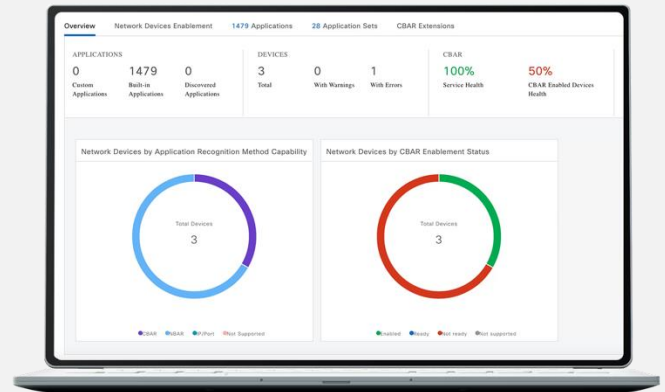


Quick start guide

Migrating from Meraki Management Mode to Cisco DNA Management Mode

For Cisco Catalyst 916x access points or Catalyst 9300 and 9200L Series Switches.



Start your on-premises journey to Cisco DNA management mode today

1. Check prerequisites

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

2. 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(s) (Meraki Cloud ID) and links to your devices in the cloud.

3. Start a Meraki license return

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

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 a Cisco IOS® XE 17.9.1 or later image for access points to join after migration.

Start a Meraki license return

1. Gather required information:
 - Work with your partner to submit an order for an 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 that the RMA is for Cisco DNA license migration.
3. Provide the Cisco DNA order and migrated serial number(s) as proof of migration.
4. A return exception exception is granted for Meraki licenses of migrated devices.
5. A credit memo is provided through the RMA process to offset the cost of the 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 be approved only if you (1) specify that the RMA is for Cisco DNA license migration, and (2) provide the Cisco DNA order and migrated serial number(s) as proof of migration.
 - If an RMA is done for a **Cisco Catalyst 916x access points**, 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 switch**, the replacement will come in the management mode in which the unit was **originally purchased**.
- **What happens to my existing entitlement?**

Meraki entitlement will be removed from your dashboard after the return.