How Can I Convert My Fulfilled Product Activation Key (PAK) to a Smart License in License Registration Portal (LRP)?

Prerequisites

Before you start, ensure that you have:

- An active Cisco.com account
- Admin or User access to a target Smart Account/Virtual Account
- Smart Account to which PAK was assigned to
- Device Details on which the PAK was fulfilled

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.
- Since the PAK is fulfilled, converting the PAK to Smart License is not possible. Hence the Device conversion is required.

Steps

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

Step 2: Click Access LRP in the Traditional Licenses section

Step 3: Select the Smart Account from the "Show Smart Account" dropdown list

Step 4: Select a Virtual Account from the “Virtual Account” dropdown list

Step 5: Click on "Devices" tab

Step 6: Select "show filter" and enter device details to identify the device. Hit Enter

Step 7: Select "Convert licenses to Smart licensing" option from blue chevron icon displayed against device

Step 8: Select Virtual Account from the drop-down list in "Convert to Smart Entitlements" window

Step 9: Select the SKU checkbox and enter the quantity of licenses in the "Quantity to Convert" field.

Step 10: Click Submit

Troubleshooting

1. I am getting an error when trying to convert the device. 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 .

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.