Converting Classic Licenses to Smart Licenses

Why Convert to Smart Licenses?

With Smart Licenses, you have a complete view of your software assets. License and device usage is easily managed from a single interface. No PAKs are required for unlocking a device, and you can easily activate devices. Smart Licensing also offers Company-specific licensing which means:

- Our flexible licensing feature enables use of licenses across devices.
- Licenses can be pooled and applied to applicable devices in any grouping as designated by your company.
- You can consume licenses beyond the original purchase and reconcile overage usage at a later, agreed-upon date to speed execution and reduce the friction in the procurement cycles.

How to Convert Using Self-Service

If you are the Smart Account administrator, you can convert Classic Licenses to Smart Licenses using self-service methods. Cisco Smart Software Manager allows you to set up automatic Device Led Conversion for any new devices added to your Smart Account or licenses and PAKs you choose to bulk convert. Bulk conversion can be completed for PAKs or Licenses according your automatic conversion settings. Learn more about Bulk and Automatic Conversion here.

There are two ways to convert Classic Licenses to Smart Licenses in Software Central. Follow the below steps or watch this video for a step-by-step walkthough!

Using Product License Registration portal:
1. Select the PAK/License/Device to be converted.
2. Click on "Smart Accounts" menu.
3. Select "Convert to Smart Licensing".
4. For Partial Conversion and where applicable, specify the SKUs and quantities you wish to convert.
5. If not already assigned, specify the Smart Account and Virtual Account the Smart Entitlement should be deposited to.

Using Cisco Smart Software Manager:
1. Log into CSSM.
2. Go to "Convert to Smart Licenses" tab.
3. Click on "Convert License" under Actions for the desired line.
4. For Partial Conversion and where applicable, specify the SKUs and quantities you wish to convert.
5. Choose destination Virtual Account.
6. Review and Confirm.

You can also use the device's Command Line Interface (CLI). For more information on CLI, click here.

Troubleshooting When You Cannot Use Self-service

For Customers who cannot use the self-service features for any reason, first view this troubleshooting guide. For additional help, Cisco Support can help convert licenses to Smart Licenses using the Brownfield Conversion process. Customer can engage Cisco Support using the Support Case Manager at www.cisco.com/go/SCM. After opening the case, Cisco Support will confirm eligibility for conversion.

Data Extraction Methods

For Customers needing help with Conversion, download a complete list of all the licenses or PAKs for conversion in one comprehensive file. In the Convert PAKs and Convert Licenses tab, click the export button to create a CSV file with all items eligible for conversion. Attach this file when opening a support case for conversion.

Getting Help with Conversions

For Customers who have any issues with the conversion process, please engage Cisco Support using the Support Case Manager at www.cisco.com/go/SCM. In the menu, choose the Licensing Mgmt. category under Smart Accounts. The case details must include entitlement information (Sales/Web Orders, PAKs), Device Details (SN/UDI/MAC, etc.) and Smart Account (SA/VA). In the case title, include "Smart License Conversion" and your Smart Account.

Additional Resources

To learn more, visit www.cisco.com/go/smartlicensing and for questions, open a case at www.cisco.com/go/SCM