How Can I Convert My Product Activation Key (PAK) License to a Smart License?

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, be sure you have:

- Active Cisco.com account
- PAK (Product Activation Key)
- Access to Smart Account and Virtual Account of the PAK
- Access to destination VA where it needs to convert
- Active contract check is not required for all PAK conversion

Caution: You cannot convert Smart Licenses back to PAK-based licenses (Classic licenses).

Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Under Traditional Licenses, click on Access LRP

Step 3: Select the Smart Accounts and Virtual Accounts under the Show Smart Account and Virtual

Account dropdown menu

Step 4: Click on "Show Filter" in "PAKs or Tokens" tab.

Step 5: Enter the PAK in " PAK/Token" search box and hit Enter

Step 6: Click on the arrow to the right of the PAK and select "Convert to Smart Licensing"

Step 7: In the Convert to Smart Entitlements window, select Virtual Account from the drop-down list

Step 8: Provide the license quantity under "Quantity to Convert" field

Step 9: Click submit

Troubleshooting

1. I am getting an error when trying to convert the PAK. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

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.