

Secure Access Subscription Claim Code Consumed After Selecting Wrong Instance Option

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Issue

When attempting to claim a Secure Access subscription in Security Cloud Control (SCC), selecting **Create new instance** instead of **Attach existing instance** during the subscription claim process causes the claim code to be consumed. This consumption prevents access to the Upgrade Manager in the Umbrella dashboard, which is essential for migrating from Umbrella to Secure Access. As a result, the upgrade process cannot be restarted or continued because the original claim code has already been used and is no longer available for the correct attachment process.

Environment

- Cisco Umbrella Organization
- Cisco Secure Access Subscription
- Security Cloud Control (SCC) Dashboard
- Existing Umbrella Tenant Requiring Migration to Secure Access

Resolution

The resolution involves deactivating the incorrectly created Secure Access instance to reclaim the subscription and allow the proper attachment process to proceed.

Step 1: Identify the Incorrectly Created Instance

Navigate to the Security Cloud Control (SCC) interface and locate the newly created Secure Access instance that was created when **Create new instance** was selected instead of **Attach existing instance**.

Step 2: Deactivate the Instance Using the Subscription UI

In the Security Cloud Control platform, access the subscription management interface and use the three-dots menu next to the newly created instance to deactivate it. This action reclaims the subscription and make it available for the correct attachment process.

Navigate to **Platform Management > Subscriptions** in the SCC interface to access the subscription management options.

Step 3: Restart the Subscription Claim Process

After deactivating the incorrectly created instance, restart the subscription claim process and select **Attach existing instance** instead of **Create new instance** to properly attach the Secure Access subscription to the existing Umbrella tenant.

Step 4: Verify Access to Upgrade Manager

Once the subscription is properly attached to the existing instance, verify that the Upgrade Manager is now visible in the Umbrella dashboard, allowing the migration process from Umbrella to Secure Access to proceed.

Cause

The issue occurs when users select **Create new instance** instead of **Attach existing instance** during the Secure Access subscription claim process in Security Cloud Control. This incorrect selection consumes the claim code by creating a new Secure Access instance rather than attaching the subscription to an existing Umbrella tenant. Once the claim code is consumed in this manner, the system prevents reuse of the same code, blocking access to the Upgrade Manager needed for the migration process.

Related Content

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