

# How to Move UCCX Classic Licenses

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## Introduction

The article describes the process of moving Unified Contact Center Express (UCCX) Classic licenses between devices.

## Prerequisites

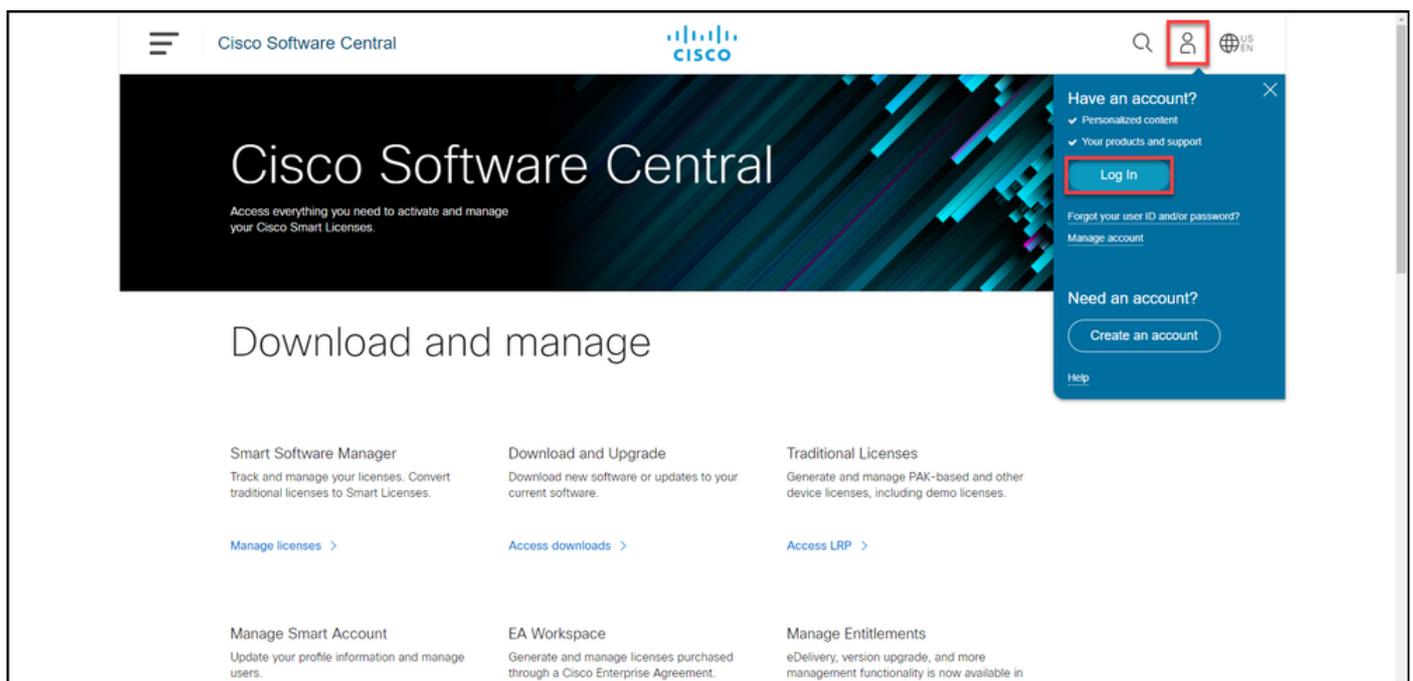
Before you start, ensure that you have the following data at your disposal:

- [Active Cisco.com account](#)
- [MAC address of the source and destination device](#)

## Moving UCCX Classic Licenses

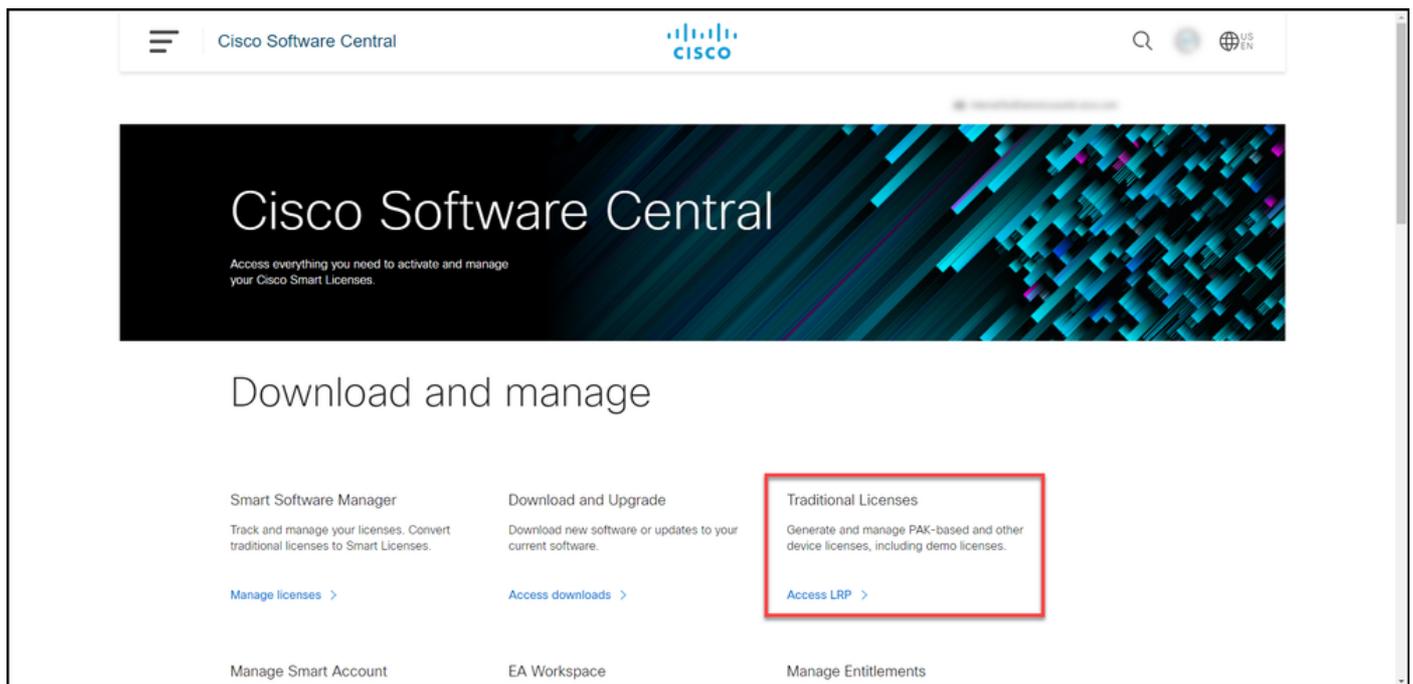
### Step 1:

Go to [Cisco Software Central](#) and log in with your Cisco.com account.



## Step 2:

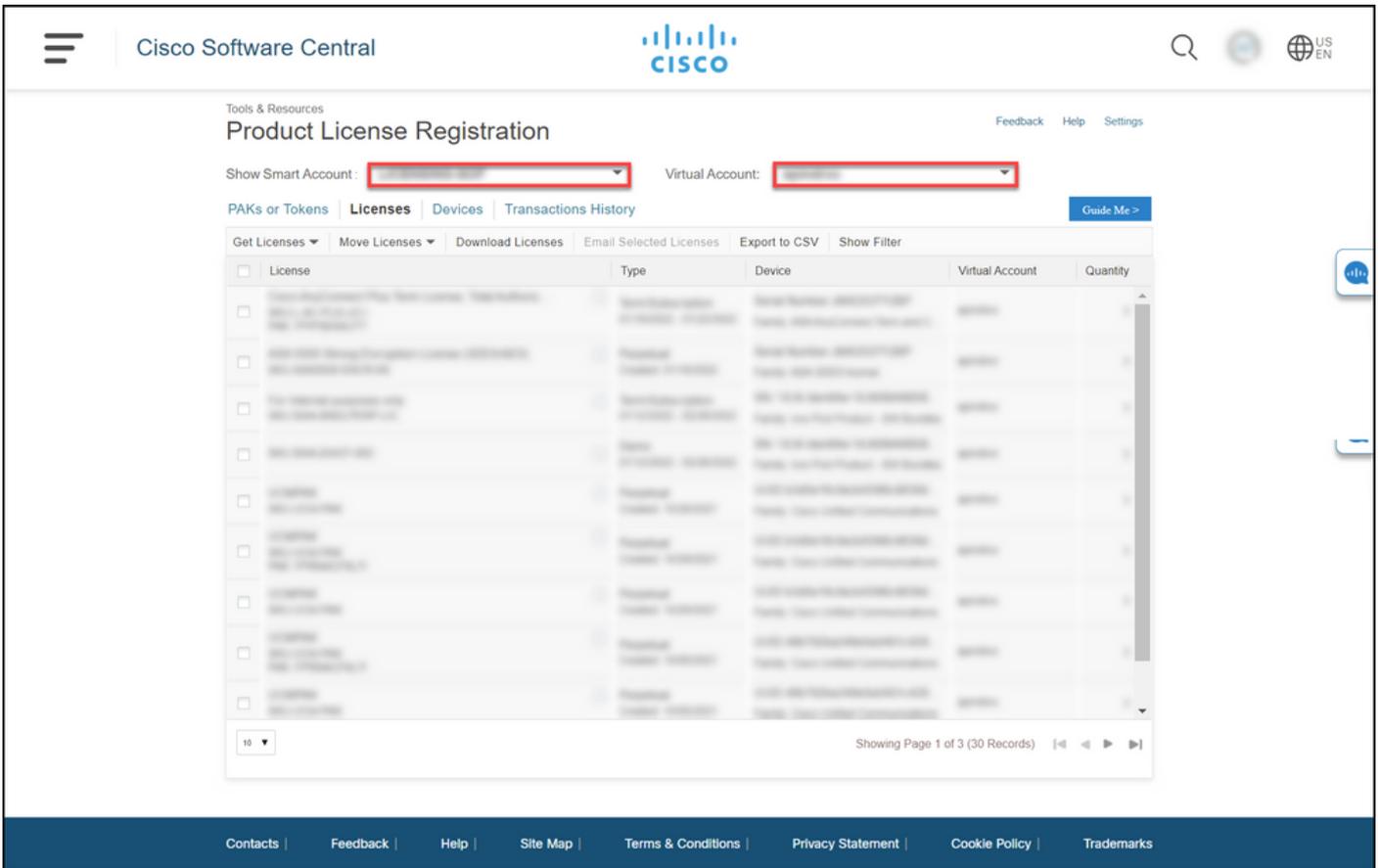
In the **Traditional Licenses** section, click **Access LRP**.



## Step 3:

In the **Show Smart Account** and **Virtual Account** drop-down lists, confirm that the correct respective accounts are selected.

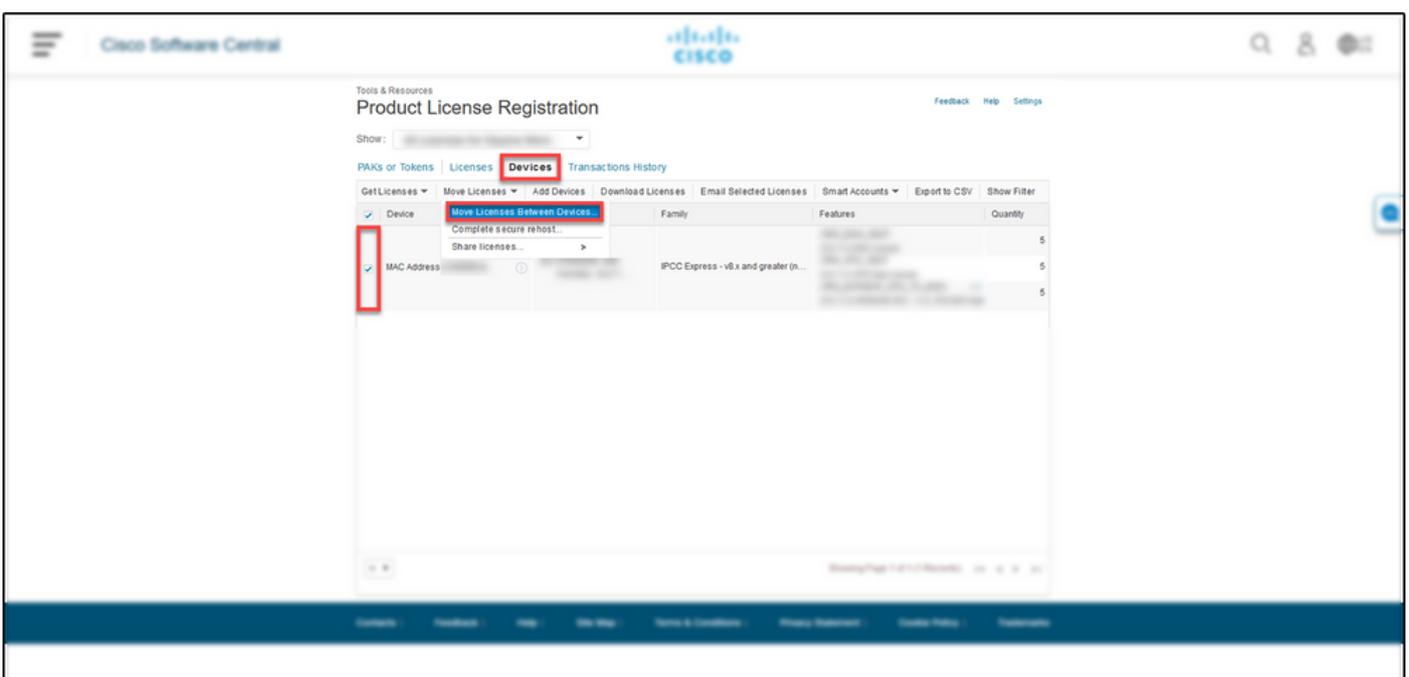
**Note:** If the system displays the **Welcome To The License Registration Portal** alert dialog box, you can select **Do not show this message again** to prevent it from being displayed again.



#### Step 4:

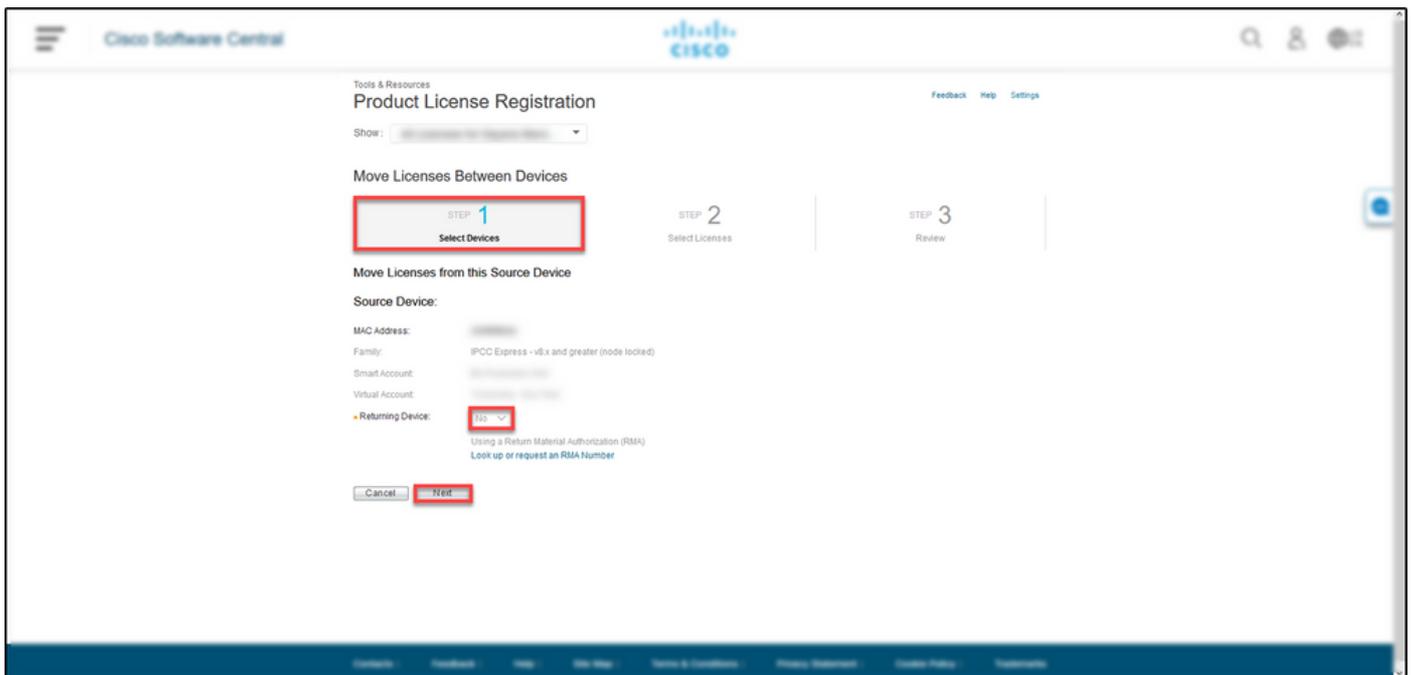
On the **Devices** tab, select the source device from which you need to move the licenses to the target device. Click the blue circled chevron icon and select **Move Licenses Between Devices**.

**Note:** If you cannot find the source device information on the **Devices** tab, you need to add the source device to the list by clicking the [Add Devices](#) button.



#### Step 5:

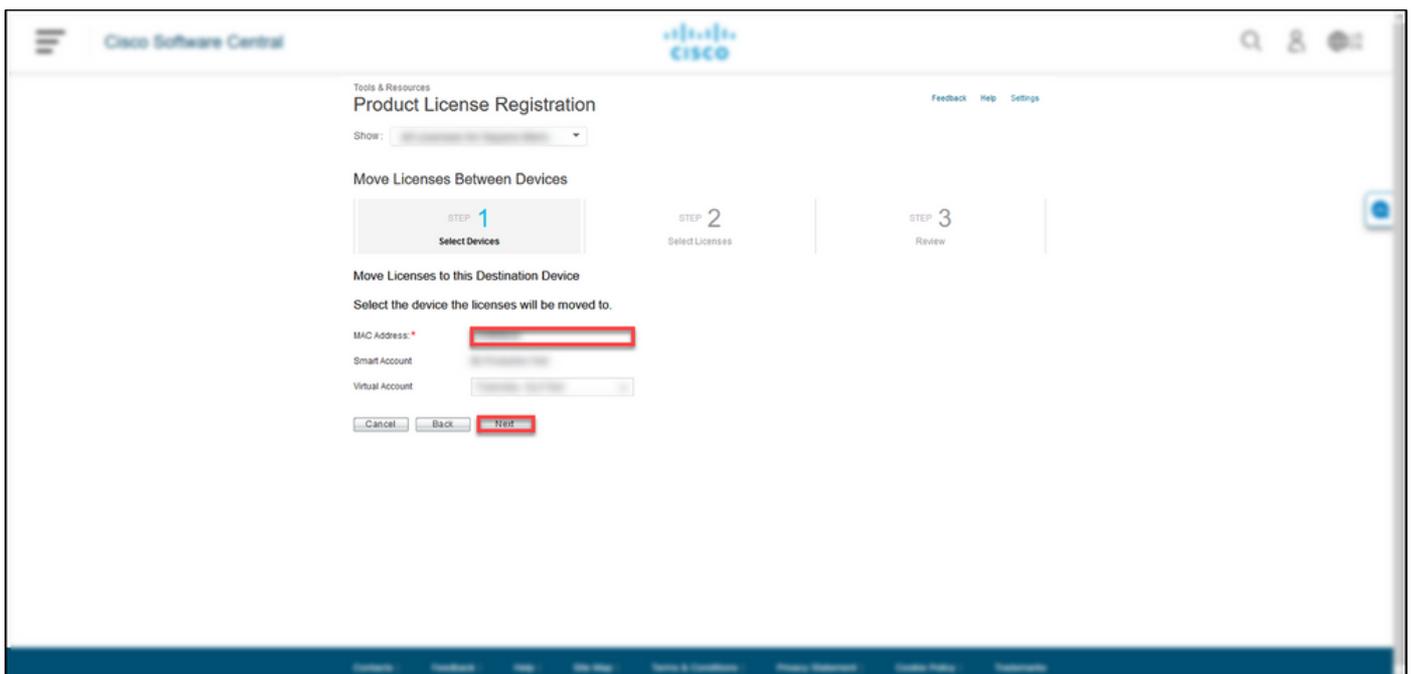
On the **Move Licenses Between Devices** page, in **Step 1 Select Devices**, in the **Move Licenses from this Source Device** section, verify that the device information is accurate, and then click **Next**.



### Step 6:

In the **Move Licenses to this Destination Device** section, enter the MAC address of the device to which you need to move the licenses. Optionally, you can also confirm that a correct **Smart** and **Virtual Account** is selected. Click **Next**.

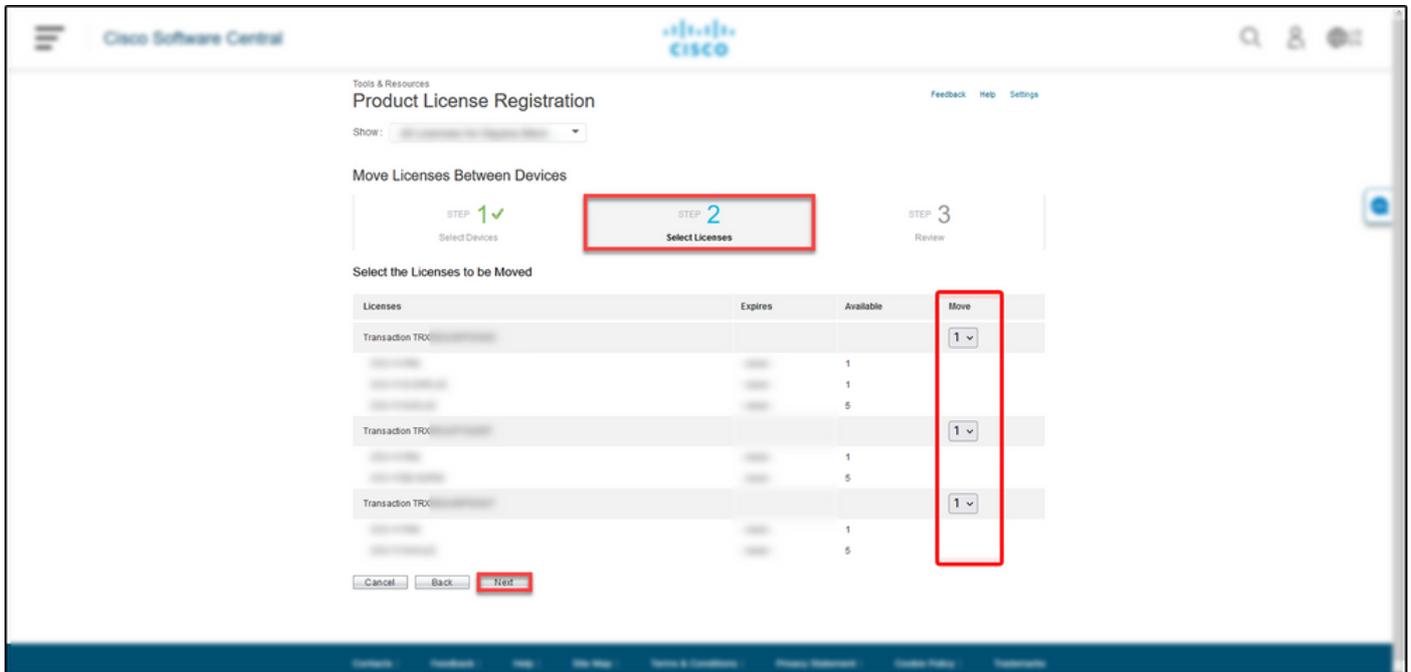
**Note:** The information requested in the **Move Licenses to this Destination Device** section varies depending on a product for which you need to move the licenses



### Step 7:

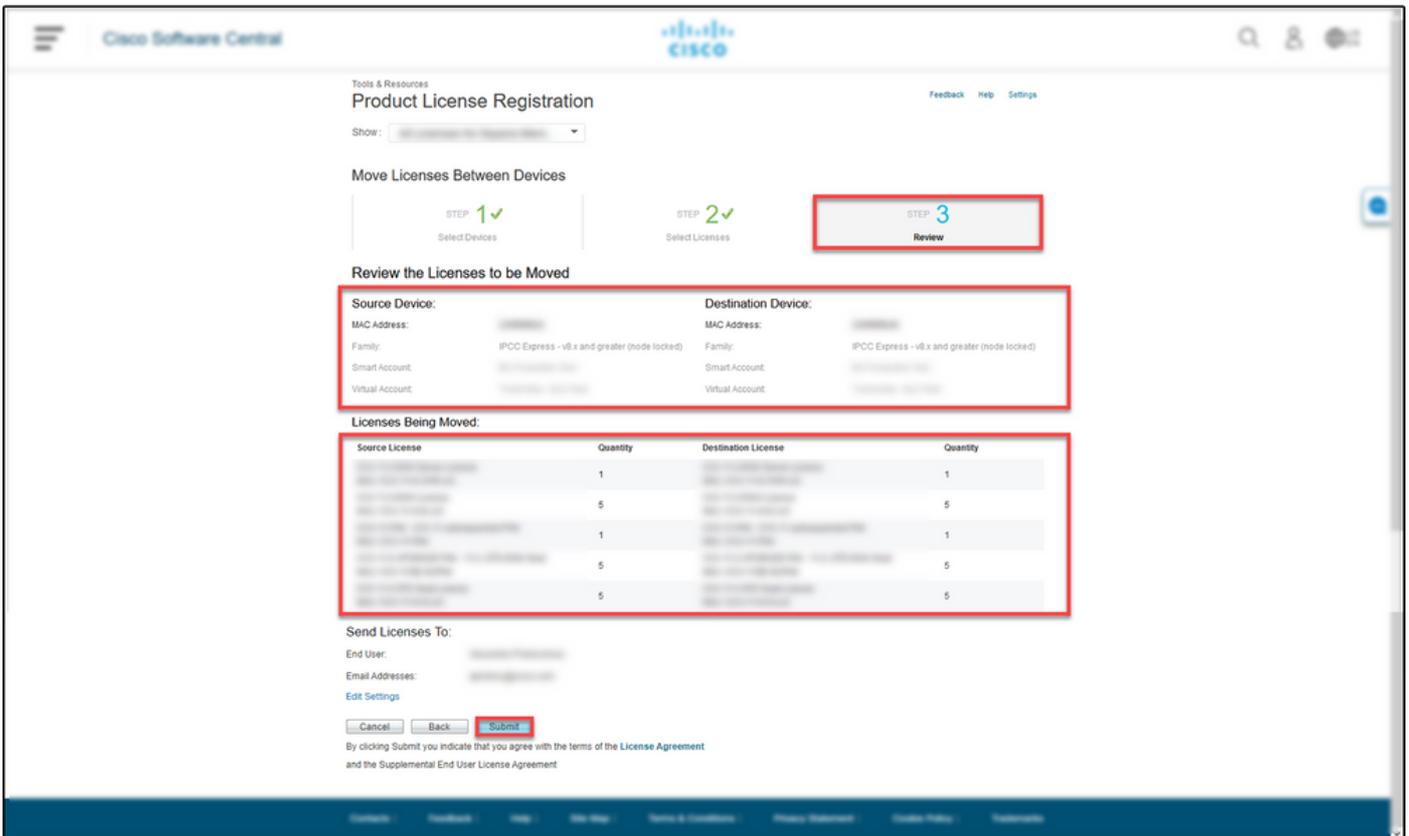
In **Step 2 Select Licenses**, in the **Select the Licenses to be Moved** section, enter the number of licenses you need to move to a target device, and then click **Next**.

**Note:** For some license types you can only select a single license transaction to move all of the licenses over to a target device.



### Step 8:

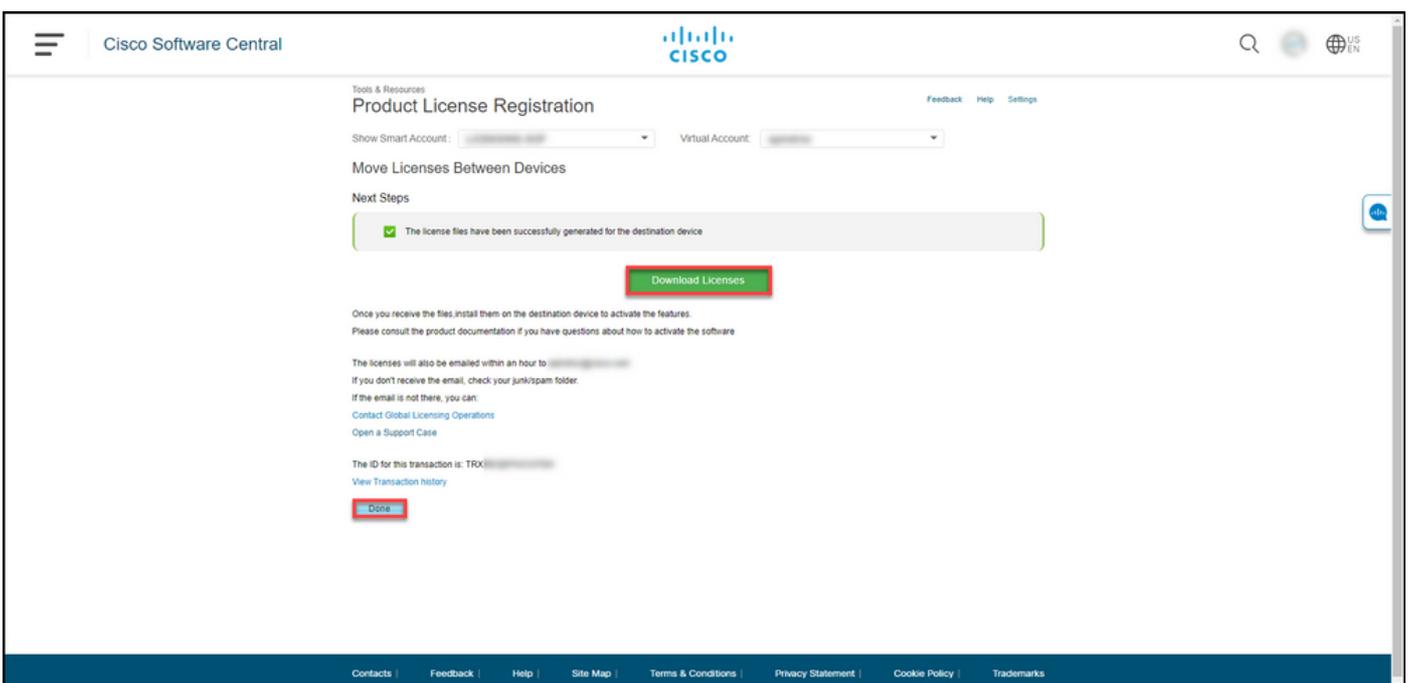
In **Step 3 Review**, in the **Review the Licenses to be Moved** section, verify that the **Source** and **Destination Device** as well as **Source** and **Destination License(s)** and their **Quantity** are correct. In the **Send Licenses To** section, you can edit the **End User** and **Email Addresses**, to which you need to send the license information. Click **Submit**.



## Step 9:

In the **Next Steps** section, the system displays a confirmation message about successfully generated license files for the destination device. To download the licenses, click the **Download Licenses** button. You should also receive the license files to your email within an hour from submitting the **License Agreement**.

**Caution:** Since the email with the license files is sent from [do-not-reply@cisco.com](mailto:do-not-reply@cisco.com), ensure that you check your junk email folder.



## Troubleshooting

If you experience an issue during the process of moving licenses between devices or in case you need to add or change the secondary device information, open a case in [Support Case Manager \(SCM\)](#).

## Next Steps

After you receive a license key file, refer to the product configuration guide for license installation and guidance. If you experience an issue with your installation, contact [Cisco Technical Assistance Center \(TAC\)](#).