How Can I Move Licenses from One Device to another within License Registration Portal (LRP)?

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.com account
- Have source and destination device identifier details

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? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

Steps

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

Step 2: Under Traditional Licenses, click on Access LRP.

Step 3: Choose "All Licenses For (CCO ID)" from the 'Show' drop down selector.

Step 4: Click on “Devices” tab.

Step 5: Find your device under the Device name and click the arrow icon.

Step 6: Click on Move Licenses Between Devices.

Step 7: Source device details are populated and select Yes or No for Returning Device, then click Next.



Note: If it is not RMA, please select No

Step 8: Enter destination Device details, Smart account /Virtual account and click Next.

Step 9: Enter the required license quantity to be moved to the destination Device and click next and Submit.

Troubleshooting

1. I am not getting the option to move licenses between devices, what needs to be done? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. While doing the transaction to move the licenses, I am getting an error. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
3. **Error: No Product Skus in the Product Family meet the License Transfer criteria** "No Product Skus in the Product Family meet the License Transfer criteria" means the selected PIDs on the source device are not eligible for Rehost operation. To Rehost the licenses, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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.

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