

ISE Licensing

Overview

With the release of Cisco® Identity Services Engine (ISE) 3.0 in September 2020, Cisco announced a new streamlined licensing scheme for Cisco ISE in line with the Cisco DNA Center™ licensing tiers, which reduces the complexity in ordering. This document will guide you through the process of determining what is required to upgrade from Cisco ISE “classic” licenses (Base, Plus, and Apex) to the new ISE license scheme with Cisco ISE Essentials, Advantage, and Premier.

Cisco ISE licensing provides the ability to manage access and the application features, such as the number of concurrent endpoints that can use Cisco ISE network resources. Licensing in Cisco ISE is supplied as feature-based packages, with different features supported in each of the Essentials, Advantage, and Premier licenses. Further information can be found in the [Cisco ISE Ordering Guide](#). The ordering guide denotes which use cases and capabilities require which licenses.

Starting with the Cisco ISE 3.0 release, you are required to have Smart Licensing, which further requires you to have a Cisco License Smart Account created and configured before you upgrade ISE or migrate your existing “classic” ISE licenses. Cisco Smart Licensing helps you procure, deploy, and manage licenses easily, allowing devices to self-register and report license consumption. This change removes the need for Product Activation Keys (PAKs) and uses the Cisco Smart Software Manager (CSSM) to obtain the necessary authorization.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

Like all ISE deployments, ISE 3.1 can be deployed in a lab setting with the included 90-day evaluation license on your Smart Licensing portal. You can test ISE 3.1 prior to upgrading your entire network, ensure ISE VM Common License is working as planned, and then upgrade your production deployment.

How are licenses converted from legacy VM licenses to the VM Common license?

Each legacy VM license will be converted to a 1 VM Common license.

Upgrade from	Upgrade to	Ratio
R-ISE-VML-K9=	R-ISE-VMC-K9=	1:1
R-ISE-VMM-K9=	R-ISE-VMC-K9=	1:1
R-ISE-VMS-K9=	R-ISE-VMC-K9=	1:1

If you're using the old VM license (i.e., R-ISE-5VM-K9=), you should migrate the old VM license to the legacy VM Medium license ("R-ISE-VMM-K9=") and then migrate the legacy VM Medium license to the VM Common license.

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

Migrating to the new licensing scheme requires simple steps. The VM Common license is at the top of the license hierarchy, and it covers what VM Small, Medium, and Large licenses cover. As such, for the seamless customer experience, customers should migrate to the VM Common license before they upgrade the ISE image to the 3.1 release. Note that VM Small, Medium, and Large licenses do not cover what VM Common license cover, so the ISE 3.1 with the legacy VM license will be out of compliance.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

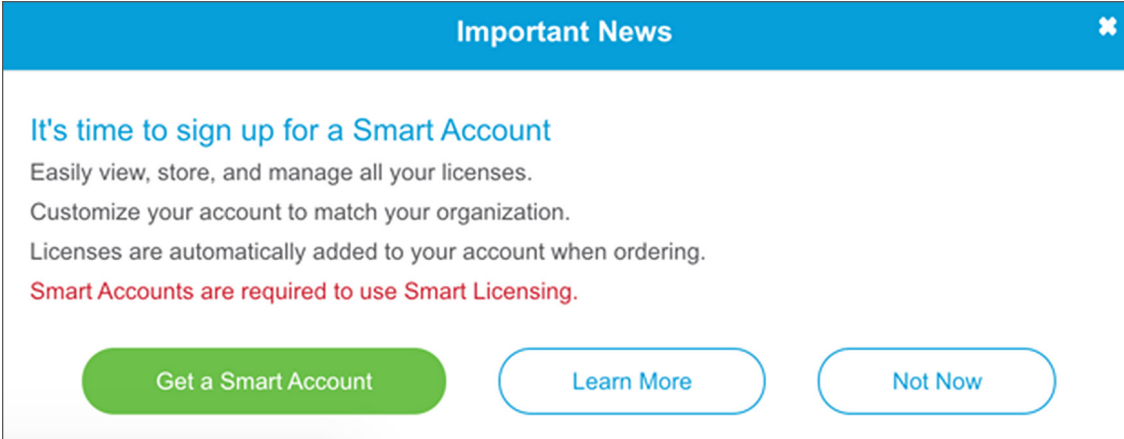
Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers


Customers should take the following steps to migrate from their legacy VM Small, Medium, and Large licenses to VM Common licenses:

1. If you have a Smart Account, log in to that account and go to step 5.
2. If you do not have a Smart Account, you will need to create one by navigating to [Cisco Software Central](#).
3. From the Important News popup window, click “Get a Smart Account.”



The image shows a screenshot of an 'Important News' popup window. The title bar is blue with the text 'Important News' and a close button (X). The main content area has a white background. It features a blue heading 'It's time to sign up for a Smart Account' followed by three lines of text: 'Easily view, store, and manage all your licenses.', 'Customize your account to match your organization.', and 'Licenses are automatically added to your account when ordering.' Below this is a red line of text: 'Smart Accounts are required to use Smart Licensing.' At the bottom, there are three buttons: a green 'Get a Smart Account' button, a blue-outlined 'Learn More' button, and a blue-outlined 'Not Now' button.

Another option is to click “Request a Smart Account” in the Administration area on this page.



The image shows a screenshot of the 'Administration' page. At the top center is a gear icon. Below it is the heading 'Administration'. The page is divided into two columns. The left column is titled 'All Users:' and contains four links with descriptions: 'Get a Smart Account' (Create a Smart Account for your company or organization), 'Request Access to an Existing Smart Account' (Submit a request for access to a Smart Account), 'Manage Smart Account' (Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts.), and 'Learn about Smart Accounts' (Access documentation and training.). The right column is titled 'Additional for Partners:' and contains three links with descriptions: 'Request a Partner Holding Account' (Request a holding account used to transfer assets to customers), 'Request a Smart Account for your Customer' (You initiate the account request, and your customer will approve it), and 'Manage Pending Smart Accounts' (View the properties of Smart Accounts in 'Pending' status requested on behalf of Customers and take actions to activate the Smart Accounts).

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

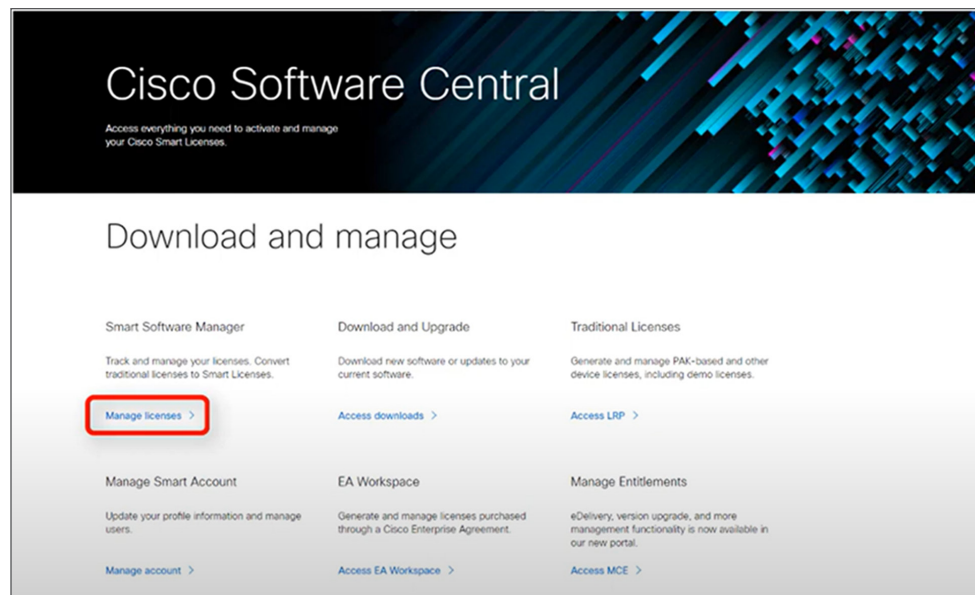
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

4. Follow the process to create a Smart Account.
5. If your ISE licenses are in your Smart Account, go to step 7.
6. If your legacy VM licenses are PAK licenses, convert your existing PAK licenses to Smart Licenses and deposit them in your Smart Account as described in the [“Convert Classic Licenses to Smart Licenses”](#) short video or you may navigate to Software.Cisco.com and follow the below steps.
 - a. Click on “Manage License” link



- b. Click on “convert to Smart licensing” link



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

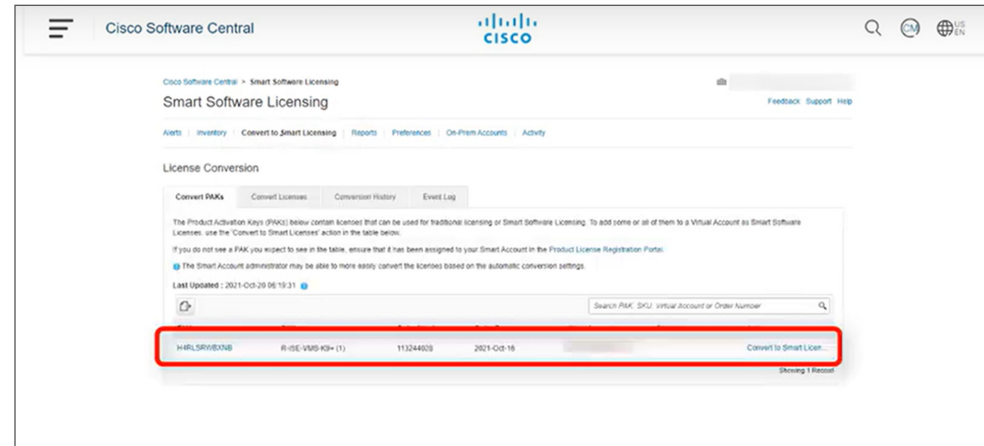
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

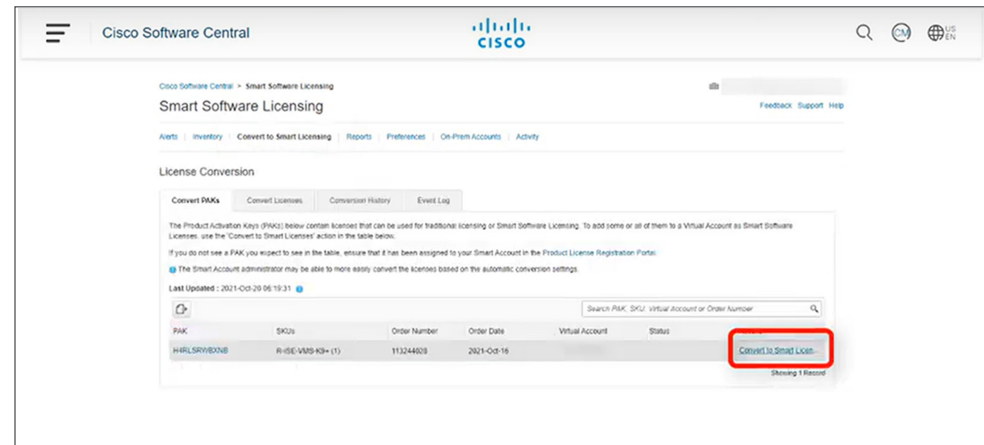
Migration for EA customers

Migration for Cisco DNA Premier EA customers

c. Select PAK file to convert.



d. Next, Click “convert to Smart Licensing” link



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

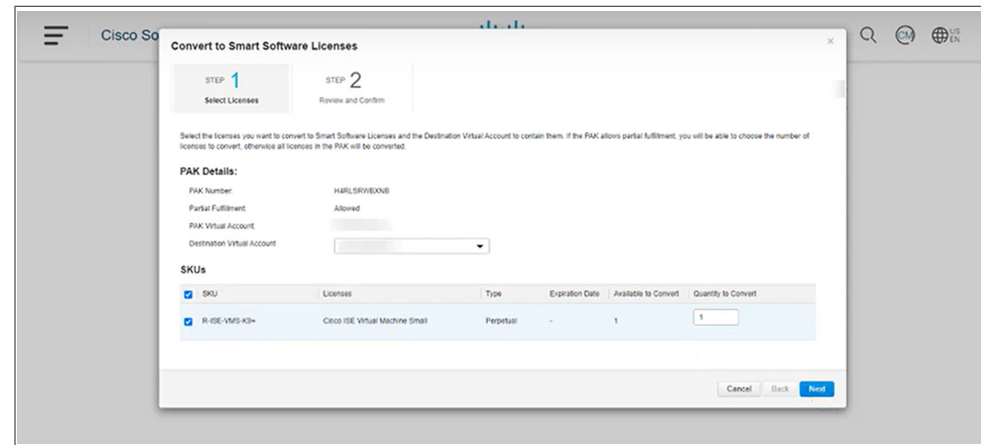
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

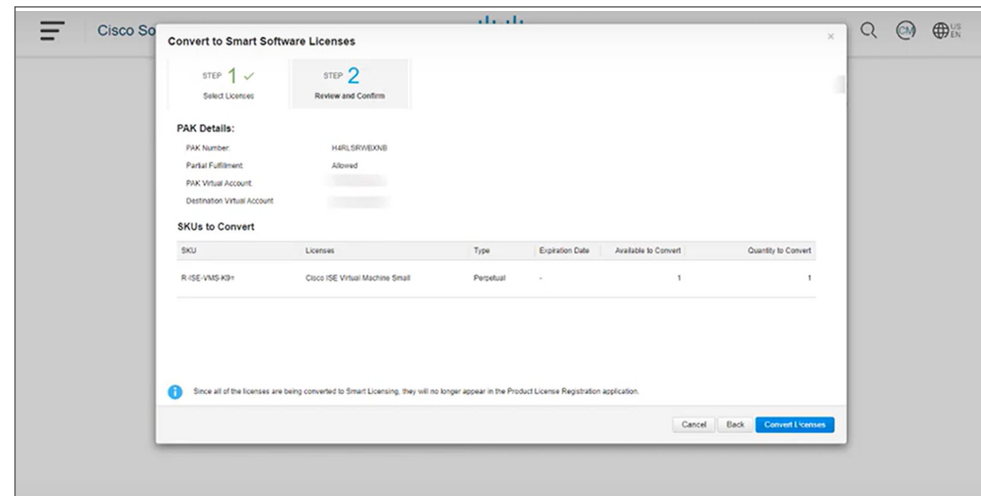
Migration for EA customers

Migration for Cisco DNA Premier EA customers

e. Once this window appears, select license from the PAK file, and click “Next”



f. Verify the license to convert and click “Convert Licenses”



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

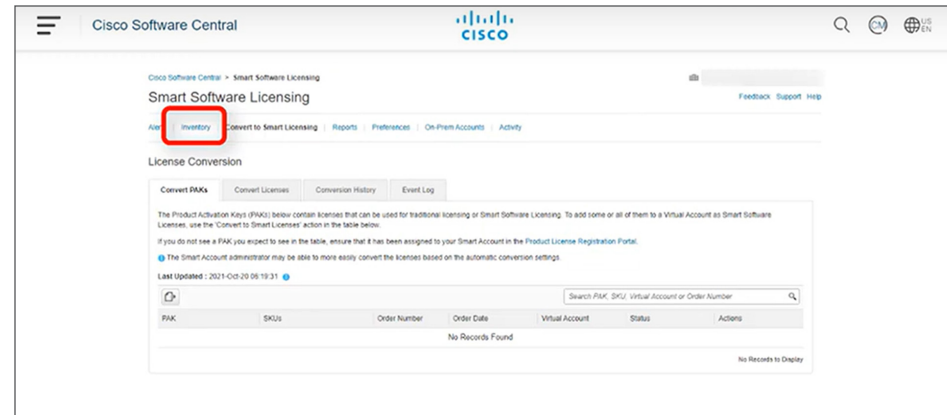
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

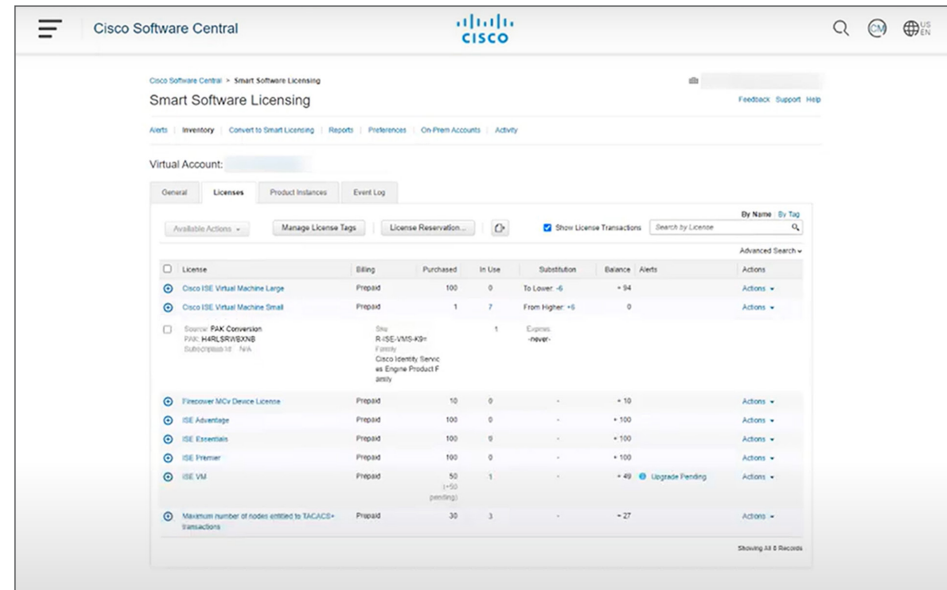
Migration for EA customers

Migration for Cisco DNA Premier EA customers

g. Once the PAK file has been converted, it will be deposited into the smart virtual account. Choose the “Inventory” link.



h. Click “Licensing” tab. Converted VM license will appear in the inventory. If expanded, the details shows that the license has been converted from a PAK, and the PAK serial number is also listed for verification.



i. You will now have your VM Small, VM Medium, and VM Large licenses in your Smart Account,

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

- Purchase the VM License Upgrade PID in [Cisco Commerce Workplace](#) by following the below steps. The Upgrade PID is L-ISE-VMC-UPG= and it's \$0. Note that the Upgrade PID works only with the legacy VM licenses.

SKU	Estimated Lead Time ⓘ	Unit List Price (USD)	Qty
Cisco Identity Services Engine Virtual Machine			
L-ISE-VMC-UPG= ISA	7 days	0.00	1 +
Cisco ISE VM Migration to Common from Legacy (S/M/L) Cisco Identity Services Engine Virtual Machine License Migration from Legacy (VMS/M/L) to Common ^ Less Information			

- Click on “Assign Smart Account”. Input your Smart and Virtual Account in the popup window. Then click “Assign”

The screenshot shows the Cisco Commerce Workplace interface for an order. At the top, there are navigation links like 'Open a Case', 'Training', and 'Support & FAQs'. The order details section includes: ORDER NAME: \$0 VM Upgrade SKU Order - TEST; PURCHASE ORDER #: 91853436; STATUS: Unsubmitted; SMART ACCOUNT: Assign Smart Account. Below this, there are tabs for 'Items', 'Discounts', 'Shipping and Install', 'Billing', and 'Review and Submit'. A message states: 'Federal preferences defined for this order will not be reflected in the corresponding quotes or estimates.' Another message says: 'This order contains an eligible Align Checklist product family. Please be sure to complete the align form before or during final review to help drive customer success.' The main table lists one item: '1.0 L-ISE-VMC-UPG= ISA' with a quantity of 1 and a price of 0.00. Below the item, there is a note: 'Cisco ISE VM Migration to Common from Legacy (S/M/L) more...' and 'End Customer Smart Account Required Assign Smart Account'. At the bottom, there are buttons for 'Check Local Validations', 'Save', and 'Save and Continue'.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

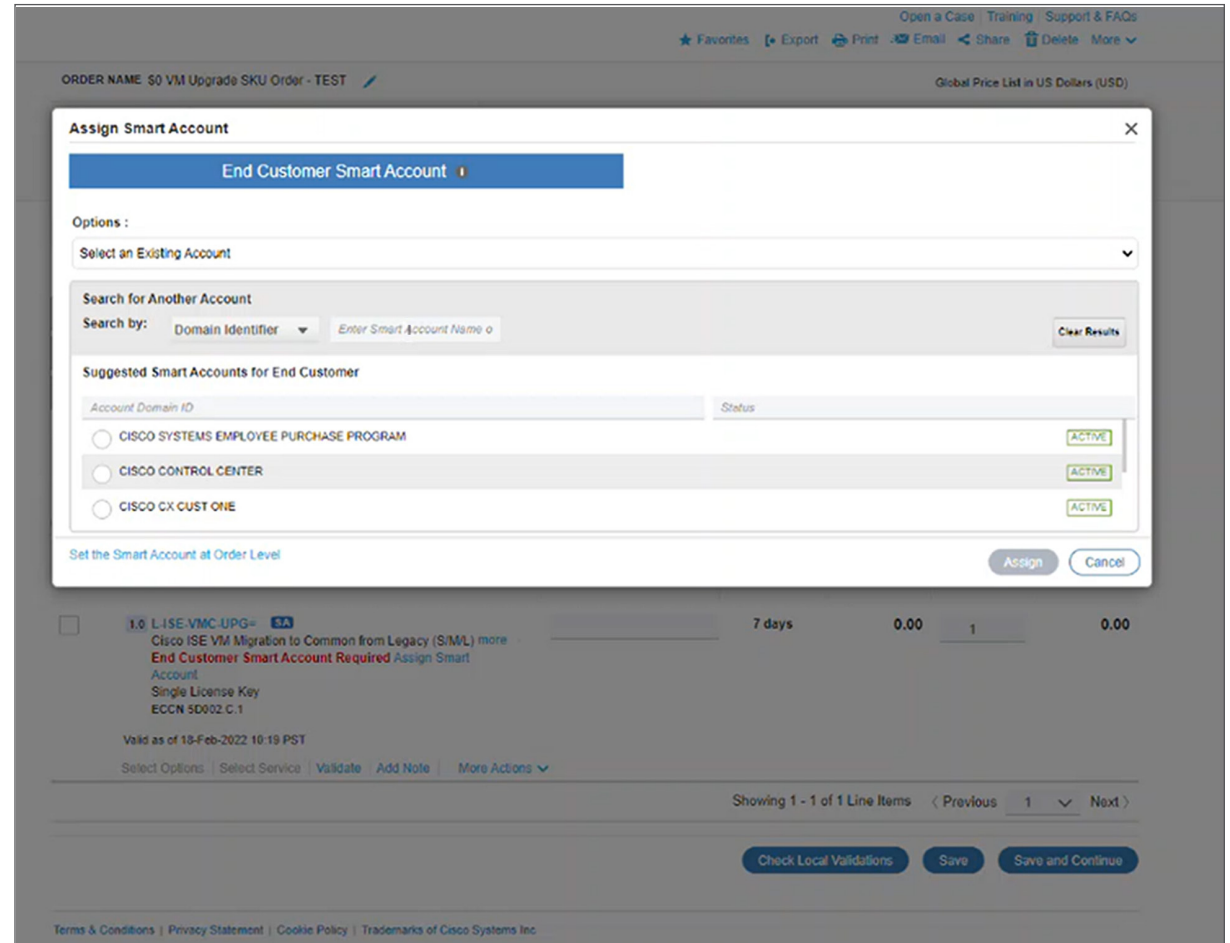
How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

b. Input quantity of licenses required. Then click “Save and Continue”

The screenshot displays the Cisco ISE Smart Licensing interface for an order. At the top, there are navigation links for 'Open a Case', 'Training', and 'Support & FAQs'. The order name is '50 VM Upgrade SKU Order - TEST' and the status is 'Unsubmitted'. The interface includes a table with order details such as 'PURCHASE ORDER #', 'WEB ORDER ID', 'CREATED BY', and 'LAST UPDATED BY'. Below this, there are tabs for 'Items', 'Discounts', 'Shipping and Install', 'Billing', and 'Review and Submit'. A 'Set preferences for this order' section contains buttons for 'Check Local Validations', 'Save', and 'Save and Continue'. A message indicates that federal preferences will not be reflected in quotes. A warning message states that the order contains an eligible Align Checklist product family. A success message confirms that items were added successfully. The main table lists the items, including '1.0 L ISE.VMC.UPG= SA' with a quantity of 1 and an estimated lead time of 7 days. The table also shows columns for 'P.O. Line Reference', 'Estimated Lead Time', 'Unit List Price (USD)', 'Qty', and 'Ext. List Price (USD)'. At the bottom, there are buttons for 'Check Local Validations', 'Save', and 'Save and Continue', along with a 'Showing 1 - 1 of 1 Line Items' indicator.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

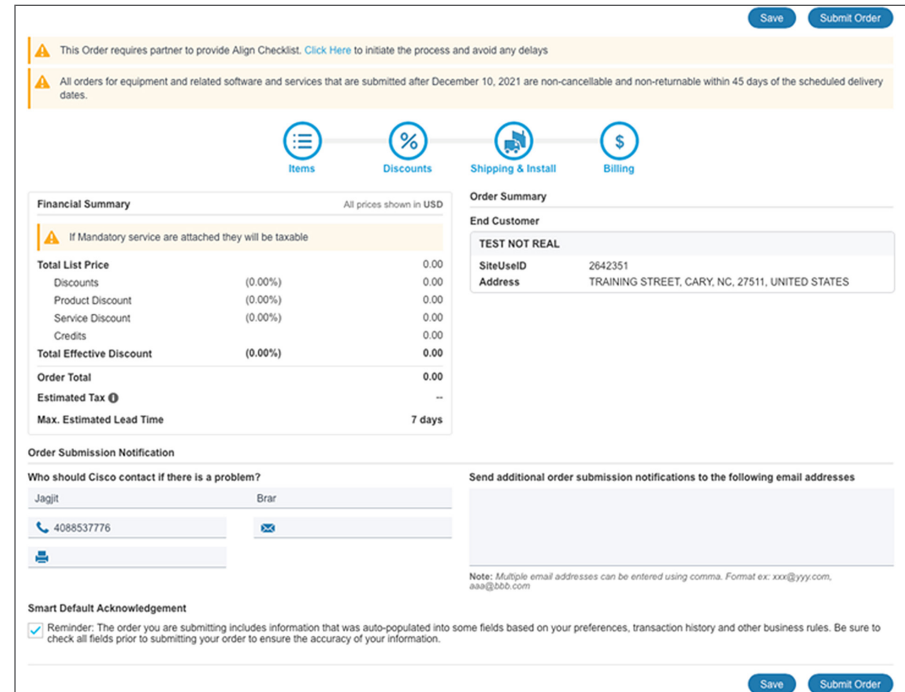
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

c. Review the summary order which will show \$0 owed. Then click “Submit Order”.



Financial Summary All prices shown in USD

Total List Price		0.00
Discounts	(0.00%)	0.00
Product Discount	(0.00%)	0.00
Service Discount	(0.00%)	0.00
Credits		0.00
Total Effective Discount	(0.00%)	0.00
Order Total		0.00
Estimated Tax		--
Max. Estimated Lead Time		7 days

Order Summary

End Customer

TEST NOT REAL
 SiteUseID 2642351
 Address TRAINING STREET, CARY, NC, 27511, UNITED STATES

Order Submission Notification

Who should Cisco contact if there is a problem?

Jagrit Brar
 4086537776

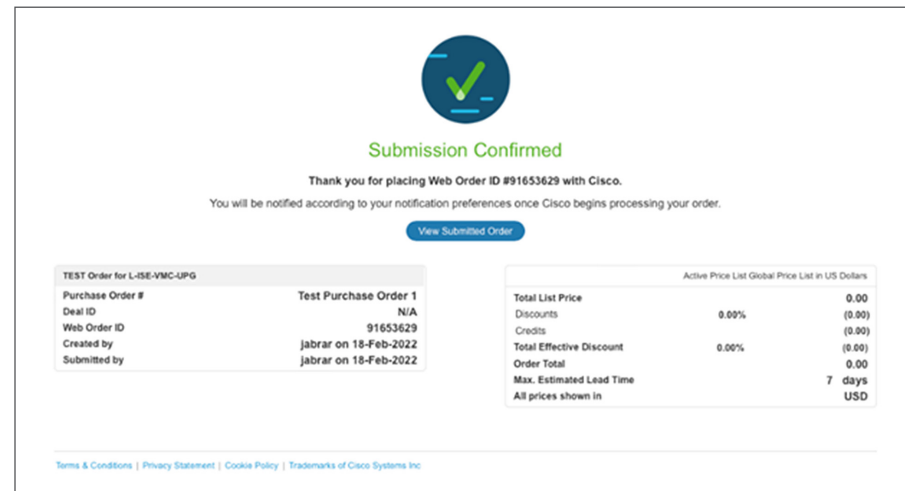
Send additional order submission notifications to the following email addresses

Note: Multiple email addresses can be entered using comma. Format ex: xxx@yyy.com, aaa@bbb.com

Smart Default Acknowledgement

Reminder: The order you are submitting includes information that was auto-populated into some fields based on your preferences, transaction history and other business rules. Be sure to check all fields prior to submitting your order to ensure the accuracy of your information.

d. A popup window confirms order submission.



Submission Confirmed

Thank you for placing Web Order ID #91653629 with Cisco.
 You will be notified according to your notification preferences once Cisco begins processing your order.

[View Submitted Order](#)

TEST Order for L-ISE-VMC-UPG	
Purchase Order #	Test Purchase Order 1
Deal ID	N/A
Web Order ID	91653629
Created by	jabrar on 18-Feb-2022
Submitted by	jabrar on 18-Feb-2022

Active Price List Global Price List in US Dollars		
Total List Price		0.00
Discounts	0.00%	(0.00)
Credits		(0.00)
Total Effective Discount	0.00%	(0.00)
Order Total		0.00
Max. Estimated Lead Time		7 days
All prices shown in		USD

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Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

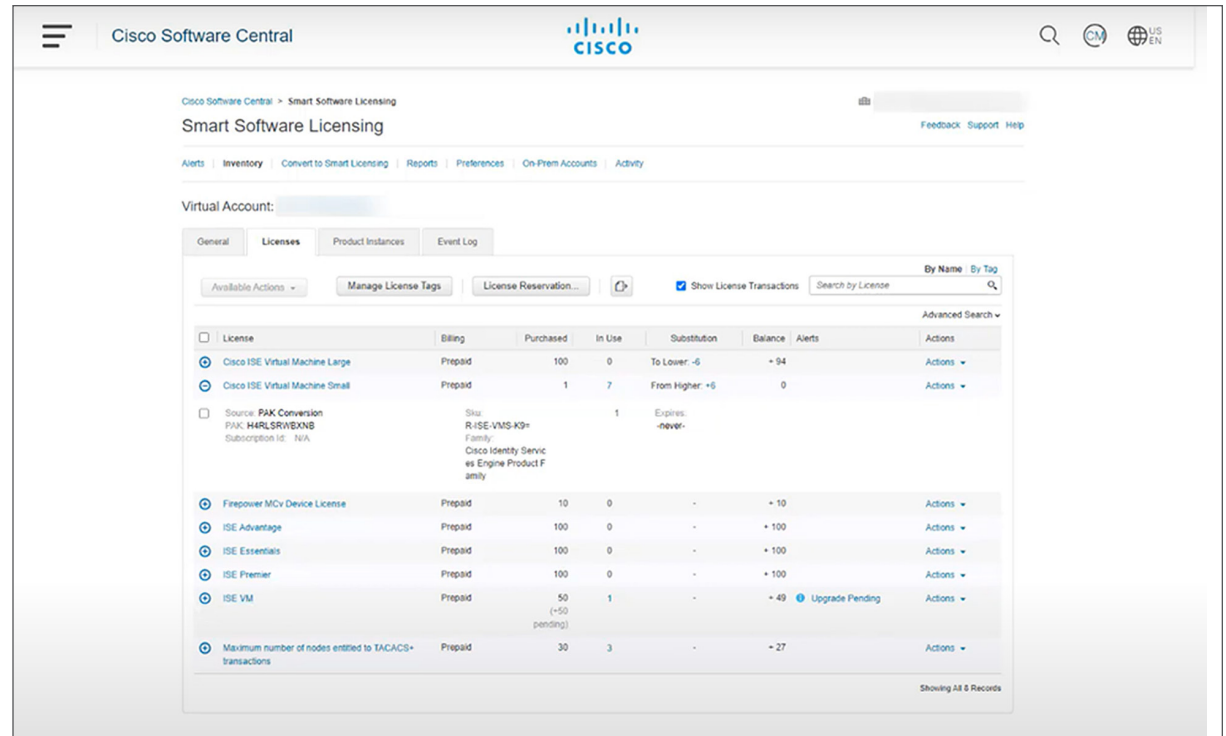
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

- If you have trouble in purchasing upgrade PID via CCW, contact GLO Team to get the licenses manually deposited in customer's smart account.
- Go to "License" under "Inventory" in [Cisco Smart Software Management](#).
- Under the ISE VM row, expanded details show the inventory of VM Common licenses pending with "Upgrade Pending" link.



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

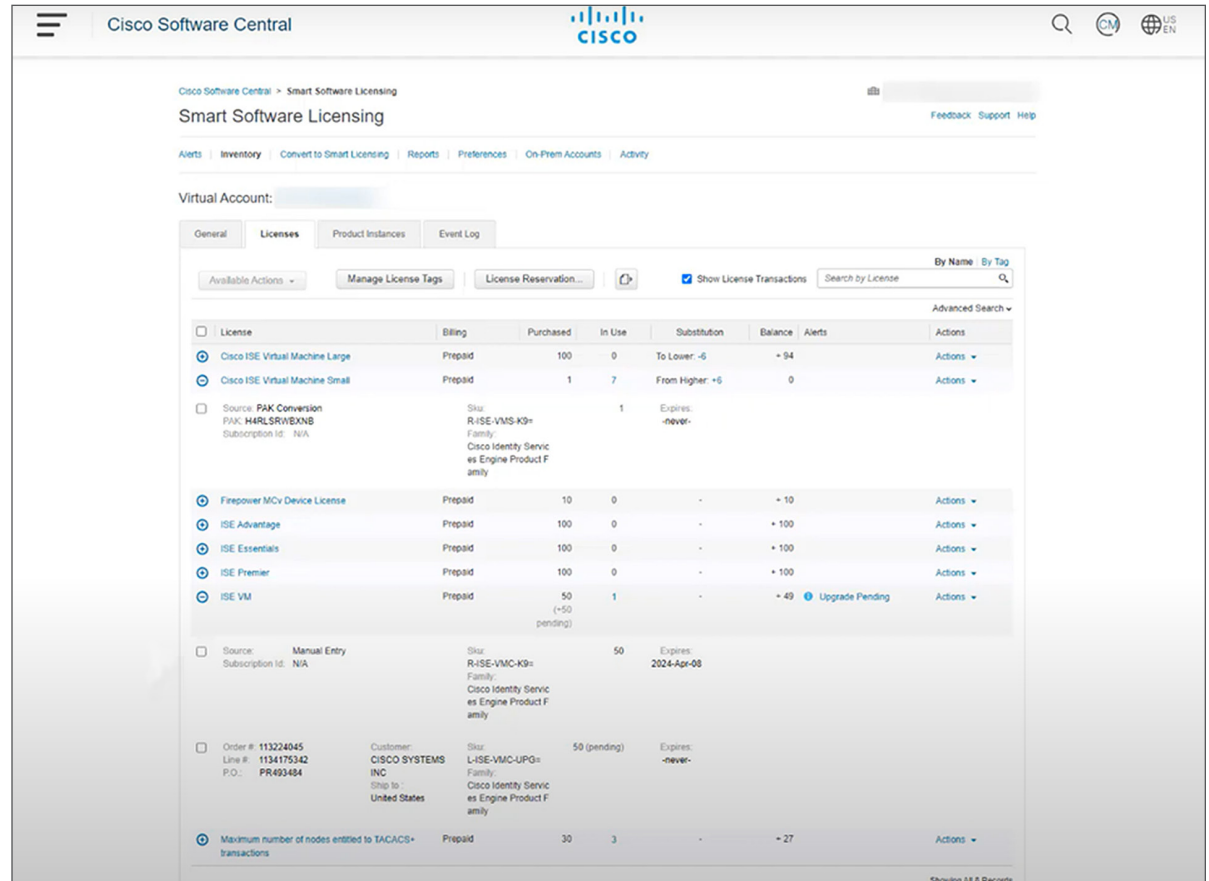
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

11. If expanded, the details will show the inventory of VM common licenses and VM common upgrade licenses with the upgrade licenses listed as pending. From here, select the action dropdown.



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

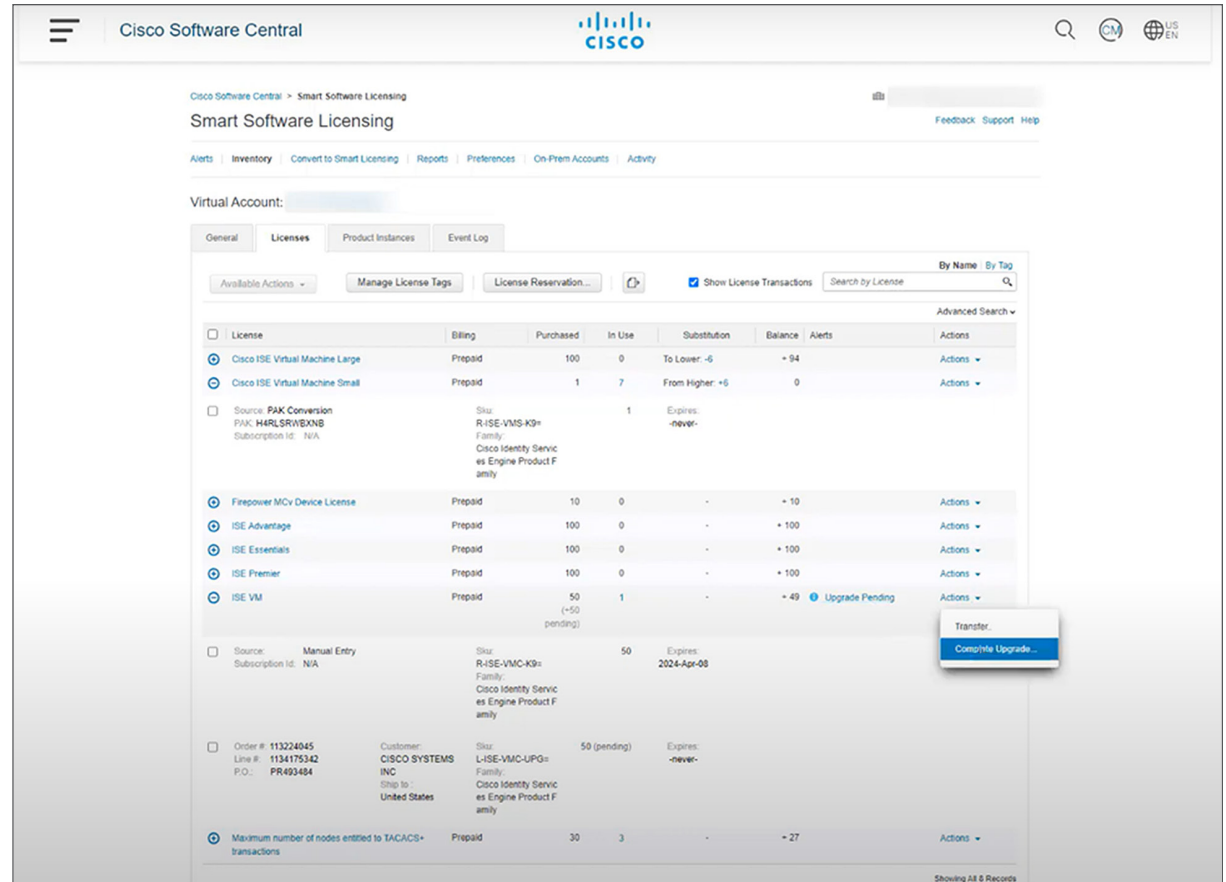
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

12. Choose “complete upgrade”



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

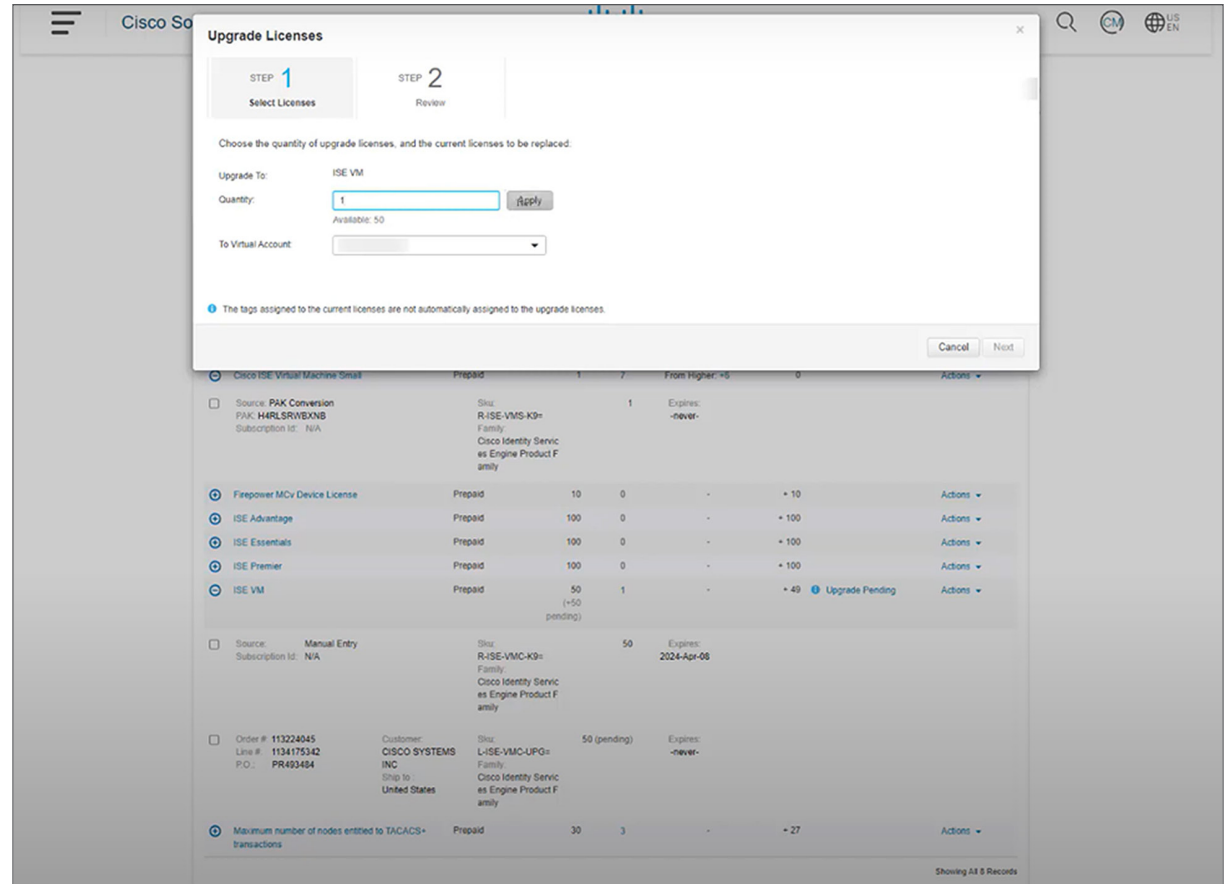
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

13. Input the quantity of licenses to be upgraded and click “Apply”.



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

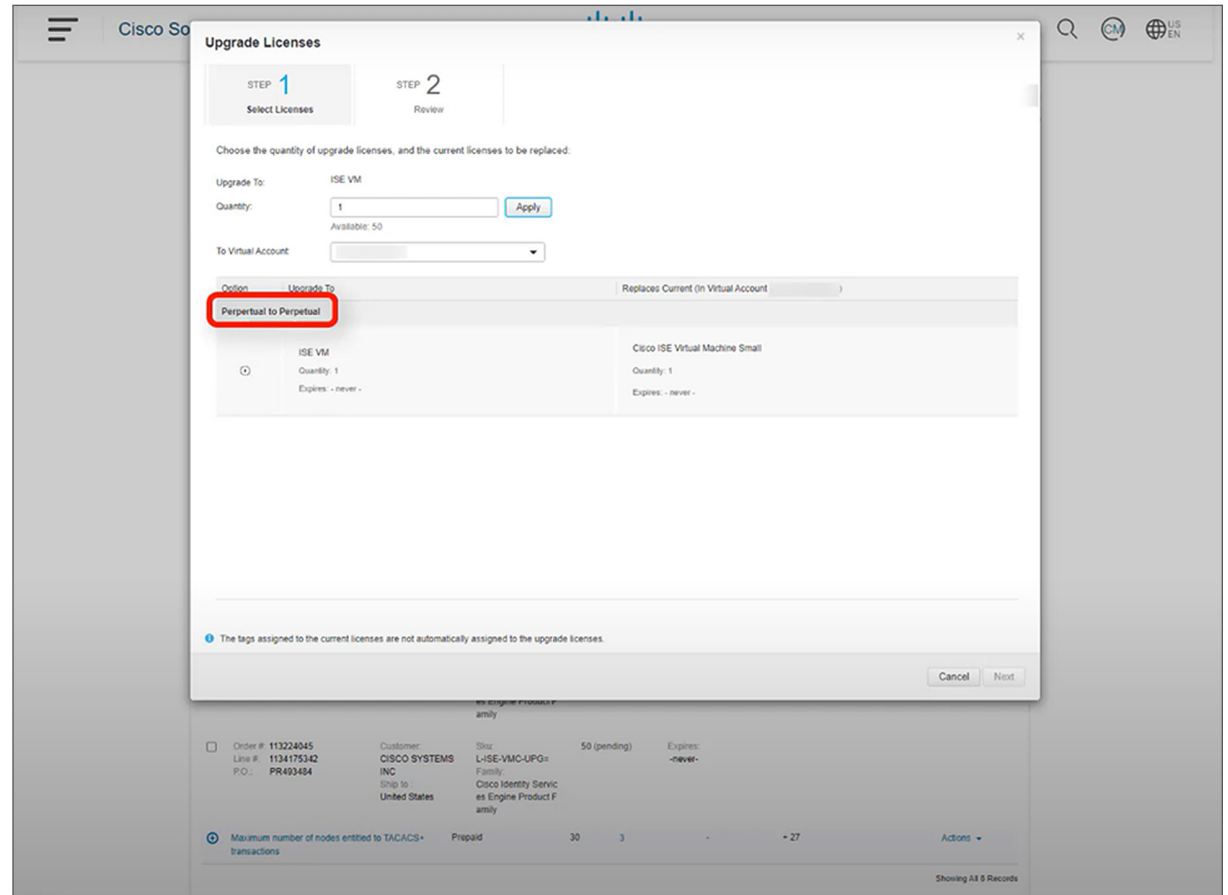
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

- On this screen, an option to choose “Perpetual to Perpetual” to ISE VM from ISE VM Small is shown. Select and click “Next”



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

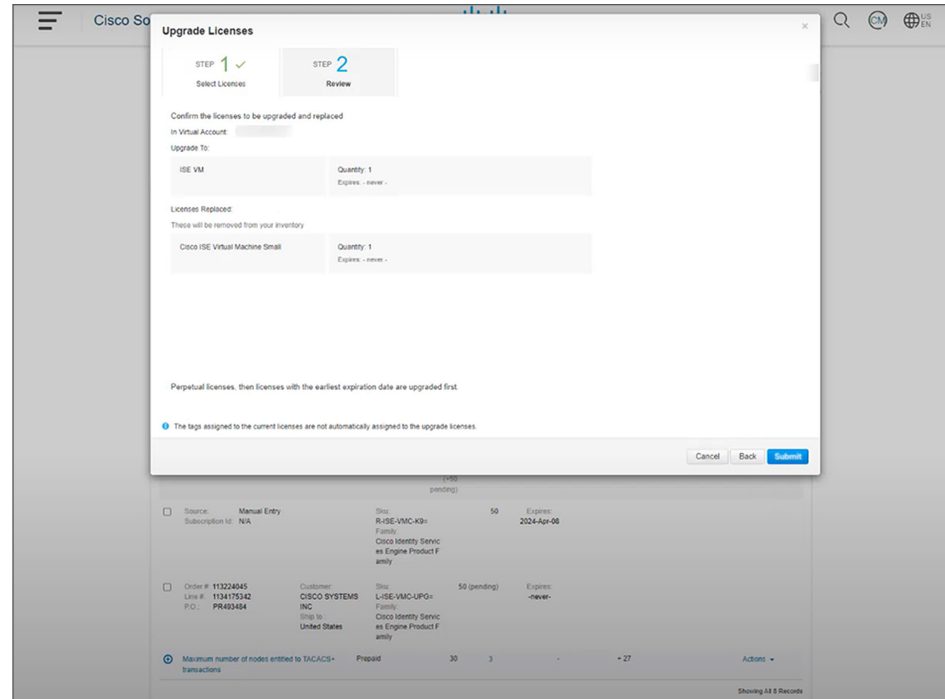
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

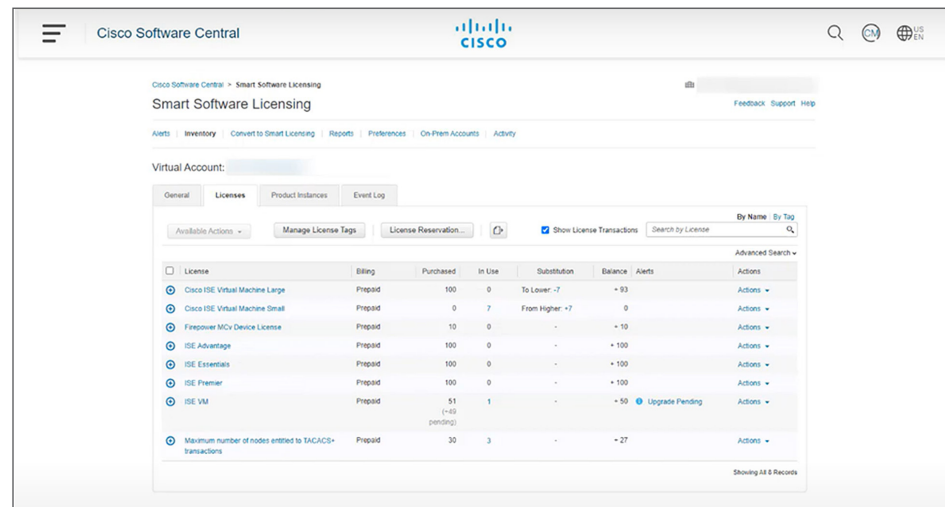
Migration for EA customers

Migration for Cisco DNA Premier EA customers

15. Review the license upgrade and click “Submit”



16. The change in quantity of ISE VM license and VM Small license will be reflected.



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

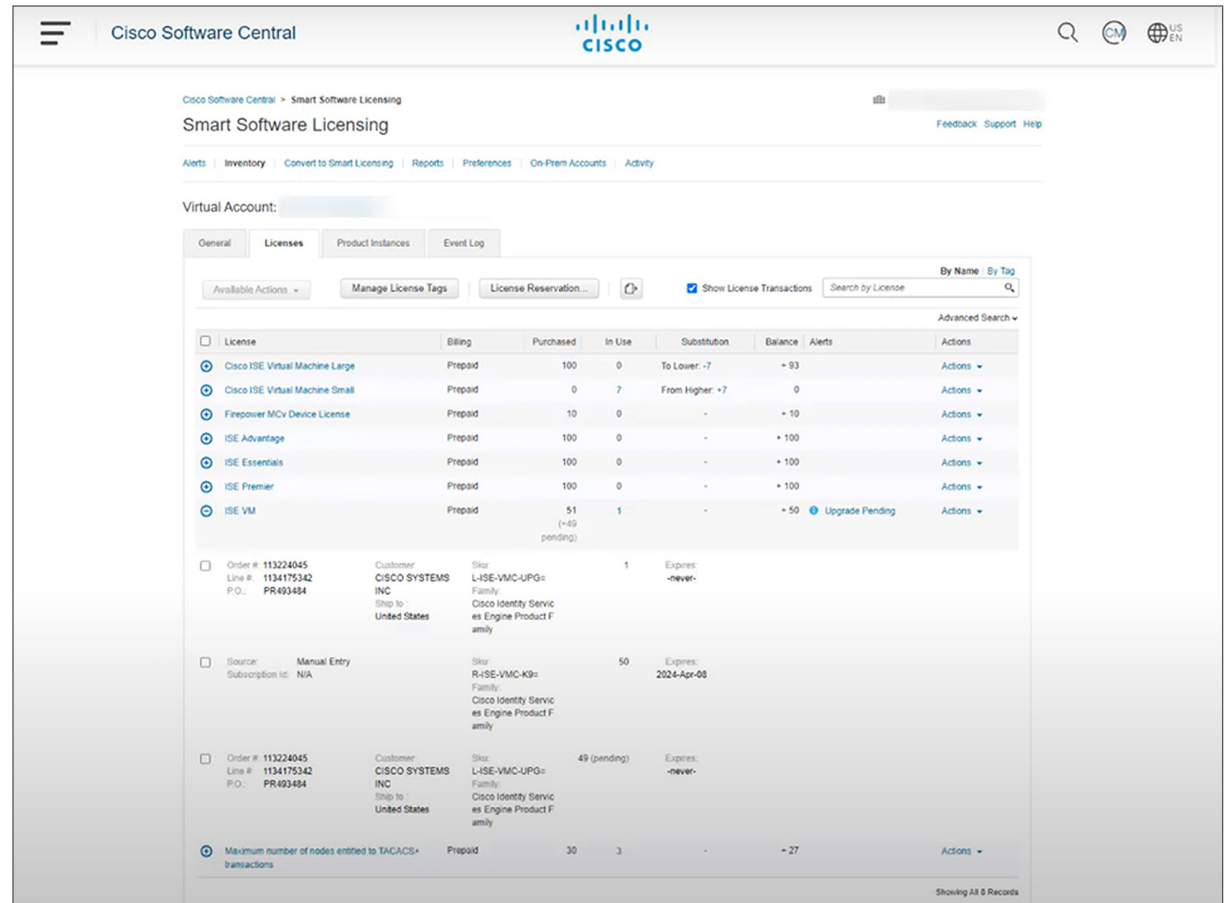
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

- The quantity of pending upgrade will also decrease in line with the quantity of license upgrade inputted. Expanded ISE VM entry shows the additional item from the upgrade which has just been completed.



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

- On the ISE licensing page, VM Small, Medium, and Large license are listed. Once the VM common license is used by the system, a single entry will be shown for the ISE VM license.

The screenshot shows the Cisco ISE Administration - System page, specifically the Licensing section. The page title is 'Administration - System'. The navigation menu includes Deployment, Licensing (selected), Certificates, Logging, Maintenance, Upgrade, Health Checks, Backup & Restore, Admin Access, and Settings.

The main content area is titled 'Cisco Smart Licensing'. It contains the following information:

- Cisco Smart Licensing**: A note stating that Smart Licensing does not require PAK-based registration and is easy to register, activate, and use. It also mentions the Cisco Smart Software Manager portal.
- UDI Details**:
 - Product Identifier (PID): ISE-VM-K9
 - Version Identifier (VID): V01
 - Serial Number (SN): GK08JGJNL6
 - License Type: (blank)
- Choose Registration Details**: A note about acquiring pre-purchased license entitlements and choosing between Permanent License Reservation and Specific License Reservation.
- Smart Licensing Registration**: A list of radio buttons for registration options:
 - Smart Licensing Registration
 - Permanent License Reservation
 - Specific License Reservation
- Registration Details**: A link to expand this section.
- Licenses**: A section with instructions to select relevant licenses and click 'Enable' to acquire pre-purchased license entitlements, or 'Disable' to release unused entitlements. A 'Refresh' button is also present.
- Licenses Table**: A table with columns: License, Status, Compliance, Consumption Count*, Days Out of Compliance, and Last Authorization.

License	Status	Compliance	Consumption Count*	Days Out of Compliance	Last Authorization
Tier					
<input type="checkbox"/> Essential	Enabled	Released Entitlement	0	-	-
<input type="checkbox"/> Advantage	Enabled	Released Entitlement	0	-	-
<input type="checkbox"/> Premier	Enabled	Released Entitlement	0	-	-
<input type="checkbox"/> Device Admin	Enabled	Released Entitlement	0	-	-
Virtual Appliance					
ISE VM License	Enabled	In Compliance	1	-	Oct 20, 2021 04:56:40 AM

- After the migration is completed, you can upgrade your ISE deployment to ISE 3.1.

What will happen to existing legacy VM licenses

Customers who are on ISE 2.X and ISE 3.0 can continue to use the legacy VM licenses until the end-of-life date of the licenses. They also can migrate the legacy VM licenses to the VM Common license and stay on ISE 2.X or ISE 3.0.

Table 1. Virtual Machine License Use-Cases

License on release		Pre-2.4 release	Release 2.4, 2.6, 2.7, and 3.0	Release 3.1 and later
VM license	New (VM Common: R-ISE-VMC-K9=)	Licensed with smart licensing enforcement		
	Legacy (VM Large: R-ISE-VML-K9=) (VM Medium: R-ISE-VMM-K9=) (VM Small: R-ISE-VMS-K9=)	Licensed with no enforcement	Licensed with PAK and smart licensing enforcement	License migration to Common is required
	Old (R-ISE-10VM-K9=) (R-ISE-5VM-K9=) (R-ISE-VM-K9=)	Licensed with no enforcement	License migration to Legacy or Common is required(*)	License migration to Common is required(*)

(*) Note that you can't directly upgrade your old VM license to the VM Common license. You must upgrade it to the VM Medium license first.

Downgrade from the VM Common license to the legacy VM licenses

Downgrade is not available. However, customers can use the VM Common license for ISE 3.0 and later. In this case, the VM Common license will work as the VM Large license does.

Note that the VM Common license supports only Smart Licensing, and you need to replace the VM Common PID with the legacy VM PID if you want to go back to Classic Licensing by opening a case with the GLO team.

Support associated with the legacy VM licenses

When customers upgrade the version of their legacy VM to VM Common license, they can continue to receive support based on the support contract purchased on legacy VM license PID. They can renew the support until the legacy VM license PID is EOL and reaches last date of service renewal per the EOL bulletin. There is no support migration. For seamless support, the customer should request the legacy VM PID to be replaced with the desired VM PID in order to renew and receive support.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

Pre-ISE 2.4 release to VM Common license

Customers with the old VM license (i.e., R-ISE-10VM-K9=) cannot directly migrate the VM license to the VM Common license. They must migrate it to the VM Medium license, first. To do so, email licensing@cisco.com with the sales order numbers that reflect the ISE VM purchase and your Cisco ID.

PART II. Smart Licensing in ISE 3.0 and later

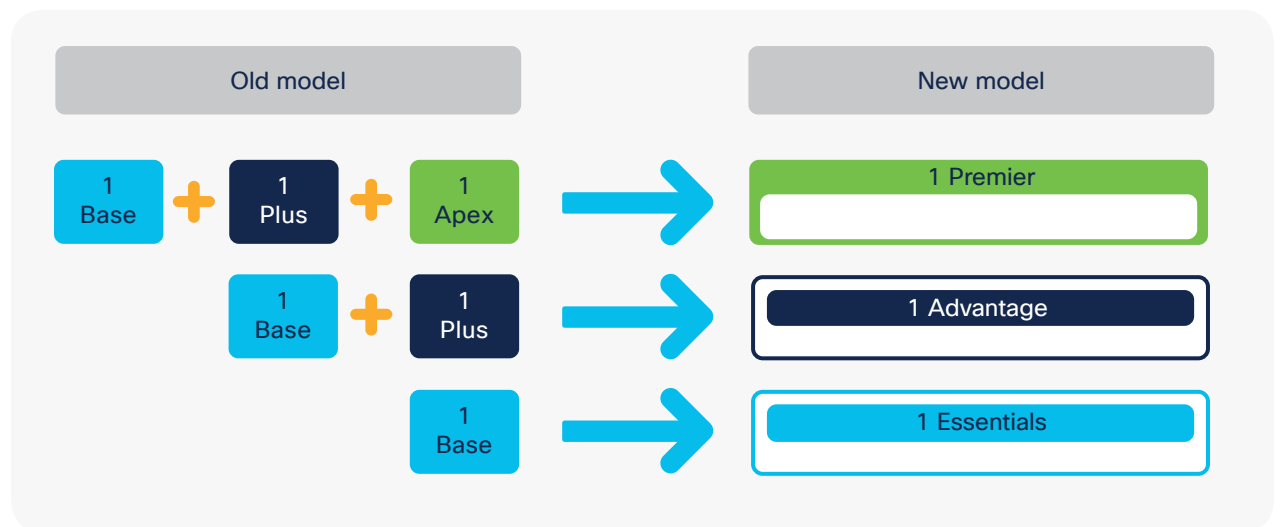
Evaluating ISE 3.0

Like all ISE deployments, ISE 3.0 can be deployed in a lab setting with the included 90-day evaluation license on your Smart Licensing portal. You can test ISE 3.0 prior to upgrading your entire network, ensure Smart Licensing is working as planned, and then upgrade your production deployment.

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

When converting existing licenses to the new scheme, the licenses will be migrated using the following rules. While functionality will be retained across licenses, notice that the license count might be different to what the Base/Plus/Apex license count is, and that all licenses will have an expiry date:

Figure 1. Conversion of older model to new model showing 1-1 correspondence
(Note: Feature to license mapping can be found in the [Cisco ISE Ordering Guide](#))



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

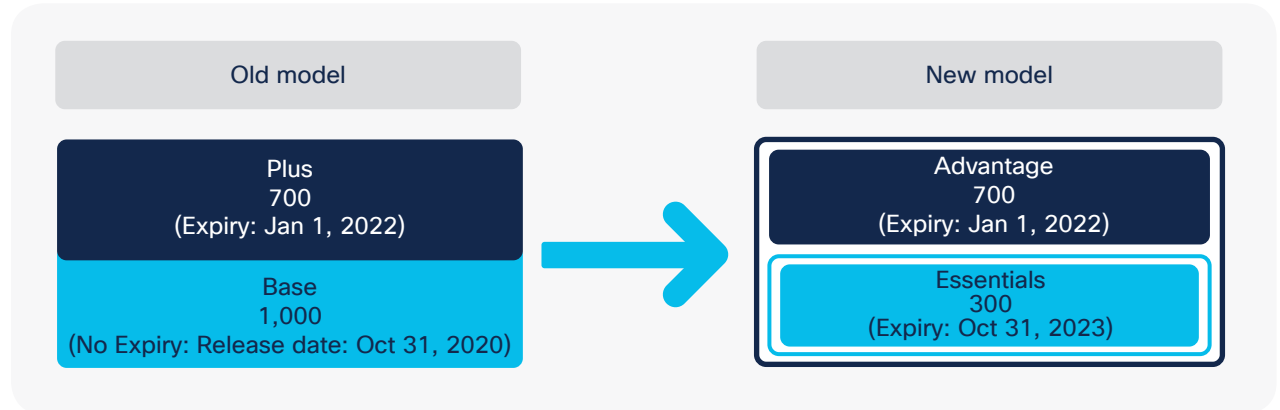
Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

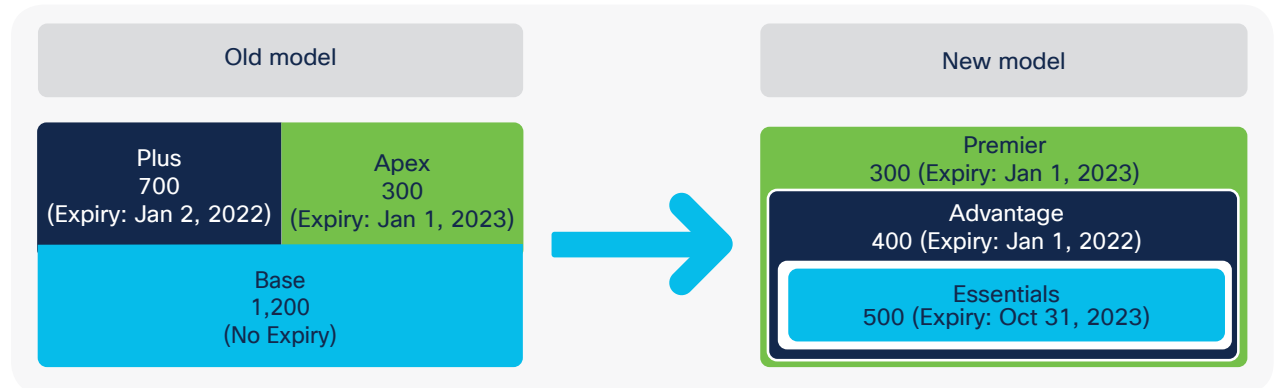
Example 1: Base and Plus conversion

Figure 2. Example showing an older model with Base and Plus licenses



Example 2: Base, Plus, and Apex conversion

Figure 3. Example showing an older model with Base, Plus, and Apex licenses



Note: Because the Cisco ISE Essentials, Advantage, and Premier licenses are term based, your existing Base licenses will be converted to term-based Essentials licenses that will expire on the set date of October 31, 2023. Each Plus and Base license converted to a Cisco ISE Advantage license will expire on the same date that your Plus license would have expired, and similarly, each Apex, Plus, and Base license converted into a Cisco ISE Premier license will expire on the date of Plus or Apex, whichever is the longest.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

As can be seen in Figure 3 above, if the existing Plus license expires on January 1, 2022, the existing Apex licenses expire on January 1, 2023, and the new converted licenses' expiry dates will be as follows:

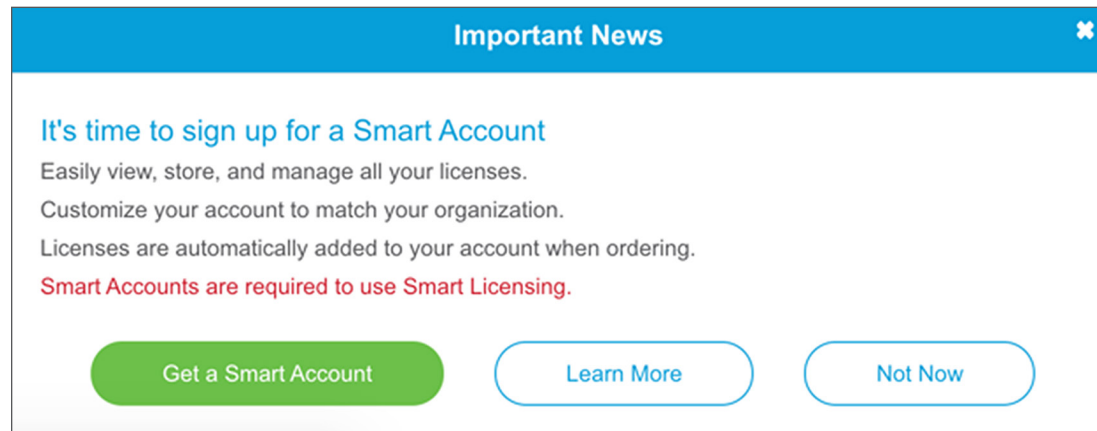
- **300 Premier licenses** (300 Apex + 300 Plus + 300 Base) expiring on January 1, 2023
- **400 Advantage licenses** (remaining 400 Plus + 400 Base) expiring on January 1, 2022
- **500 Essentials licenses** (remaining 500 Base) expiring on October 31, 2023

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

Migrating to the new licensing scheme requires simple steps to convert your existing PAK licenses to Smart Licenses. ISE will reach out to the Smart Licensing Portal and will enable features and capabilities based on what licenses are available on the portal. As a result, ISE needs network connectivity to reach the CSSM. ISE currently does not support PLR, Satellite (On-Premises SSM), or SLR, and support for PLR and Satellite will be introduced soon on the 3.0 release.

Customers should take the following steps to migrate from their existing Base, Plus, and Apex licenses to the new Essentials, Advantage, and Premier licenses:

1. If you have a Smart Account, log in to that account and go to step 5.
2. If you do not have a Smart Account, you will need to create one by navigating to [Cisco Software Central](#).
3. From the Important News popup window, click "Get a Smart Account."



Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

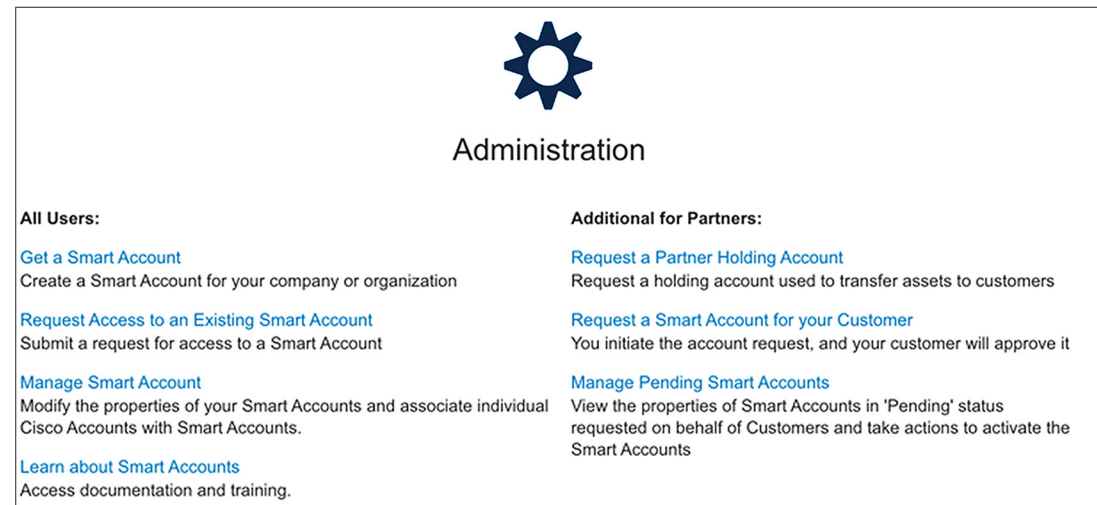
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

Another option is to click “Request a Smart Account” in the Administration area on this page.



The screenshot shows the Administration page in the Cisco ISE interface. At the top center is a gear icon and the word "Administration". Below this, there are two columns of links. The left column is titled "All Users:" and contains four links: "Get a Smart Account" (Create a Smart Account for your company or organization), "Request Access to an Existing Smart Account" (Submit a request for access to a Smart Account), "Manage Smart Account" (Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts), and "Learn about Smart Accounts" (Access documentation and training). The right column is titled "Additional for Partners:" and contains three links: "Request a Partner Holding Account" (Request a holding account used to transfer assets to customers), "Request a Smart Account for your Customer" (You initiate the account request, and your customer will approve it), and "Manage Pending Smart Accounts" (View the properties of Smart Accounts in 'Pending' status requested on behalf of Customers and take actions to activate the Smart Accounts).

4. Follow the process to create a Smart Account.
5. If your ISE licenses are in your Smart Account, go to step 7.
6. If you have PAK licenses, convert your existing PAK licenses to Smart Licenses and deposit them in your Smart Account as described in the “[Convert Classic Licenses to Smart Licenses](#)” short video.
7. Navigate to the [Support Case Management System](#) to request conversion from Base/Plus/Apex licenses to the new Essentials/Advantage/Premier licenses.
8. Select “Security Related Licensing” under “CSSM & LRP Issues” and click “OPEN CASE.”

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

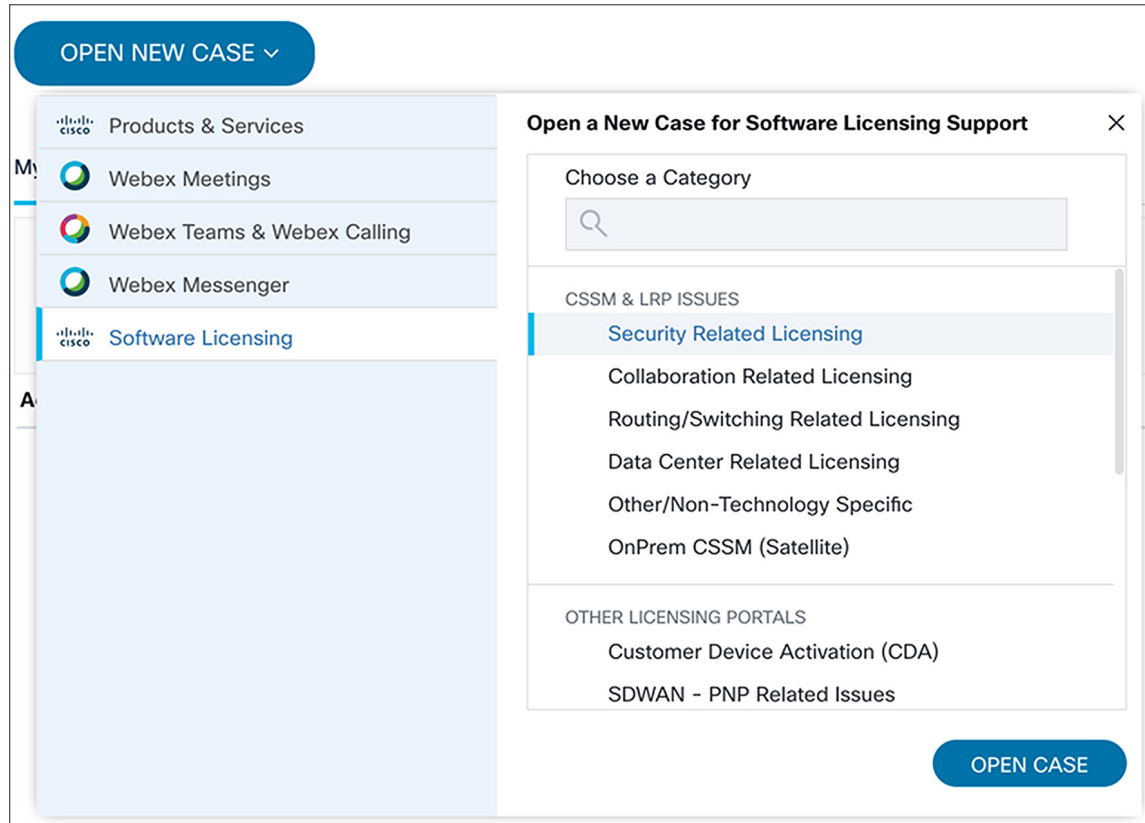
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

Figure 4. Security related licensing



The screenshot shows a web interface for opening a new case. At the top left is a blue button labeled "OPEN NEW CASE". Below it is a list of products and services: "Products & Services", "Webex Meetings", "Webex Teams & Webex Calling", "Webex Messenger", and "Software Licensing". The "Software Licensing" option is selected. To the right, a modal window titled "Open a New Case for Software Licensing Support" is open. It has a search bar and a list of categories. Under "CSSM & LRP ISSUES", "Security Related Licensing" is selected. Other categories include "Collaboration Related Licensing", "Routing/Switching Related Licensing", "Data Center Related Licensing", "Other/Non-Technology Specific", and "OnPrem CSSM (Satellite)". Under "OTHER LICENSING PORTALS", there are "Customer Device Activation (CDA)" and "SDWAN - PNP Related Issues". A blue "OPEN CASE" button is at the bottom right of the modal.

- In the "Title" field, add a note that you are requesting migration from ISE Base/Plus/Apex to ISE Essentials/Advantage/Premier.
- In the "Problem Description" field, provide your Smart Account ID as created in the previous steps, in which the conversion should occur. Provide the license types (Base, Plus, and/or Apex), the license expiry date for each, and the license count for each license that you want to convert to the new licenses.
- Select "Open Case" and submit the case.
- The Cisco Global License Operations team will migrate your existing Smart License(s) to the new ISE licensing scheme.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

13. After the migration is completed, you can upgrade your ISE deployment to ISE 3.0.

14. Ensure you configure the above virtual account in ISE so it can connect to the Smart Licensing portal and correctly consume licenses. For more information on configuring Smart Licensing for ISE 2.7, refer to [CISE Admin Guide 2.7](#) and for ISE 3.0, refer to [CISE Admin Guide 3.0](#).

Note: ISE provides a 90-day grace period with Smart Licensing. This is a cumulative counter so it will continue from the total number of evaluation days you have used prior to the 3.0 release.

Note: Some features in ISE have moved to a new license. The license structure, given the nested doll model, provides the customers the entitlement for all the features that are nested. Please reach out to your Cisco account team if you have any questions on the migration.

How to renew existing ISE Base, Plus, and/or Apex licenses

Customers who are on ISE 2.X software can continue to renew existing ISE Base, Plus, and/or Apex licenses until the [end-of-sale](#) date for those licenses. There is no need to migrate to the new Essentials, Advantage, or Premier licenses in this scenario. If you do plan to upgrade to Cisco ISE 3.0 and you plan on renewing after Cisco ISE Base, Plus, and Apex licenses are no longer available for purchase, you will be required to go through the migration process as specified above so that PAK licensing is transitioned to Smart Licensing (if not already using Smart Licensing).

Rolling back from ISE 3.0 to the ISE 2.X release

In terms of licenses, a rollback from 3.0 to a 2.X version would mean that the ISE deployment will require the ISE Base, Plus, and/or Apex licenses. In this scenario, follow the process outlined below to convert from the ISE Essentials, Advantage, and Premier licenses back to ISE Base, Plus, and Apex licenses:

1. Log in to your Smart Account and navigate to the [Support Case Management System](#) to request conversion from the new Essentials/Advantage/Premier licenses to the old Base/Plus/Apex licenses.
2. Select “Security Related Licensing” under “CSSM and LRP Issues” and click “OPEN CASE.”

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

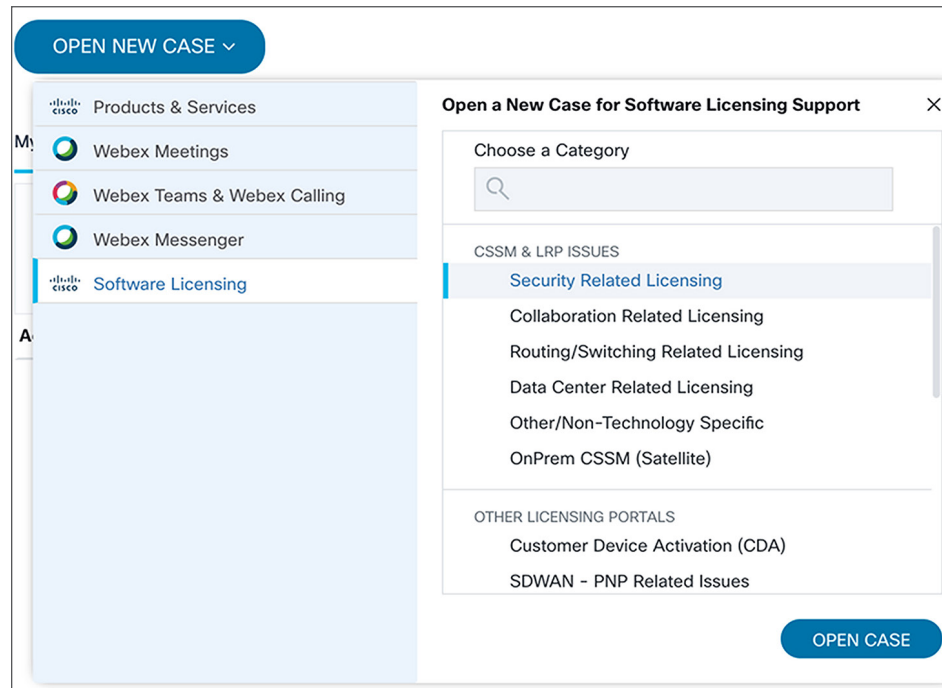
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

Figure 5. Security related licensing



3. In the “Title” field, add a note that you are requesting a conversion from ISE Essentials/Advantage/Premier to ISE Base/Plus/Apex.
4. In the “Problem Description” field, provide your Smart Account ID, in which the conversion should occur. Provide the license types, the expiry dates for the licenses, and the license count you want to convert to the old licenses.
5. The Cisco Global License Operations team will migrate your new Smart License(s) to the Base/Plus/Apex licensing scheme.
6. Ensure you configure the above virtual account in ISE so it can connect to the Smart Licensing portal and correctly consume licenses that have been converted to the new ISE license types. Check the Licensing page on the ISE admin portal to confirm that ISE is connected to the CSSM.

Contents

Overview

PART I. VM Common license in ISE 3.1

Evaluating ISE 3.1

How are licenses converted from legacy VM licenses to the VM Common license?

How to migrate from the legacy VM Small, Medium, and Large licenses to VM Common licenses

What will happen to existing legacy VM licenses

Downgrade from the VM Common license to the legacy VM licenses

Support associated with the legacy VM licenses

Pre-ISE 2.4 release to VM Common license

PART II. Smart Licensing in ISE 3.0 and later

Evaluating ISE 3.0

How are licenses converted from Base, Plus, and Apex to Essentials, Advantage, and Premier licenses?

How to migrate from old Cisco ISE Base, Plus, and Apex licenses to new Cisco ISE Essentials, Advantage, and Premier licenses

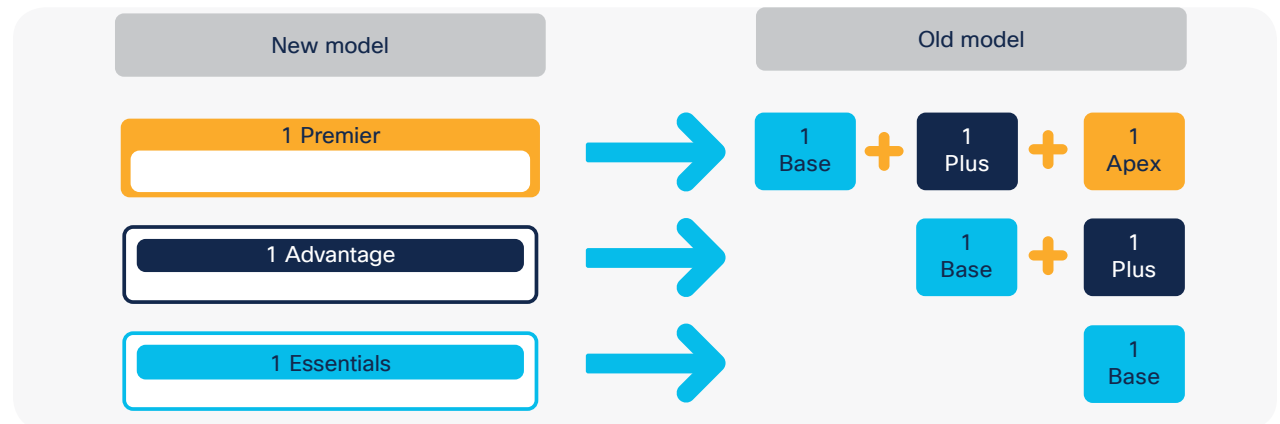
How to renew existing ISE Base, Plus, and/or Apex licenses

Rolling back from ISE 3.0 to the ISE 2.X release

Migration for EA customers

Migration for Cisco DNA Premier EA customers

When Essentials, Advantage, and Premier are converted to the Base, Plus, and Apex licenses, they will be converted to the corresponding terms, including the Base license. The conversion will be as shown:



Migration for EA customers

Customers who purchased old ISE licenses through the EA program might have their own expiry dates for each license as per EA terms. EA terms will be honored, and customers can continue to enjoy new ISE licenses after migrating from the old licenses until the original expiry date under the EA program. Essentials licenses converted from Base will expire on the later date, between EA term end date and October 31, 2023.

Security Choice EA customers need to finalize migration to ISE 3.0 via change subscription capability on CCW once it is available in the April 2020 timeframe. EA workspace will be updated only after a customer changes their subscription on CCW.

The EAWS consumption view, displays only the licenses generated from the EA portal. The EAWS works unidirectional, that is licenses converted will directly be deposited into CSSM. In the current state of EAWS portal, it won't know if the ISE Base/Plus have been converted to ISE-Advantage later, which is outside it's parameter. The EAWS portal will still display generated ISE-Base/Plus, as ISE 3.0 has not been added to EA program.

Migration for Cisco DNA Premier EA customers

DNA Premier EA customers should follow the same migration process as non-EA customers by following the ISE Migration guide. The migration to ISE 3.0 for DNA EA customers is same as transactional ISE customers. Please note that the conversion of ISE 2.x to 3.0 happens in the smart account and their entitlements/consumption quantities in EAWS do not change.