

## QUICK START GUIDE

# Migrating Meraki Management Mode to Cisco DNA Management Mode

For Cisco Catalyst 9160 Series Access Points or Catalyst 9300 Series Switches.



Start your on-premises journey to the Cisco DNA Management Mode today

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### Check prerequisites

Check device eligibility and license status using the short checklist to the right. ->

### Open a Management Mode migration case

[Contact Meraki Support](#) to open a Management Mode migration case from Meraki to Cisco DNA management mode. Please provide the Serial Number (Meraki Cloud ID) and links to your devices in the cloud.

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### Start Meraki license return

Once your devices are migrated to the Cisco DNA Management Mode, you can request a return of your Meraki entitlement. See page 2 for details.

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### Step 1: Check prerequisites

1. Devices must have Meraki licenses assigned before migrating to Cisco DNA Management Mode.
2. Devices must be online when initiating and during migration process.
3. For Access Points only: Deploy a Catalyst 9800 controller with IOS-XE 17.9.1 or later image for access points to join after migration.

## Step 3: Start a Meraki license return

1. Gather required information:
  - Work with your partner to submit an order for equivalent Cisco DNA license and support contract
  - Serial number(s) of devices to be migrated to Cisco DNA Management Mode
2. Open a return for Meraki licenses of migrated serial number(s) via <https://dashboard.meraki.com/rma> and specify RMA is for Cisco DNA license migration.
3. Provide Cisco DNA order and migrated serials as proof of migration.
4. Return exception is granted for Meraki licenses of migrated devices.
5. Credit memo is provided through RMA process to offset the cost of Cisco DNA license and support.

### Things to know

- **This return process is identical to any other Meraki return, except:**
  - It is not bound to Meraki's current return policy duration requirements and can be executed at any point during the entitlement's duration
  - It will only be approved if you 1) specify RMA is for Cisco DNA license migration; and 2) provide Cisco DNA order and migrated serials as proof of migration.
  - If an RMA is done for a [Cisco Catalyst 9160 Access Point](#), the replacement will come in the management mode the case was opened for, regardless of the mode that was originally purchased.
  - If an RMA is done for a [Cisco Catalyst 9300 Switch](#), the replacement will come in the management mode the unit was originally purchased.
- **What happens to my existing entitlement?**

Meraki entitlement will be removed from your dashboard org post-return.

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