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

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 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 5: Enter PAK details in search bar under "Convert PAKs" and hit enter to identify the PAK

Step 6a: Click on the PAK name. Click "Convert to Smart Licenses" in the new window

OR

Step 6b: Select "Convert to Smart Licenses" under "Actions"

Step 7: Select the destination Virtual Account from the Destination Virtual Account drop-down list

Step 8: Select the SKU checkbox and enter the license quantity to convert. Click Next.

Step 9: 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 Virtual Account, Select Licenses tab, search with license name, Click on License, select the Transaction History tab, and click on "Transaction Date" to view "source."

Troubleshooting

1. I am getting a contract failure error while performing conversion. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. Why am I 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 SoftwareLicensing option.

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using SoftwareLicensing option.

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