

How can I Transfer or Move Licenses Between Virtual Accounts in License Central (LC)?

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.

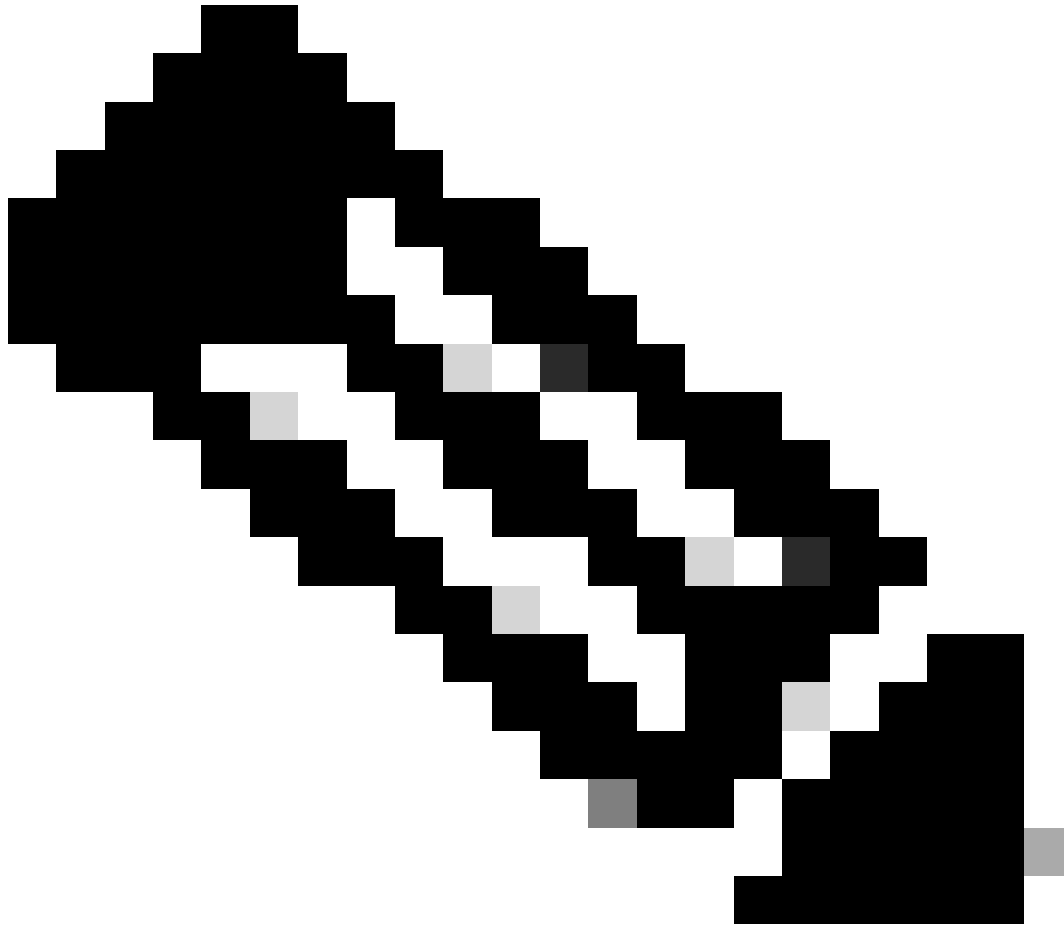
Video

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/Viewer
 - Virtual Account User/Admin/Viewer



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”

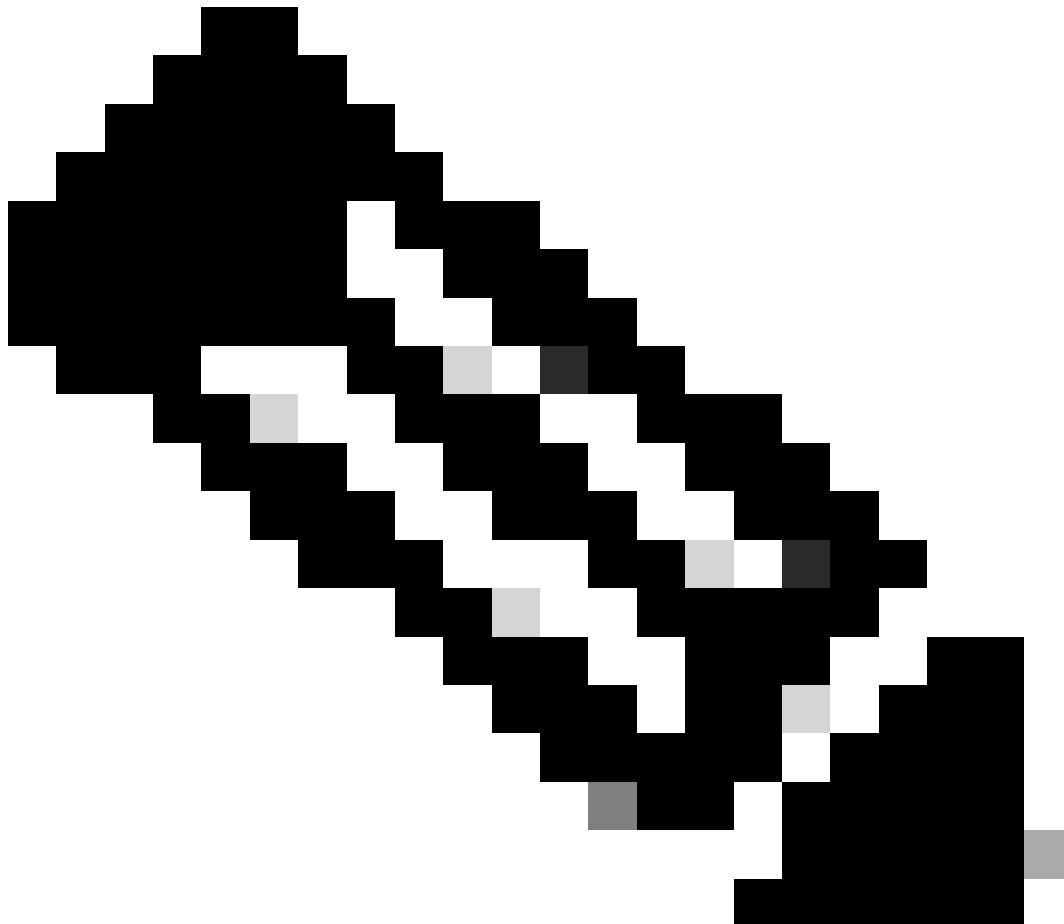
Note: You can select one or more licenses for transfer.

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](#) .