

How can I get my Cisco Networking Subscription consumption to appear on CSSM?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with Meraki Support (<https://meraki.cisco.com/meraki-support/open-a-support-case/>) to help resolve.

Prerequisites

Before you start, ensure that you have the following data:

- Customer smart account name and domain.
- Smart Account Access

Steps

Step 1: Check Smart Account assignment in OPE/CCW

- If not assigned, then assign Smart Account in OPE or CCW.
- If Smart Account is in Pending Status, please reach out to Licensing Support Team.
- If Smart Account is Active and assigned Subscription data is NOT appearing in the Smart Account, then validate with Meraki support that the Subscription has been Claimed/Bound to the Network.
- a. If Claimed/Bound, then Meraki Support should open a case with SWIT advising that Subscription is bound/claimed and assigned. Requesting the SWIT to check why the Subscription is not appearing in the Smart Account.
- b. If NOT Claimed/Bound, then Meraki Support should open a case with SWIT advising that Meraki does NOT control Subscription.

Troubleshooting:

If you experience an issue with this process, that you cannot address, open a case with **Meraki Support** (<https://meraki.cisco.com/meraki-support/open-a-support-case/>)

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