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.

Prerequisites

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

- Customer smart account name and domain.

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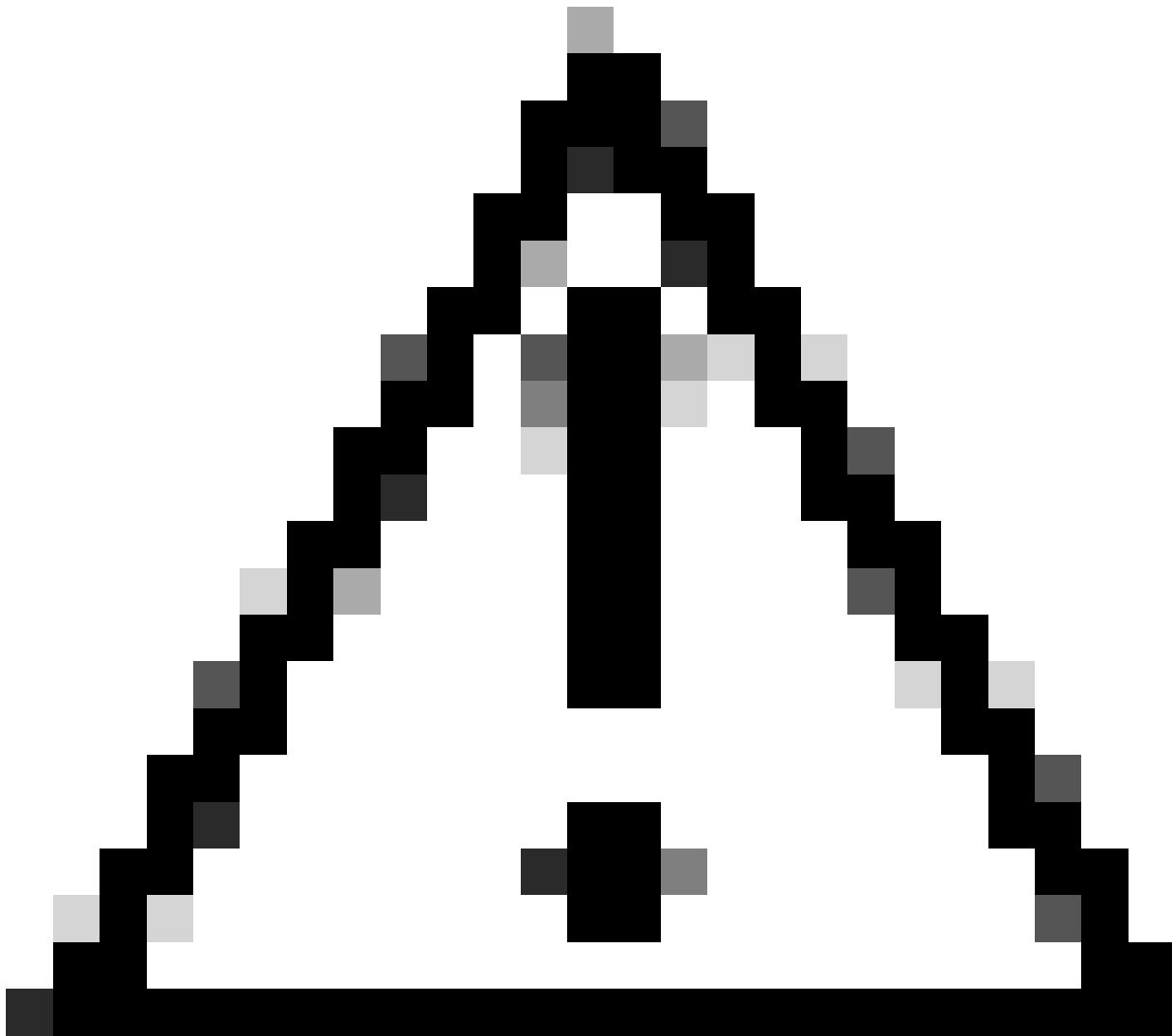
Caution: For moving from CSSM to Meraki, Reservations will need to be removed from CSSM before Meraki can take control.

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:

1. Subscription is NOT assigned to a Smart Account, then there is no impact to CSSM.

1. 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 than assigns this Virtual Account in Meraki.
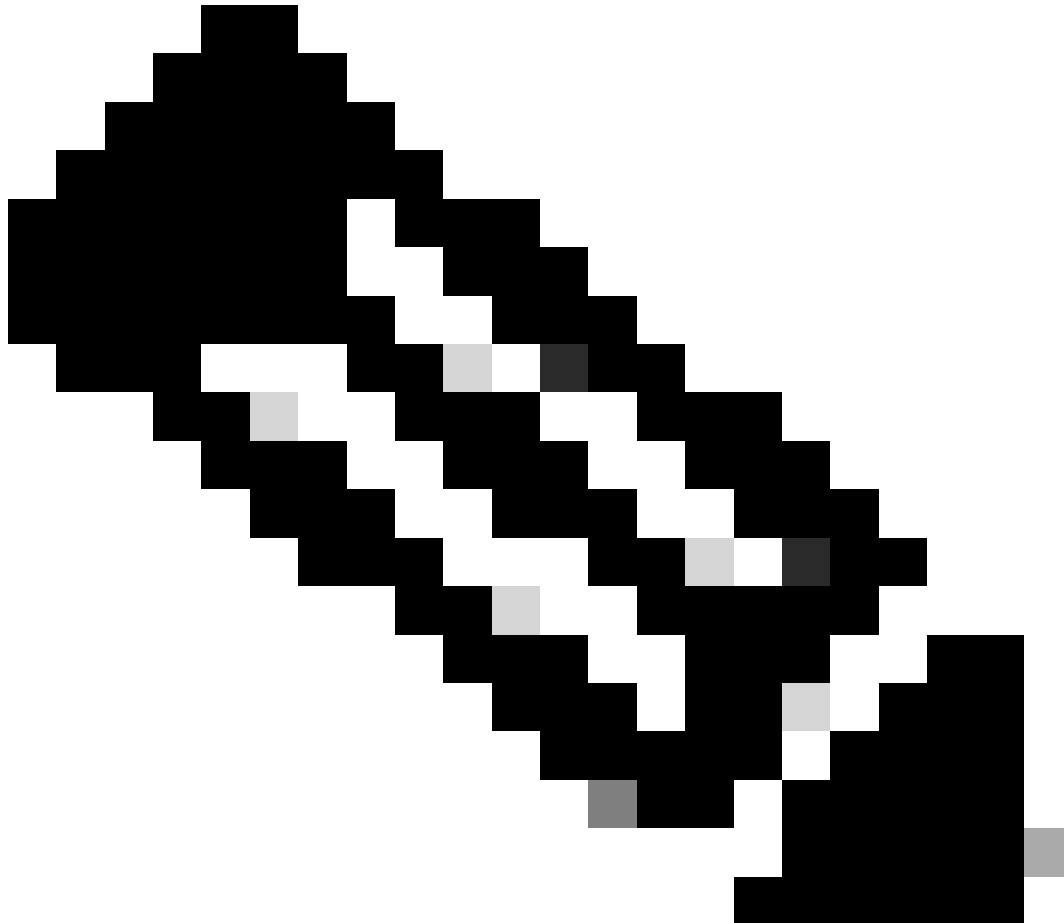
> **Note**: CSSM API will return whether it is OnPrem or Direct in the List of the Virtual Accounts. User can then select OnPrem vs Direct Virtual Account from this list.

- 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.