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

Prerequisites

Before you start, ensure that you have:

- An active Cisco.com account
- A PAK (Product Activation Key)
- Access to the Smart Account and Virtual Account to which the PAK belongs to
- Access to the destination Virtual Account where the PAK has to be converted
- An active contract check is not required for all PAK conversion

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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 Manage licenses under the Smart Software Manager section

Step 4: Click on the Convert to Smart Licensing Tab

Step 5: Click on the Convert PAKs tab

Step 6: Identify the PAK to be converted and click on Convert to smart licenses in the Actions column

Step 7: In the Convert to Smart Licenses window, select the destination Virtual Account from the dropdown

Step 8: Select the SKU checkbox, provide the quantity to convert and click next

Step 9: Review the details and click Convert licenses

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 SoftwareLicensing 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.