How Can I Convert a Partially Fulfilled Product Activation Key (PAK) to a Smart License within Smart License Manager (SSM)?

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Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- PAK (Product Activation Key)
- Access to the 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: 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 5a: Click on PAK name. Click "Convert to Smart Licenses" in new window

OR

Step 5b: Select "Convert to Smart Licenses" under "Actions."

Step 6: Select the destination Virtual Account from the Destination Virtual Account drop-down list

Step 7: Select the SKU checkbox and enter the license quantity to convert. Click Next.

Step 8: Review the details and click Convert Licenses

Note: To verify licenses in PAK were converted successfully, go to Activity tab and search with SKU of the PAK in search bar. Alternately, Go to Inventory-->select the VA--> Licenses --> search with license name--> Click on License--> select Transaction History tab--> click on "Transaction Date" to view "source

Troubleshooting

1. I am getting contract failure error while performing conversion. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. Why I am not able to see the PAK in “convert to licenses/PAK” tab in Smart Portal? 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.