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

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, ensure that 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



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: 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 partially fulfilled 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. Why am I not able to convert partially fulfilled PAK from LRP? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

2. I am not able to see my PAK in LRP portal? Go to **PAK or Tokens** tab; select **Add New PAKs/Tokens;** select Smart Account/Virtual Acccount; enter PAK number; click Ok Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

3. I am getting failure 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.

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