How can I Transfer or Move Licenses between Virtual Accounts, in Cisco License Central (CLC)?

Introduction

This document explains how to reassign licenses between Virtual Accounts within the same Smart Account for proper allocation and usage.

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

Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

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 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 “Licensing” tab, at the left-hand side of the page.

Step 5: Under License Inventory, select the desired license and click on “Edit Virtual Account assignment”

Note: You can select one or more licenses for transfer.

Step 6: On the next page, select the licenses, enter the Quantity to Reassign, and click on “Edit target Virtual Account.”

Step 7: Select the target Virtual Account(s) from the dropdown menu and click “Next”.

Step 8: Review the details, click “Submit” to complete the transfer.

Step Result: License(s) reassigned to the target Virtual Account confirmation page will be displayed.



Note: Internal users should open a case with the Licensing support team to resolve the customer view issue with the orders in License Central. There are no checks in place for internal users with a Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

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.