

How Can I Transfer or Move Licenses Between Virtual Accounts?

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

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.

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



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

- "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 can 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. In License Tab, right side of the page there will be Advance Search Option, click on it and search the licenses by using any of the option like Product Family, Source, Ship to Country, Sales Order, Expires By, End Customer, PAK, SKU, PO Number, and so on,. and then click on Apply to view result of your search.

If you experience an issue with this process, that you cannot address, please open a Licensing case at [Support Case Manager \(SCM\)](#) using SoftwareLicensing option.

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