

How Can I Transfer a Device to a New Virtual Account (VA) within the Same Smart Account(SA)?

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Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account.
- Active Smart Account & Virtual Account
- User must have access to the source and destination SA/VA



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: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on the Manage licenses under the Smart Software Manager section

Step 4: Click on the inventory tab

Step 5: Select the Virtual Account

Step 6: Click on Product Instances

Step 7: Find the device and click on the Action button next to the device name

Step 8: Select the Transfer option from the Action button

Step 9: In the pop-up window, select your target Virtual Account from the dropdown list next to Transfer

Step 10: Click on Transfer

Troubleshooting

1. I cannot see the target VA while transferring the device. This can happen on Two scenarios: A) When User do not have access to the VA where he is transferring the device. B) When VA is not fully created. So, the User needs to make sure the VA is created properly and has access to avoid this issue.
2. When I move the device my license also moves along with the device. If there is a device for which licenses are reserved and in use, moving the device the license will move along with device
3. I have bulk device movement request. (This flow is applicable only for Reserved Devices). Click on the **Inventory Tab** in Smart software manager -> Click on the **Product Instance Tab** -> Select/click on check box for requested licenses/devices (Reserved) -> Click on the **Action** Button ->Select Your Target VA -> Click on Transfer.

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