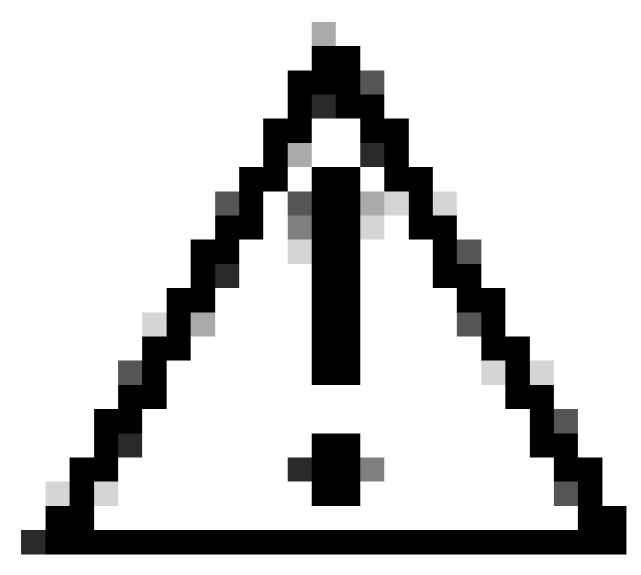
How Can I Convert My Product Activation Key (PAK) License to a Smart License?

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. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.



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

Before you start, be sure you have:

- Active Cisco.com account
- PAK (Product Activation Key)
- Access to Smart Account and Virtual Account of the PAK
- Access to destination VA where it needs to convert
- Active contract check is not required for all PAK conversion
- Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.
- Step 2: Under Traditional Licenses, click on Access LRP
- Step 3: Select the Smart Accounts and Virtual Accounts under the Show Smart Account and Virtual Account dropdown menu
- Step 4: Click on "Show Filter" in "PAKs or Tokens" tab.
- Step 5: Enter the PAK in "PAK/Token" search box and hit Enter
- Step 6: Click on the arrow to the right of the PAK and select "Convert to Smart Licensing"
- Step 7: In the Convert to Smart Entitlements window, select Virtual Account from the drop-down list
- Step 8: Provide the license quantity under "Quantity to Convert" field
- Step 9: Click submit

Troubleshooting:

1. I am getting an error when trying to convert the PAK. Open a Licensing case at <u>Support Case Manager (SCM)</u> 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 Software Licensing option.

For feedback on the content of this document, please submit <u>here</u>.