How can I manage conversion settings for my Smart Account, in License Central (LC)?

Introduction

This document explains how to setup conversion settings for your Smart Account in License Central (LC).

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 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 "Account Management".

Step 5: Under Settings, click “License Settings”.

Step 6: Click Traditional to Smart license conversion.

Step 7: Select the checkbox(es) based on your preferences

Step 7a: Enable device-led conversion to Smart licenses and select at least one Virtual Account from the drop-down menu.

Step 7b: Automatically convert traditional licenses to Smart licenses and select at least one Virtual Account and one Product from the drop-down menu.

Note: You can select one or more Virtual Accounts and Products.

Step 8: Click Apply to update conversion settings.

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.

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.