How Can I Move Licenses from One Device to another because of an RMA or Device Failure?

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
- Device details of replacement and faulty device

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: Go to Traditional Licenses and click on Access LRP

Step 3: Choose "All Licenses For (CCO ID)" from the Smart Account selector

Step 4: Go to the "Devices" tab and find the faulty device and click on the arrow icon beside it

Step 5: Select Move Licenses Between Devices

Step 6: Select "Yes" for Returning Device and key in the RMA number and click Next

Note: In case RMA number is not available, check the Not Available check box and click on Next

Step 7: Key in the replacement device information and click Next.

Step 8: Review the information and click Submit

Note: The approval required form pops up. Key in required details and click Ok.

Troubleshooting

1. I am getting an error while transferring the license to another device in LRP? 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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