

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

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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:

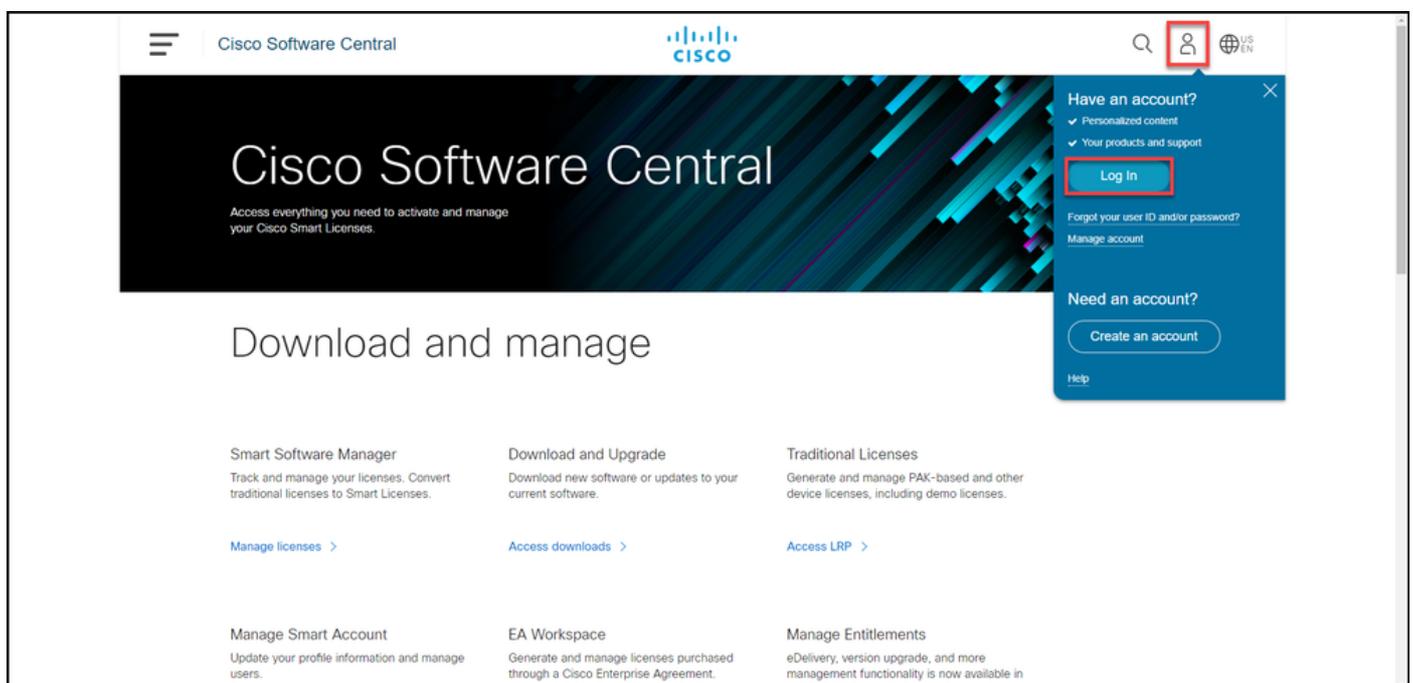
- [An active Cisco.com account](#)
- [Unique device identifier \(UDI\) of the source and destination device.](#)

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:

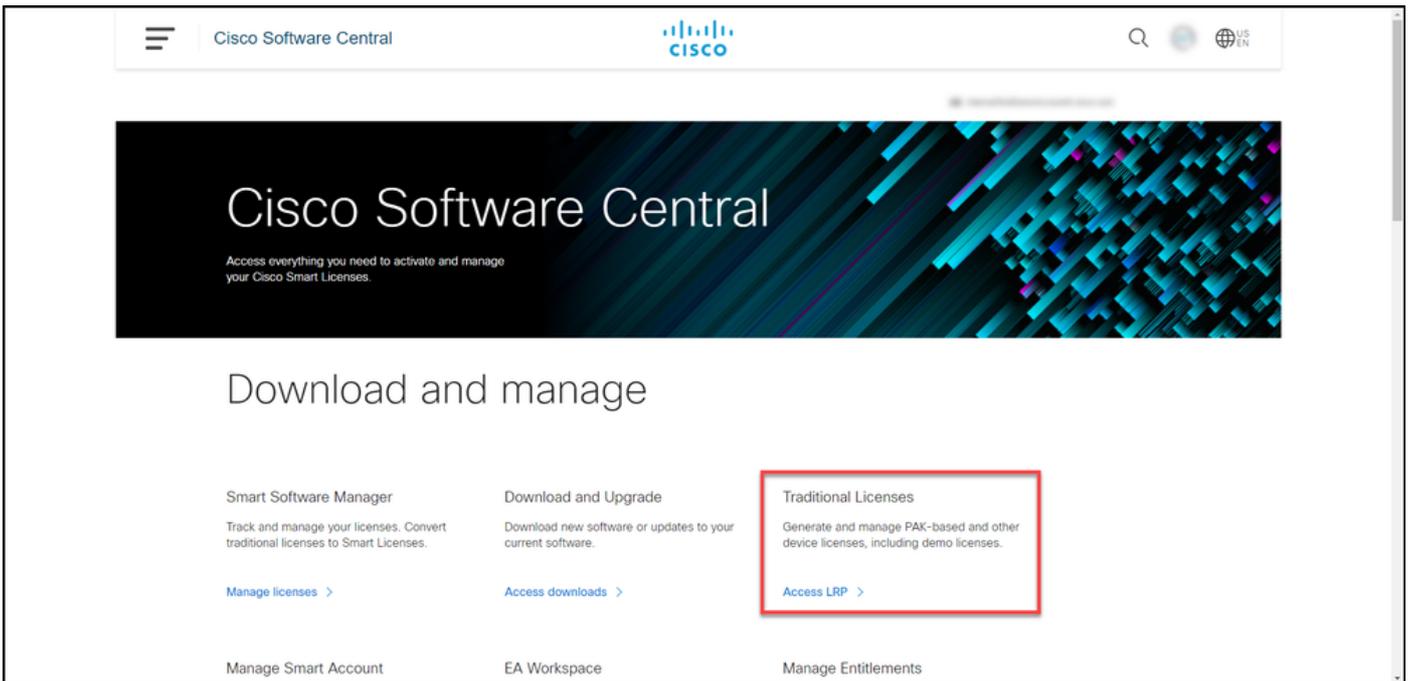
Go to [Cisco Software Central](#) and log in with your Cisco.com account.



The screenshot displays the Cisco Software Central website. The header includes the Cisco logo and navigation icons. A user profile icon is highlighted with a red box. A dropdown menu is open, showing options for 'Have an account?' (Personalized content, Your products and support, Log In) and 'Need an account?' (Create an account). The main content area features a large banner for 'Cisco Software Central' with the tagline 'Access everything you need to activate and manage your Cisco Smart Licenses.' Below the banner, there are several sections for license management, including 'Smart Software Manager', 'Download and Upgrade', 'Traditional Licenses', 'Manage Smart Account', 'EA Workspace', and 'Manage Entitlements'.

Step 2:

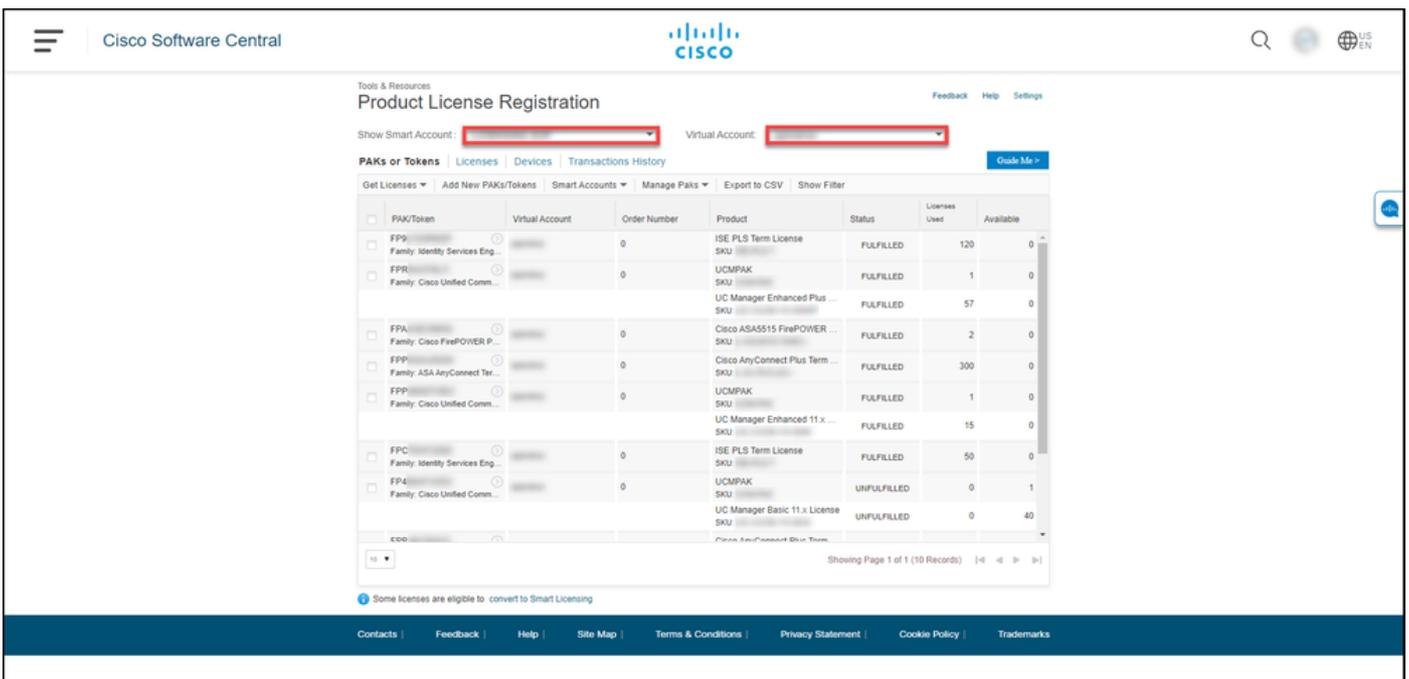
In the **Traditional Licenses** section, click **Access LRP**.



Step 3:

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

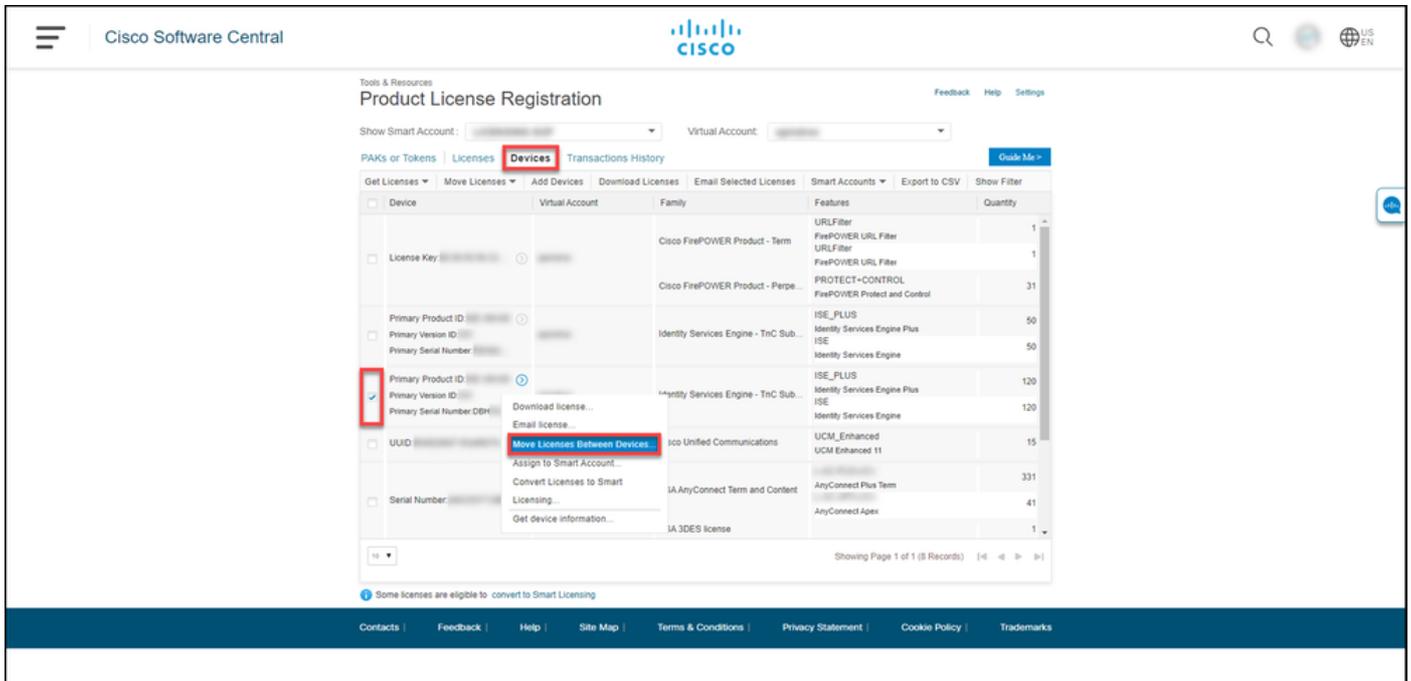
Note: If the system displays the **Welcome To The License Registration Portal** alert dialog box, you can select **Do not show this message again** to prevent it from being displayed again.



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.

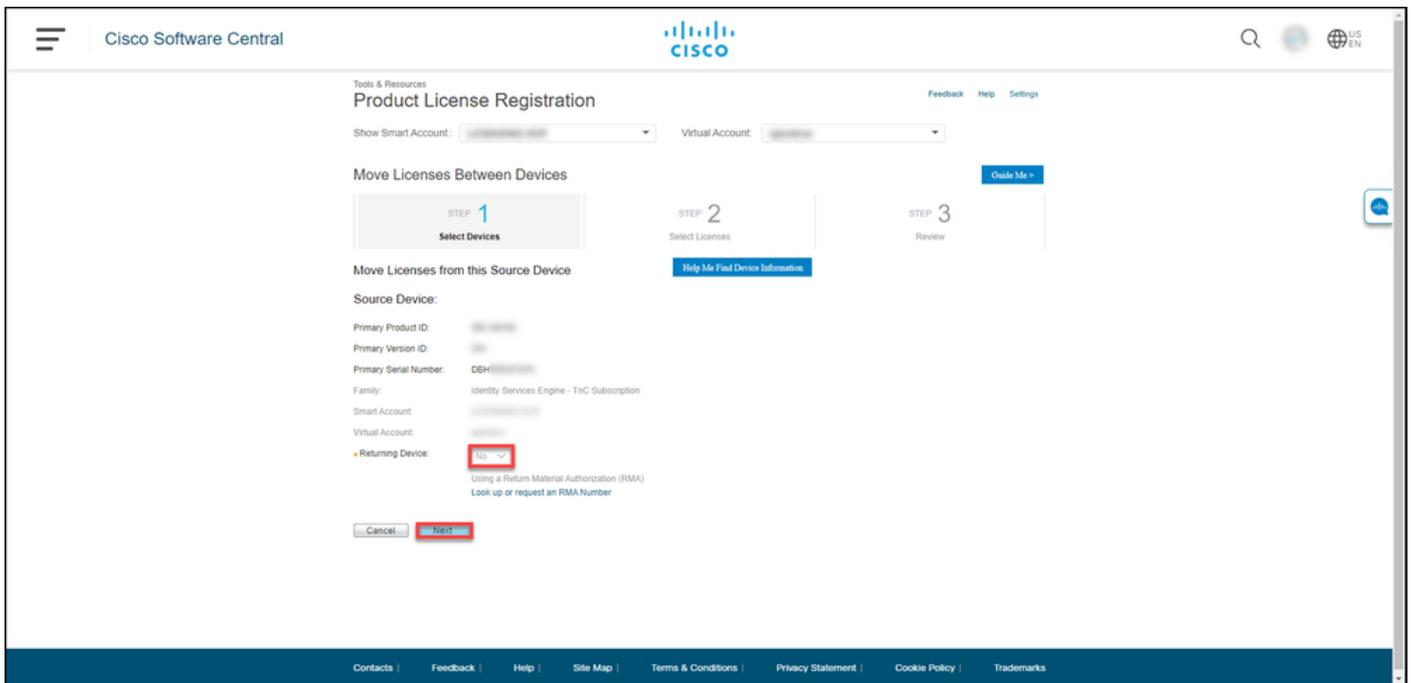


Step 5:

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**.

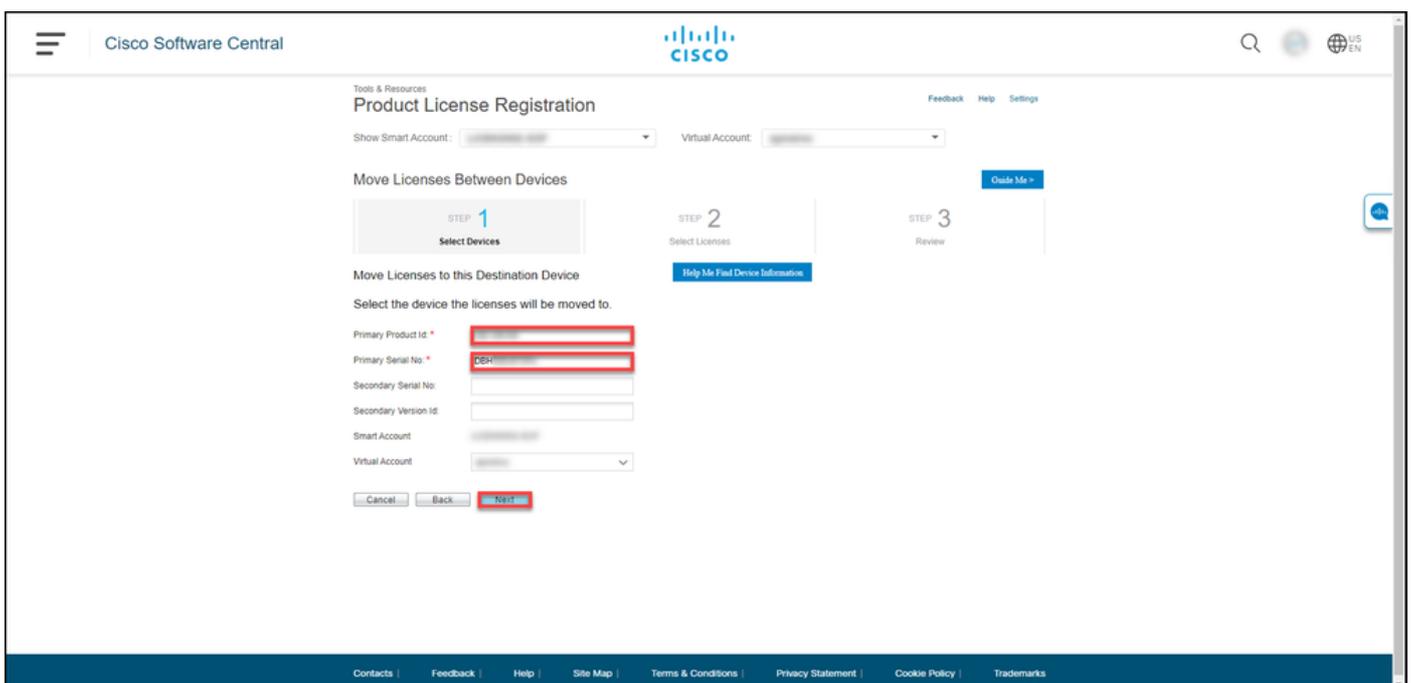


Step 6:

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).

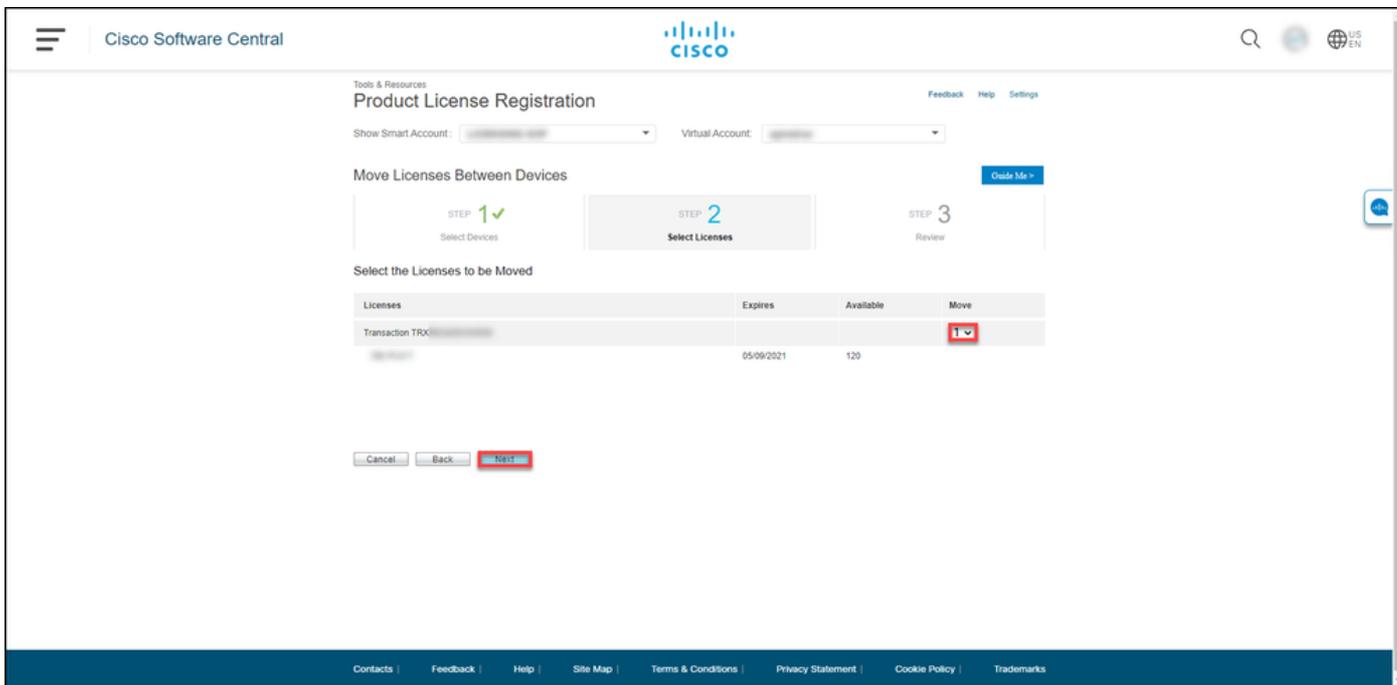
Note: If the system prompts you to fill in the **Primary Version ID** field, then you can obtain it by typing `show udi` command in the command-line interface (CLI) or by clicking **About** in the **Policy Administration Point (PAP)**.



Step 7:

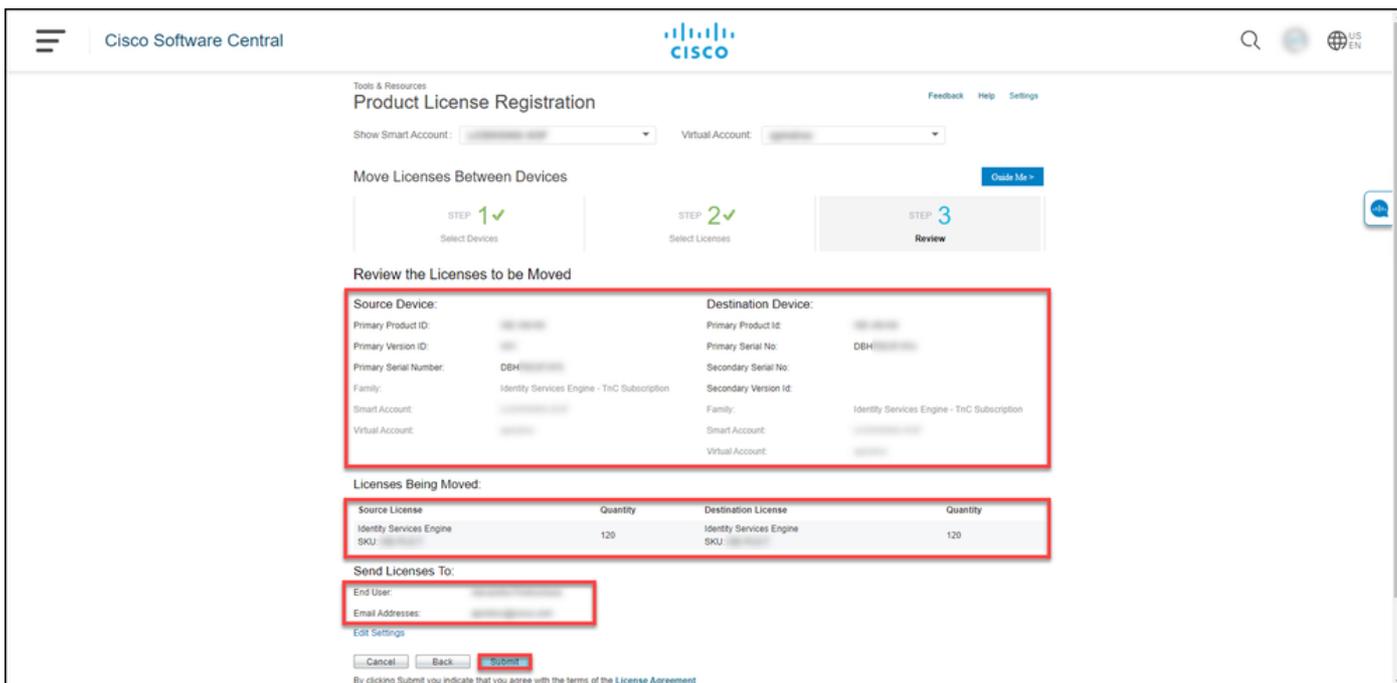
In the **Select the Licenses to be Moved** section, enter the number of licenses you need to move to a target device, and then click **Next**.

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.



Step 8:

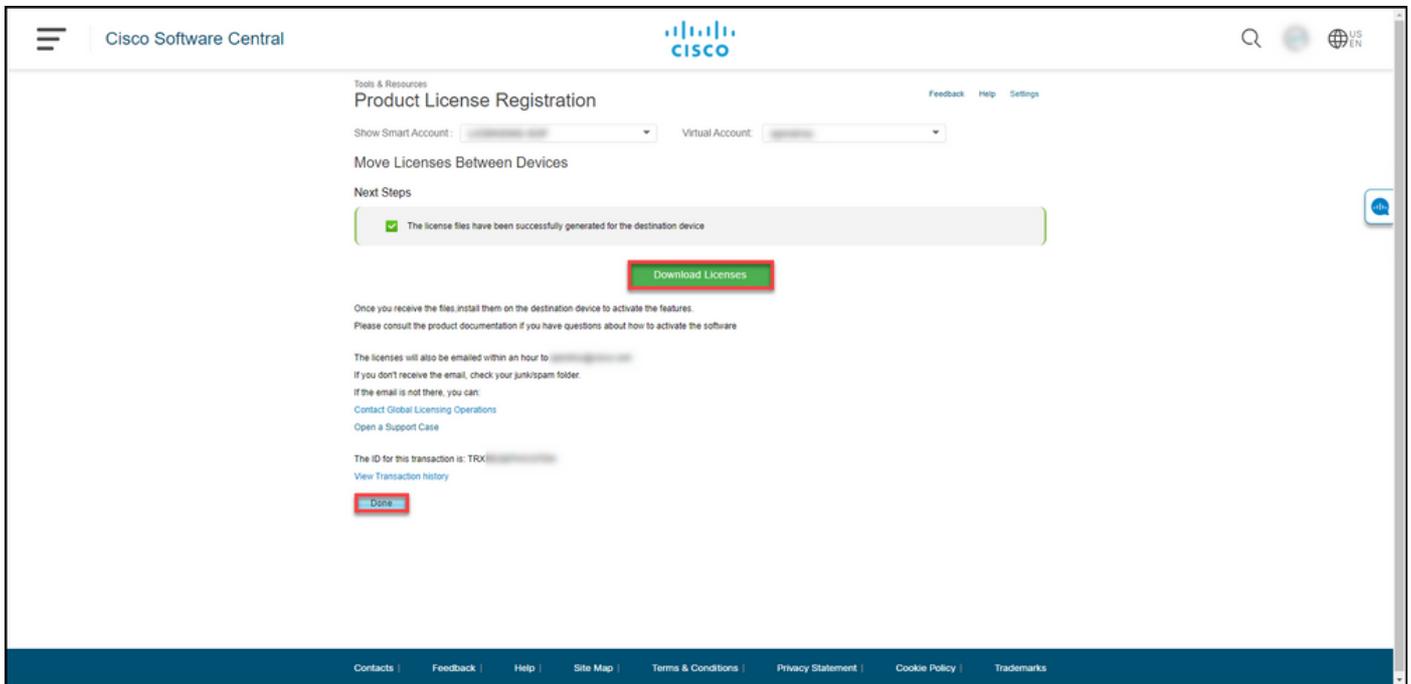
In the **Review the Licenses to be Moved** section, verify that the **Source** and **Destination Device** as well as **Source** and **Destination License(s)** and their **Quantity** are correct. In the **Send Licenses To** section, you can edit the **End User** and **Email Addresses**, to which you need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



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 \(TAC\)](#).