

# How to Convert an Unfulfilled PAK to a Smart License

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## Introduction

The article describes a process of converting an unfulfilled product activation key (PAK) to a Smart license.

## Prerequisites

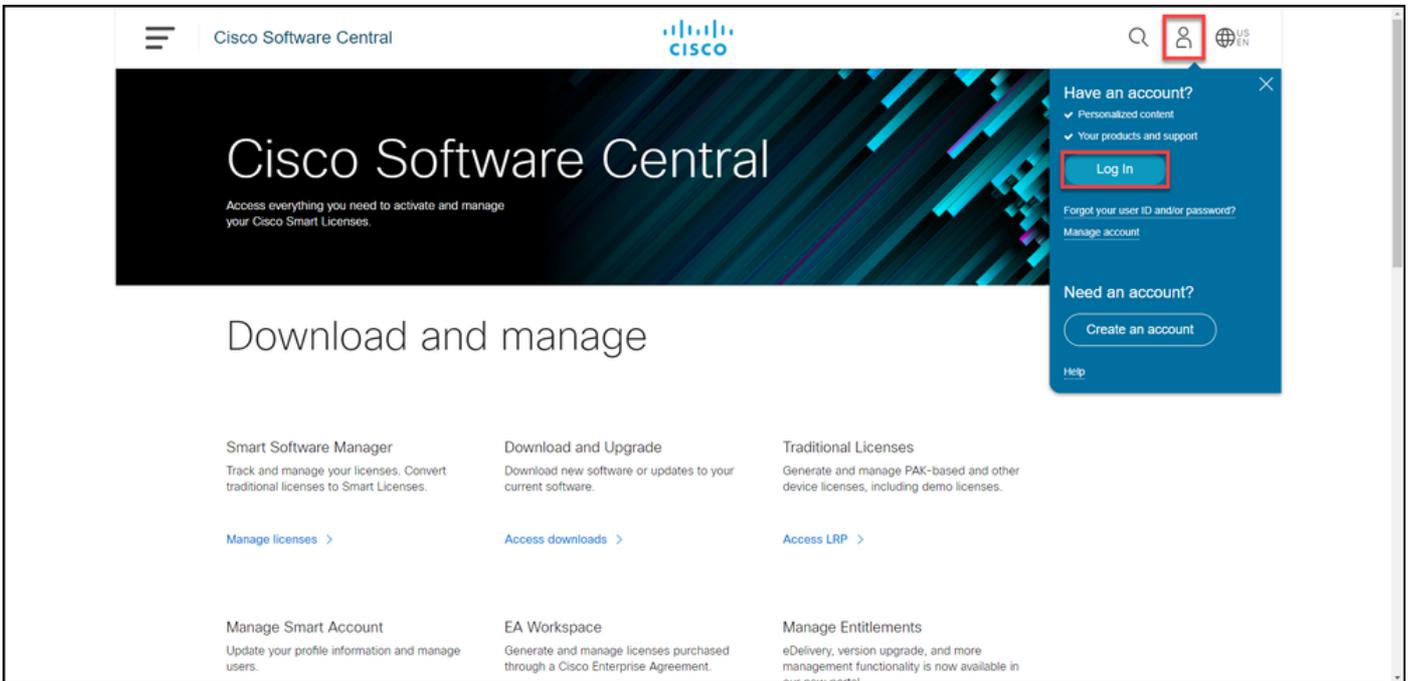
Before you start, ensure that:

- You have the following data at your disposal: [Active Cisco.com account PAK and PIN](#) Administrator or User access to a Smart Account (To request access to a Smart account or Virtual account, refer to [How to Request Access to an Existing Smart Account](#).)
- [Your product activation key \(PAK\) is assigned to your Smart Account](#).
- [Your product is covered by the Software Support Service \(SWSS\)/ECMU/PSBU contract that is associated with your Cisco.com account](#). **Note:** If you have a contract with Cisco but do not know your company's service contract number or Partner contract agreement number, please contact your Service Contract Sales representative, Point of Sale (Partner), or email [web-help@cisco.com](mailto:web-help@cisco.com).

## Converting an Unfulfilled PAK to a Smart License

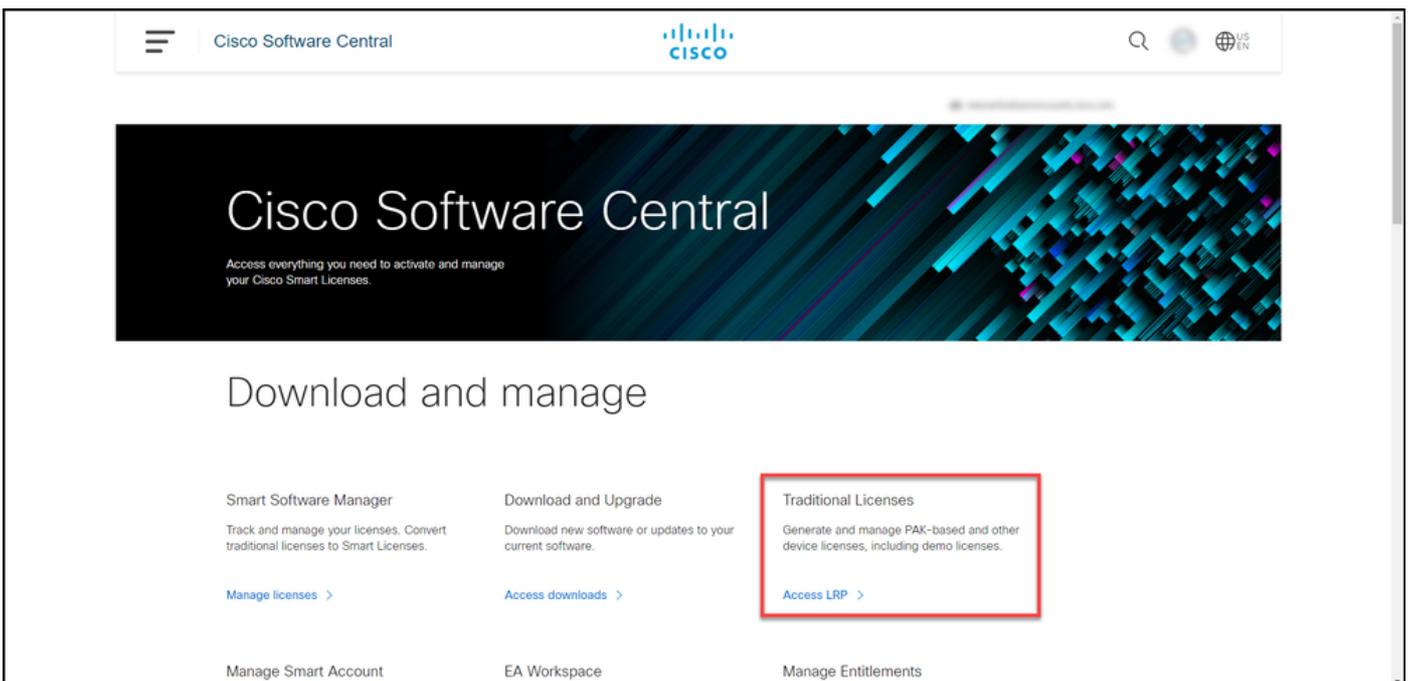
### Step 1:

Go to [Cisco Software Central](#) and log in with your Cisco.com account.



## Step 2:

In the **Traditional Licenses** section, click **Access LRP**.



## Step 3:

In the **Show Smart Account** and **Virtual Account** drop-down lists, confirm that the correct respective accounts are selected.

**Note:** If the system displays the **Welcome To The License Registration Portal** alert dialog box, you can select **Do not show this message again** to prevent it from being displayed again.

Tools & Resources  
**Product License Registration** Feedback Help Settings

Show Smart Account:  Virtual Account:

**PAKs or Tokens** Licenses Devices Transactions History Guide Me >

Get Licenses Add New PAKs/Tokens Smart Accounts Manage Paks Export to CSV Show Filter

PAK/Token	Virtual Account	Order Number	Product	Status	Licenses Used	Available
<input type="checkbox"/> FPL Family: Cisco Enterprise Man...		NA	Cisco Ent MGMT: PI 3.x LF,A... SKU: ...	CONVERTED	1	0
			Cisco Ent MGMT: PI 3.x LF, A... SKU: L-MGMT3X-AP-K9	CONVERTED	10	0
<input type="checkbox"/> FPQ Family: Cisco Nexus 9000 Se...		NA	N9300 License PAK Expansion SKU: ...	UNFULFILLED	0	1
			LAN Enterprise License for Ne... SKU: ...	UNFULFILLED	0	1
<input type="checkbox"/> FPJ Family: ISR4300		NA	Network Stack License ISR43... SKU: ...	CONVERTED	1	0
			AppX License for Cisco ISR 4... SKU: ...	CONVERTED	1	0

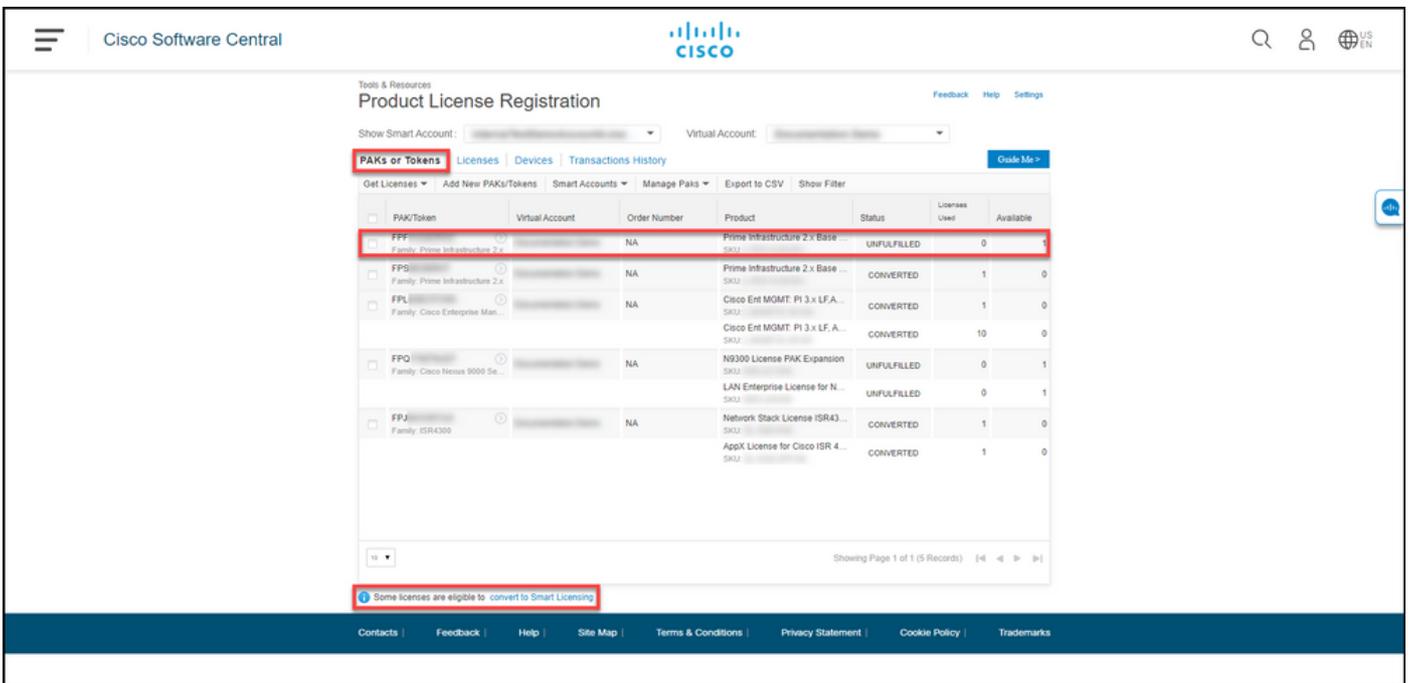
#### Step 4:

On the **PAKs or Tokens** tab, identify an unfulfilled product activation key (PAK) that you need to convert to a Smart license. Verify that the product activation key (PAK) is eligible for Smart conversion by scrolling down to the bottom of the page, and then clicking the hyperlink in the **Some licenses are eligible to convert to Smart Licensing** message.

**Tip:** If you have multiple PAKs on the list, you can search for a specific one by clicking **Show Filter**, entering your PAK in the **PAK/Token** field, and then pressing **Enter**.

**Caution:** You can only convert a product activation key (PAK) to a Smart license for the product families that are Smart-enabled. To identify if your product family is Smart-enabled, refer to the Cisco Licensing Enabled Product Families spreadsheet on the [Cisco Smart Licensing](#) page.

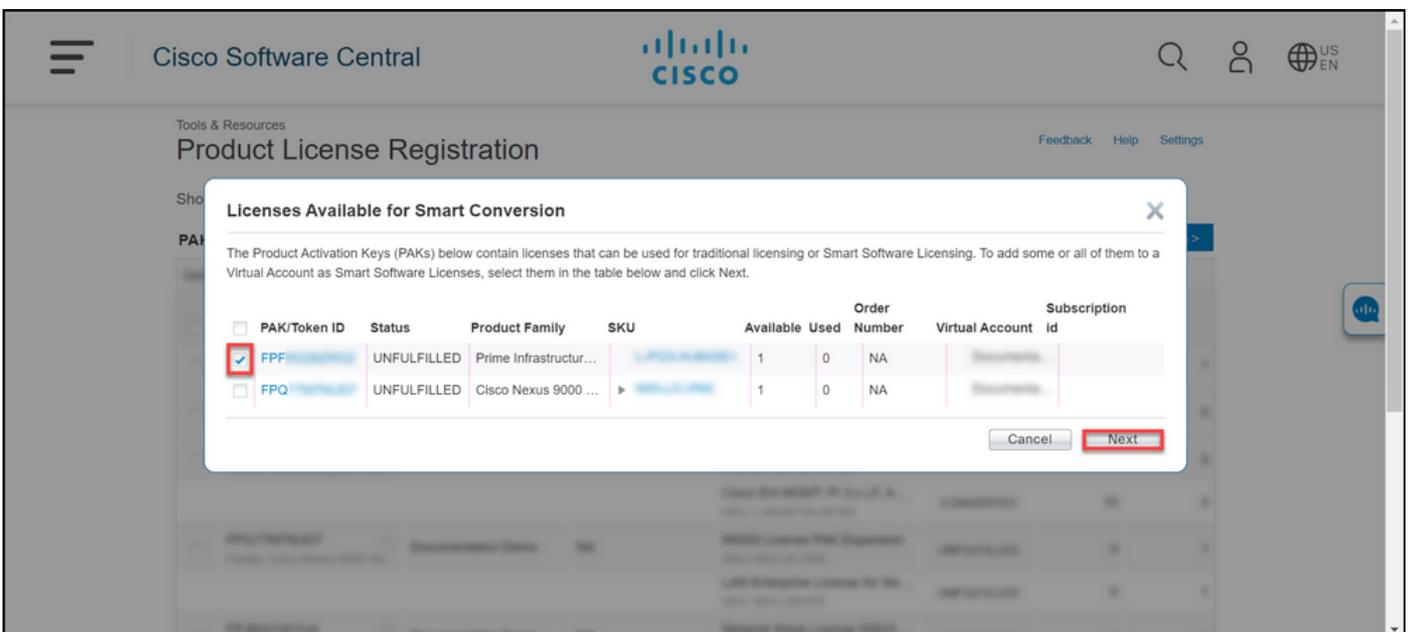
**Step result:** The system displays the **Licenses Available for Smart Conversion** dialog box.



### Step 5:

In the **Licenses Available for Smart Conversion** dialog box, select the unfulfilled product activation key (PAK) that you want to convert, and then click **Next**.

**Step result:** The system displays the **Convert to Smart Entitlements** dialog box.



### Step 6:

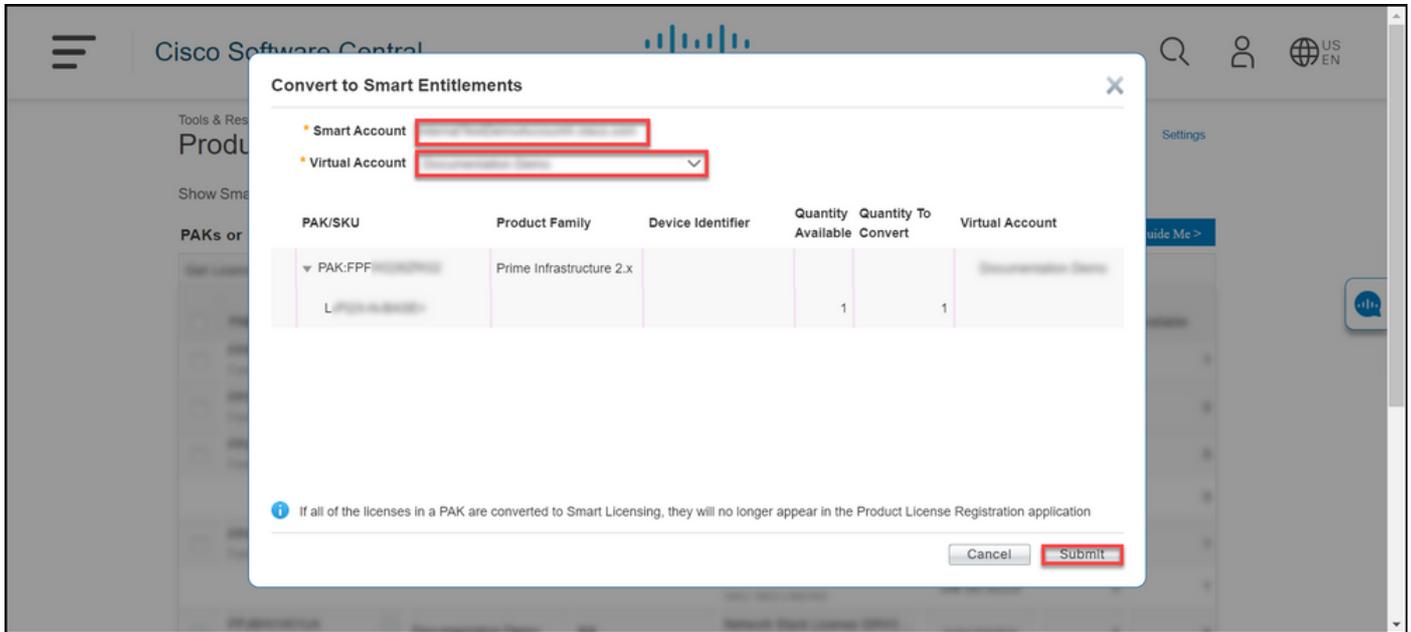
In the **Convert to Smart Entitlements** dialog box, confirm your Smart and Virtual account from the respective drop-down lists. Click **Submit**.

**Note:** The information requested in the **Convert to Smart Entitlements** dialog box may vary depending on a product family for which you are converting the license.

**Caution:** Some license types can only be converted to a Smart License if a contract

authorizes this capability. If your contract does not authorize this capability, the system displays an error message. To resolve the error message, refer to the **Troubleshooting** section.

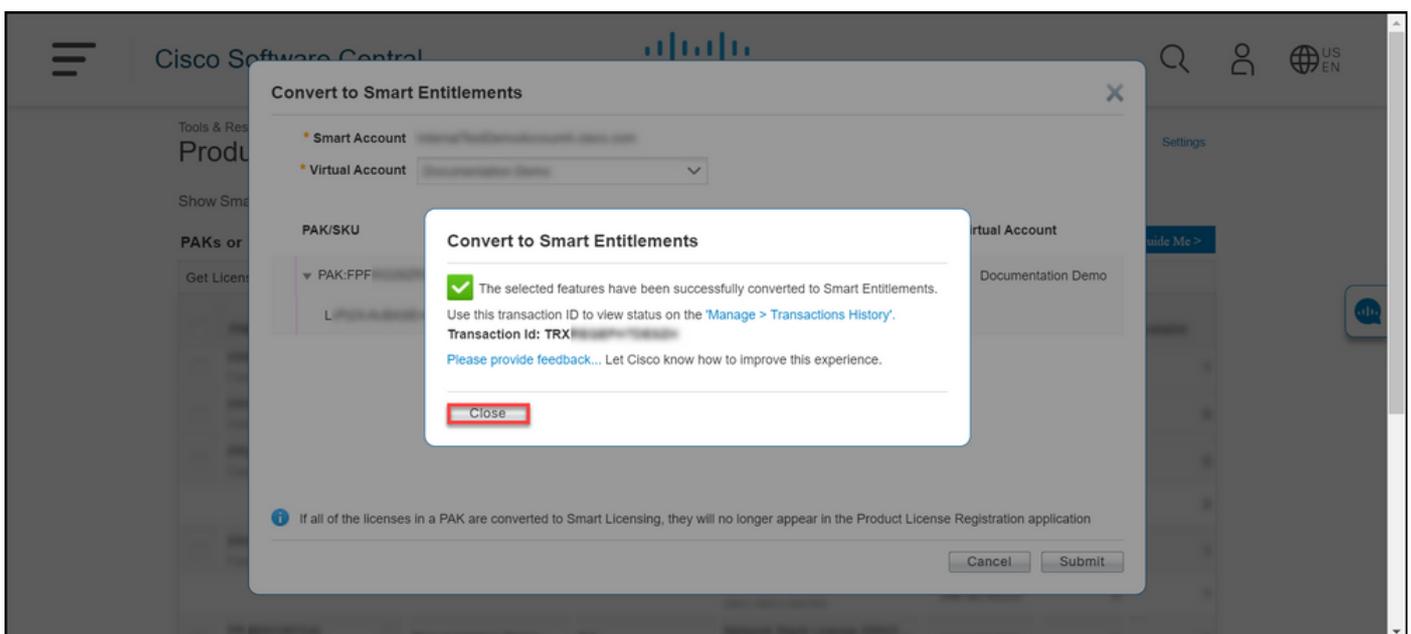
**Step result:** The system displays the **Convert to Smart Entitlements** alert dialog box with the notification message about successful conversion.



### Step 7:

In the **Convert to Smart Entitlements** alert dialog box, note down the **Transaction ID**, and then click **Close**.

**Note:** If you experience an issue while converting to Smart License, refer to the **Troubleshooting** section of this article.



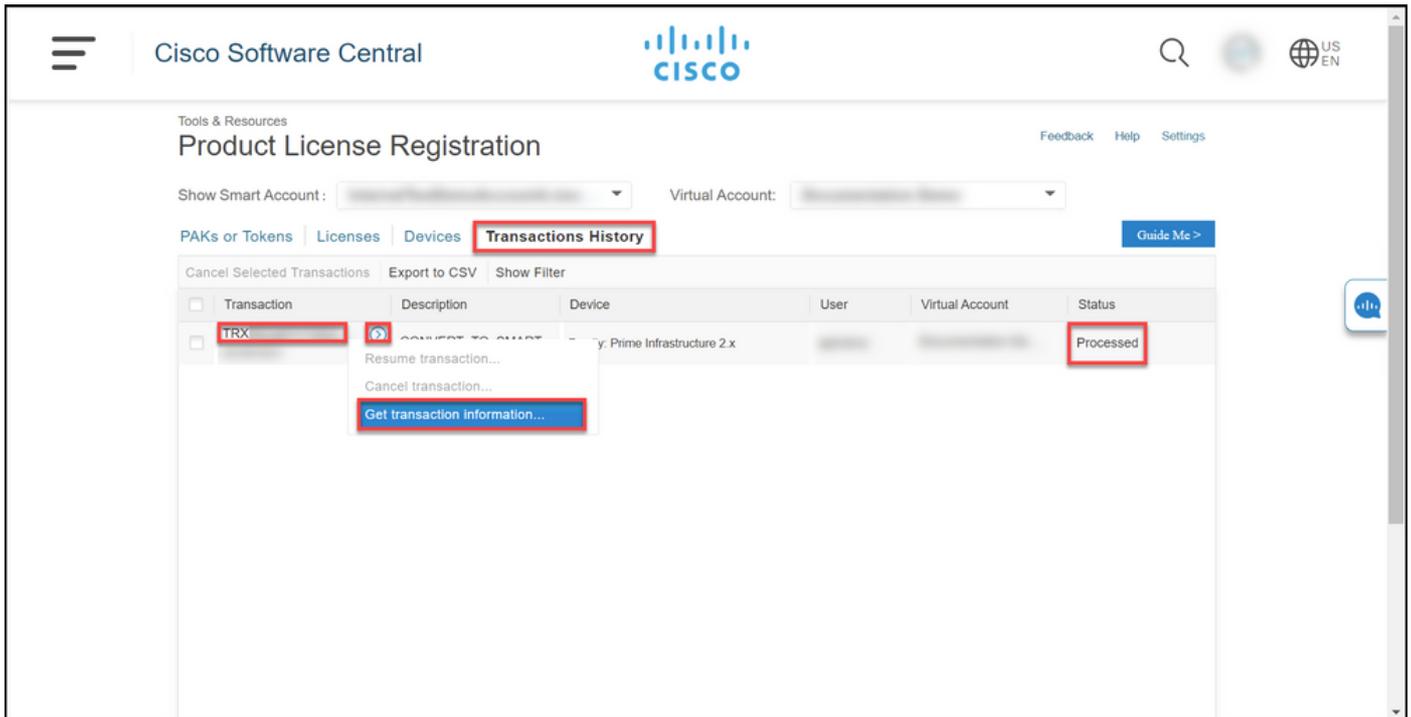
## Verify

You can confirm that you successfully converted your unfulfilled PAK in the following way:

**Verification Step 1:** On the **Transactions History** tab, identify your transaction ID and confirm that the status of your transaction is **Processed**. Click the blue circled chevron icon next to your transaction, and then select **Get transaction information**.

**Tip:** If you have multiple transactions on the **Transaction History** list, you can search for a specific one by clicking **Show Filter**, entering your transaction ID in the **Transaction** field, and then pressing **Enter**.

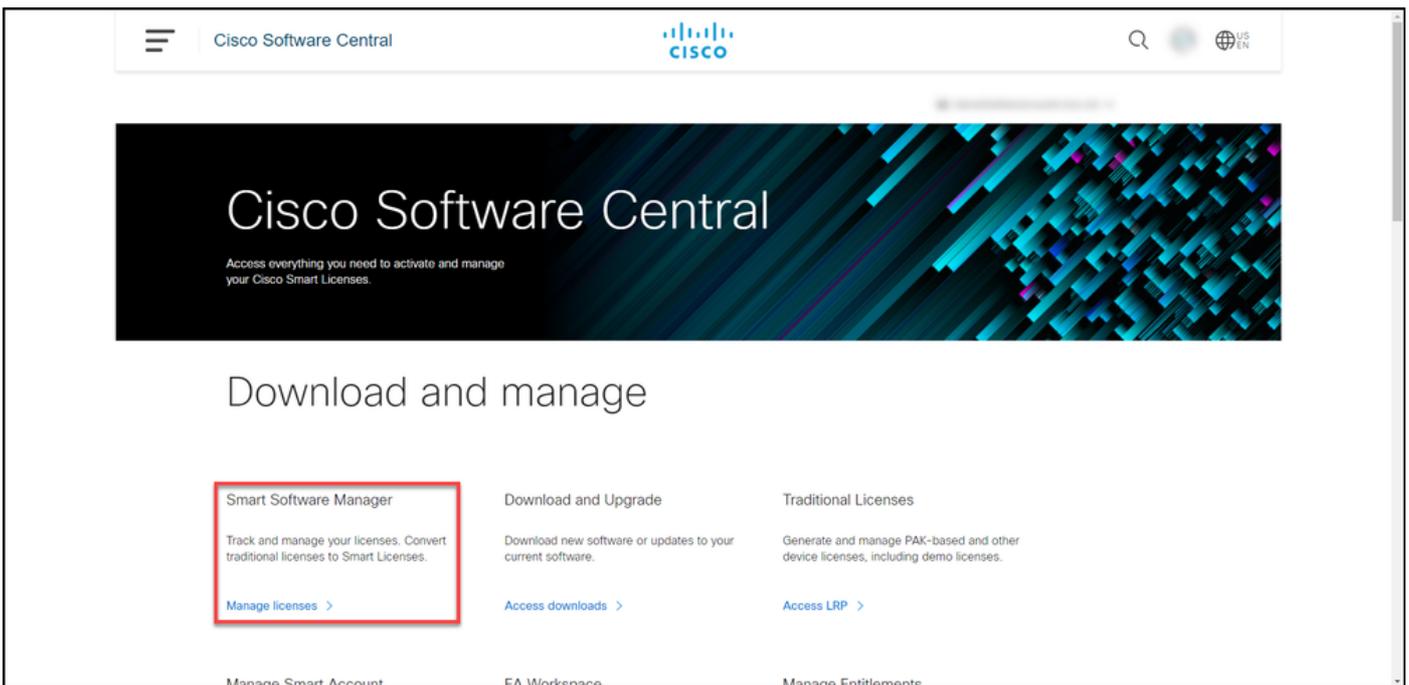
**Step result:** The system displays the **Transaction Info** dialog box.



**Verification Step 2:** In the Transaction Info dialog box, on the Transaction History tab, in the SKU column, copy the stock keeping unit (SKU) number.



**Verification Step 3:** Go to [Cisco Software Central](#), and in the **Smart Software Manager** section, click **Manage licenses**.



**Verification Step 4:** On the **Activity** tab, click **License Transactions**, and then paste the SKU number (from [Verification Step 3](#)) in the search bar. Press **Enter**.

**Note:** If you own multiple Smart Accounts, ensure that you select the one for which you converted the product activation key (PAK) to a Smart License from the **Smart Account** drop-down list.

**Tip:** To view transaction details, click the hyperlink in the **Transaction Date** column. See [Figure 1](#).

**Step result:** The system returns the results relevant to your search. In the **Source** column, you can see **Conversion (PAK: [your converted PAK])** which is a verification that your conversion was successful.

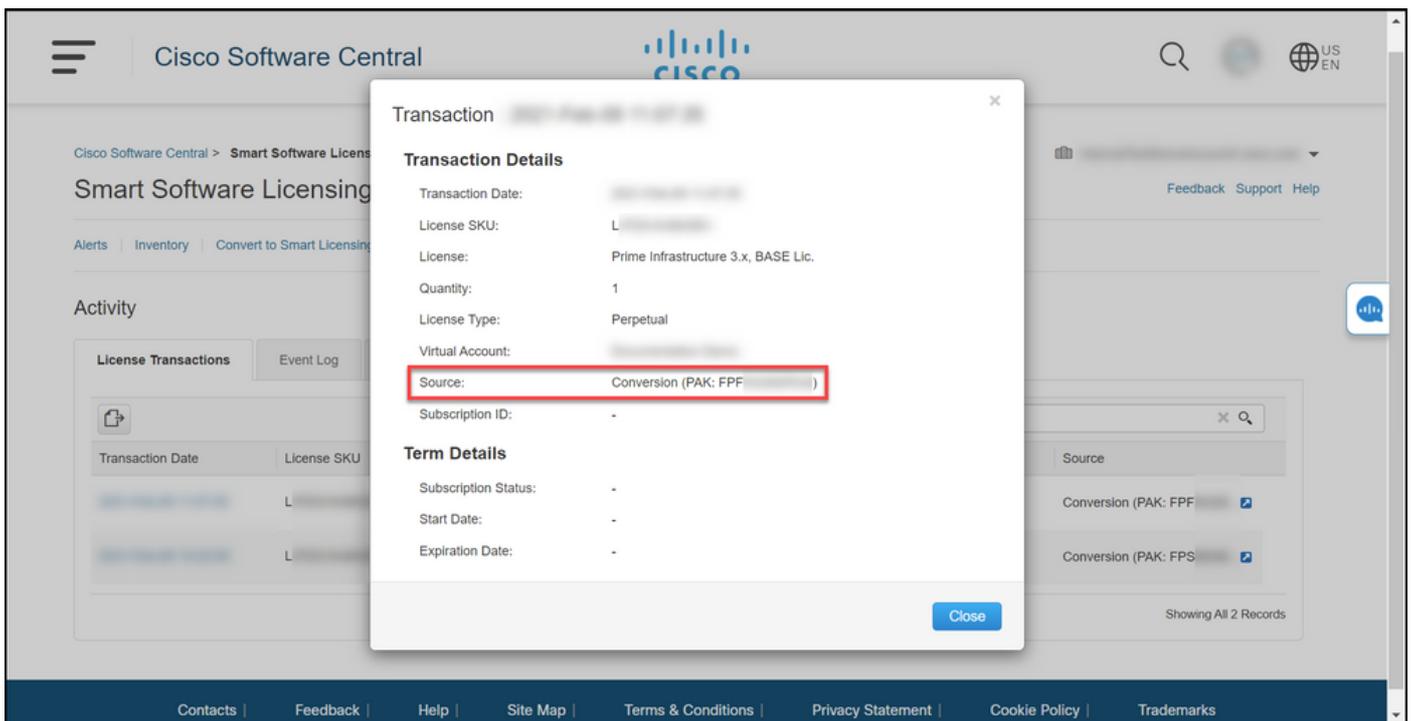
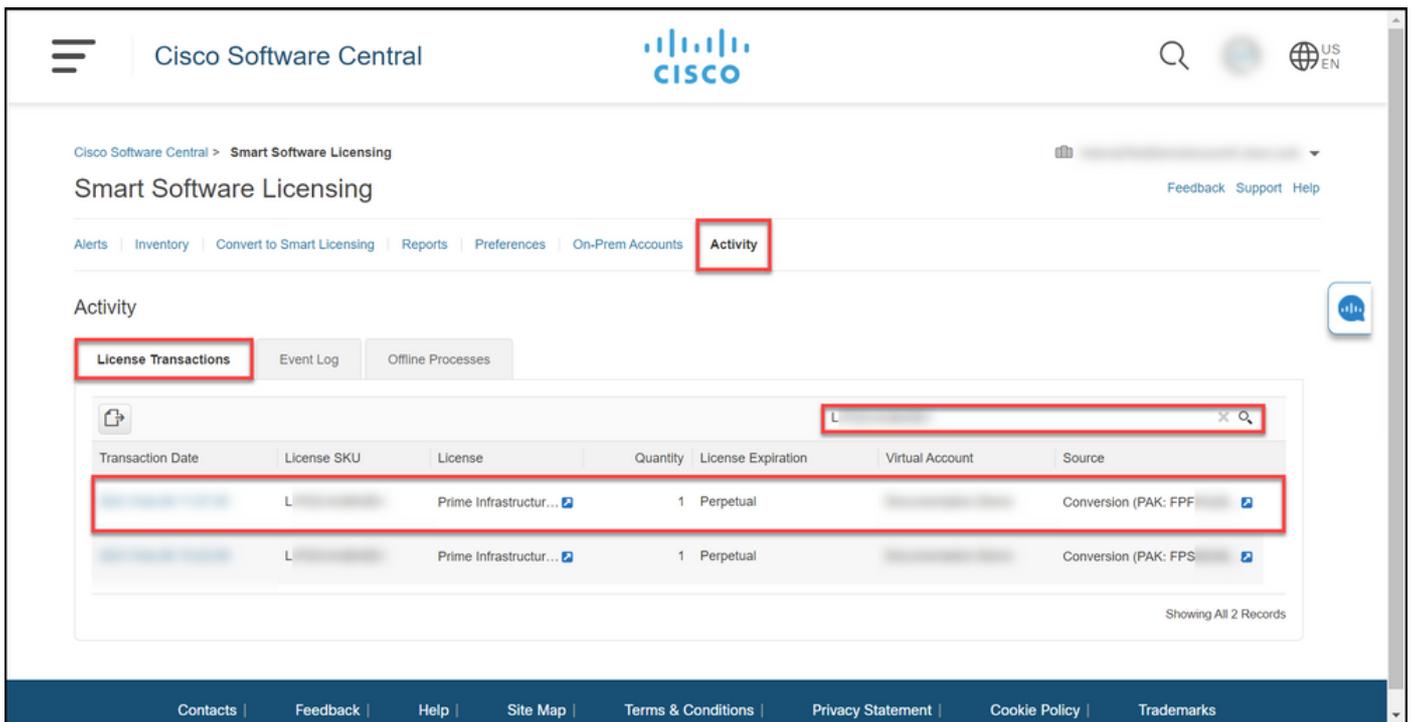


Figure 1 - The Transaction dialog box displays transaction details.

## Troubleshooting

To manage the contracts associated with your account, visit [https://rpfa.cloudapps.cisco.com/rpfa/profile/edit\\_entitlement.do](https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do). If you need further assistance with your contracts, send an email to [web-help-sr@cisco.com](mailto:web-help-sr@cisco.com) or open a case in [Support Case Manager \(SCM\)](#).

## **Related Information**

[How to Validate License Ownership by PAK Enhanced Authentication](#)

[How to Request Access to an Existing Smart Account](#)

[How to Verify That a PAK Is Assigned to a Smart Account](#)

[How to Add a Cisco Service Contract Access to a Cisco.com Account](#)