Follow: How can I release licenses from my device, in Cisco License Central (CLC)?

b. Or reach out to the support team by opening a case in Support Case Manager (SCM)to Force Release the licenses.

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.