

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. 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
- Device details of replacement and faulty device

Step 1: Go to the [Cisco Software Central](#) and log in with your Cisco.com credentials

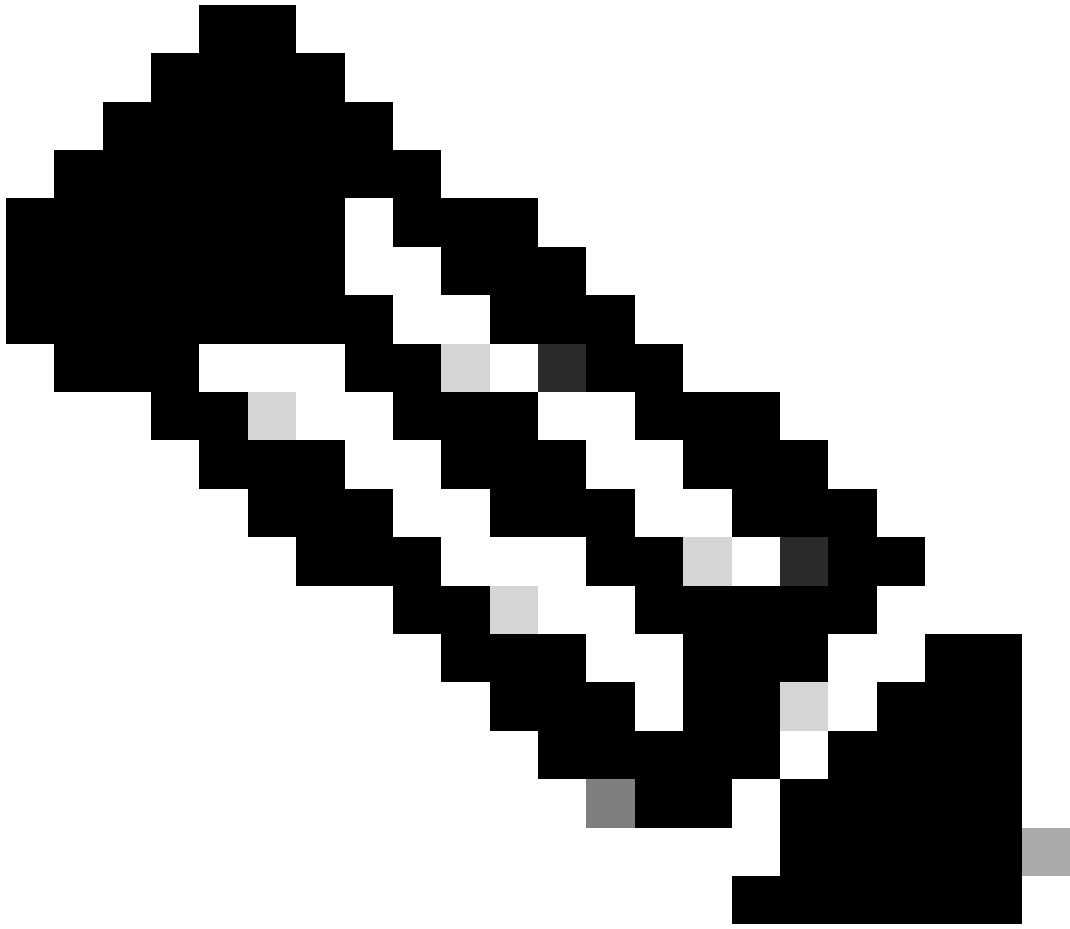
Step 2: Go to Traditional Licenses and click on Access LRP

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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