

How to Move Classic Licenses Between Devices for Identity Services Engine (ISE)

Contents

[Prerequisites](#)

[Moving Licenses Between Devices for Identity Services Engine \(ISE\)](#)

[Troubleshooting](#)

[Next Steps](#)

The article describes a process of moving Classic licenses between devices for Identity Services Engine (ISE).

Prerequisites

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

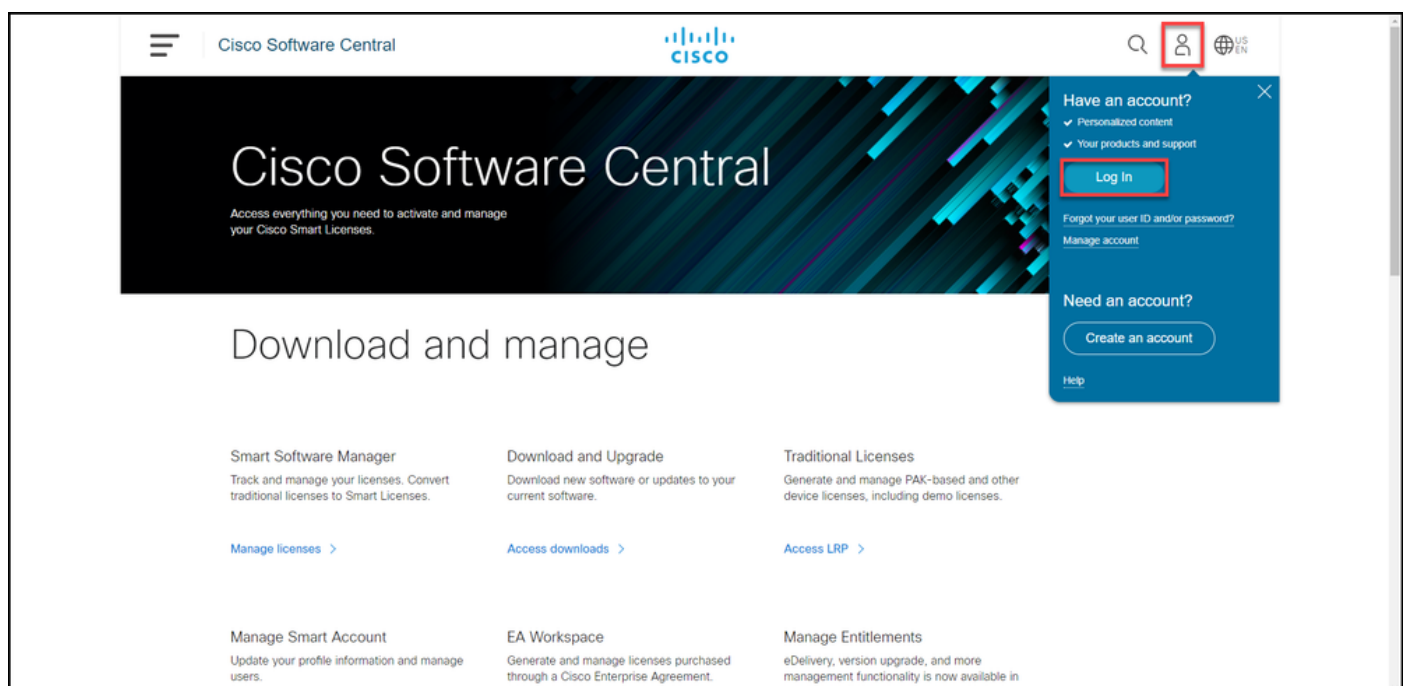
- [An active Cisco.com account](#)
- [Unique device identifier \(UDI\) of the source and destination device.](#)

Note: If you need to move licenses for hardware devices, ensure that you also have the [return merchandise authorization \(RMA\) number](#).

Moving Licenses Between Devices for Identity Services Engine (ISE)

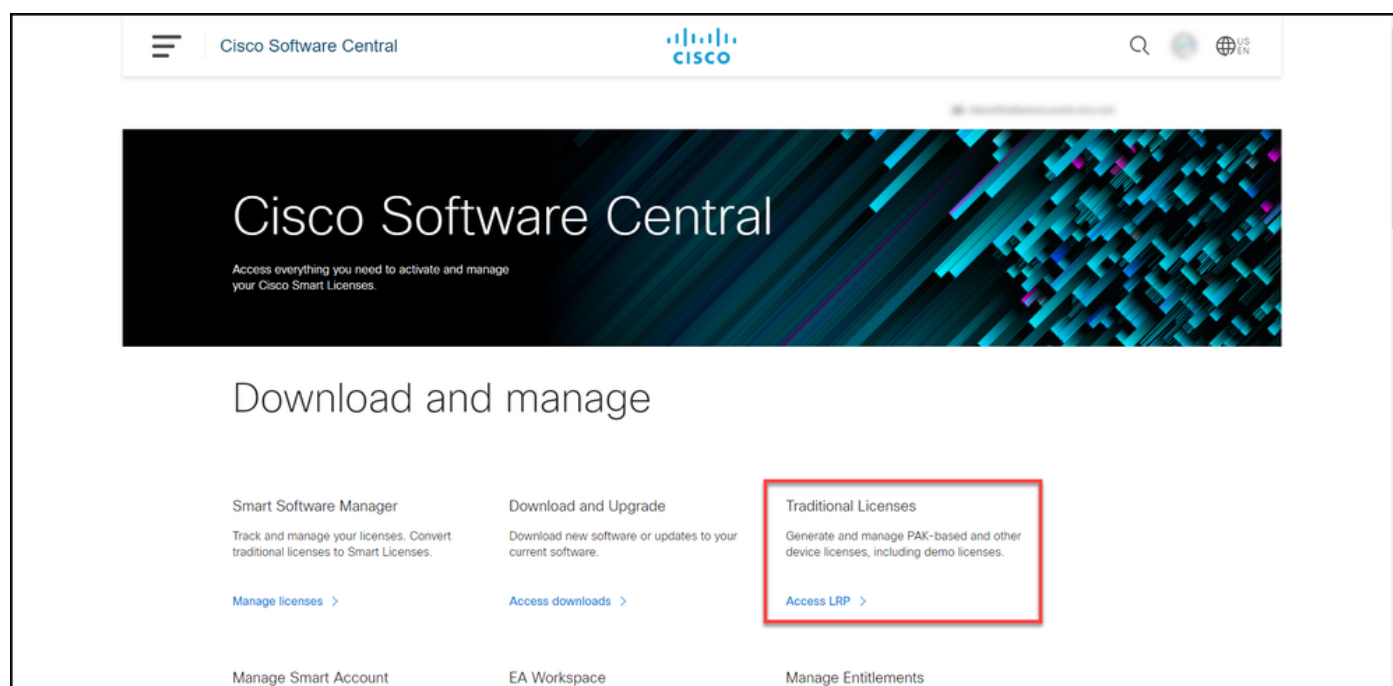
Step 1:

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



Step 2:

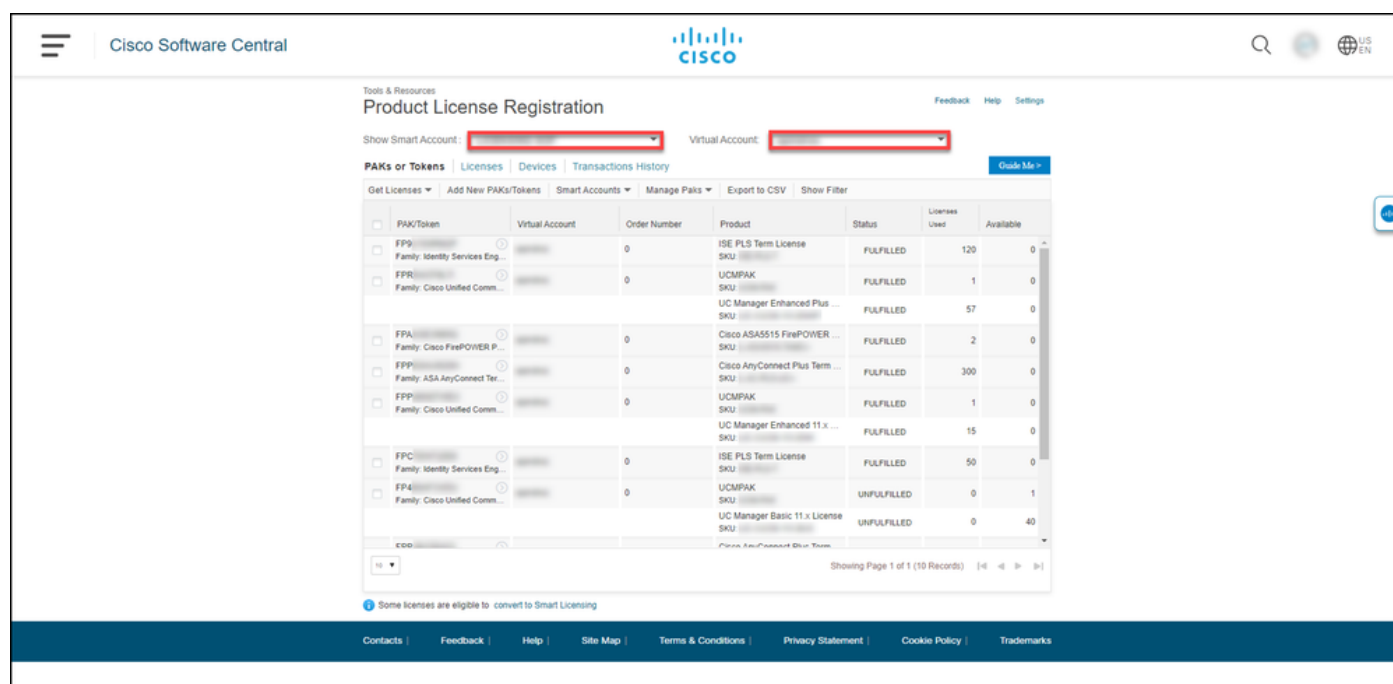
In the **Traditional Licenses** section, click **Access LRP**.



Step 3:

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

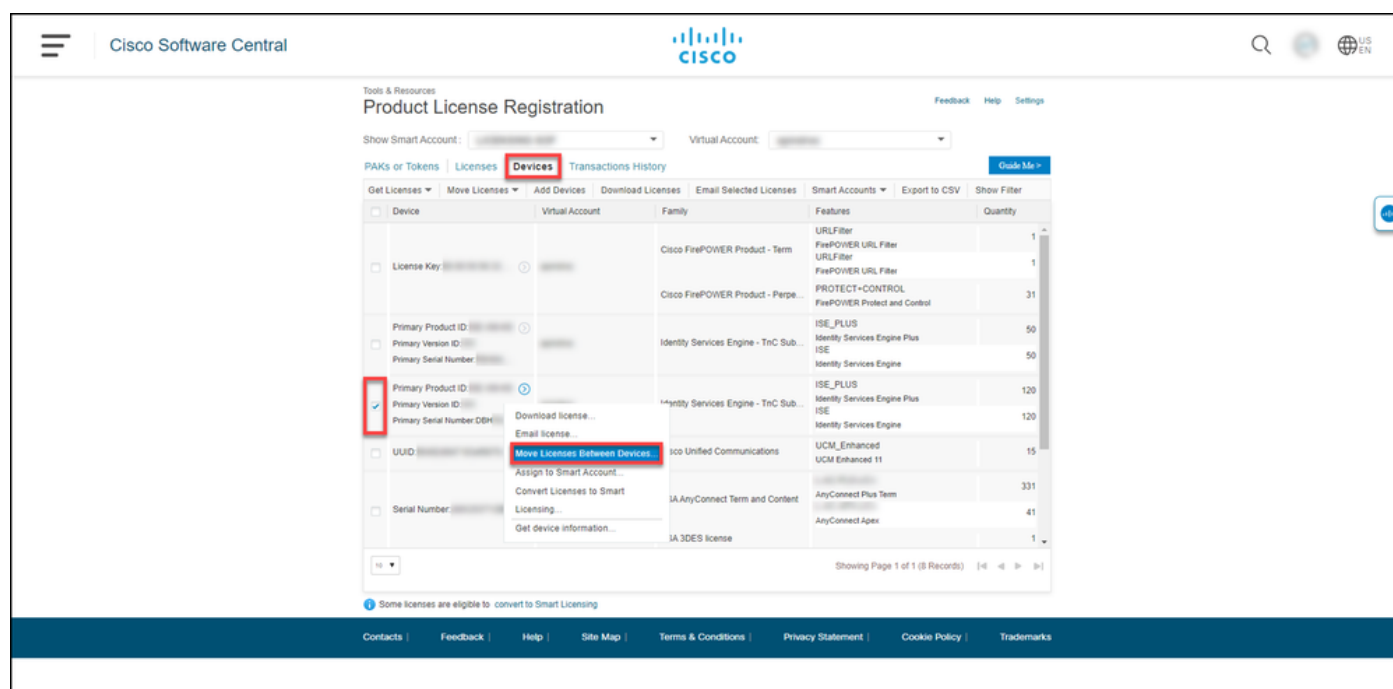
Note: If the system displays the **Welcome To The License Registration Portal** alert dialog box, you can select **Do not show this message again** to prevent it from being displayed again.



Step 4:

On the **Devices** tab, select the source device from which you need to move the license(s) 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 the **Move Licenses from this Source Device** section, from the **Returning Device** drop-down list select the following option:

1. **Yes** if you have a failed device that you need to replace and you want to move the license(s) to the new device. After you select **Yes**, the system displays an **RMA Number** field in which you can enter the number of your RMA request.
2. **No** if you need to move licenses between devices for a reason other than a device replacement.

Click **Next**.

The screenshot shows the 'Product License Registration' page in Cisco Software Central. The page is divided into three steps: STEP 1 (Select Devices), STEP 2 (Select Licenses), and STEP 3 (Review). The 'Move Licenses Between Devices' section is active. Under 'Move Licenses from this Source Device', the 'Source Device' information is displayed, including Primary Product ID, Primary Version ID, Primary Serial Number, Family, Smart Account, and Virtual Account. The 'Returning Device' section shows a red box with 'NO RMA' and a link to 'Using a Return Material Authorization (RMA)'. The 'Next' button is highlighted with a red box.

Step 6:

In the **Move Licenses to this Destination Device** section, enter **Primary Product Id** and **Primary Serial No** of the device to which you need to move the license(s). 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 license(s).

Note: If the system prompts you to fill in the **Primary Version ID** field, then you can obtain it by typing `show udi` command in the command-line interface (CLI) or by clicking **About** in the **Policy Administration Point (PAP)**.

The screenshot shows the 'Product License Registration' page in Cisco Software Central, Step 2: Select Licenses. The 'Move Licenses to this Destination Device' section is active. The 'Select the device the licenses will be moved to.' section contains fields for Primary Product Id, Primary Serial No, Secondary Serial No, Secondary Version Id, Smart Account, and Virtual Account. The 'Primary Product Id' and 'Primary Serial No' fields are highlighted with red boxes. The 'Next' button is highlighted with a red box.

Step 7:

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 as demonstrated in the example in the screenshot.

The screenshot shows the 'Product License Registration' page in Cisco Software Central. The page is divided into three steps: STEP 1 (Select Devices), STEP 2 (Select Licenses), and STEP 3 (Review). STEP 2 is currently active. Below the steps, there is a section titled 'Select the Licenses to be Moved'. It contains a table with the following data:

Licenses	Expires	Available	Move
Transaction TRX	05/09/2021	120	1

Below the table, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a red box.

Step 8:

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**.

The screenshot shows the 'Product License Registration' page in Cisco Software Central, now at STEP 3 (Review). The page is divided into three steps: STEP 1 (Select Devices), STEP 2 (Select Licenses), and STEP 3 (Review). STEP 3 is currently active. Below the steps, there is a section titled 'Review the Licenses to be Moved'. It contains two columns of information: 'Source Device' and 'Destination Device'. The 'Source Device' information is as follows:

Source Device:	
Primary Product ID:	DBH
Primary Version ID:	DBH
Primary Serial Number:	DBH
Family:	Identity Services Engine - TrC Subscription
Smart Account:	
Virtual Account:	

The 'Destination Device' information is as follows:

Destination Device:	
Primary Product ID:	DBH
Primary Serial No:	DBH
Secondary Serial No:	
Secondary Version Id:	
Family:	Identity Services Engine - TrC Subscription
Smart Account:	
Virtual Account:	

Below the device information, there is a section titled 'Licenses Being Moved'. It contains a table with the following data:

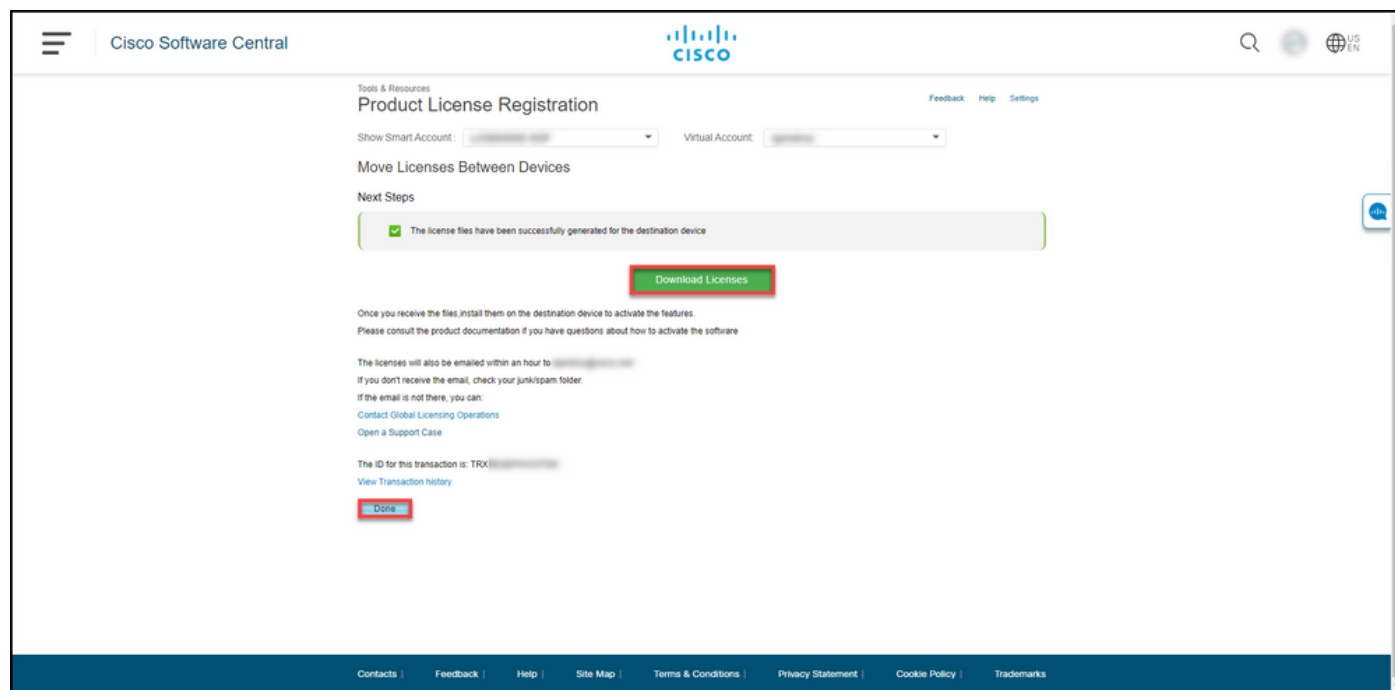
Source License	Quantity	Destination License	Quantity
Identity Services Engine	120	Identity Services Engine	120
SKU:		SKU:	

Below the license information, there is a section titled 'Send Licenses To:'. It contains two fields: 'End User' and 'Email Addresses'. Both fields are highlighted with red boxes. Below the fields, there are three buttons: 'Cancel', 'Back', and 'Submit'. The 'Submit' button is highlighted with a red box.

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 license(s), 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, 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 \(TAC\)](#).