How Can I Perform Device Conversion to Smart License from CSSM?

Contents

[Prerequisites](#)

[Steps](#)

[Troubleshooting](#)

Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Device details
- Access to SA (Smart Account)/VA (Virtual Account) of the PAK
- Access to destination Virtual Account where it needs to convert



Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

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

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on the "Manage licenses" under the Smart Software Manager section

Step 4: Click on "Convert to Smart Licensing" tab

Step 5: Click on "Convert Licenses"

Step 6: Enter device details in search bar and hit enter to identify the device

Step 7a: Select "Convert Licenses" under "Actions"

OR

Step 7b: Click on Device name. Click "Convert Licenses" in new window

Step 8: Select the destination Virtual Account from the Destination Virtual Account drop-down list

Step 9: Select the SKU checkbox and enter the license quantity to convert, then click Next.

Step 10: Review the details and click Convert Licenses

Troubleshooting

1. My device is not showing in "Convert Licenses" tab? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

2. I am getting error as "Contract check failed while performing conversion"? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

3. Some licenses are shown as ineligible in CSSM. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.



Note: You can track all converted licenses from Cisco Smart Software Manager (CSSM)=>Manage licenses=> Activity tab. You can see each instance of a converted PAK license.

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.