



Asset Transfer Manager

Step-by-Step Guide for Asset Transfer Users

(Currently not available for Enterprise Agreement and OnPrem assets)

Updated (v2)
April 2024

Preface

Purpose

This document contains information to become familiar with Asset Transfer Manager and a step-by-step process on how to transfer Cisco Assets between two Customer Smart Accounts.

Intended Audience

- Cisco Customers
- Partners (with Administrator access to Customer Smart Account)
- Cisco Licensing Operations

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Foundation

Provides fundamental principles, functionalities and key aspects necessary to understand and effectively utilize the capability



Pre-requisites

Pre-requisite	Details
User Role Requirement	<p>The user initiating the asset transfer must be a Smart Account Administrator in both the Source and Target Customer Smart Accounts.</p> <p>Administrators with access to a single Customer Smart Account can still view transaction activities.</p>
No Smart Account Access	<p>If you don't have access to the desired Customer Smart Account, please follow the guide applicable to you:</p> <ul style="list-style-type: none">• Get Access to an existing Customer Smart Account here or watch the video guide here• New Smart Account creation guide video here

Glossary

Term	Definition
Smart Account (SA)	Type of an account that helps to easily view, store and manage ALL your assets and entitlements in one location across the entire organization. It also helps to consolidate user access management.
Virtual Account (VA)	A sub-folder within the SA that helps to internally organize your assets and entitlements.
Assets	Hardware/devices, software, License and Subscriptions
Domain	Domain represents business or organizations on the internet. Example, for email address john@cisco.com, domain is 'cisco.com'
Legal Entity	A company legally registered with the country's law. A Business Unit that is part of a Company is not considered a separate Legal Entity. An Affiliate or Subsidiary is a separate Legal Entity.
Affiliate	Any corporation, firm, partnership, or other entity that directly or indirectly controls, or is controlled by, or is under common control with the Transferor
CCO ID	A CCO ID is your personal login for theCisco.com website. With a CCO ID you can register for trainings, events, programs and promotions and access additional tools and content

Transfer Status

Term	Definition
Validation Initiated	The process begins with an initial validation check to ensure the asset are eligible to be transferred.
Validation Completed	The asset's eligibility for transfer has been successfully verified.
Pending Submission	Validation for the asset transfer has been completed and is ready for submission.
Submitted	The request for asset transfer has been formally submitted.
Submitted – Awaiting Transferor/Transferee consent	The transaction will only progress upon obtaining consent from the Transferor and Transferee.
Compliance Screening	The transaction is under review to ensure it adheres to regulatory standards.
Compliance Screening Rejected	The transaction has been canceled by the Cisco Legal Team. An email will be sent to you from swtransfer@cisco.com, providing details and reasons for the cancellation.
Transfer Initiated	The actual transfer process has been initiated, moving the asset between Smart Accounts.
Transfer Completed	The asset has been successfully transferred to the new account.
Transfer Completed with Failure	Some of the assets were effectively transferred while others experienced transfer failures.
Cancelled	The transfer request was canceled, and the asset remains with its original owner. (Action only available during Status: Validation Completed)

Asset Transfer Manager


In this overview you will learn the basics for Asset Transfer



Asset Transfer Manager Landing Page

Download and manage

Smart Software Manager Track and manage your licenses. Convert traditional licenses to Smart Licenses. Manage licenses >	Download and Upgrade Download new software or updates to your current software. Access downloads >	Traditional Licenses Generate and manage PAK-based and other device licenses, including demo licenses. Access LRP >
Manage Smart Account Update your profile information and manage users. Manage account >	EA Workspace Generate and manage licenses purchased through a Cisco Enterprise Agreement. Access EA Workspace >	Manage Entitlements eDelivery, version upgrade, and more management functionality is now available in our new portal. Access MCE >
Asset Transfer Manager Transfer Assets between two smart accounts. Access Asset Transfer Manager >		



Click Here

To begin using the Asset Transfer Manager:

1. Log Into software.cisco.com using your:
 - Cisco Credentials (CCO ID and Password)
2. Select Access Asset Transfer Manager

Asset Transfer Manager Landing Page

Cisco Software Central

Asset Transfer Manager

Request Asset Transfer

Transaction ID	Transaction Date	Source SA	Destination SA	Destination VA	Completion Date	Transfer Initiated By	Status	Actions
TR88010338	28 Mar 2024			DEFAULT	--		Transfer Initiated	Action
TR29282544	28 Mar 2024			DEFAULT	28 Mar 2024		Completed	Action
TR21182481	28 Mar 2024			DEFAULT	--		Submitted - Aw...	Action
TR18599551	28 Mar 2024			DEFAULT	--		Submitt...	Action
TR39098088	28 Mar 2024			DEFAULT	--		Compl...	Action
TR65294997	28 Mar 2024			DEFAULT	--		Compl...	Action
TR15584059	28 Mar 2024			DEFAULT	--		Compliance Scr...	Action
TR18044799	27 Mar 2024			DEFAULT	--		Cancelled	Action
TR61473883	27 Mar 2024			DEFAULT	--		Cancelled	Action

If you already have access to one or more Smart Accounts (SAs), the platform will:

1. Display the current SA Name
 - Select the SA Name to change it.
 - You can see the incoming and outgoing transactions for the chosen SA
2. Hovering over text areas allows you to view the full content.
 - i.e. You can see the SA Name and Domain Identifier for Source or Destination SA
3. Transaction ID is a randomly generated number
4. Expanding the Action drop-down will present several functions to choose from
 - View Transaction: Access Transaction details directly on the screen
 - View/Provide Consent: Review consent details for assets moving to different legal entities
 - Download: Export Transaction Details as an Excel File

Asset Transfer Manager Landing Page

Cisco Software Central

Asset Transfer Manager

Request Asset Transfer

Transaction ID	Transaction Date	Source SA	Destination SA	Destination VA	Completion Date	Transfer Initiated By	Status	Actions
TR8801033	28 Mar 2024			DEFAULT	--		Transfer Initiated	Action
TR29282544	28 Mar 2024			DEFAULT	28 Mar 2024		Completed	Action
TR21182481	28 Mar 2024			DEFAULT	--		Submitted - Aw...	Action
TR18599551	28 Mar 2024			DEFAULT	--		Submitted	Action
TR39098088	28 Mar 2024			DEFAULT	--		Completed	Action
TR65294997	28 Mar 2024			DEFAULT	--		Completed	Action
TR15584059	28 Mar 2024			DEFAULT	--		Compliance Scr...	Action
TR18044799	27 Mar 2024			DEFAULT	--		Cancelled	Action
TR61473883	27 Mar 2024			DEFAULT	--		Cancelled	Action

Showing Page 1 of 5 (45 Records)

5. To initiate the transfer process, click "Request Asset Transfer".
6. Transaction Date: The date on which the transfer process was initiated
7. Completion Date is the date when the transfer is finalized.
8. Status field indicates the current situation of the Transaction ID
 - Refer to the Glossary for information on multiple statuses

Asset Manager Transfer Account Selection

Here we will guide you on how to select the Source and Destination Account for the transfer.



Asset Transfer Manager: Account Selection

Request Asset Transfer

STEP 1 Select Source Smart Account | STEP 2 Select Destination Smart Account | STEP 3 Asset Transfer Questions | STEP 4 Select Assets | STEP 5 Asset Transfer Request Form

Search by Smart Account Name or Domain

Smart Account Name	Smart Account Domain	Asset Summary
		Show Counts
		Show Counts
		Show Counts
		Show Counts
		Show Counts
		Show Counts

Showing all 6 records

Asset Summary of Smart Account : SA SME

	Smart	Classic	PnP
Unique License Features/PAKs	20	9	N/A
Device Count	3	11	94

Cancel Next

Request Asset Transfer, Step 1:

1. Select the source Smart Account:
 - You can select a Smart Account by reviewing their Smart Account Name or Domain
 - You can search by Name or Domain
2. Show Counts:
 - Click Show Count to display unique License Feature / Devices linked to the selected Smart Account

Asset Transfer Manager: Account Selection

Cisco Software Central

Request Asset Transfer

STEP 1 ✓ Select Source Smart Account

STEP 2 Select Destination Smart Account

STEP 3 Asset Transfer Questions

STEP 4 Select Assets

STEP 5 Asset Transfer Request Form

Search by Smart Account Name or Domain

Smart Account Name	Smart Account Domain	Select Virtual Account
		Select Virtual Account
		Select Virtual Account
		DEFAULT
		Select Virtual Account

Showing all 4 records

Cancel Back Next

Request Asset Transfer, Step 2:

3. Source Smart Account and Virtual Account selection is greyed out.
4. Select Destination Smart Account:
 - You can select a Smart Account by reviewing their Smart Account Name or Domain
 - You can search by Name or Domain
5. Virtual Account Selection Summary:
 - After selecting Smart Account, the Virtual Account selection field will be available for selection

Asset Transfer Manager: Account Selection

The screenshot shows the 'Request Asset Transfer' workflow in Cisco Software Central. The interface includes a navigation menu, the Cisco logo, and search/region icons. The workflow consists of five steps: Step 1 (Select Source Smart Account), Step 2 (Select Destination Smart Account), Step 3 (Asset Transfer Questions), Step 4 (Select Assets), and Step 5 (Asset Transfer Request Form). Step 3 is the current step, highlighted with a blue border. A green callout box with the number '1' points to the 'Asset Transfer Questions' section, which contains a question: 'Are you requesting to move the license(s) for the same legal entity but in different locations?' with radio button options for 'Yes' and 'No'. At the bottom right, there are 'Cancel', 'Back', and 'Next' buttons.

Request Asset Transfer

STEP 1 ✓
Select Source Smart Account

STEP 2 ✓
Select Destination Smart Account

STEP 3
Asset Transfer Questions

STEP 4
Select Assets

STEP 5
Asset Transfer Request Form

1 Asset Transfer Questions:

Are you requesting to move the license(s) for the same legal entity but in different locations?

Yes No

Cancel Back Next

Request Asset Transfer, Step 3: 1. Compliance Assessment Questionnaire

Asset Transfer Manager: Account Selection

The screenshot shows the Cisco Software Central interface for the Asset Transfer Manager. The top navigation bar includes the Cisco logo, a search icon, and a language selector set to 'US EN'. The main content area is titled 'Request Asset Transfer' and features a progress indicator with five steps: Step 1 (Select Source Smart Account), Step 2 (Select Destination Smart Account), Step 3 (Asset Transfer Questions), Step 4 (Select Assets), and Step 5 (Asset Transfer Request Form). Step 3 is currently active and highlighted. Below the progress indicator, the 'Asset Transfer Questions' section contains a question: 'Are you requesting to move the license(s) for the same legal entity but in different locations?' with radio buttons for 'Yes' and 'No', where 'No' is selected. A green box highlights a checkbox with the text: 'By continuing with this process, you confirm your formal request for the transfer of the license(s) to a different legal entity, including but not limited to an affiliate.' Below this checkbox is a 'Select Transferee' dropdown menu, which is also highlighted with a green box and a green callout bubble containing the number '2'. At the bottom right of the form, there are three buttons: 'Cancel', 'Back', and 'Next'.

Request Asset Transfer, Step 3:

2. Approval/Consent from the Destination Customer Smart Account Administrator/Nominee is essential when transferring assets to a different legal entity, which could include an affiliate.

Asset Manager Transfer – Asset Selection

Here we will show how to select the Assets for the transfer



Asset Transfer Manager: Asset Selection

Request Asset Transfer

STEP 1 ✓ Select Source Smart Account | STEP 2 ✓ Select Destination Smart Account | STEP 3 ✓ Asset Transfer Questions | **STEP 4 Select Assets** | STEP 5 Asset Transfer Request Form

1 License Device

2 Order Number Search by Order Number. Enter up to 100 comma separated values.

Order Number	License PID	Product Description/License Feature	Type	Purchased
Web Order ID nber:	L-CSR-PLR-100M-AX=	PLR SKU for 100Mbps perpetual license - military	SMART	1
Subscription ID nber:	L-FMC-ISE-PIC=	ISE Passive Identity Connector for Firepower Mgmt Center	CLASSIC	1
PAK nber:	LL-C3850-12XS-S=	Catalyst 3850 family 12 10G ports IOS IP Base sw relicense	CLASSIC	5
<input type="checkbox"/> PAK:	FP7020-VPN-K9=	Cisco FirePOWER 7020 VPN License	CLASSIC	1
<input type="checkbox"/> PAK:	ESA-ESP-LIC=	ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	CLASSIC	10
<input type="checkbox"/> PAK:	UCM-PAK	UCMPAK	CLASSIC	1
<input type="checkbox"/> PAK:	UCM-PAK	UCMPAK	CLASSIC	1
<input type="checkbox"/> PAK:	ESA-ESP-LIC=	ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	CLASSIC	10
<input type="checkbox"/> PAK:	ESA-ESP-LIC=	ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	CLASSIC	10
<input type="checkbox"/> PAK:	ESA-ESP-LIC=	ESA Premium SW Bundle (AS, AV, OF, DLP, ENC) License	CLASSIC	1

100 Showing Page 1 of 1 (33 Records) Cancel Back Next

Request Asset Transfer, Step 4:

1. Displays Licenses and devices linked to the Customer Smart Account, eligible for transfer.
2. Search options to choose from:
 - Order Number, Web Order ID, Subscription ID, PAK or Manual Entries
3. Indicates the Licensing Technology

Asset Transfer Manager: Asset Selection

Cisco Software Central > Transfer Smart Account Assets

Request Asset Transfer

STEP 1 ✓

Select Source Smart Account

STEP 2 ✓

Select Destination Smart Account

STEP 3 ✓

Asset Transfer Questions

STEP 4

Select Assets

STEP 5

Asset Transfer Request Form

License

Device

Order Number Search by Order Number. Enter up to 100 comma separated values.

<input type="checkbox"/>	Source	License PID	Product Description/License Feature	Type	Purchased
<input type="checkbox"/>	> Sales Order [redacted]	IND-SOFTWARE-K9		CLASSIC	1
<input type="checkbox"/>	∨ Sales Order [redacted]	C9200L-48T-4X-E		SMART	1
<input type="checkbox"/>		C9200L-DNA-E-48	C9200L DNA Essentials, 48-port ...	SMART	1
<input type="checkbox"/>		C9200L-NW-E-48	C9200L Network Essentials, 48-p...	SMART	1
<input type="checkbox"/>	> Sales Order [redacted]	C9200L-24T-4X-E		SMART	1
<input type="checkbox"/>	> Sales Order [redacted]	N9K-C93180YC-FX		CLASSIC	1
<input type="checkbox"/>	> Sales Order [redacted]	C9200L-24P-4X-E		SMART	1

Request Asset Transfer, Step 4:

1. Each Source: Sales Order indicates that this is a major Sales Order line.
 - Selecting ">" will reveal all licenses beneath it coming from Minor Lines (example 1.1 or 1.4).
2. Expect to find multiple instances of the same Sales Order, representing different Major Lines (e.g., line 1.x or 2.x).
3. When you expose all licenses through ">", the first PID is the Major Line PID
 1. Subsequent PIDs are the Minor line license PIDs

Asset Transfer Manager: Asset Selection

Cisco Software Central

Request Asset Transfer

STEP 1 ✓ Source Smart Account | STEP 2 ✓ Select Destination Smart Account | STEP 3 ✓ Asset Transfer Questions | **STEP 4 Select Assets** | STEP 5 Asset Transfer Request Form

License | **Device**

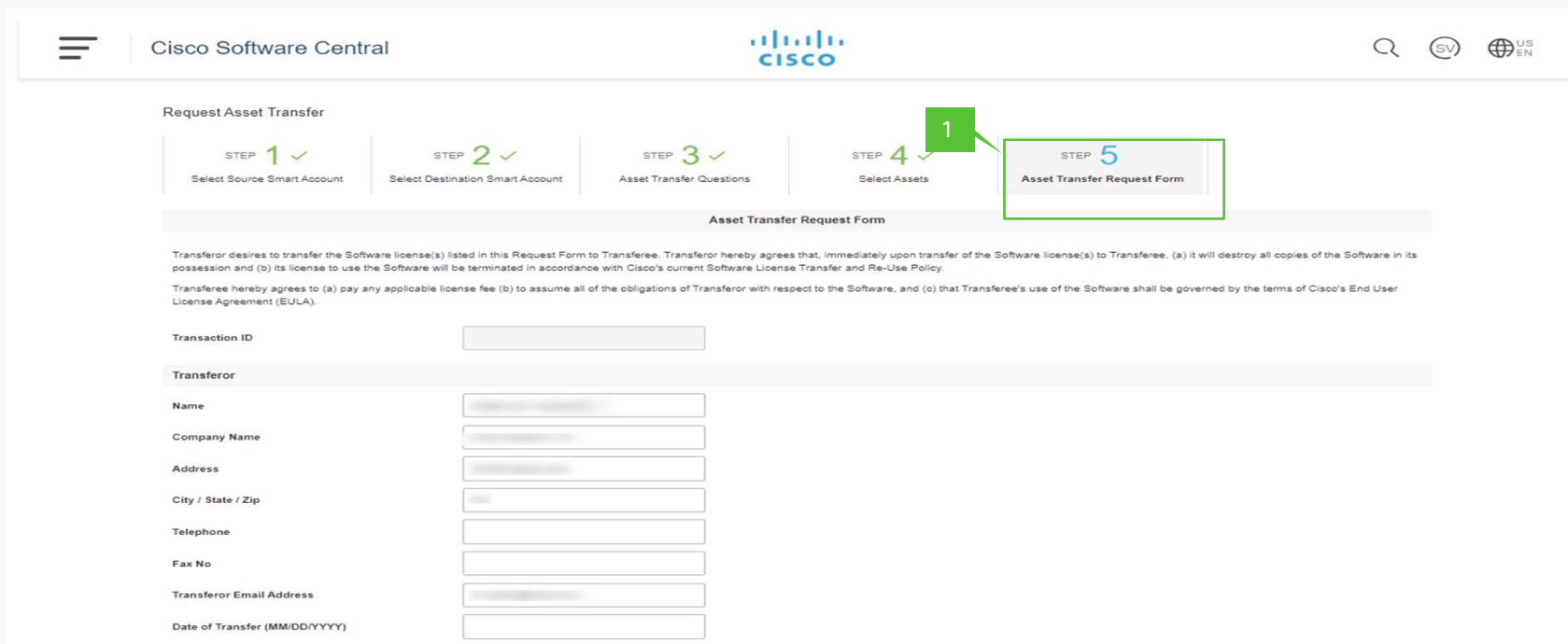
Serial No Search by Serial No

Serial No	Device Identifier	Device Name	PID	Product Family	In Use	Order Source
PID	--	--	ASR1002-HX	ASR1000	PNP	--
Host ID	--	--	C1-CISCO4221/K9	4200ISR	PNP	--
Host Name	--	--	C1-CISCO4221/K9	4200ISR	PNP	--
Mac Address	--	--	C1-CISCO4221/K9	4200ISR	PNP	--
UUID	--	--	C1-CISCO4221/K9	4200ISR	PNP	--
Device Name	--	--	C1-CISCO4221/K9	4200ISR	PNP	--
Order Number	--	--	C1-CISCO4221/K9	4200ISR	PNP	--

Request Asset Transfer, Step 4:

1. Move assets from the Device Tab.
2. Search options to choose from:
 - Serial Number, PID, HOST ID, UUID, and more.
3. Indicates if a device active and, if so where it is being utilized.
4. Present the order number associated to the Device.

Asset Transfer Manager: Software License Transfer Request Form



Cisco Software Central

Request Asset Transfer

STEP 1 ✓ Select Source Smart Account

STEP 2 ✓ Select Destination Smart Account

STEP 3 ✓ Asset Transfer Questions

STEP 4 ✓ Select Assets

STEP 5 **Asset Transfer Request Form**

Asset Transfer Request Form

Transferor desires to transfer the Software license(s) listed in this Request Form to Transferee. Transferor hereby agrees that, immediately upon transfer of the Software license(s) to Transferee, (a) it will destroy all copies of the Software in its possession and (b) its license to use the Software will be terminated in accordance with Cisco's current Software License Transfer and Re-Use Policy.

Transferee hereby agrees to (a) pay any applicable license fee (b) to assume all of the obligations of Transferor with respect to the Software, and (c) that Transferee's use of the Software shall be governed by the terms of Cisco's End User License Agreement (EULA).

Transaction ID

Transferor

Name

Company Name

Address

City / State / Zip

Telephone

Fax No

Transferor Email Address

Date of Transfer (MM/DD/YYYY)

Request Asset Transfer, Step 5

Transferring assets between two different legal entities requires the mandatory completion of the Software License Transfer Request Form

Asset Transfer Submission and Validation

Here you will learn how to finalize the Asset Submission



Asset Transfer Manager: Submission and Validation

The screenshot displays the Asset Transfer Manager interface. A modal dialog box is open, stating: "Your Transaction (ID : TR15154734) has been submitted for review. You will be notified through email once validation is complete." Below the dialog is a table of transfer requests. A green box labeled '1' points to the "Submit for Review" button at the bottom right of the table. Another green box labeled '2' points to the "Ok" button in the dialog. A third green box labeled '3' points to the "Validation Initiat..." status in the table.

Transaction ID	Transaction Date	Source SA	Destination SA	Destination VA	Completion Date	Transfer Initiated By	Status
TR62792694	05 Dec 2023	CSSM Test Ac...	...	Child VA	--	njalli	Validation Initiat...

1. After choosing the asset for transfer, click on "Submit for Review."
2. Following a successful submission, a unique "Transaction ID" is generated for the transfer.
3. "Validation Initiated" indicates the ongoing verification process of the requested transfer assets for their eligibility. Once finalized, the status will be updated to "Pending Submission"

Asset Transfer Manager Submission and Validation

Cisco Software Central

Asset Transfer Manager

Request Asset Transfer

Transaction ID	Transaction Date	Source SA	Destination SA	Destination VA	Completion Date	Transfer Initiated By	Status	Actions
TR45164160	29 Mar 2024			DEFAULT	--		Pending Submission	Action
TR33650695	29 Mar 2024			DEFAULT	--		Transfer	
TR27041246	28 Mar 2024			DEFAULT	28 Mar 2024		Completed	
TR88010338	28 Mar 2024			DEFAULT	--		Transfer	

Review and Submit

License

Source	License PID	Product Description/License Feature	Type	Purchased	Comments
> Order Number: [redacted]	L-FMC-ISE-PIC=	ISE Passive Identity Connector fo...	CLASSIC	1	--

Back Cancel Transfer Submit for Transfer Submit for Review

4. Click on the Transaction ID to examine the chosen assets before the submission is finalized.
5. Click to conclude the asset transfer process.

Asset Transfer Manager: Submission and Validation

6

Your Transaction (ID : TR36087209) has been submitted. Completion of the [Software License Transfer Request Form](#) is mandatory for this transaction to process.

Ok

7

Your Transaction (ID : TR62200053) has been submitted. You will be notified once the transaction is completed.

Ok

Based on the [Asset Transfer Questions](#) in Step 3 one of the two overlays will appear:

6. The submission for the transaction is completed, but the asset transfer will proceed only upon submission and approval of the [compliance screening form](#).
7. The transaction submission is finalized, and you will receive a notification upon the transfer completion.

Asset Manager Help

Here you will be guided to our FAQ and help links



Frequently Asked Questions (FAQ)

What is an Asset Transfer Manager?

Asset Transfer Manager is a platform to view and transfer assets (License, Devices) between two Customer Smart Accounts.

What are the prerequisites to access Asset Transfer Manager?

Asset Transfer Managers leverage the Smart Account construct, hence an Administrator access in multiple Smart Accounts is required to use the capability.

How do I access Asset Transfer Manager?

Asset Transfer Manager can be accessed from Software Central (software.cisco.com) .

Your permission to access Asset Transfer Manager is based on your access privilege in both the Smart Accounts (Source and Destination Smart Account).

What assets are displayed in Asset Transfer Manager?

License Tab: Cisco License Enabled products (Smart Licensing, Classical Licensing)

Devices Tab: Cisco Devices that are associated to your Customer Smart Account

What actions can I perform using Asset Transfer Manager?

Initiate Asset Transfer between Customer Smart Accounts

Review status of present and past transactions

Export Present and Past Asset transfers

What assets are restricted to transfer?

Currently, assets connected to an Enterprise Agreement and Devices connected to an OnPrem account cannot be transferred

Can a Partner use Asset Transfer Manager to Transfer Assets?

If granted a role as Administrator in both the Customer Smart Accounts, Yes, the partner can act on behalf of the End Customer and transfer assets between Customer Smart Accounts.

Do I need to re-register my device once it is moved to a different Smart Account?

No, once transferred, the device need not be re-registered to the new Customer Smart Account. Post transfer of assets managed through CSLU; it is essential to update the Smart Account information in the preference to enable effective communication with the updated Smart Account

Will I get notified about the progress of my transaction?

Yes, an automated email notification will be sent once the transaction is completed. The latest updates can also be found by accessing the transaction in Asset Transfer Manager.

Can I stop the Asset Transfer?

Once the asset transfer is successfully submitted, it cannot be revoked or aborted.

Where can I find support for my questions?

Explained in the [Help & Additional resources](#)

When are the assets going to be transferred?

Assets will only be transferred following the completion and approval of the compliance screening process.

What if I move a license that is already in use?

The device using the license will fall out of compliance.

Can I move assets not associated with a Smart Account?

No

Can I move assets associated with an Enterprise Agreement buying model?

Currently, this is not available

Can I move devices associated with an On-Prem Virtual Account?

Currently, this is not available

What happens when I move a reserved license from the Source Account?

Devices using reserved license in the Source Smart Account will remain as reserved in the Destination Smart Account.



Can I move assets and devices from Plug and Play (PNP)?

License assets and devices in Plug and Play can be moved independently as they are not interconnected.

What if my asset is not presented in the Smart Account before transfer?

Any asset not present in the Customer Smart Account will not be factored into consideration.

Can I split my asset quantity?

Splitting the asset quantity is not possible; it will be transferred in full.

Should I proceed with my pending upgrades before or after the transfer?

Ensure completion of all pending upgrade transactions before initiating the transfer.

Once the assets are transferred to the new Smart Account, will the modification be visible in CCW/MCE ?

Unfortunately, updates to that specific order in MCE/CCW are not part of the current activities, but there is possibilities of addressing that in future.

During the asset transfer process, can transfer of certain asset encounter a failure ?

For more complex and interwoven asset transfers, the system may encounter challenges in determining the optimal flow for transferring assets. Consulting Cisco Licensing operations becomes essential for a thorough evaluation and resolution.

Is there a timeframe of duration for these transfers?

The timeframe may vary depending on multiple factors, including the questions asked during the transfer process, as well as the timeliness of response from the transferor/transferee.

Help & Additional Resources

Help

Here is a link on how to open SCM Support ticket [here](#), then select the steps below:

1. Software Licensing
2. License Management
3. Move Licenses
4. Re-assign licenses between SA including HA

Additional Resources

- Smart Account [Overview](#)
- Smart Licensing [Overview](#)





The bridge to possible