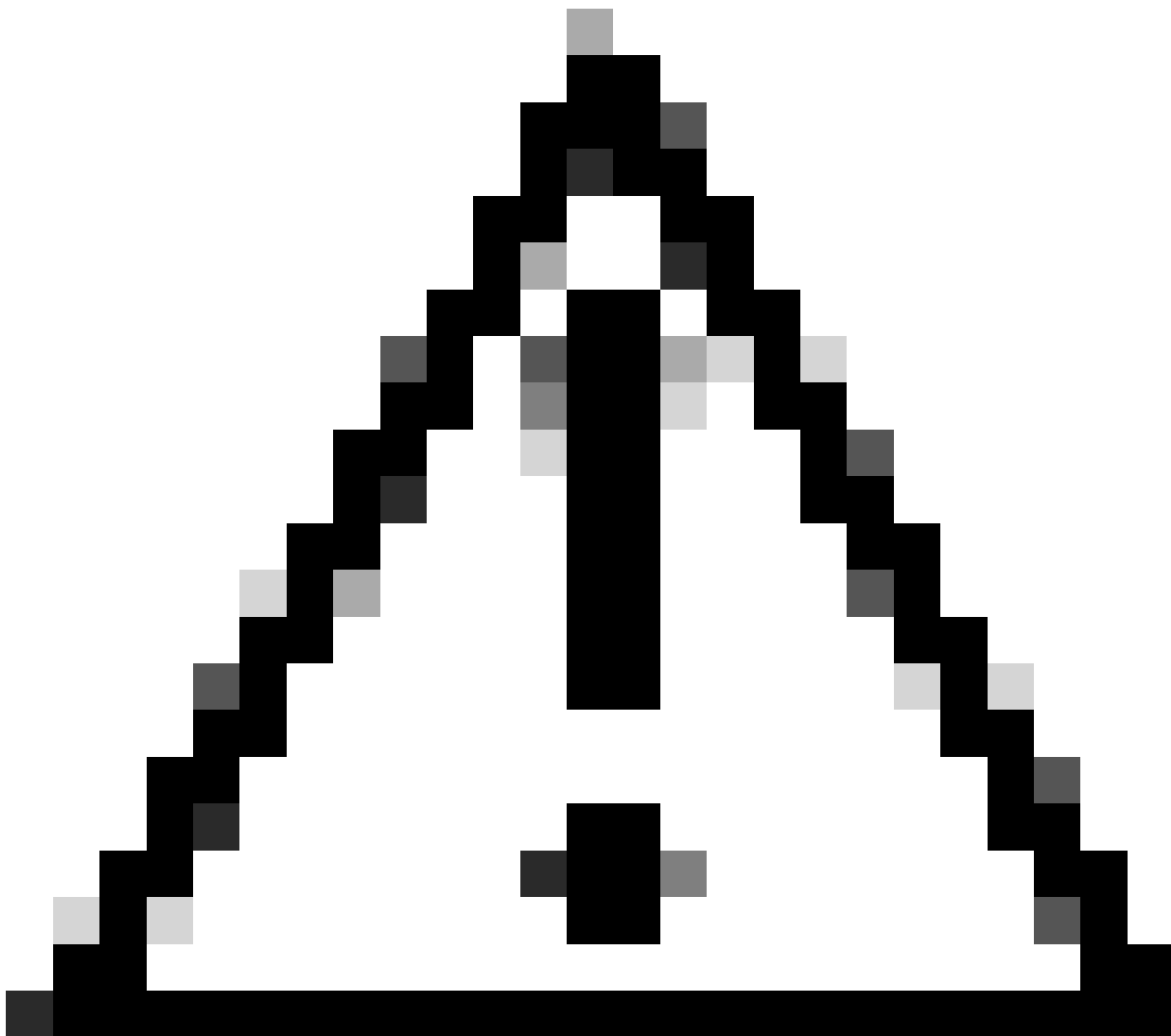


How Can I Convert a Fulfilled Product Activation Key (PAK) to a Smart License in Smart License Manager (SSM)?

Contents

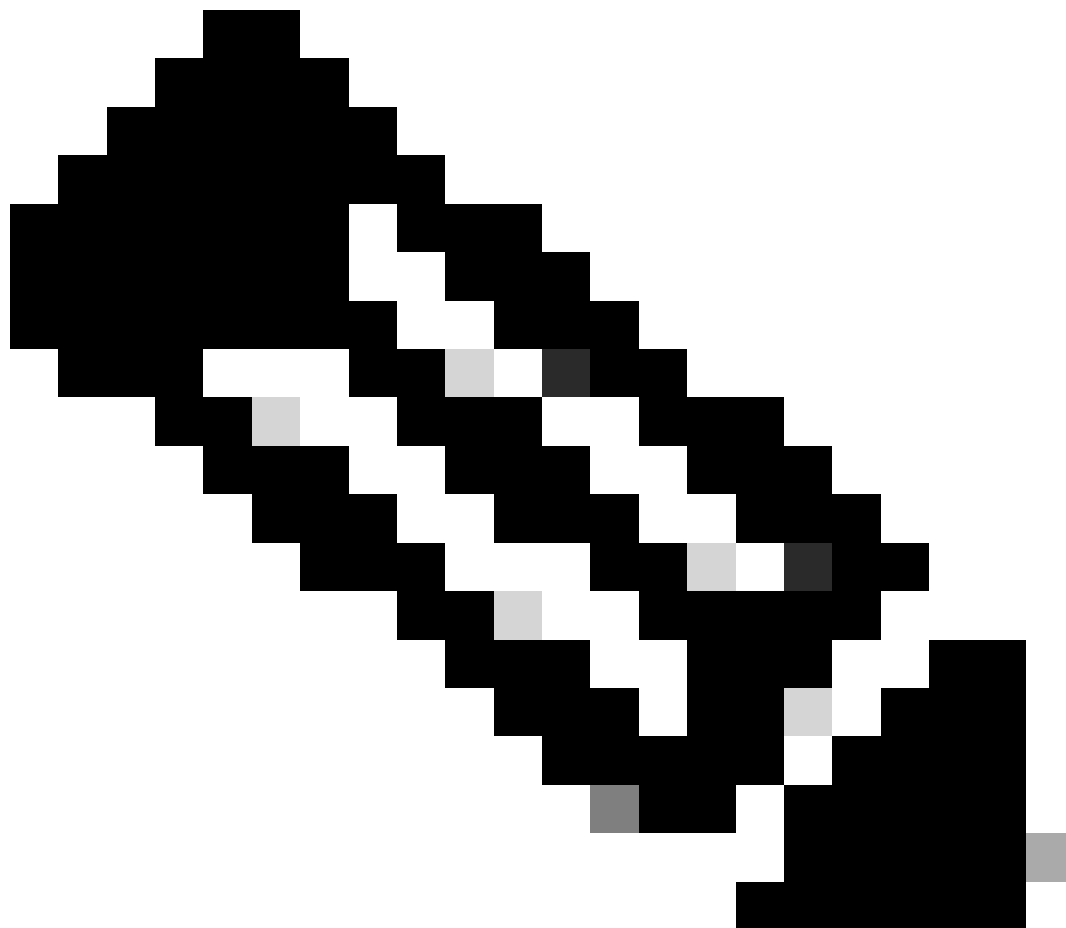
For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. 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, 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
-



Note: Since the PAK is fulfilled, converting the PAK to Smart License is not possible. Hence the Device conversion is required.

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.

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 [here](#).