

How can I Claim a CSSM Controlled Subscription in Meraki Dashboard?

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.

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 the following data:

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



Caution: For moving from CSSM to Meraki, Reservations will need to be removed from CSSM before Meraki can take control.

Steps

Step 1: User will receive a Claim email.

Step 2: User clicks on the links in the Claim, to proceed to the Meraki Dashboard, where they can Claim the Subscription in Meraki.

Step 3: Smart Accounts assignments in Meraki binds Subscription to Smart Account Assignment scenarios:

- a. Subscription is NOT assigned to a Smart Account, then there is no impact to CSSM.
- b. If Smart Account is assigned in Meraki:
 - Meraki needs to pass CCO ID of User binding Subscription to Network.
 - CSSM will identify the Smart Account(s) that the User has access to.
 - User will select Smart Account from the List returned from the API in Meraki and Meraki will require a Virtual Account assignment.
 - Meraki will call CSSM with assigned Smart Account ID.

- CSSM will need to pass the Virtual Account of the assigned Smart Account.
 - User then assigns this Virtual Account in Meraki.
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Note: CSSM API will return whether it is OnPrem or Direct in the List of the Virtual Accounts. User can then select OnPrem vs Direct Virtual Account from this list.

- Meraki stores Smart Account ID and Virtual Account ID.
- CSSM stores the Subscription ID.
- Create Networking Cloud Virtual Account.

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](#).