How to Convert a Hybrid to Smart License in CSSM

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Introduction

This article describes the process of converting a Hybrid to Smart license in Cisco Smart Software Manager (CSSM).

Prerequisites

- Active Cisco.com account
- User or Admin access to Smart Account
- Sales order

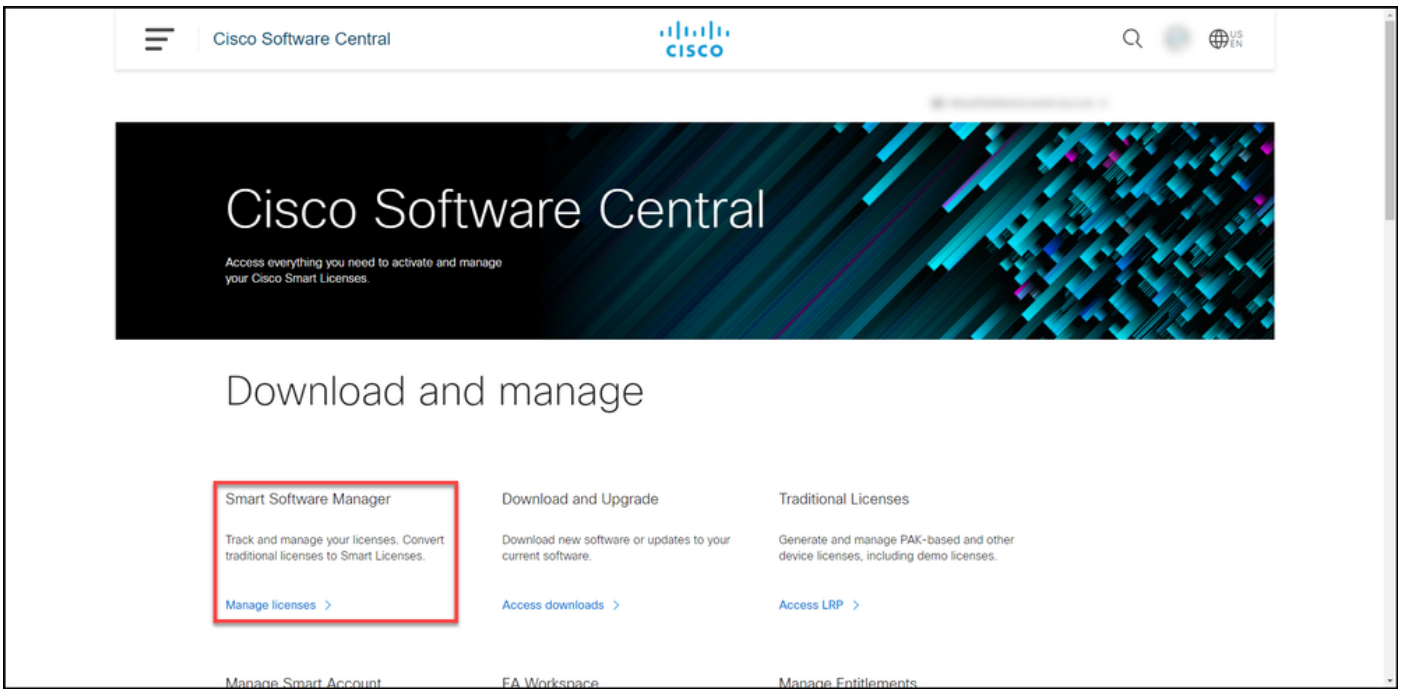
Converting a Hybrid to Smart License in CSSM

Step 1:

Go to Cisco Software Central and log in with your Cisco.com account.

Step 2:

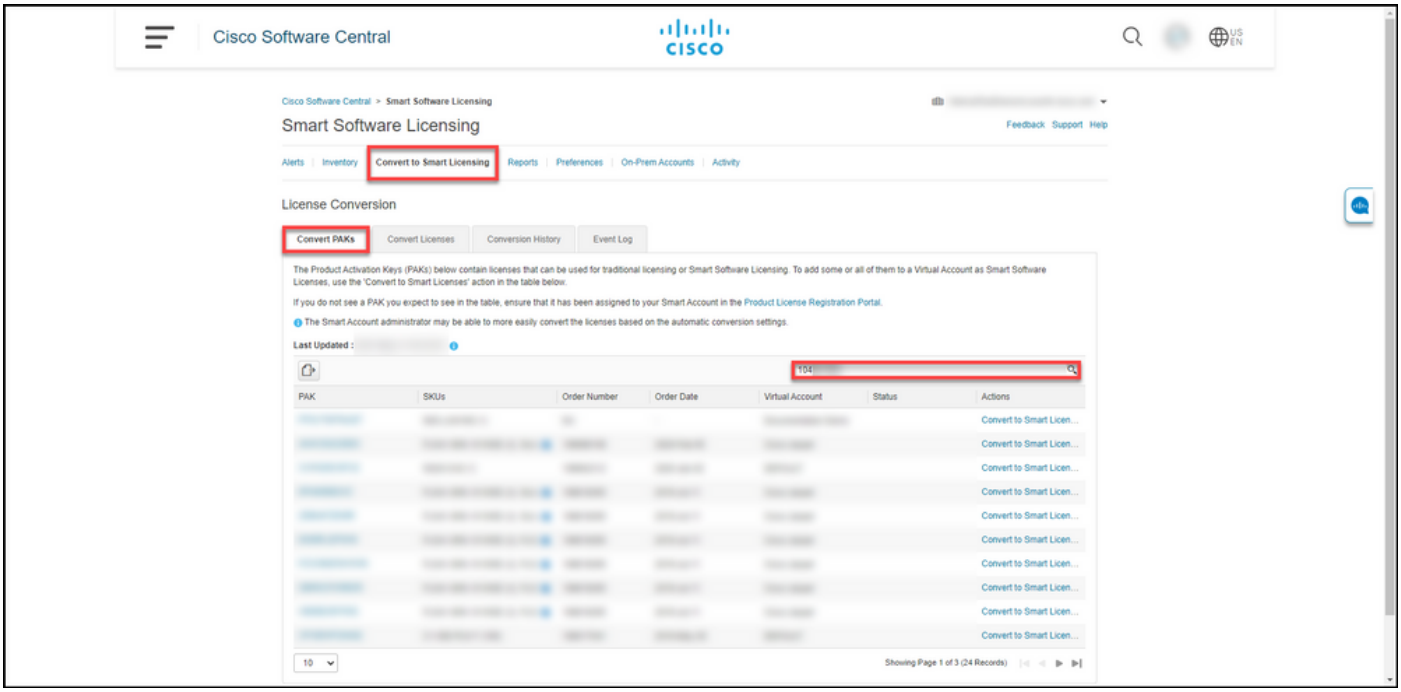
In the**Smart Software Manager**section, click**Manage licenses**.



Step 3:

In **Smart Software Licensing**, on the **Convert to Smart Licensing** tab, click **Convert PAKs**, and then enter the sales order in the search bar. Press **Enter** or click the magnifying glass icon.

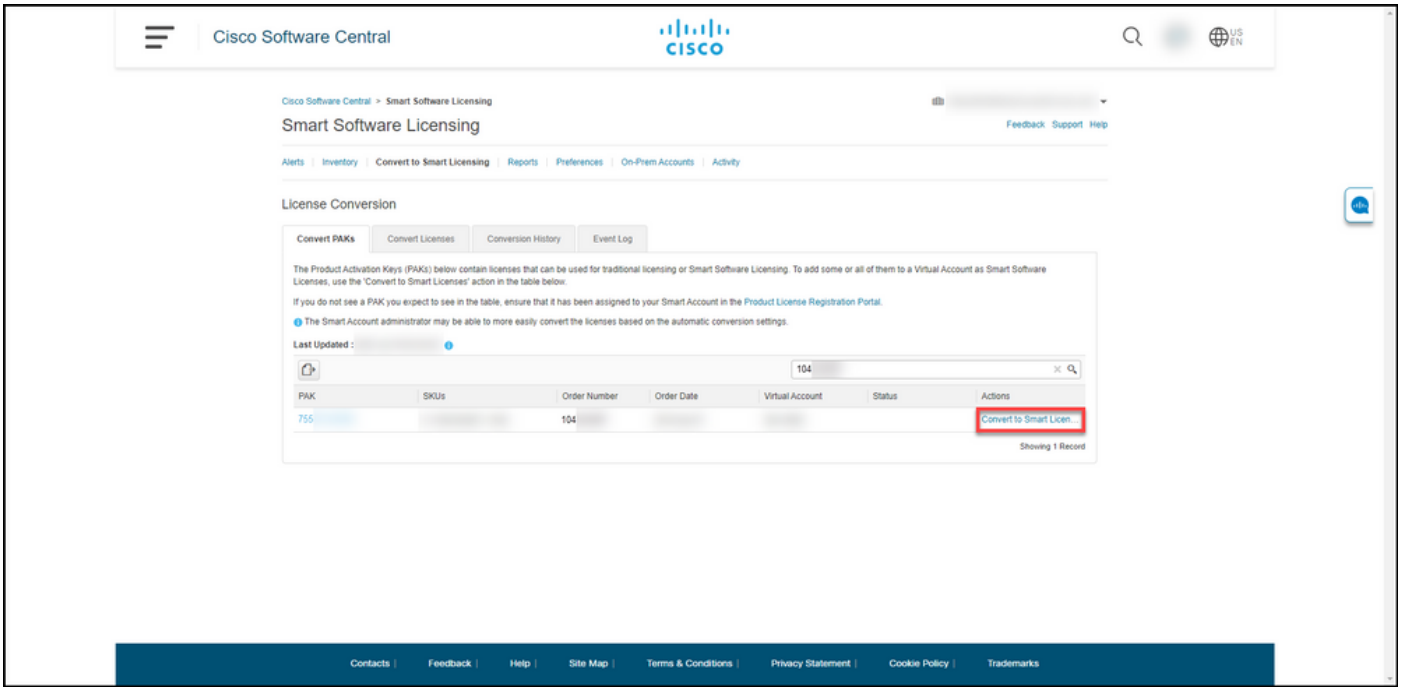
Step result: The system displays the results that match the search criteria.



Step 4:

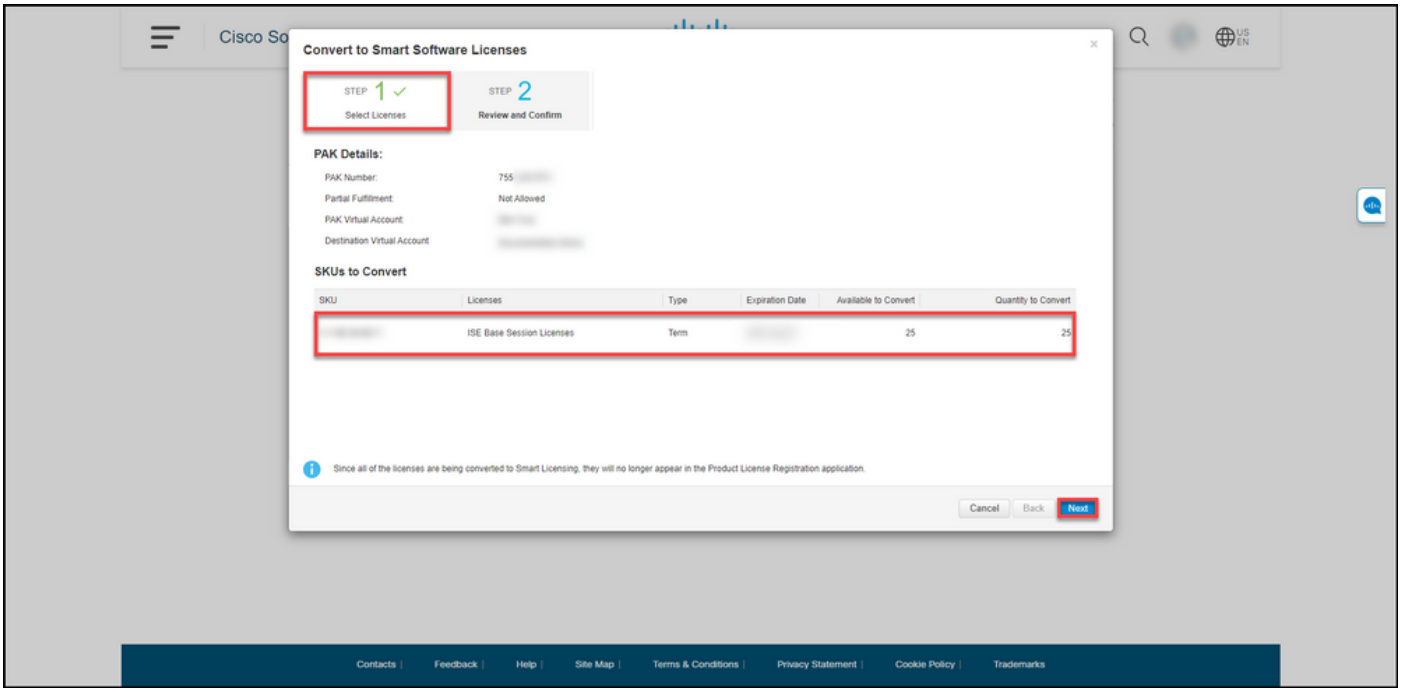
From the search result, in the **Actions** column, click the **Convert to Smart Licenses** button.

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



Step 5:

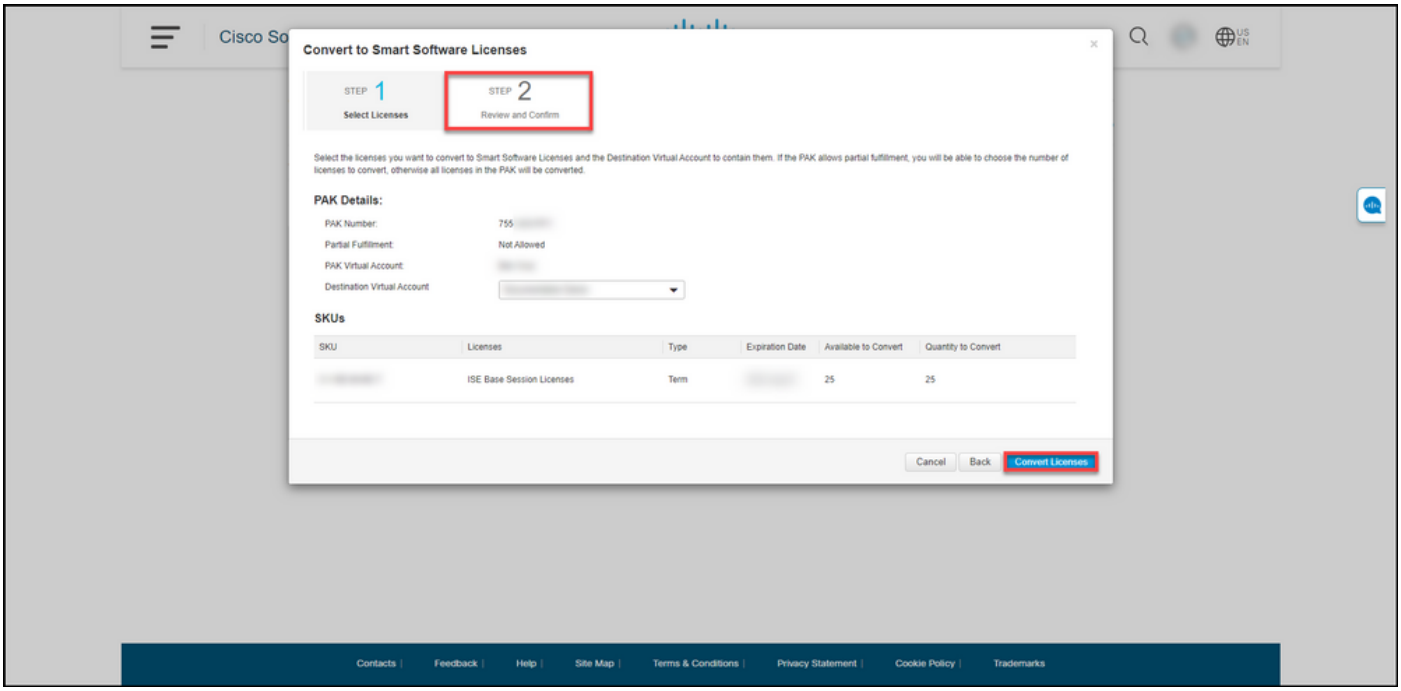
In the **Convert to Smart Software Licenses** dialog box, on the **Select Licenses** tab, select the license that you need to convert. Click **Next**.



Step 6:

On the **Review and Confirm** tab, review the information in the **PAK Details** and **SKUs** sections. Click **Convert Licenses**.

Step result: The system displays a notification message that confirms that your product activation key (PAK) has been successfully converted to Smart software licenses and added to the Virtual account.



Troubleshooting

If you experience any issue with converting a Hybrid to Smart license, open a case in Support Case Manager (SCM).

Related Information

How to Verify That a Hybrid License Is Part of SO in CSSM