

# How Can I Convert My Fulfilled Product Activation Key (PAK) to a Smart License in License Registration Portal (LRP)?

## Contents

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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.

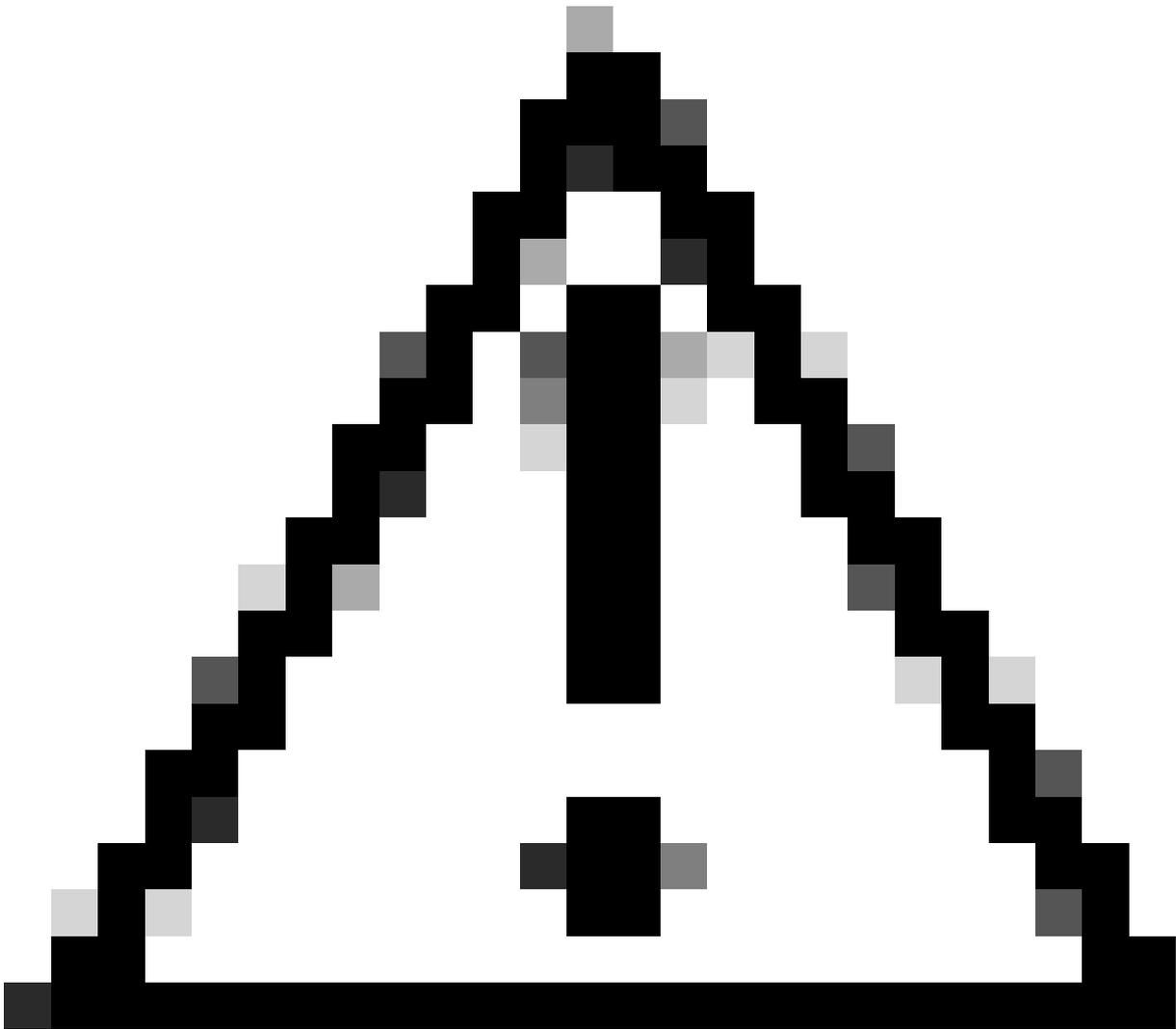
### Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

### Prerequisites

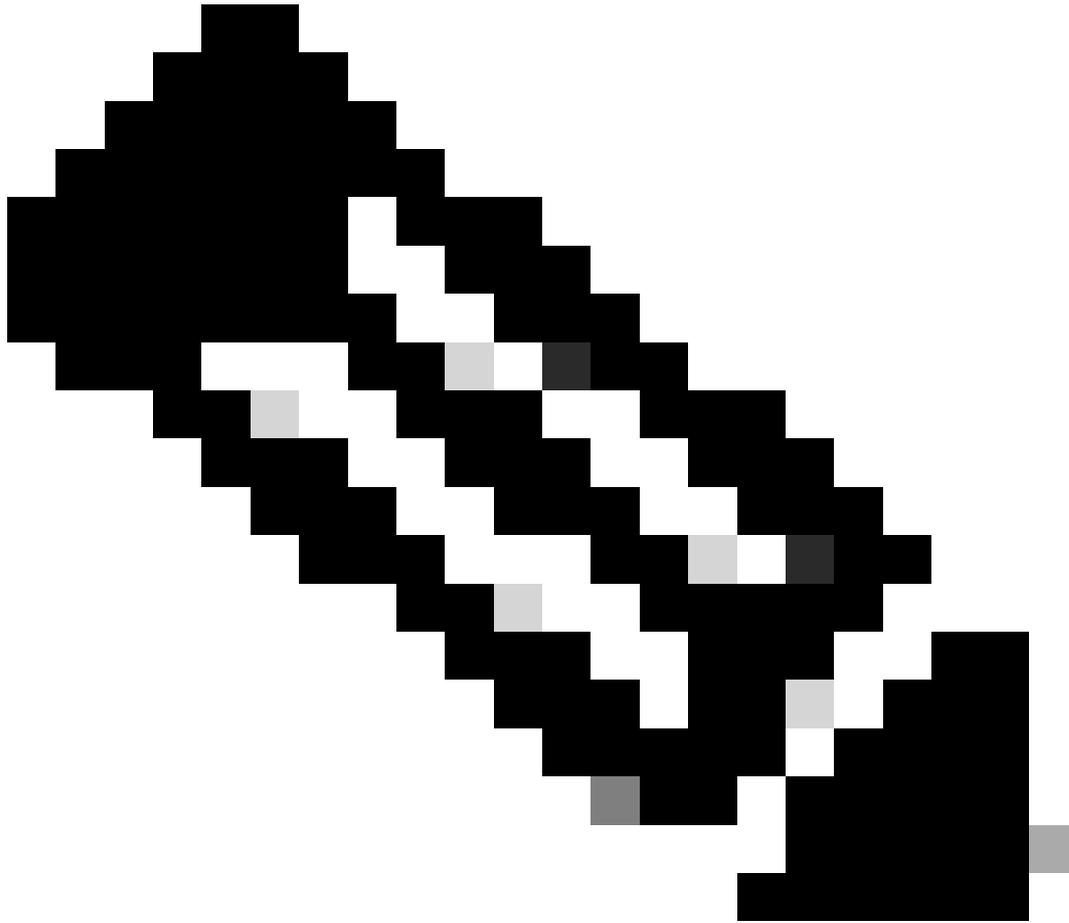
Before you start, ensure that you have:

- An active Cisco.com account
- Admin or User access to a target Smart Account/Virtual Account
- Smart Account to which PAK was assigned to
- Device Details on which the PAK was fulfilled



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

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**Note:**

- Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- Since the PAK is fulfilled, converting the PAK to Smart License is not possible. Hence the Device conversion is required.

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**Steps**

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials

Step 2: Click Access LRP in the Traditional Licenses section

Step 3: Select the Smart Account from the "Show Smart Account" dropdown list

Step 4: Select a Virtual Account from the "Virtual Account" dropdown list

Step 5: Click on "Devices" tab

Step 6: Select "show filter" and enter device details to identify the device. Hit Enter

Step 7: Select "Convert licenses to Smart licensing" option from blue chevron icon displayed against device

Step 8: Select Virtual Account from the drop-down list in "Convert to Smart Entitlements" window

Step 9: Select the SKU checkbox and enter the quantity of licenses in the "Quantity to Convert" field.

Step 10: Click Submit

## **Troubleshooting**

1. 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.

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