# How Can I Reserve Licenses on Devices when the License Is Not Available for Reservation?

## Contents

**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. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active Cisco.com account & Smart account that is enabled for SLR
- Smart account user, Smart account administrator, Virtual account user, or Virtual account administrator role.
- Reservation request codes are always generated from the device. (Refer Product Guide)

If license is not available, then customer must either

- Transfer license from other VA where it is available.
- Perform device or PAK conversion to migrate, if license is available in their classic assets.
- Place order for the required licenses by connecting with your partner, distributor, reseller or account team.

Once you get license for reservation, please complete these steps for reservation:

Step 1: Go to Cisco Software Central and log in with your cisco.com credentials

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner

Step 3: Click on the Manage licenses under the Smart Software Manager section

Step 4: Click on the inventory tab

Step 5: Select the Virtual Account from Virtual Account dropdown selector

Step 6: Navigate to the Licenses tab, then click on the "Licenses Reservation "

Step 7: Click on Proceed

Step 8: Enter the Reservation Request Code and Click next

Step 9: Click on the Radio Button "Reserve a Specific License" Select the licenses, enter in the corresponding quantities to be reserved, and then click Next

Step 10: Click "Review and confirm"

Step 11: Click "Generate Authorization code"

Step 12: After authorization code is generated, click Copy to Clipboard to copy the authorization, or Download as File to download the file and save it

Step 13: Install the Reservation Authorization Code on the device. User needs to refer to product configuration guide to get the auth installation commands
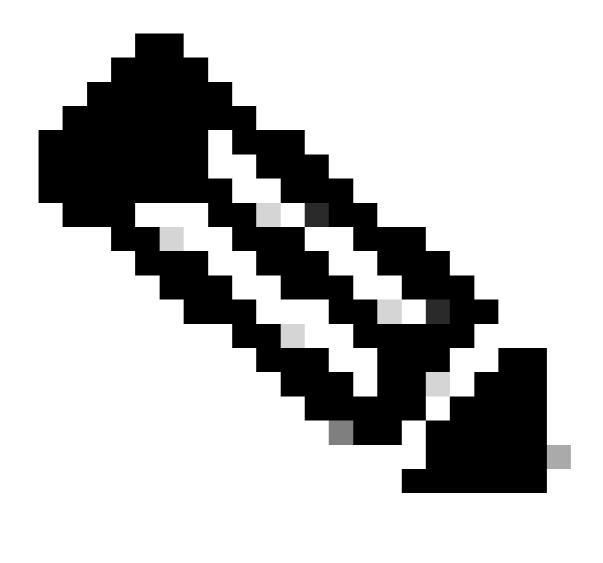
**Step Result**: Licenses reserved in the new Smart Account.

Troubleshooting:

    1. How can I migrate classic assets to smart licensing?

- Traditional to Smart Conversion please click here for more information.
- For Device Conversion from CSSM please click here for more information.
- PAKs & Devices which are not tagged to smart account

Step 1: Login to your **LRP**

Step 2: Select All License for User in Show Dropdown on the left top of the page

**Note**: If any SA/VA is selected PAK/Licenses which are assigned to that SA/VA is Visible.

Step 3: You can see all the PAK under your login in PAK & Tokens Tab, you can see all fulfilled licenses in License Tab or Devices Tab

Step 4: Select the PAK or License that you want to convert, click on the Blue Arrow and Select Convert to Smart Licensing.

Step 5: Select the SA/VA and Provide the Quantityof the license that you want to convert.

Step 6: Click Submit.

If you experience an issue with this process, that you cannot address, please open a case at [Support Case Manager](#) using software licensing option

For feedback on the content of this document, please submit [here](#).