How Can I Convert a Fulfilled 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 that you have:

- An active Cisco.com account
- Admin or User access to a target Smart Account/Virtual Account
- Access to the Smart Account to which PAK was assigned
- Device Details on which the PAK was fulfilled



Caution: You cannot convert Smart Licenses back to PAK-based licenses (Classic licenses).



Note:

- Since the PAK is fulfilled, converting the PAK to Smart License is not possible. Hence the Device conversion is required.
- 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 Convert license tab

Step 6: Search the device using Device Identifiers(Ex- UDI)

Step 7: Find the device and click Convert licenses action

Step 8: Choose the Destination Virtual Account and Select the checkbox next to the Transaction ID

Step 9: Enter the number of licenses to be converted in Quantity to Convert Column then Click Next

Step 10: Review the details and Click Convert License

Troubleshooting

1. I can locate the device for conversion, but a particular license shows not eligible for conversion? Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

2. I am getting an error when trying to convert the device. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
3. If the "Convert Licenses" option is greyed out, ensure you have access to the correct Smart Account (SA). If the device/PAK is assigned to a different SA, contact the SA administrator to request access or reassignment.

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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