

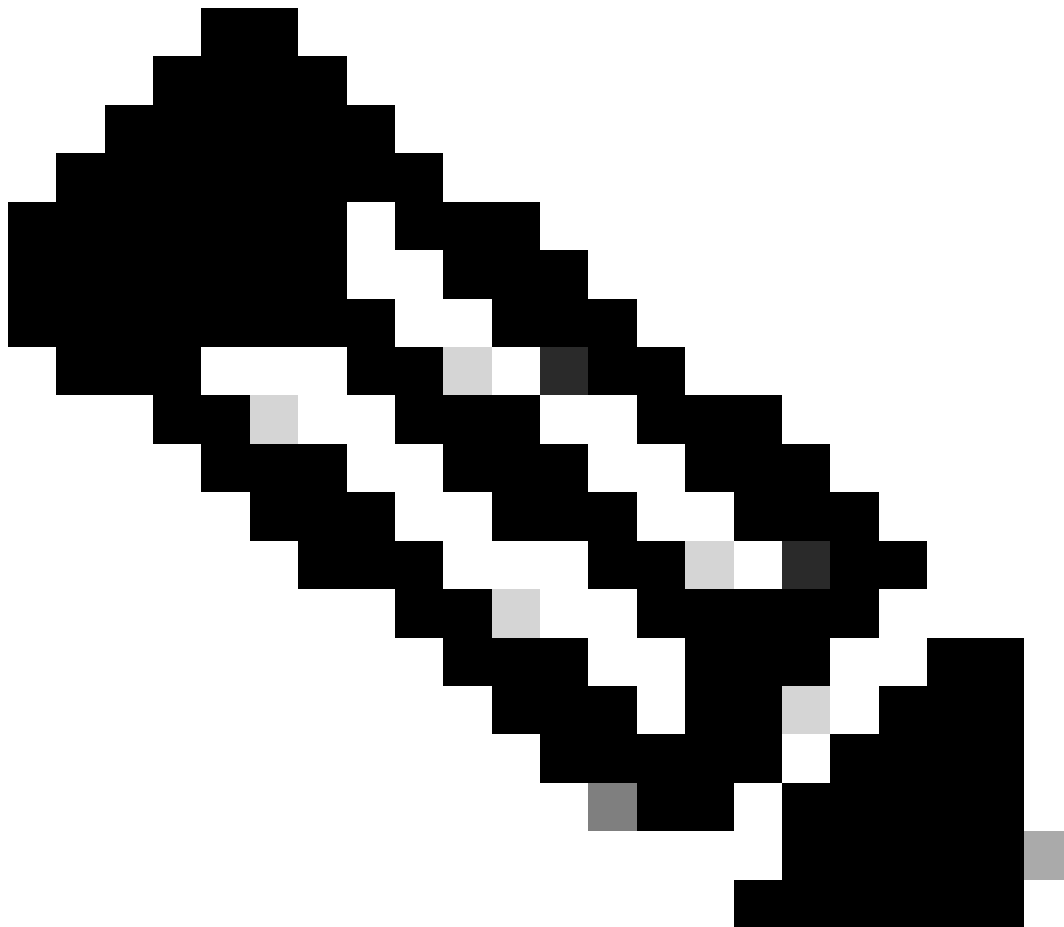
How can I transfer or move Assets (Device, License) between Smart Accounts?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners (with Admin access to Customer Smart Account) perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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 You Have the Following:

- Active Cisco.com Account.
 - Valid Business Justification to transfer Licenses.
 - SA Admin access is required to view the capability in Cisco Software Central.
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Note:

- SA Admin in one SA will be able to view transactions performed in their SA.
 - SA Admin in multiple SA will be able to transfer assets.
 - Assets transferred to different legal entities are subjected to compliance screening.
 - With the current capability assets associated to an Enterprise Agreement buying model and devices connected to an OnPrem deployment model cannot be transferred. These transactions will be disabled from selection.
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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: Under Transfer Smart Account Assets Access click on Asset Transfer.

Step 4: Click on Request Asset Transfer

Step 5: Select a Source Smart Account by searching its Name or Domain in search bar and Click Next.



Note: Once you select source Smart Account, Asset summary will display to right. side of the page.

Step 6: Select Destination Smart Account and Virtual Account and Click Next.



Note:

- After selecting Destination Smart Account, the Virtual Account selection field will be available for selection.
- Source Smart Account and Virtual Account selection will be greyed out.

Step 7: On the next page Asset Transfer Compliance Screening Questions will be displayed.

By Selecting:

- a) NO: The assests are being moved to the different legal entity.
- b) YES: The assests are being to Same legal entity.



Note:

- The Select Transferee option applies only when the assets are being moved to different legal entity. The intention of this data point is to ensure there is a legal binding between the transferor and transferee which could include an affiliate.
- Until Transferee's decision, transaction will be on hold. If the Transferee Rejects the request, the entire transaction will be rolled back, and the Transferor will be notified; else if the Transferee Approves the request, the transaction will proceed for Cisco legal screening. Now Cisco Legal has to approve the transaction to start asset transfer process else if they rejects it, the complete transaction will be rolled back.

Step 8: Click Next and Select the assets for transfer.

Step 9: Click on "Submit for Review."



Note:

- Following a successful submission, a unique “Transaction ID” is generated for the transfer. At this state, the transaction is being validated. Once the validation is completed, the Transferor will receive an email stating the transaction is now ready for their submission.
- Click on the Transaction ID to examine the chosen assets before the submission is finalized. Additionally, before submitting the assets, if user decides to de-select any assets, the transaction will not be submitted for final, instead will go through a re-validation.

Step 10: Once the transaction is submitted, if the assets are moving to different legal entity, the Transferor will receive an email advising them to complete the https://tools.cisco.com/legal/cna/CNALRTRequest?SubAppId=ST_POLICY_GCOE&320367367328355=33833432

Until then the transaction will be on hold.



Note: Once the transaction is submitted and action is taken, the submitter will be email notified about the transaction status. Refer Transfer Status section below.

- **Validation Initiated:** The process begins with an initial validation check to ensure the asset are eligible to be transferred.
 - **Validation Completed:** The asset's eligibility for transfer has been successfully verified.
 - **Pending Submission:** Validation for the asset transfer has been completed and is ready for submission.
 - **Submitted:** The request for asset transfer has been formally submitted.
 - **Submitted – Awaiting Transferor/Transferee consent:** The transaction will only progress upon obtaining consent from the Transferor and Transferee.
 - **Compliance Screening:** The transaction is under review to ensure it adheres to regulatory standards.
 - **Compliance Screening Rejected:** The transaction has been cancelled by the Cisco Legal Team. An email will be sent to you from swtransfer@cisco.com, providing details and reasons for the cancellation.
 - **Transfer Initiated:** The actual transfer process has been initiated, moving the asset between Smart Accounts.
 - **Transfer Completed:** The asset has been successfully transferred to the new account.
 - **Transfer Completed with Failure:** Some of the assets were effectively transferred while
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others experienced transfer failures.

- Cancelled: The transfer request was cancelled, and the asset remains with its original owner. (Action only available during Status: Validation Completed)
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Troubleshooting:

If you experience an issue with this process, that you cannot address, please open a case at [Support Case Manager](#)

For feedback on the content of this document, please submit [here](#).