How Can I Transfer or Move Licenses Between Virtual Accounts?

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Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Either a Smart Account Admin or Smart Account User access to the original Smart Account.
- Either a Virtual Account Admin or User access to the original and target Virtual Account.

Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses or order provisioning status? Our 'Find My License' feature in Ask Licensing helps locate licenses across platforms (SSM, LRP, EAWS, etc) and track real-time order status from placement to completion. Visit Ask Licensing for more information.

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 Licenses under the Smart Software Manager section

Step 4: Select Inventory, select VA from the dropdown, then click on the Licenses tab

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Note: Select the check box next to the License column to transfer multiple licenses.

Step 5: If the licenses are not In Use, select Transfer from the Actions dropdown list.

Note: "Available to Use" means Licenses that are not in use and are available to use

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- "In Use" means Licenses that are in use
- If licenses are In Use, then open a Licensing Case at Support Case Manager using Software Licensing Option for license transfer

Step 6: Select the Virtual Account to which you need to transfer your licenses under the Select Virtual Account dropdown list

Step 7: Select the number of licenses that you need to transfer in the Transfer column, then click on the Transfer button

Note: Once licenses are transferred, the licenses are available in target VA for use

Troubleshooting

1. Why are my licenses tags not showing in Target VA (Virtual Account) after license transfer?

Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

2. How should I transfer licenses which are showing “in use” or “reserved,” in Smart Account?

Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

3. When licenses are transferred between Virtual Accounts, users will have an option to transfer the custom tags associated to those licenses to destination Virtual Account.

4. The transfer of a Product Instance is a single license transfer process. To transfer multiple Product Instances at a time, please raise a support case.

If you experience an issue with this process, that you cannot address,

please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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 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.