

Cisco DNA Spaces Support Transition: How to Change Subscriptions

September 2019

Introduction

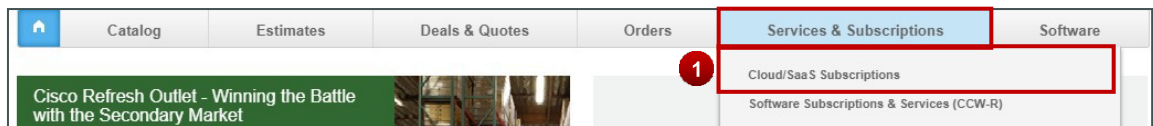
Cisco® Commerce Workspace (CCW) provides the capability to modify, renew, and replace subscriptions for active orders and subscriptions. This document provides instructions for modifying Cisco DNA Spaces subscriptions to add the support SKU and contract required for proper entitlement for Cisco Technical Assistance Center (TAC) support. Adding the support contract to an existing subscription is a \$0 change.

Note: These instructions apply only to Cisco DNA Spaces subscriptions purchased separately (a la carte) prior to the support SKU being added. Cisco DNA Spaces subscriptions purchased as part of Cisco DNA Advantage or Premier, or through an Enterprise Agreement, already have support contracts included with the overall subscription.

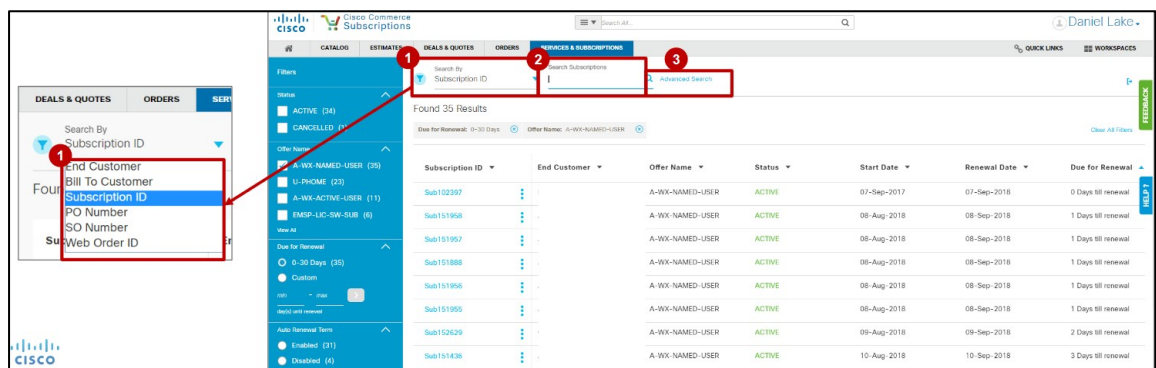
Modify a Cisco DNA Spaces subscription

To modify a subscription to add the Cisco DNA Spaces support SKU, follow the steps below.

1. Log in to the Cisco Commerce Subscriptions portal by clicking Cloud/SaaS Subscriptions under the Services & Subscriptions tab in CCW, or access the [portal](#) directly.



2. To search for a specific subscription, (1) click the arrow to select Subscription ID. (2) In Search Subscriptions, input the search term you are looking for. (3) To narrow down the search data and search for a subscription, click Advanced Search to open the pop-up with more search options.



- To make a change to a subscription, click the three vertical dots next to the desired subscription and select **Modify/Renew Subscription**.

Found 3 Results

Status: ACTIVE Offer Name: A-SPK-NAMED-USER Due for Renewal: 0-30 Days [Clear All Filters](#)

Subscription ID	End Customer	Offer Name	Status	Start Date	Renewal Date	Initial Term
Sub117382	VICSUPER PTY LTD	A-SPK-NAMED-US...	A-SPK-NAMED-USER Spark Named User (1)	2017	29-Aug-2018	12 months
Sub117943	DN A...	A-SPK-NAMED-US...	ACTIVE	11-Sep-2017	11-Sep-2018	12 months
Sub118423	LIA ...	A-SPK-NAMED-US...	ACTIVE	16-Sep-2017	16-Sep-2018	12 months

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[View Invoices](#)
[View Usage](#)
[View Subscription Details](#)
[View Order Details](#)
[View Quotes In Progress](#)
[Modify/Renew Subscription](#)

- Alternatively, if you click the subscription ID, you can view the details of the subscription.
- You can review the existing subscription and determine if the *SVS-DNAS-SUP* service item is already associated with the subscription. If it is, no further action is required. If not, you need to modify the existing subscription.

Provisioning Details Complete [View Provision Info](#)

One Time Discount Applied? No

Items	Qty	Unit List Price (USD)	Total Discount (%)	Unit Net Price (USD)	Credits
CISCODNAS-MIG Cisco DNA Spaces location platform CMX&MSE migration offers <small>Prices effective as of 07-Sep-2019, effective for Remaining Term of 31.45 Months.</small>	1				
CISCODNAS-ACT-MIG Cisco DNA Spaces Act subscription for CMX & MSE migration	450 Access Point	Per Access Point / Month		Per Access Point / Month	--
SVS-DNAS-SUP DNA Spaces Software Subscription bundle Support	1 Each	0.00 Per Each / Month		0.00 Per Each / Month	--

[View All Items](#)

- Click the Modify/Renew Subscription button to initiate the change to your subscription.

Cisco DNA Spaces is a location platform offered as a XaaS (DNAS)

Subscription ID: Sub195270 | Effective For: 36.00 Months from 07-Dec-2018 to 06-Dec-2021 | Automatically Renews For: No Auto Renewal | End Customer: TEST NOT REAL

Status: ACTIVE | Billing Frequency: Prepaid | Monthly Cost: USD | Billing Amount (Prepaid Term): --

Summary | History | Invoices | Usage | Manage Contacts | Quotes In Progress | Manage Payment Details

Bill Day: 4th of the Month, Prepaid for the entire term | Billing Preference: Bill Day of Month

Payment Method: PO | Purchase Order Number: PO-DNAS-2 | Payment Term: 30 NET

Current Open Balance: USD

Provisioning Details: Complete | One Time Discount Applied?: No

Items	Qty	Unit List Price (USD)	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)
DNAS Cisco DNA Spaces is a location platform offered as a XaaS	1					
DNAS-ACT DNA Spaces ACT software subscription	4 Each				--	Prepaid

- You will be taken to a page with details on the actions you can take. Select Modify My Subscription.

DEALS & QUOTES | ORDERS | SERVICES & SUBSCRIPTIONS

I want to...

Modify My Subscription

Select this option if you want to Upsell/Modify the subscription, effective only for the current term. Changes made will only be effective from your 14-Sep-2019 to the end of the current term, as well as any future term if Auto Renewal is enabled.

Cancel

- On the Modify DNAS Configuration page, check to see if the new support SKU (*SVS-DNAS-SUP*) is showing up.

Modify Quote for Sub135992 (Deal ID: 41037924) has been automatically created. (C0997)

Modify DNAS Configuration

[Requested Terms and Billing](#) Global Price List (USD)

Requested Change Date 14-Sep-2019	Requested For 5.07 Months From 14-Sep-2019 To 15-Feb-2020	Automatically Renews For 12 Months On 16-Feb-2020	Billing Frequency Prepaid Term
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Configuration Summary

DNA Spaces

SKU	Qty	List Price
DNAS-ACT	100 Access Point	Per Access Point/Month

DNA Spaces for Hospitality

Service

SKU	Qty	List Price
SVS-DNAS-SUP	1 Each	\$0.00 Per Each/Month

Subtotal:

DNAS > DNA Spaces

DNA Spaces

Choose between the options below

Access Point	SKU	Description	Unit List Price (USD)	Action
<input type="text" value="100"/>	DNAS-ACT	DNA Spaces ACT software subscription	Per Access Point/Month	<input type="button" value="Remove"/>
<input type="text" value="Qty"/>	DNAS-SEE	DNA Spaces SEE software subscription	Enter Qty to see List Price Per Access Point/Month	<input type="button" value="Remove"/>

- If the new *SVS-DNAS-SUP* SKU is not showing up, you can trigger the addition by retyping the quantity of the licenses that were on the subscription (do not change the quantity, just reenter the existing quantity). This will ensure that the new *SVS-DNAS-SUP* SKU will show up.
- Select Review Changes to view a summary of the changes. Then click Done to review any other messages that might come up.

- Review and confirm that there are no new charges. The SVS-DNAS-SUP SKU is a \$0 add-on to generate a service contract to use when calling TAC for support. After confirming, click Continue.

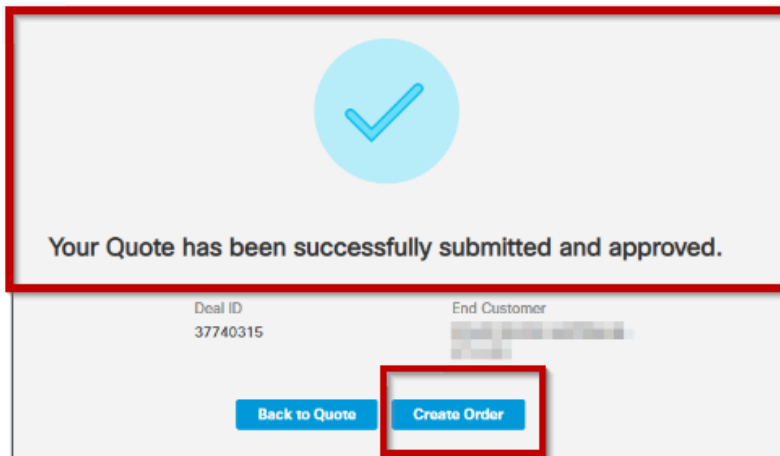
	EXISTING CHARGES (USD) From 14-Sep-2019 to 15-Feb-2020	NEW ESTIMATED CHARGES (USD) From 14-Sep-2019 to 15-Feb-2020	Contract Value	Invoice
Billing Amount per Cycle	0.00 5.07 Months (Prepaid)	0.00 5.07 Months (Prepaid)	0.00	0.00
Monthly Recurring Cost (MRC)	0.00 per Month	0.00 per Month	0.00	0.00
Extended Net Price (Contract Term)	0.00 for 5.07 Months	0.00 for 5.07 Months	0.00	0.00

Note: If the change does not show up as a \$0 change, please STOP here and do not submit. Contact the following alias for assistance: dnaspaces-support-transition@cisco.com.

- Click Submit to submit the changes.



- Finally, click Create Order.





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