

# How Can I Perform Device Conversion to Smart License from License Registration Portal (LRP)?

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**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.

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)

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.

For feedback on the content of this document, please submit [here](#).