How Can I Perform Device Conversion to Smart License from 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 SA (Smart Account)/VA (Virtual Account) of the PAK
- Access to destination VA where it needs to convert
- Active SWSS contract associated with your Cisco ID if the device is CUCM (Cisco Unified Communication Manager), CUC (Cisco Unity Connect)

Note:

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Need help finding your Cisco licenses? Use the "Find My License" feature in Ask Licensing to search licenses across all platforms (such as SSM, LRP, etc.), whether for deployment, in use, or convertible from PAK-based to Smart Licensing. Visit Ask Licensing for more information.

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 Access LRP in the Traditional Licenses section

Step 4: Click on "Devices" tab

Step 5: Select "show filter" and enter device details to identify the device. Hit Enter

Step 6: Select "Convert licenses to Smart licensing" option from blue chevron icon displayed against device

Step 7: Select Virtual Account from the drop-down list in "Convert to Smart Entitlements" window

Step 8: Select the SKU checkbox and enter the quantity of licenses in the "Quantity to Convert" field.

Step 9: Click Submit

Troubleshooting

1. I am getting an error while performing conversion. Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
2. I am getting error as "Contract check failed while performing conversion?" Open a Licensing case at Support Case Manager (SCM) using Software Licensing option.
3. My device is not showing in LRP for performing conversion? 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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