

How to Convert a Fulfilled PAK to a Smart License for ISE

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Introduction

The article describes a process of converting a fulfilled product activation key (PAK) to a Smart License for Identity Services Engine (ISE).

Prerequisites

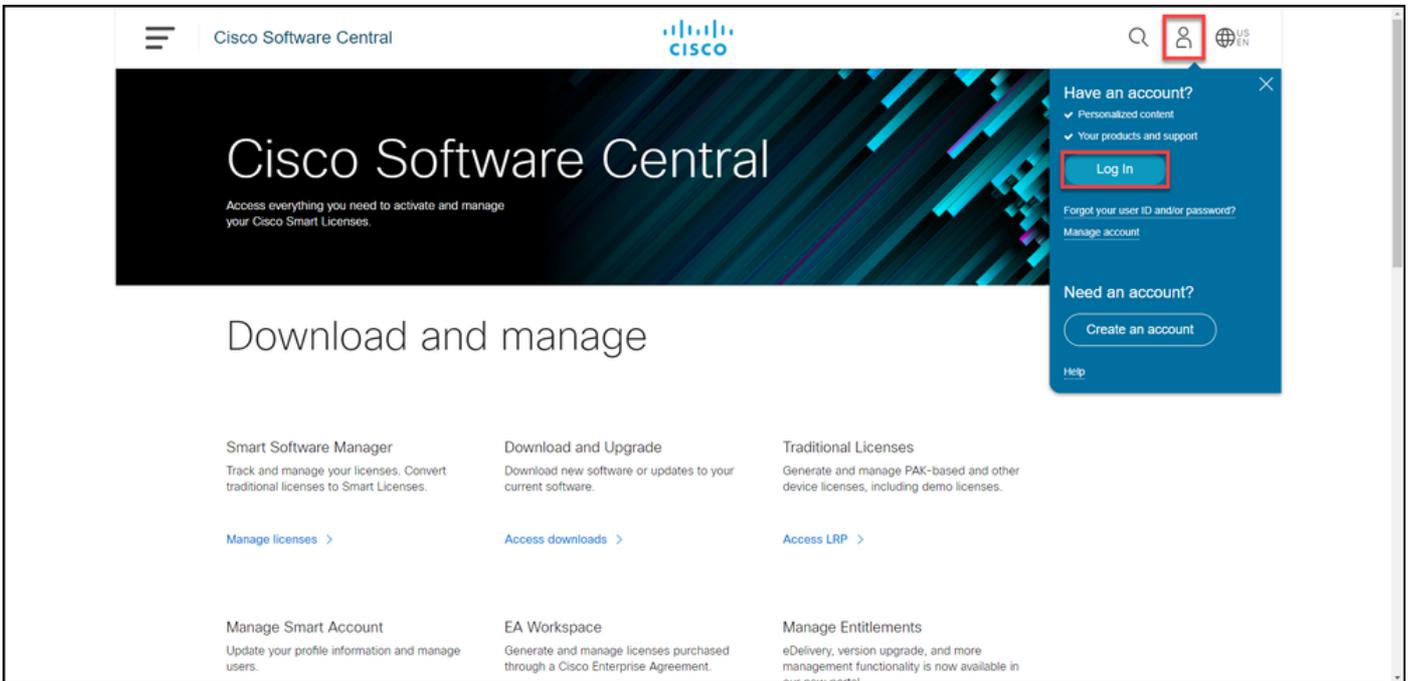
Before you start, ensure that:

- You have the following data at your disposal: [Active Cisco.com account](#) Administrator or User access to a Smart Account (To request Administrator or User access to a Smart account, refer to [How to Request Access to an Existing Smart Account.](#)) [Universal Device Identifier \(UDI\)](#)
- [Your PAK is assigned to your Smart Account.](#)

Converting a Fulfilled PAK to a Smart License for ISE

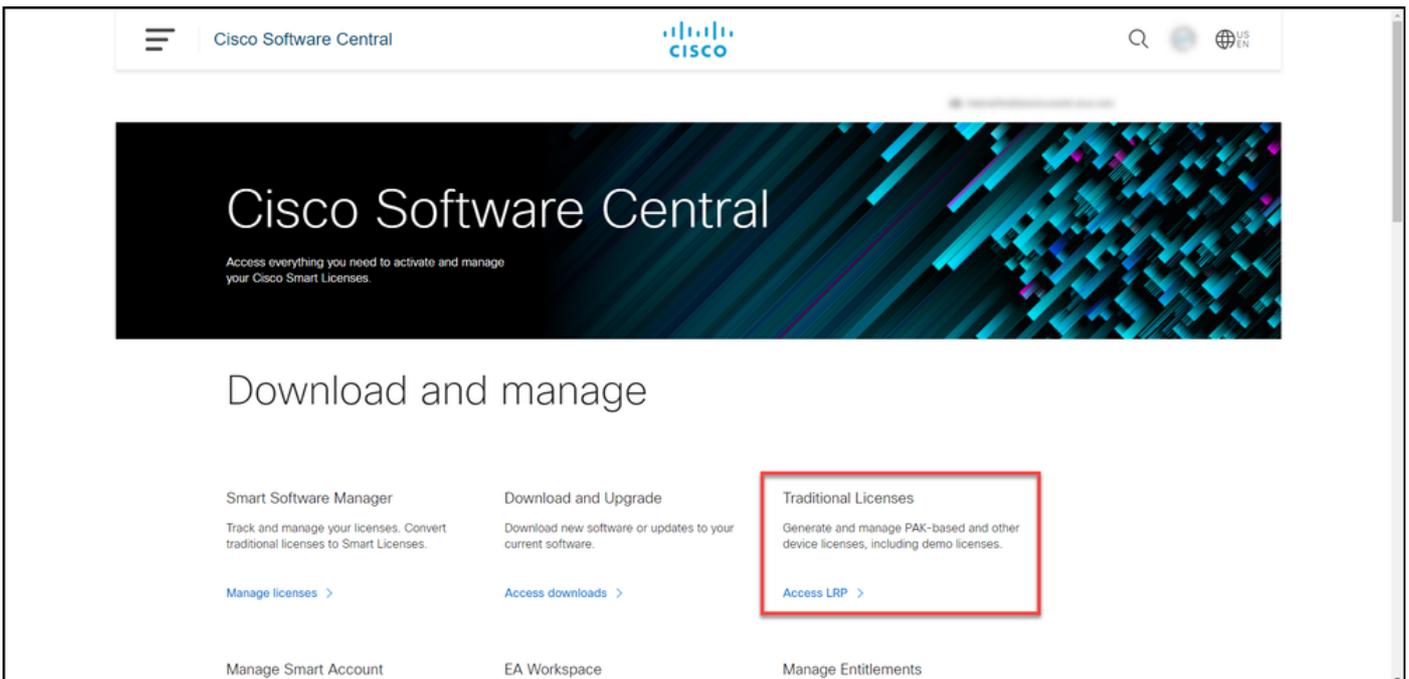
Step 1:

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



Step 2:

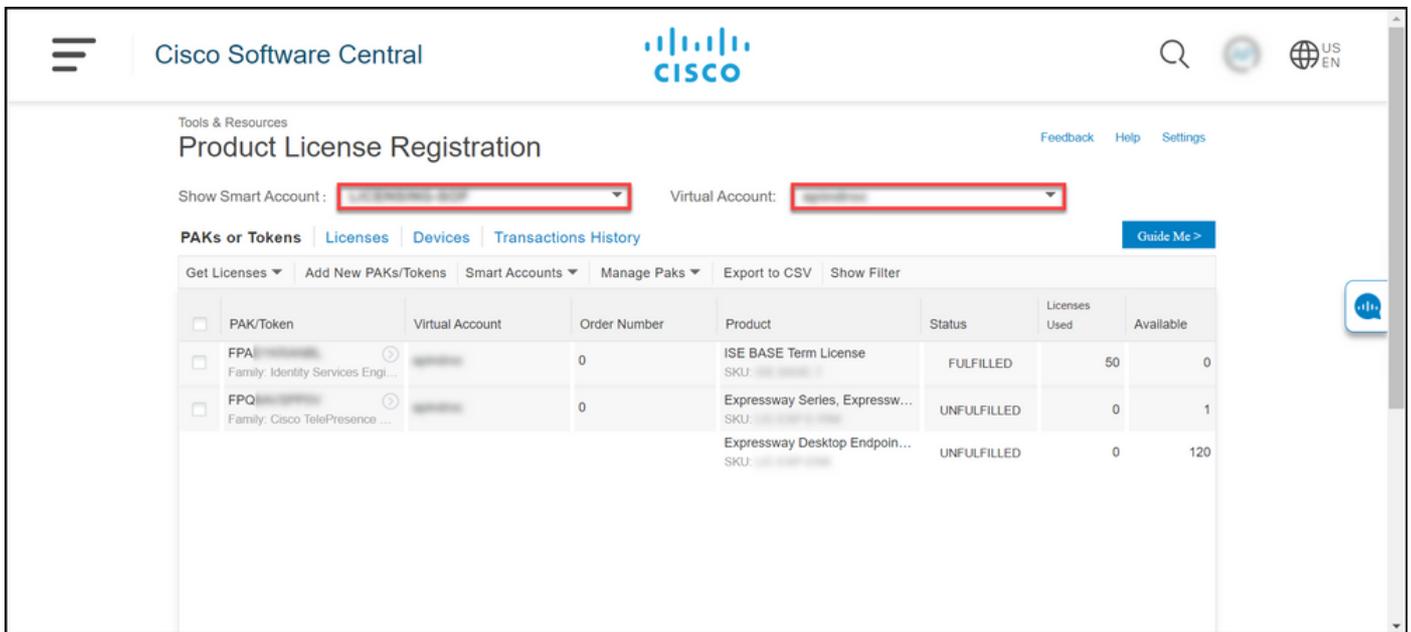
In the **Traditional Licenses** section, click **Access LRP**.



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.

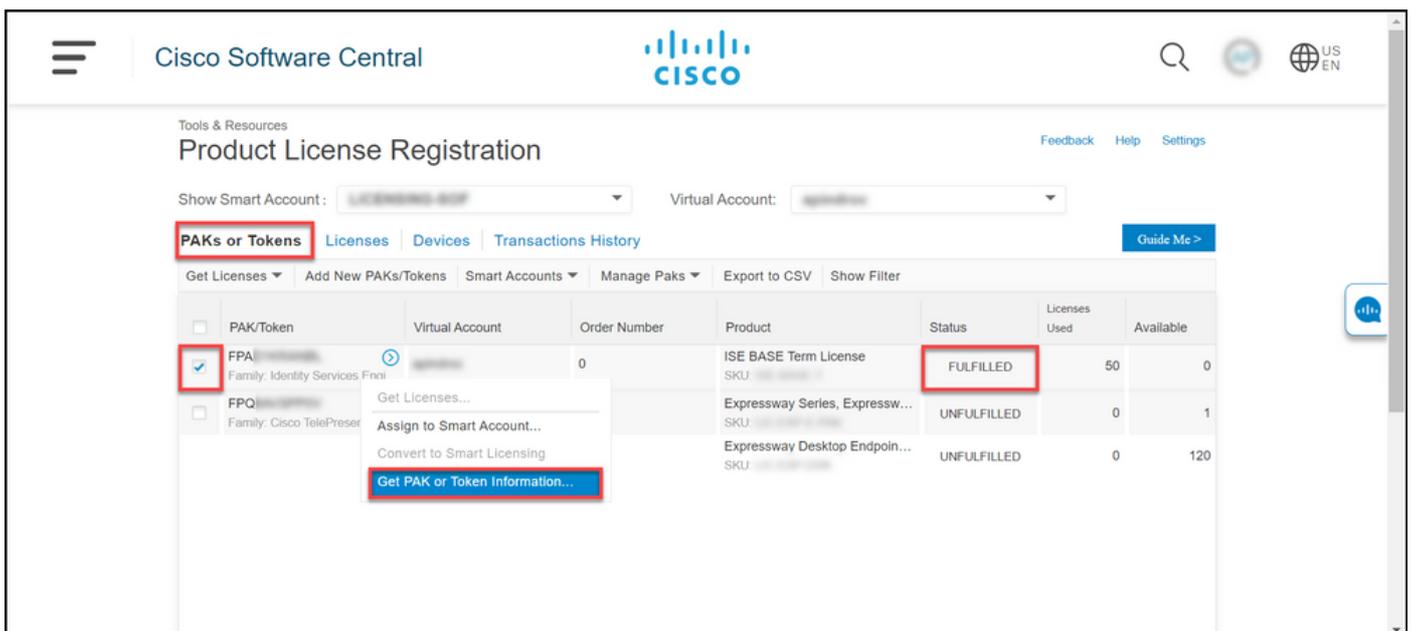


(Optional) Step 4:

Note: If you already have the serial number of your device at your disposal, you can skip to [step 6](#).

On the **PAKs or Tokens** tab, select a product activation key (PAK) with the **Fulfilled** status that you want to convert to a Smart license. Click the blue circled chevron icon and select **Get PAK or Token information**.

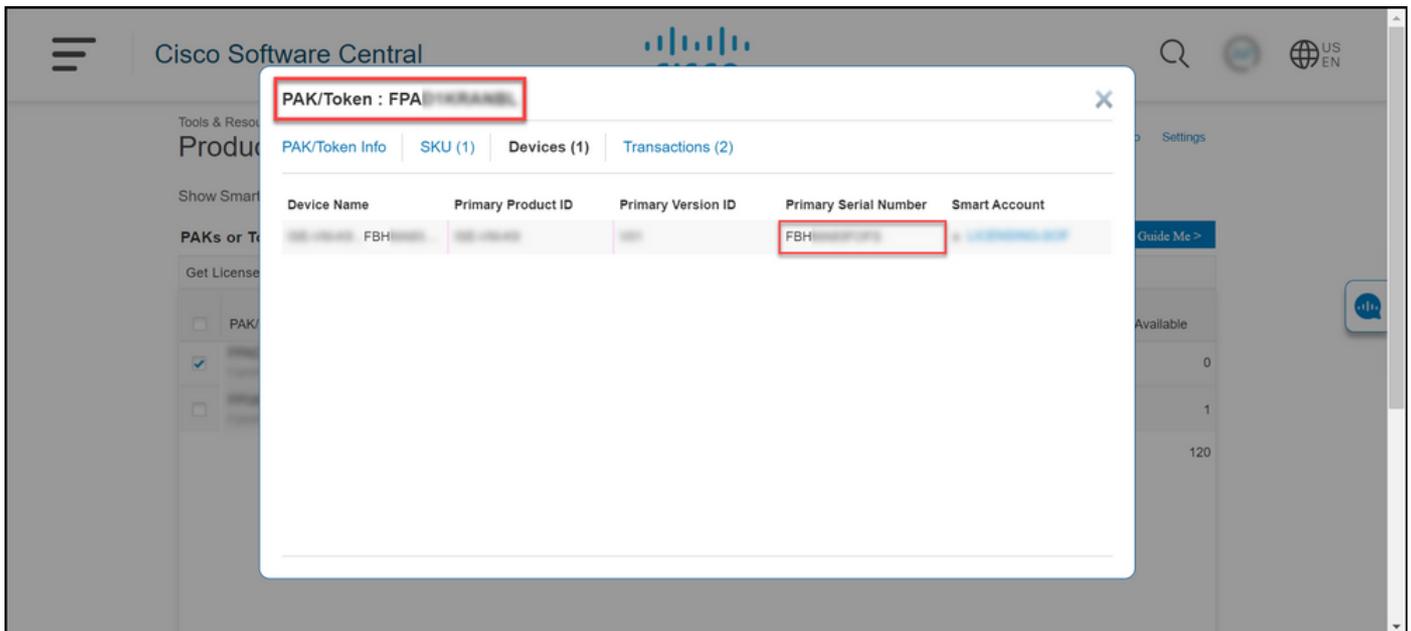
Note: Notice that when you click the blue circled chevron icon, the **Convert to Smart Licensing** option is not available from here.



(Optional) Step 5:

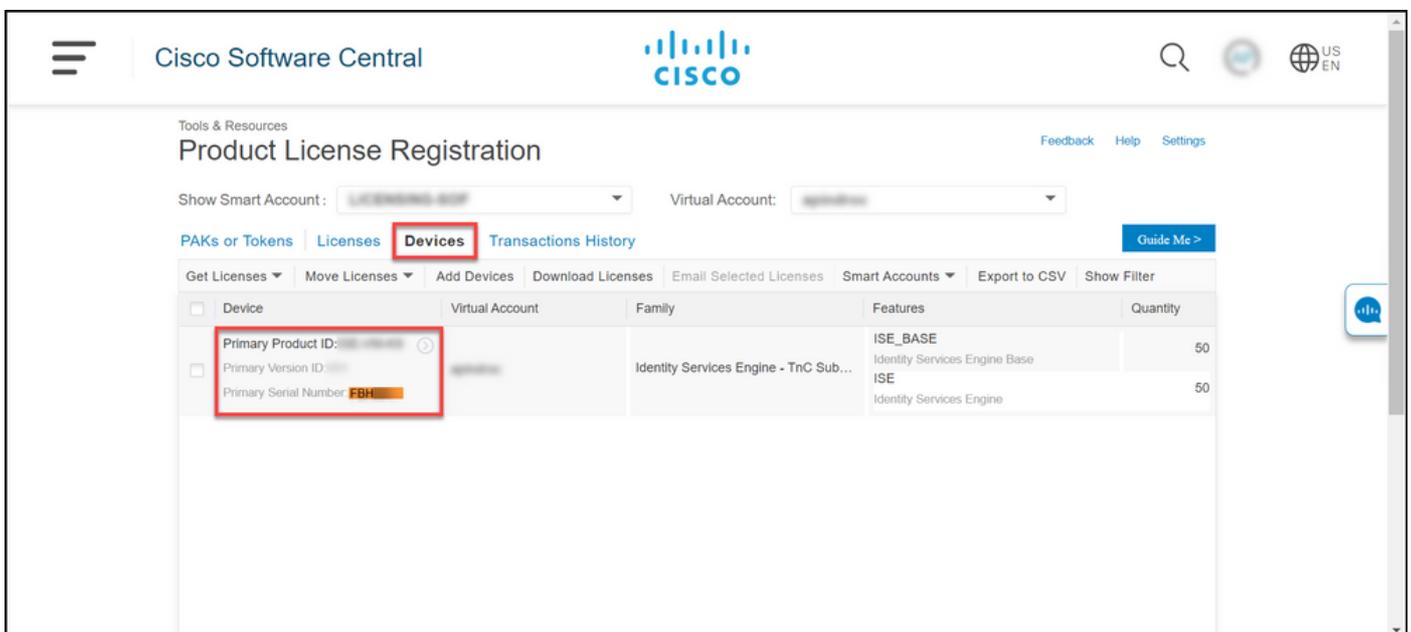
In the **PAK/Token** dialog box, click the **Devices** tab, and then copy the **Primary Serial Number**. Close the dialog box.

Note: If the product activation key (PAK) has the **Fulfilled** Status and the **Devices** tab does not display any device information, you need to open a case in [Support Case Manager \(SCM\)](#) to have the product activation key (PAK) converted to a Smart License.



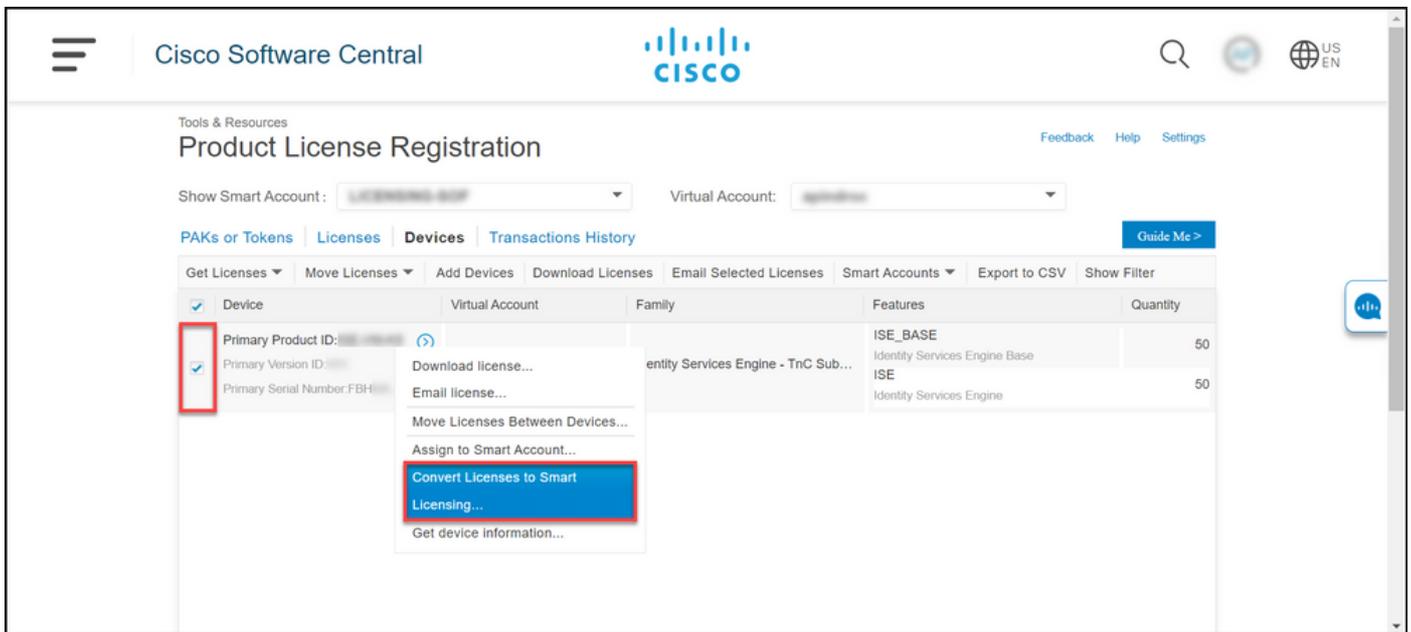
Step 6:

Click the **Devices** tab, press **Ctrl+F**, paste the Primary Serial Number in the find box, and then press **Enter**. The system highlights the Primary Serial Number of the device to which the license from the fulfilled product activation key (PAK) is assigned to.



Step 7:

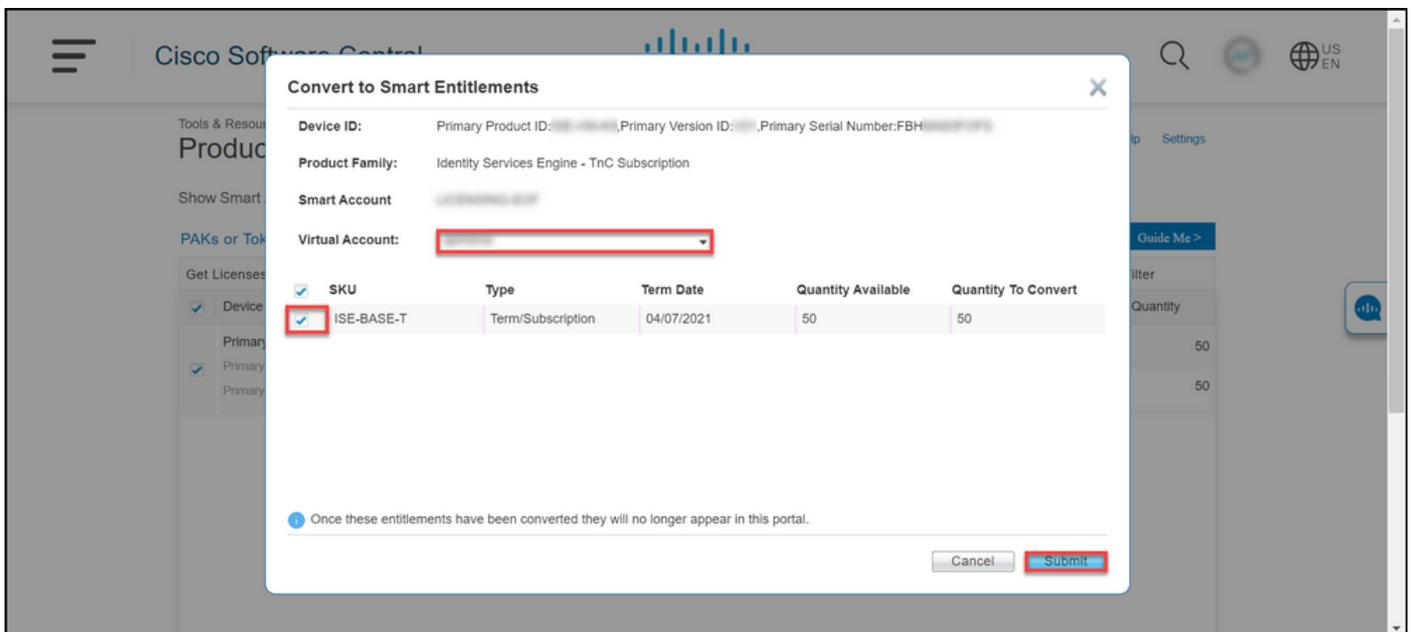
Select the check box next to the device, click the blue circled chevron icon, and then select **Convert Licenses to Smart Licensing**.



Step 8:

In the **Convert to Smart Entitlements** dialog box, select your Virtual Account from the drop-down list, select the check box next to the stock keeping unit (SKU), and then click **Submit**.

Note: If more than one product activation keys (PAKs) are associated with the device, then you can select some or all licenses to be converted in the **Convert to Smart Entitlements** dialog box.

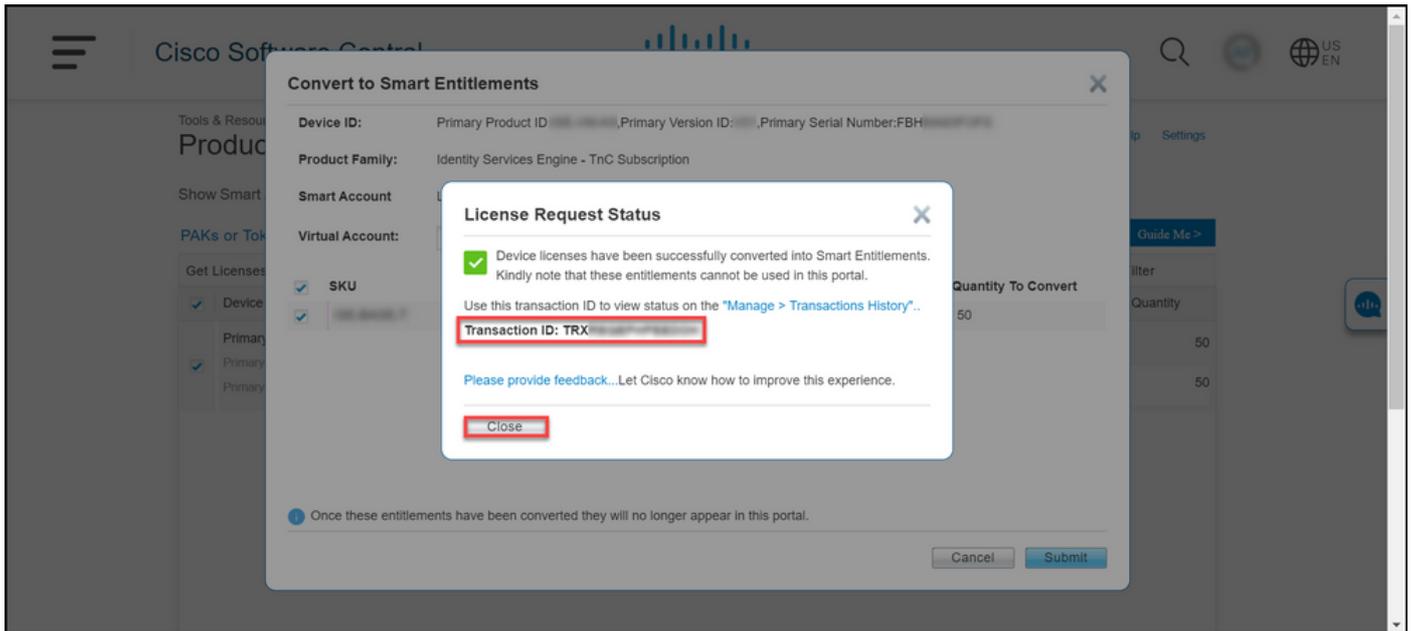


Step 9:

When the system displays the **License Request Status** dialog box with the message about successful conversion, note down the **Transaction ID**, and then click **Close**

Note: Once you convert the fulfilled product activation key (PAK) to a Smart License, the device that the traditional license was assigned to disappears from the list of devices.

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



Troubleshooting

If you experience any issue with converting your fulfilled product activation key (PAK) to a Smart License, open a case in [Support Case Manager \(SCM\)](#).

Next Steps

To verify that you have successfully converted a product activation key (PAK) to Smart Account, refer to [How to Verify That a Traditional PAK Is Converted to a Smart License](#).

Related Information

[How to Convert a Fulfilled PAK to a Smart License for ASA](#)

[How to Convert a Fulfilled PAK to a Smart License for CUCM](#)

[How to Issue a License by Using PAK Fulfillment](#)

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

[How to Verify That a Traditional PAK Is Converted to a Smart License](#)

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