How can I convert my Product Activation Key (PAK) License to a Smart License, in Cisco License Central (CLC)?

Introduction

This document explains the steps to convert a Product Activation Key (PAK) license into a Smart License within Cisco License Central (CLC), enabling easier management and tracking of licenses.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- The user accessing the License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the Left Menu bar and click on "Licensing".

Step 5: Start the license-conversion workflow using either of these methods:

A) In the License Inventory dashboard, select the required licenses and open the License Advisor tab. Under How do you want to expand your network with Smart Licensing?, select Convert Licenses, and then click Next.

OR

B) Locate the required license, open the three-dot menu, and select Convert Licenses.

Note: The license must use the Smart licensing method to be eligible for conversion.

Step 6: Select the **Target Virtual Account** where the converted licenses should be deposited..

Step 7: Enter the quantity of licenses you want to convert.

Step 8: In the **Action** column, select **Find Expansion** to identify the licenses available for conversion.

Step 9: Review the proposed source licenses and quantities. Make any necessary changes, and then click **Save**.

Step 10: After confirming that all information is correct, click **Find Expansion** to complete the license conversion.

Results: The selected license quantity is converted and made available in the specified target Virtual Account.

Note:

- Internal users should open a case with the Licensing support team to resolve the customer view issue with the orders in License Central. There are no checks in place for internal users with a Cisco support role to restrict any unauthorized transactions from the Orders tab.
- Before conversion, licenses must be associated with the Smart Account, and the user must have access to that Smart Account.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

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 following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.