



Cisco Email and Web Security Solutions

Legacy IronPort Appliance
Integration

Q & A

Introduction

This document is a compilation of frequently asked questions regarding the Legacy IronPort Appliance Integration. The Question and Answers sheet is separated into three sections, with numerous sub-sections contained therein. Please refer to the table of contents for specific information and document navigation: all sections may also be accessed directly via bookmarks in the left-hand navigation pane.

We have compiled this document to help ease your transition throughout the integration process. The document is extensive, covering everything from tools and processes to integration timelines. Please note that this document was designed in conjunction with Cisco IronPort Appliance Integration training and related collateral. It should not be used to replace these, but rather to build off and further inform them.

Please use this document as a first line of inquiry. For any questions not covered by the Question and Answer sheet, contact your Cisco account team directly.



Contents

Introduction	2
General Integration	5
Products & Services	8
Discounts	8
Service Offer Integration and Early Orderability	8
Platinum Plus Program End-of-Sales	8
Cisco Technical Services	8
Cisco Advanced Services	9
Pricing	9
Channel Partner Strategy	9
Service Delivery	9
Return Materials Authorization (RMA)	9
Warranty	10
New Product Dead on Arrival (DOA)	10
End of Life	10
Licensing	10
Cisco Tools for Quoting and Ordering	10
Service Agreement Migration	10
Service Agreement Content	10
Service Contract Migration Mapping	11
Service Agreement Management	11
Additional Information	11
Cisco Commerce Workspace	29
Cisco Email and Web Security Solutions	29
Cisco Commerce Workspace General Questions	29

Configurations in Cisco Commerce Workspace.....	30
Quoting in Cisco Commerce Workspace.....	30
Ordering in Cisco Commerce Workspace	30
Deal Management in Cisco Commerce Workspace	30
Cisco Service Contract Center	37
Engagement & Issue Resolution	40
Training	42
Channel Partner Program	44
 Specialization/Certifications.....	44



General Integration

- Q. What does the IronPort Global Price List (GPL) integration consist of?
- Q. Will other IronPort products be integrated?
- Q. What are the benefits of integrating IronPort non-hosted products and solutions to the Cisco GPL now?
- Q. Why are the old IronPort products now called "Cisco Email and Web Security Appliance, Software and Related Services?"
- Q. What is the integration timeline?
- Q. How do I complete an order for both products and services?
- Q. What Cisco tools and processes will be used?
- Q. What is early orderability?
- Q. If I'm not already a Cisco partner, how do I register w/Cisco?

Q. What does the IronPort Global Price List (GPL) integration consist of?

A. Cisco IronPort® Email and Web Security appliances, software, and related services, will be listed on the Cisco price list. Additionally, IronPort active service agreements will be migrated, and support will be available through the Cisco Technical Assistance Center. This will not include Cisco IronPort® and ScanSafe Cloud, Hybrid, and Managed Email and Web Security solutions, which will remain on the IronPort price list.

Q. Will other IronPort products be integrated?

A. Cisco IronPort® and ScanSafe Cloud, Hybrid, and Managed Email and Web Security solutions will not be migrated at this time.

Q. What are the benefits of integrating IronPort non-hosted products and solutions to the Cisco GPL now?

A. Cisco has enabled Software Subscription capabilities within their quoting and ordering application, enabling the integration of IronPort non-hosted products to the Cisco Global Price List. This will allow our partners and distributors to align to Cisco systems, tools, support, programs, and award-winning service delivery.

Q. Why are the old IronPort products now called “Cisco Email and Web Security Appliance, Software and Related Services?”

A. Per Cisco’s rebranding effort, all IronPort products will now be referred to as “Cisco Email and Web Security”. Please refer to the [Ordering Guide](#) for additional information regarding the new offerings.

Q. What is the integration timeline?

A. Effective November 26, 2012, Cisco® Email and Web Security solutions, formerly Cisco IronPort® Email and Web Security appliances, software, and related services, will be migrated to the Cisco price list. These products will no longer be available via Legacy IronPort ordering tools.

Q. How do I complete an order for both products and services?

A. Please refer to the [ordering guide](#) for detailed instructions. Additional information on the ordering process will be available in Legacy IronPort Cisco Commerce Workspace Scenario Training and Legacy IronPort Cisco Commerce Workspace Scenario Training.

Q. What Cisco tools and processes will be used?

A. Cisco Commerce Workspace (CCW) will be the primary tool used to quote and order IronPort products. The Cisco Services Contract Center (CSCC) will be used to process renewals and manage contracts.

Q. What is early orderability?

A. Early orderability is a milestone targeted for select distributors, partners, and customers. It is the product phase when service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools, along with hardware and software products. Early orderability is scheduled for September 17, 2012.

Q. If I'm not already a Cisco partner, how do I register w/Cisco?

A. To obtain a Cisco.com identification, please provide the following link to your participants for registration:
<https://tools.cisco.com/RPF/register/register.do>

1. Sign the Cisco Indirect Channel Partner Agreement (ICPA)
2. Register the needed employees with Cisco at <https://tools.cisco.com/RPF/register/register.do>

Next, associate registered users to your company using the following steps:

1. Launch Partner Self Service, using your Cisco.com ID and password:
www.cisco.com/web/partners/tools/partner_self_service_info.html
2. Choose: Associate Myself with a Company

3. Search for your company
4. Select the country where your company is located.
5. Enter all or part of your company name. The application will return the search results.
6. Select the company name.
7. Identify a location to associate yourself to the specific location in the database.
8. Verify and update your information
9. Click next and the request is submitted.

Your Administrator is responsible for approving this company association request. After approval, a confirmation email notification is sent to the requester



Products & Services

- Q. What are the Cisco IronPort Email and Web Security Non-Hosted Product Families?
- Q. How will I order Cisco Email and Web Security integrated products?
- Q. What are my contractual purchase and resale relationship options?
- Q. How do I get access to not-for-resale products for my staff, lab, or demo center?
- Q. How would I enable Try & Buy for a prospective customer?

Discounts

- Q. Will discounting for content security products work in the same manner as for other Cisco products?
- Q. Will I still receive the same discounts on Cisco Email and Web Security products and services?
- Q. Will the incumbent partner discount for renewals continue after the integration?
- Q. For products, how do I apply for incremental, deal-specific, value-added discounts?
- Q. How do I get special pricing or pricing overrides for both products and services?

Service Offer Integration and Early Orderability

- Q. How will the legacy IronPort non-hosted product and service offerings be integrated into the Cisco Email and Web Security solutions portfolio?
- Q. What services are included with the Cisco Email and Web Security Solutions?
- Q. What is the software subscription support that is included with the Cisco Email and Web Security solutions?
- Q. How do partners or customers check their entitlement for their software subscription support?
- Q. Are all software updates included with the Email and Web Security solutions?

Platinum Plus Program End-of-Sales

- Q. Why is the Platinum Plus Program being discontinued?
- Q. How will customers benefit from this change?
- Q. What operate services are included in Cisco Focused Technical Support (FTS) services?
- Q. What optimize services are included in Cisco Security Optimization Services?
- Q. How will the cost of the above Cisco services compare to Platinum Plus support costs?
- Q. When can I begin purchasing FTS and SOS services?

Cisco Technical Services

- Q. What are the benefits of the Cisco technical and advanced services that correspond to legacy IronPort services?
- Q. How will IronPort Professional Services offerings be integrated into the Cisco Technical and Advanced Services portfolio?

Cisco SMARTnet

- Q. What is Cisco SMARTnet?
- Q. What is included with Cisco SMARTnet?
- Q. Why should a customer buy Cisco SMARTnet support services?
- Q. Are email and web security operating system software updates included with the Cisco SMARTnet contract?
- Q. Are email and web security software feature updates included with the Cisco SMARTnet contract?
- Q. How can you purchase SMARTnet services?

Cisco Focused Technical Support Service

- Q. **What is Cisco Focused Technical Support (FTS)?**
- Q. **What is included with each of the three different high-touch service levels with Cisco FTS?**
- Q. **How can I purchase FTS and TSOM services?**

Cisco Advanced Services

Cisco Security Optimization Service

- Q. **What is Cisco Security Optimization Service?**
- Q. **What is included with the Security Optimization Service?**
- Q. **How can you purchase the Cisco Security Optimization Service?**

New Fixed Price Security Services

- Q. **What are the new fixed priced service offers for Cisco security?**
- Q. **How do I order the fixed price services for Cisco security?**
- Q. **How are the services delivered?**
- Q. **What are the discounting rules for security fixed price SKUs:**
- Q. **Where are the SKUs for these fixed price services?**

Pricing

- Q. **When will services be available on the price list?**
- Q. **Will pricing for the new offers be different under the Cisco portfolio?**
- Q. **My customer is interested in financing their purchase. Does Cisco offer financing services?**

Channel Partner Strategy

- Q. **What is Performance Metrics Central?**
- Q. **Will migrated IronPort service agreements be part of PMC metrics?**
- Q. **What is the Cisco Services Partner Program?**

Service Delivery

- Q. **What is the Cisco Technical Assistance Center?**
- Q. **What service does the Cisco TAC offer?**
- Q. **How does a partner or customer open a case with Cisco TAC?**
- Q. **How do I get a Cisco.com user ID?**
- Q. **How does the Cisco TAC prioritize support service requests?**
- Q. **What support is provided through Cisco.com?**
- Q. **What are the problem severity levels and associated responses?**
- Q. **What is the escalation process?**

Return Materials Authorization (RMA)

- Q. **How will customers get a return materials authorization (RMA) for defective products after Cisco orderability?**
- Q. **When will Cisco start providing support for RMA?**
- Q. **Will RMAs continue to ship with preinstalled software keys?**
- Q. **Who is responsible for updating the site addresses?**
- Q. **What happens if the site addresses are incorrect?**
- Q. **Does Cisco provide a prepaid airway bill for RMA returns?**

- Q. I received a replacement unit from Cisco Service Supply Chain for an RMA. However, the unit is dead on arrival (DOA). How do I get another replacement unit?
- Q. I opened a TAC case and an RMA was created before the contract migration date. How is this RMA handled?

Warranty

- Q. What is the Cisco warranty?
- Q. What are the warranty terms for Cisco Security products?
- Q. How will warranty end dates be calculated for migrated records?

New Product Dead on Arrival (DOA)

- Q. I purchased a product from Cisco (not IronPort) with Cisco product IDs that was delivered recently. This newly shipped product was dead on arrival (DOA). What process should I follow for a replacement?
- Q. I purchased a product using the legacy IronPort (not Cisco) process with IronPort product IDs that was delivered recently. This newly shipped product was dead on arrival (DOA). What process should I follow for a replacement?

End of Life

- Q. How is product “end of life” handled?
- Q. What IronPort products and services have been discontinued?

Licensing

- Q. Will newly purchased email and web security products continue to ship with preinstalled software?
- Q. What if partners or customers want to upgrade the software on an installed IronPort product?
- Q. How will I get assistance with software licensing issues for installed IronPort products?

Cisco Tools for Quoting and Ordering

- Q. What Cisco tools are used for email and web security products quoting and ordering?
- Q. What tools do partners use to order the Cisco Email and Web Security Services?
- Q. How do partners access support for services quoting, ordering, and renewals?

Service Agreement Migration

- Q. Will this integration include service agreement and support migration?
- Q. When will IronPort partners migrate to Cisco’s tools and processes?
- Q. When will IronPort service agreements be migrated to Cisco tools?
- Q. What service agreements will be migrated?
- Q. What will not be migrated?
- Q. Is end customer information required for service orders and renewals?
- Q. What will happen with Try and Buy agreements that have not been converted to a purchase and still have time left?
- Q. How will warranty end dates be calculated?
- Q. What happens to multiyear agreements?

Service Agreement Content

- Q. What is the key difference between my Cisco service agreements and my IronPort service agreements?
- Q. Are my serial numbers going to be the same?

- Q. Are my service agreement contract numbers going to be the same?
- Q. Will legacy data specific to IronPort be added to existing Cisco service agreements?
- Q. What do I do if I do not see a serial number that I should have access to on my service agreement?
- Q. How will historical information (dates, version numbers, etc.) for active service agreements be migrated?

Service Contract Migration Mapping

- Q. How will legacy IronPort service contracts map to Cisco service contracts?

Service Agreement Management

- Q. Who will be handling my service agreements at Cisco?
- Q. What data is required to create a service renewal quote?

Additional Information

- Q. Describe the available user manuals and product documentation.
- Q. Where can I go for more information?

Q. What are the Cisco IronPort Email and Web Security Non-Hosted Product Families?

A. The following product families will be transitioned into Cisco Global Price List as of November 26, 2012:

Table 1. Summary of product family transitions into the Cisco Global Price List

Product Family	Description
Web Security Appliances (WSA)	S-Series hardware, subscriptions, and services
Email Security Appliances (ESA)	C-Series and X-Series hardware, subscriptions, and services
Security Management Appliances (SMA)	M-Series hardware, software, and services

Q. How will I order Cisco Email and Web Security integrated products?

A. Post integration, 1-Tier Partners will need to order Cisco Email and Web Security products through Cisco Commerce Workspace (for new orders) and Cisco Service Contract Center (for renewals). In addition, they can choose to purchase through Distributors. 2-Tier Resellers must purchase through a Cisco authorized distributor.

Q. What are my contractual purchase and resale relationship options?

A. You should receive a letter stating your contractual purchase relationship with Cisco on or around August 20th. If you have not received this letter, please contact your Cisco Account Manager.

Q. How do I get access to not-for-resale products for my staff, lab, or demo center?

A. For more information on the not-for-resale program, please visit:
http://www.cisco.com/web/partners/incentives_and_promotions/nfrp.html.

Q. How would I enable Try & Buy for a prospective customer?

A. Partners will use Cisco Commerce Workspace to quote and order an evaluation purchase using the Try&Buy SKUs. Please use the Part Number Mapping Tool available on ironport.com/partners to identify the appropriate SKUs. A purchase order will be necessary to complete the transaction.

Q. What are the new SKUs?

A. All the products and services moving to the Cisco Global Price List will have new SKUs. To help you map the previous Cisco IronPort SKUs to the new Cisco Email and Web Security SKUs, please see the Part Number Mapping tool on ironport.com/partners.

Discounts

Q. Will discounting for content security products work in the same manner as for other Cisco products?

A. Yes. Partners who purchase direct from Cisco use Cisco Commerce Workspace (CCW) which applies discounts based on the partner's certification and specialization. If the customer requires additional discounting, work with your Cisco sales representative for special pricing. Indirect partners negotiate discounts with their distributor.

Q. Will I still receive the same discounts on Cisco Email and Web Security products and services?

A. Partners purchasing directly from Cisco for resale purposes are granted discounts and rebates based on their Cisco specialization, Cisco certification, and deal registration. Indirect resellers can qualify for rebates, but must negotiate pricing with their chosen distributor.

Q. Will the incumbent partner discount for renewals continue after the integration?

A. No. Cisco standard processes do not grant a discount to incumbent partners for renewal orders.

Q. For products, how do I apply for incremental, deal-specific, value-added discounts?

A. The Cisco Resale Channel Program features many incentives and promotions. Please visit http://www.cisco.com/web/partners/incentives_and_promotions/index.html. Contact your Cisco sales representative if you have questions on whether a sales opportunity qualifies you for an extra discount.

Q. How do I get special pricing or pricing overrides for both products and services?

A. Please contact your Cisco sales representative to request special pricing.

Service Offer Integration and Early Orderability

Q. How will the legacy IronPort non-hosted product and service offerings be integrated into the Cisco Email and Web Security solutions portfolio?

A. The legacy IronPort bundles with Platinum service included hardware, software, and hardware and software support. Platinum Plus service included additional operational and optimization support services. The newly designed Cisco product and service solution will give you the opportunity to choose a combination of hardware, software, and services to meet your business needs. Refer to Tables 1 and 2 for details.

Table 2. Comparison of legacy IronPort bundles and the newly designed Cisco product and service solution

IronPort Hardware Appliance Solutions with Platinum Service	Cisco Products and Services
Software Subscription	Cisco Email and Web Security Solution (includes software and software subscription support)*
Platform Software	
Software Content Support	
Hardware	Cisco Hardware
Hardware Support	Cisco SMARTnet® Service
IronPort Hardware Appliance Solution with Platinum Plus Service	Cisco Products and Services
Software Subscription	Cisco Email and Web Security Solution (includes software and software subscription support)*
Platform Software	
Software Content Support	
Hardware	Cisco Hardware
Hardware Support	Cisco SMARTnet Service
Operate Support	Cisco Focused Technical Support/Technical Support Operations Management
Optimize Support	Security Optimization Service

*See Table 2 for the list of the new Cisco Email and Web Security Solutions.

Table 3. Email and Web Security Solutions

IronPort Solution Bundles	Cisco Email and Web Security Solutions
Antispam, Antivirus and Outbreak Filters Email SW Bundle, 1 Year License Key, XXXX Mailboxes	Cisco Email Security Inbound Includes: Antivirus, Antispam, Outbreak Filters, Software Support



DLP and Encryption Email SW Bundle, 1 Year License Key, XXXX Mailboxes	Cisco Email Security Outbound Includes: Data Loss Prevention, Encryption, Software Support
Antispam, Antivirus, Outbreak Filters, DLP and Encryption Email SW Bundle, 1 Year License Key, XXXX Mailboxes	Cisco Email Security Premium Includes: Antivirus, Antispam, Outbreak Filters, Data Loss Prevention, Encryption, Software Support
Web Usage Controls and Web Reputation Essentials SW Bundle, 1 Year License Key, XXXX Users	Cisco Web Security Essentials Includes: Web Usage Controls, Web Reputation, Software Support
Sophos and Webroot Antimalware SW Bundle, 1 Year License Key, XXXX Users	Cisco Web Security Antimalware Includes: Web Reputation, Antivirus, Antimalware, Software Support
Web Usage Controls, Web Reputation, Sophos and Webroot Antimalware Premium SW Bundle, 1 Year License Key, XXXX Users	Cisco Web Security Premium Includes: Web Usage Controls, Web Reputation, Antivirus, Antimalware, Software Support
Centralized Email Reporting, Message Tracking, Spam Quarantine, Policy Management 1 Year License Key, XXXX Users	Cisco Email Security Management Includes: ESA Management and Reporting, Software Support
Centralized Web Reporting, Policy and Configuration Management 1 Year License Key, XXXX Users	Cisco Web Security Management Includes: WSA Management and Reporting, Software Support

Q. What services are included with the Cisco Email and Web Security Solutions?

A. The Cisco Email and Web Security Solutions include software and software subscription support.

Q. What is the software subscription support that is included with the Cisco Email and Web Security solutions?

A. The software subscription support will provide bug fixes, maintenance, and minor and major software feature updates for the Cisco Email and Web Security software. It will also include platform software support and updates during the term of the software term subscription license. The support includes:

- Instant access to software updates, including maintenance, minor and major updates, to keep applications and platform software current
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application tools and technical documents
- Collaborative learning through several online activities and environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

Q. How do partners or customers check their entitlement for their software subscription support?

A. Partners and customers can log onto Cisco Services Contract Center (CSCC) to check their software subscription support entitlement. They can search on the serial number (using a Host ID search) or on the Product Activation Key (PAK) ID (using a License and Subscription Data search) to find their software subscription service contract.

Q. Are all software updates included with the Email and Web Security solutions?

A. Yes. The software support entitles customers to software updates and major upgrades to keep applications performing optimally with the most current feature set.

Platinum Plus Program End-of-Sales

Q. Why is the Platinum Plus Program being discontinued?

A. Platinum plus is being discontinued to centralize operation management support services across the network with Cisco Focused Technical Support (FTS) services and to consolidate security configuration reviews across the entire Cisco security portfolio with Cisco Security Optimization Services.

Q. How will customers benefit from this change?

A. Customers have an opportunity to streamline their services strategy across all security devices in their network and create and effectively manage the most comprehensive, end-to-end security solutions for their business needs.

Q. What operate services are included in Cisco Focused Technical Support (FTS) services?

A. FTS offers a range of “High-Touch” services as well as a base level of Operations Management support via the Technical Support Operations Management (TSOM) offer:

- Cisco High-Touch Operations Management (HTOM) Service
- Cisco High-Touch Technical Support (HTTS) Service
- Cisco High-Touch Engineering (HTE) Service
- Technical Support Operations Management (TSOM) Service

Q. What optimize services are included in Cisco Security Optimization Services?

A. The Cisco Security Optimization Service (SOS) combines network security assessment, design, support, and learning activities in one comprehensive subscription package. SOS offers a range of services:

- The Configuration Review support activity of the Platinum Plus program maps to Performance Tuning in the SOS offer.
- Additional activities are found under the categories of Audits and Assessments, Design, Optimization Support, and Knowledge and Learning.

Q. How will the cost of the above Cisco services compare to Platinum Plus support costs?

A. The total services costs will vary from customer to customer, depending on the volume of service requests and number of security devices in the network.

Q. When can I begin purchasing FTS and SOS services?

A. Now. Both FTS and SOS services are existing Cisco services that bring industry leading support expertise to the Security product offerings.

Cisco Technical Services

Q. What are the benefits of the Cisco technical and advanced services that correspond to legacy IronPort services?

A. Table 3 lists the benefits of the Cisco technical and advanced services that correspond to the legacy IronPort technical services.

Table 4. Technical Services

IronPort Services Name	Cisco Services Name	Cisco Benefit
IronPort Platinum Support	Cisco SMARTnet for hardware support	<ul style="list-style-type: none"> • 24x7 support hours • Faster worldwide RMA services
	Software subscription support for software support	<ul style="list-style-type: none"> • 24x7 support hours • Simplified software subscription and support service ordering process
IronPort Platinum Plus Support	Cisco SMARTnet for hardware support	<ul style="list-style-type: none"> • 24x7 support hours • Faster worldwide RMA services
	Software subscription support for software support	<ul style="list-style-type: none"> • 24x7 support hours • Simplified software subscription and support service ordering process
	Cisco Focused Technical Support/Technical Support Operation Management for operate support	Ability to centralize operational management support across the network with Cisco FTS services
	Cisco Security Optimization Service for optimize support	Ability to conduct security configuration reviews across the entire Cisco security portfolio

Q. How will IronPort Professional Services offerings be integrated into the Cisco Technical and Advanced Services portfolio?

A. The IronPort Professional Services portfolio elements are represented in the Cisco Security Planning and Design Service, as well as in the Cisco Security Optimization Service. See Table 4 for specific service mapping.

Table 5. Service Mapping from IronPort Services to Cisco Services

Type of Service	IronPort	Cisco
Plan and Design	Custom SOW	Cisco Security Planning and Design Service
Implementation	Install: Fixed/Hourly	Cisco Email Security Remote Configuration and Installation Service Cisco Email Security Onsite Configuration and Installation Service Cisco Web Security Remote Configuration and Installation Service Cisco Web Security Onsite Configuration and Installation Service
Operate	Platinum Support	SMARTnet
	Platinum Plus Support	FTS/TSOM
Optimize	Platinum Plus Support	Cisco Security Optimization Service

For more information about Cisco Security Services, visit www.cisco.com/en/US/products/svcs/ps2961/ps2952/serv_group_home.html.

Cisco SMARTnet

Q. What is Cisco SMARTnet?

A. As part of the Cisco Technical Support Services portfolio, the Cisco SMARTnet program provides your IT staff direct, anytime access to Cisco engineers, the Technical Assistance Center (TAC), and an extensive range of online resources. You receive fast, expert technical support, flexible hardware coverage, and smart, personalized capabilities to help you resolve critical network issues.

Q. What is included with Cisco SMARTnet?

A. SMARTnet includes:

- Global 24 hour access to Cisco Technical Assistance Center (TAC)
- Access to online knowledge base, communities and tools
- Current hardware replacement option: next business day, where available, for Email and Web Security products
- Operating system software updates
- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

Q. Why should a customer buy Cisco SMARTnet support services?

A. By covering Cisco products with a Cisco SMARTnet contract, a customer can:

- Maximize product and network availability, reliability, and stability
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Better manage scarce internal expert resources at all locations
- Improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge
- Opportunity to obtain global TAC support across all Cisco network devices

Q. Are email and web security operating system software updates included with the Cisco SMARTnet contract?

A. Yes. For email and web security hardware appliances, all platform software updates will be included as part of the SMARTnet contract to make sure of operating system support for the hardware deployment.

Q. Are email and web security software feature updates included with the Cisco SMARTnet contract?

A. No. These are included in the software subscription support that is included with the purchase of your software subscriptions. Although this coverage is not included directly in your SMARTnet coverage, the SMARTnet and software subscription support are linked so that your support experience is seamless.

Q. How can you purchase SMARTnet services?

A. You may purchase SMARTnet services directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You might find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

Cisco Focused Technical Support Service

Q. What is Cisco Focused Technical Support (FTS)?

A. Cisco FTS Services deliver the premium service needed to manage large or sophisticated Cisco networks critical to business operations. Cisco FTS Services are available in three high-touch service levels that offer increasingly personalized attention and service. Each service level extends the coverage of the previous level. To be eligible for

Cisco Focused Technical Support Services, a valid Cisco SMARTnet Service or Cisco SP Base support contract on all network equipment is required.

Q. What is included with each of the three different high-touch service levels with Cisco FTS?

- A.** FTS offers a range of “High-Touch” services as well as a base level of Operations Management support via the Technical Support Operations Management (TSOM) offer:
- **Cisco High-Touch Operations Management Service:** The first level of the service provides you with access to a designated Cisco operations manager eight hours a day, five days a week. Your operations manager expedites issue resolution, follows up all your service requests until closure, and identifies measures to prevent future issues and continually improve operational efficiency.
 - **Cisco High-Touch Technical Support Service:** The second level of the service provides you with priority access to a designated team of highly skilled, senior-level network specialists who are familiar with your network environment to expedite the response to any issue. These certified network engineers have extensive experience supporting the largest, most complex network environments and are available 24 hours a day, seven days a week.
 - **Cisco High-Touch Engineering Service:** The third and highest level of the service provides you with access to a designated or dedicated Cisco network engineer eight hours a day, five days a week. Skilled in handling critical network issues, your engineer provides in-depth, network-level analysis to isolate the root cause of chronic problems and recommend corrective action.
 - **Technical Support Operations Management (TSOM) Service:** TSOM Service connects you with a team of Cisco operations managers to assist with case management and escalation management. The service complements Cisco SMARTnet and Cisco Smart Net Total Care services by providing access to operations management experts to perform daily monitoring of your technical support needs, and make sure that IT resources both at Cisco and within your organization are aligned appropriately to resolve issues quickly and completely.

These services are provided by high-touch network support specialists with industry-recognized certifications, in-depth training, and expertise that go far beyond basic network support. Cisco maintains a very large and skilled workforce of these specialists.

For more information about FTS and TSOM download the overviews at

www.cisco.com/en/US/services/ps2827/ps2567/services_overview0900aecd80660dd6.pdf

www.cisco.com/en/US/products/svcs/ps11/ps2566/ps2567/serv_datasheets_list.html.

Q. How can I purchase FTS and TSOM services?

- A.** You may purchase FTS and TSOM services directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You might find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

Cisco Advanced Services

Cisco Security Optimization Service

Q. What is Cisco Security Optimization Service?

- A.** Through a comprehensive set of assessment services, advanced network support and proactive consultations, this service helps you increase the performance of your network infrastructure, enhance security and improve operational efficiency.

Q. What is included with the Security Optimization Service?

- A.** The Cisco Security Optimization Service helps your organization proactively evaluate and strengthen the network’s ability to prevent, detect, and mitigate threats. Through security optimization, you strengthen your network and protect its role in helping you achieve your business and technical goals. The service includes 4 areas: Audits and Assessments, Design, Optimization Support, and Knowledge and Learning.

For more information about the Cisco Security Optimization Service, download the At-A-Glance at www.cisco.com/en/US/services/ps2961/ps2952/services_at-a-glance0900aecd806f3288.pdf.

Q. How can you purchase the Cisco Security Optimization Service?

- A. You may purchase Security Optimization services directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You might find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

New Fixed Price Security Services

Q. What are the new fixed priced service offers for Cisco security?

- A. Cisco offers fixed price Email and Web Security Configuration and Installation Services. The Email Security Configuration and Installation Service provides configuration and installation assistance to make sure of effectiveness of antivirus (AV), antispam (AS), spyware, phishing and any relevant regulatory compliance, as well as advice on industry best practices for email security. The Web Security Configuration and Installation service helps mitigate web security risks by installing, configuring and testing the appliance to implement acceptable-use-policy (AUP) controls, reputation and malware filtering, data security, and application visibility and control. Cisco Advanced Services engineers can provide either remote or onsite support for both of these services.

Q. How do I order the fixed price services for Cisco security?

- A. You may order fixed price security services as follows:
- Existing Cisco or Cisco and IronPort Partners that currently use Ordering Tool can specify the security fixed price SKUs in an Ordering Tool order. There is no linkage of these service SKUs to product in the Ordering Tool (as there is for Technical Services).
 - All IronPort partners, direct customers, and distributors trained on Cisco Commerce Workspace can order SKUs through the tool.

Q. How are the services delivered?

- A. The U.S.-based Advanced Services practice will manage and deliver service remotely, or the local theater practice will deliver onsite services.

Q. What are the discounting rules for security fixed price SKUs:

- A. Ten percent is the maximum discount to keep the deal as “standard.” Nonstandard deals require an approval cycle and an SFDC entry by a Cisco account manager. This rule is global.

Q. Where are the SKUs for these fixed price services?

- A. For remote email security configuration and installation: ASF-CORE-ESR-CFG, remote web security configuration and installation ASF-CORE-WSR-CFG.

Pricing

Q. When will services be available on the price list?

- A. For pricing details, contact your Cisco Services sales representative or distributor to obtain the latest price file for services.

Q. Will pricing for the new offers be different under the Cisco portfolio?

- A. The IronPort product and services offers have been repackaged. As a result, the service offer pricing has changed to maintain competitive solution prices.

Q. My customer is interested in financing their purchase. Does Cisco offer financing services?

- A. The goal of the integration is to adhere to Cisco standard processes. Please work with your account manager to determine how your customer may be able to finance their purchase.

Channel Partner Strategy

Q. What is Performance Metrics Central?

A. Performance Metrics Central (PMC) is a tool/website where partners can see how they're doing on their metrics. PMC does not track software, so as far as email and web security product services, SMARTnet on the hardware appliances is the only metric that will be tracked in PMC.

Q. Will migrated IronPort service agreements be part of PMC metrics?

A. Migrated service agreements will not be reported in PMC metrics.

Q. What is the Cisco Services Partner Program?

A. The Cisco Services Partner Program (CSPP) provides the common framework for your services business relationship with Cisco. It establishes globally consistent program elements such as offer eligibility, compensation and rewards, and associated terms and conditions as you access, sell, and deliver value-based services together with Cisco. The program is closely aligned to the Cisco Channel Partner Program to further extend the benefits you receive from your investments in Cisco certifications, specializations, and designations. For further information, visit www.cisco.com/go/cspp.

Service Delivery

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco security products.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.
- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as access dial, Cisco IP telephony, LAN switching, optical networking, security, content delivery networks [CDNs], storage area networks [SANs], IP routing, and wireless). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. How does a partner or customer open a case with Cisco TAC?

A. Customers and partners with a service contract can open a case through Cisco.com at www.cisco.com/en/US/support/index.html. Customers or partners must have their Cisco service contract number, serial number/product family and a Cisco.com user ID when opening a case using the web. Customers with severity

(priority) 1 or 2 cases, or customers covered by warranty only, must call the TAC at 800 553-2447 or 408 526-7209 in the United States. Customers can also open technical support cases by sending an email to tac@cisco.com. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

Q. How do I get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile at tools.cisco.com/RPF/register/register.do. As part of this registration, you can add your service contract numbers, which will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website at

www.cisco.com/techsupport.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is “down,” or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests:** If the customer’s production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer’s business operations running smoothly.

Q. What is the escalation process?

- A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide at

www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf.

Return Materials Authorization (RMA)

Q. How will customers get a return materials authorization (RMA) for defective products after Cisco orderability?

- A. Once a customer or partner has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. Orders will be managed and fulfilled through the Cisco Global Service Supply Chain Logistics.

Q. When will Cisco start providing support for RMA?

- A. Support for RMA for products covered by an active service agreement sold by IronPort or Cisco starts on September 16, 2012 for early orderability partners and customers only.

Q. Will RMAs continue to ship with preinstalled software keys?

- A. No. RMAs will have preinstalled software, but partners and customers will need to activate the license transfer. The Partner or customer will receive an email with the replacement hardware serial number and instructions for the license transfer activation as soon as the order is submitted. The activation can be done prior to the shipment being received or at the time the shipment arrives. Activation can take up to 3 hours upon request. Review the [Software License Activation Key Process: Self Service Guide](#) for complete instructions.

Q. Who is responsible for updating the site addresses?

- A. Partners and customer have the responsibility of updating the site addresses.

Q. What happens if the site addresses are incorrect?

- A. If the site addresses are incorrect, the Service Supply Chain depot might not have the replacement units, and thus there will be a delay in delivery.

Q. Does Cisco provide a prepaid airway bill for RMA returns?

- A. The RMA status page will include a link to the Product Online Web Return (POWR) tool. For further instructions, and to see if the RMA type qualifies for free pickup, go to www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/product_Online_web_returns.html.

Q. I received a replacement unit from Cisco Service Supply Chain for an RMA. However, the unit is dead on arrival (DOA). How do I get another replacement unit?

- A. Contact TAC using your previous case number and RMA number to report that the unit is DOA. Once the TAC has determined the product to be DOA and eligible for replacement, a request for a replacement and new RMA will be submitted.

Q. I opened a TAC case and an RMA was created before the contract migration date. How is this RMA handled?

- A. RMAs for legacy IronPort contracts opened through the IronPort process prior to September 15, 2012, will be handled by the IronPort process, and the defective units should be returned to IronPort using the instructions provided.

Warranty



Q. What is the Cisco warranty?

- A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder at www.cisco-servicefinder.com/WarrantyFinder.aspx.

Q. What are the warranty terms for Cisco Security products?

- A. IronPort products assumed the Cisco Security 90-day limited hardware and software warranty. Effective September 16, 2012, the IronPort 12-month warranty (with an additional 1-month grace period) will be replaced with the standard Cisco 90-day warranty (with an additional 90-day grace period). This change brings the IronPort warranty in line with Cisco’s standard warranty offering.

For details on Cisco’s warranty, visit www.cisco.com/en/US/products/prod_warranties_listing.html.

Q. How will warranty end dates be calculated for migrated records?

- A. Original IronPort warranty end dates will be migrated from IronPort and will be honored at Cisco.

New Product Dead on Arrival (DOA)

Q. I purchased a product from Cisco (not IronPort) with Cisco product IDs that was delivered recently. This newly shipped product was dead on arrival (DOA). What process should I follow for a replacement?

- A. The DOA criteria are as follows:
- DOA is defined as a new product that fails at initial power-up.
 - The DOA process is separate from any warranty programs.
 - DOAs must be claimed within three months of the ship date to the partner.
 - Products must have been purchased directly from Cisco. Purchases from a distributor (i.e. not directly from Cisco) must be returned to entity where it was purchased.
 - The customer must provide the serial number and purchase order/sales order for the purchase.

The DOA request process:

- Contact the Cisco [Technical Assistance Center \(TAC\)](#) to report the defective product.
- Once the TAC has determined the product to be DOA and eligible for new product, a request for a replacement will be submitted. The replacement will be invoiced against your original purchase order.
- Standard lead-time to ship a replacement product is two to five business days, as new products are made to order and are not “in-stock” items.
- The replacement product can take 2 to 10 days to arrive after shipment as transit time varies by location.
- Credit will be issued after the product is physically returned to Cisco's designated location.

For more details on DOA, review

www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WWRL_HOME.html#2.

Q. I purchased a product using the legacy IronPort (not Cisco) process with IronPort product IDs that was delivered recently. This newly shipped product was dead on arrival (DOA). What process should I follow for a replacement?

A. For this DOA product, work through the legacy IronPort process and contact the Cisco TAC and they will create a ticket which will be addressed by the correct support team.

End of Life

Q. How is product “end of life” handled?

A. As a general rule, Cisco will provide six months’ notice of the affected product’s end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco.com site at www.cisco.com/en/US/products/prod_end_of_life.html. Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco’s end-of-life program. Sign up to receive notifications here: www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

For an end of product life cycle overview and policy on product discontinuance, refer to www.cisco.com/en/US/products/products_end-of-life_policy.html.

Q. What IronPort products and services have been discontinued?

A. For products that went through the end-of-sale cycle within the IronPort process before the integration, we will follow the IronPort legacy end-of-sale rules. For more information, go to the end-of-sale Legacy IronPort products webpage at www.cisco.com/web/ironport/product_discontinuance.html.

Licensing

Q. Will newly purchased email and web security products continue to ship with preinstalled software?

A. Yes; newly purchased email and web security products will continue to ship with preinstalled subscription software. **However, customers will need to activate the software using the Product Activation Key (PAK).**

Q. What if partners or customers want to upgrade the software on an installed IronPort product?

A. Full-version software upgrades require an active service contract and a new software key. If the installed product is covered by an active service contract, that product is entitled to all available software versions for that product. New software keys and updated software versions will be available in the online Software Center at www.cisco.com/cisco/software/navigator.html. Minor version updates do not require a new software key, and can be downloaded at Cisco.com.

Q. How will I get assistance with software licensing issues for installed IronPort products?

A. The Global Licensing Operations (GLO) team provides support for IronPort software licensing issues. Service requests can be opened online at tools.cisco.com/ServiceRequestTool/create/launch.do.

For more information, review the [Software License Activation Key Process: Self Service Guide](#).

Cisco Tools for Quoting and Ordering

Q. What Cisco tools are used for email and web security products quoting and ordering?

A. See Table 5 for Cisco tools that are used for quoting and ordering.

Table 6. Cisco Tools for Quoting, Ordering, and Renewals

Order Type	Function	Cisco
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Products	Quoting/configuration	Cisco Commerce Workspace
	Ordering	Cisco Commerce Workspace
Products with Attached Service	Quoting/configuration	Cisco Commerce Workspace
	Ordering	Cisco Commerce Workspace
Services	Quoting	Cisco Service Contract Center
	Ordering	Cisco Service Contract Center
	Service Entitlement Details	Cisco Service Contract Center
	Managing and Renewing Service Contracts	Direct access using Cisco Service Contract Center (with support from Service Source)
Software	Entitlement Details	Cisco Service Contract Center
	Retrieve Activation Key	Cisco Product License Registration Tool

Q. What tools do partners use to order the Cisco Email and Web Security Services?

A. Table 6 shows the various tools that partners will use to order Cisco Email and Web Security Services.

Table 7. Tools used for new orders and renewal orders

Cisco Security Services	New Orders	Renewals
Email and Web Security Software Solutions	Cisco Commerce Workspace	Cisco Service Contract Center
SMARTnet	Cisco Commerce Workspace	Cisco Service Contract Center
FTS/T SOM	Contact Your Cisco Account Manager	Contact Your Cisco Account Manager
Security Optimization Service	Contact Your Cisco Account Manager	Contact Your Cisco Account Manager
Email and Web Security Installation Services	Cisco Commerce Workspace, Ordering Tool	n/a
Try and Buy	Cisco Commerce Workspace	n/a

Q. How do partners access support for services quoting, ordering, and renewals?

A. Partners should utilize the Operations Exchange for support on services quoting, ordering, and renewals. The Operations Exchange provides self-serve training materials, frequently asked questions, and forums on services tools. Partners can also open a case with the Operations Exchange at forums.cisco.com/ecom/web/service-support-center, or directly through the Cisco Service Contract Center tools. In addition, partners can utilize their Cisco account representative as another source of support.

Service Agreement Migration



Q. Will this integration include service agreement and support migration?

A. Yes. We will migrate IronPort service agreements into Cisco's installed base and integrate them into our service renewal support tools and processes. This will make it easier for you to do business with Cisco by enabling an integrated service delivery and renewal experience for our employees, customers, and partners alike.

Q. When will IronPort partners migrate to Cisco's tools and processes?

A. Early orderability partners will use Cisco tools and processes for resale of new Cisco products and services and renew services as follows:

- Products and services available for resale beginning September 17, 2012.
- Renewals of service agreements for products originally purchased from IronPort or its partners will be available beginning September 17, 2012.

Q. When will IronPort service agreements be migrated to Cisco tools?

A. Cisco plans to migrate IronPort active service agreements to Cisco tools by September 17, 2012.

Q. What service agreements will be migrated?

A. All active and overdue (expired less than 60 days) service agreements for both software and hardware products will be migrated.

Q. What will not be migrated?

A. End of Life equipment that is no longer eligible for support coverage will not be migrated. Perpetual licenses (licenses that never expire) will not be migrated. Hosted and Hybrid Hosted offers will not be migrated for quoting and ordering through Cisco. Beta equipment (equipment used for testing purposes) will not be migrated.

Q. Is end customer information required for service orders and renewals?

A. Yes. End customer address information will be required for service orders and renewals. To make sure of timely service delivery to end customers, accurate end customer installed-at information is required. End customer address information is required in addition to the bill-to and delivery address.

Q. What will happen with Try and Buy agreements that have not been converted to a purchase and still have time left?

A. All Try and Buy service agreements will be supported and converted through IronPort during Early Orderability.

Q. How will warranty end dates be calculated?

A. Original IronPort warranty end dates will be migrated from IronPort and will be honored at Cisco. New purchases will have warranty end dates calculated based on the Cisco Warranty period of 90 days.

Q. What happens to multiyear agreements?

A. Multiyear agreements and their respective end dates will be included in the migration.

Service Agreement Content

Q. What is the key difference between my Cisco service agreements and my IronPort service agreements?

A. Instead of one service agreement for each software subscription, there will be one service agreement contract number for all software subscriptions. Hardware technical support services (i.e. SMARTnet) will be on a different service contract than the software subscription contract.

Q. Are my serial numbers going to be the same?

A. Yes; migrated service agreements will include the same serial numbers, so you can search your contracts by serial number if you desire.

Q. Are my service agreement contract numbers going to be the same?

A. Service agreement contract numbers for hardware will remain the same. Software will be assigned new Cisco service agreement contract numbers.

Q. Will legacy data specific to IronPort be added to existing Cisco service agreements?

A. Legacy data specific to IronPort will not be added to existing Cisco service agreements. Users will need to use contract management processes to merge existing service agreements with the migrated service agreements. For additional training on how to merge two contracts, follow the instructions on pages 20 to 22 of the [Contract Management Job Aid](#), in the section “Merging Entire Contract into Another Contract.”

Q. What do I do if I do not see a serial number that I should have access to on my service agreement?

A. If you do not see a serial number that should have been migrated, open a case with the Operations Exchange.

Q. How will historical information (dates, version numbers, etc.) for active service agreements be migrated?

A. Historical information will **not** be migrated. Only the current version of the service agreement will be migrated. Distributors who need access to their 2-Tier partner’s historical information should work with their assigned Cisco Services Account Manager to procure this information.

Service Contract Migration Mapping

Q. How will legacy IronPort service contracts map to Cisco service contracts?

A. All Platinum and Platinum Plus covered IronPort hardware will be migrated to a SMARTnet Cisco service contract. All Platinum and Platinum Plus covered IronPort software and licenses will be migrated to a Cisco and IronPort software subscription contract.

Service Agreement Management

Q. Who will be handling my service agreements at Cisco?

A. Users will be primarily responsible for managing their own service agreements, with the assistance of Cisco account representatives, Security Sales Specialists, and the Operations Exchange as needed.

Q. What data is required to create a service renewal quote?

A. Complete end customer data is required: site name, site ID, address, city, state, country, and postal code. In addition, the partner also needs to provide the serial number, item name, quantity, service level, begin and end dates, and the Cisco contract number (if known).

Additional Information

Q. Describe the available user manuals and product documentation.

A. User manuals and other product documentation are available on Cisco.com at www.cisco.com/public/support/tac/documentation.html.

Q. Where can I go for more information?

A. For more information visit the following webpages:

Operations Exchange: www.cisco.com/go/ssc

CSCC: www.cisco.com/web/services/ordering/cscs/access.html

Service and Support for IronPort Acquisition website: www.cisco.com/en/US/products/ps11169/serv_group_home.html

Cisco Security Services: www.cisco.com/go/services/security

TAC Service Request Tool: tools.cisco.com/ServiceRequestTool/create/launch.do

Licensing requests: www.cisco.com/go/license

Performance Metrics Central: www.cisco.com/web/partners/services/resources/pmc/index.html



Cisco Commerce Workspace

Cisco Email and Web Security Solutions

- Q. How can a Partner search for and add Cisco IronPort Email and Web Security appliances in CCW?
- Q. Can a Partner search for Cisco IronPort Email and Web Security software subscription SKUs in CCW?
- Q. Are Cisco IronPort Email and Web Security software subscriptions configurable in any other way besides 'Quantity' and 'Duration'?
- Q. Does a Partner have to select an operating system when ordering Cisco IronPort Email and Web Security appliances?
- Q. Are there any alerts when ordering standalone Cisco IronPort Email and Web Security software to indicate that a Partner must also purchase the appropriate Cisco IronPort Email and Web Security appliances to run the software?
- Q. What are the delivery options for the Product Authorization Keys (PAKs) when ordering Cisco IronPort Email and Web Security software in CCW?
- Q. Are Cisco IronPort Email and Web Security product accessories (cables, power supplies, racks, mounting kits, etc.) only orderable when configuring the Cisco IronPort Email and Web Security appliances, or can they be ordered as their own Major Line Item?
- Q. How does the new process for registering a Deal in CCW for Cisco IronPort Email and Web Security products differ from the legacy IronPort process of registering a Deal?
- Q. Can a Partner "Co-Term" any Cisco IronPort Email and Web Security software subscriptions in CCW?
- Q. What steps need to be taken to sign up for the Cisco Email and Web Security Solutions Partner Participation Enrollment (PPE) to be eligible for Try and Buy?
- Q. How does the Try and Buy process for Cisco IronPort Email and Web Security products differ from standard Cisco Try and Buy in CCW?
- Q. Are there specific Try and Buy SKUs that a Partner must use when ordering Cisco IronPort Email and Web Security products that differ from the standard SKUs?
- Q. Are the Cisco IronPort Email and Web Security Try and Buy software license SKUs searchable in CCW?
- Q. Does a Partner need to select technical services when ordering an appliance using Try and Buy?
- Q. Is it possible to order Cisco IronPort Email and Web Security appliances without technical services in CCW?
- Q. What are the technical service offerings available for purchase on CCW for Cisco IronPort Email and Web Security appliances?
- Q. Does CCW support "Trade-In" functionality for Cisco IronPort Email and Web Security appliances?
- Q. What is the minimum quantity a Partner can purchase when ordering software subscriptions?

Cisco Commerce Workspace General Questions

- Q. How can a Partner determine the level of access for ordering in CCW? (i.e. submit access)
- Q. What does a Partner do if they need Submit Access?
- Q. What does it mean if a Cisco Account Manager says that they are going to "Collaborate" with a Partner? How does this differ from "Sharing" in CCW?
- Q. Is it necessary for a Partner to have a CCW login in order to "Share"?
- Q. Can a Partner's colleagues in their organization view the Quotes that a Partner has created?
- Q. Does a Partner receive the name of the Account Manager who will be responsible for approving the Quote?
- Q. How can a Partner ship directly to a customer without showing the purchase prices?
- Q. How does a Partner request a Return Materials Authorization (RMA) number for either defective items or items no longer required?

Q. When can a Partner cancel an Order?

Configurations in Cisco Commerce Workspace

- Q. Is there the ability to save specific Configurations not tied to a Quote?
- Q. Does a Partner need to be concerned about importing Excel Bill of Materials (BOMs) properly?
- Q. Is a Partner currently able to send non-finalized Configurations?
- Q. Is it possible to have more than one technical service level option in CCW?
- Q. Can Cisco IronPort Email and Web Security software be pro-rated?
- Q. Can technical services be pro-rated for 6 months or 9 months or 74 days?
- Q. Can a Partner order a technical service contract for less than 1 year in CCW?
- Q. How does a Partner get pricing for a SMARTnet renewal in CCW?

Quoting in Cisco Commerce Workspace

- Q. How long are Quotes valid in CCW?
- Q. What can be done if a Partner cannot find the Deal ID that the Account Manager provided in CCW?
- Q. How does a Partner know if the Deal ID is approved?
- Q. What is the difference between Deals and Quotes?
- Q. When entering the Deal ID into the Discount ID field, does CCW auto-populate the special discount directly?
- Q. Can an invalid Configuration be validated within the Quote space?
- Q. Can a Partner change the end customer information on the Quote?
- Q. Is a notification automatically sent to the appropriate approver when the Quote has been submitted?
- Q. Is a Partner able to re-open the Quote and make changes while it is in qualification status?
- Q. Can only a Partner with submit access convert Quotes to Orders?
- Q. Does a Quote need to be re-approved when a Partner makes changes?
- Q. How does the non-standard deal process come in to play with CCW?

Ordering in Cisco Commerce Workspace

- Q. What is the Access Key on the Deal ID page within the Order space?
- Q. Can a Partner have more than one Install Site?
- Q. Can an address (shipping or install) be edited in CCW?
- Q. Can Direct Customers order in CCW?
- Q. How can a Partner make a change to an Order in CCW?

Deal Management in Cisco Commerce Workspace

- Q. Can a technical service promotion be added in the promotions tab?
- Q. Do promotions need to be registered with Partner Participation Enrollment (PPE) first before they can be used in CCW?
- Q. How can a Partner delete a Deal?

Cisco Email and Web Security Solutions

Q. How can a Partner search for and add Cisco IronPort Email and Web Security appliances in CCW?

A. Not all Cisco Email and Web Security products will be searchable. To add appliances and software in all workspaces in CCW, a Partner should enter the exact SKU in the “Add Product” field, select the quantity, and click Add.

Q. Can a Partner search for Cisco IronPort Email and Web Security software subscription SKUs in CCW?

A. A Partner cannot search by the software subscription SKUs in CCW, as they are Minor Line Items which will auto-populate based on the quantity and duration that a Partner selects for the software license SKU. A Partner needs to first enter the exact license SKU, and then select quantity and duration to populate the subscription SKU.

Q. Are Cisco IronPort Email and Web Security software subscriptions configurable in any other way besides ‘Quantity’ and ‘Duration’?

A. No.

Q. Does a Partner have to select an operating system when ordering Cisco IronPort Email and Web Security appliances?

A. No, CCW will automatically select the “Advanced Replacement” version of the operating system when Cisco IronPort Email and Web Security appliances are ordered. If a Partner desires a newer version of the operating system, they can select the newer version (if available) when configuring the appliance. Please reference the [Ordering Guide](#) for additional information about this topic.

Q. Are there any alerts when ordering standalone Cisco IronPort Email and Web Security software to indicate that a Partner must also purchase the appropriate Cisco IronPort Email and Web Security appliances to run the software?

A. No. When ordering standalone Cisco IronPort Email and Web Security Software, a Partner must ensure that they have already purchased (or plan to purchase) the appropriate appliances needed to run the software. When in doubt, a Partner can reference the [Ordering Guide](#) to learn which software is compatible with a desired appliance.

Q. What are the delivery options for the Product Authorization Keys (PAKs) when ordering Cisco IronPort Email and Web Security software in CCW?

A. The Product Authorization Key (PAK) activates the software license. There are two types of delivery methods for PAKs: E-Delivery and Physical Delivery. For Cisco IronPort Email and Web Security Software purchases, all software PAKs will be delivered exclusively via the E-Delivery method, with the exception of Try and Buy PAKs, which will automatically be shipped via Physical Delivery.

Q. Are Cisco IronPort Email and Web Security product accessories (cables, power supplies, racks, mounting kits, etc.) only orderable when configuring the Cisco IronPort Email and Web Security appliances, or can they be ordered as their own Major Line Item?

A. Accessories can be ordered as either Major and Minor Line Items in CCW. Accessories ordered when configuring appliances will be configured as Minor Line Items and attached to an appliance. If an accessory is set up as a spare, it will be orderable on its own as a Major Line Item. Please reference the [Ordering Guide](#) for more information about which accessories can be ordered as spares.

Q. How does the new process for registering a Deal in CCW for Cisco IronPort Email and Web Security products differ from the legacy IronPort process of registering a Deal?

A. "Per the legacy process, the IronPort Sales Team registered a Deal on behalf of a Partner and confirmed the Deal via email. This was a manual process. Additionally, Partners were able to register their own Deals through the Legacy IronPort Partner Portal. In CCW, a Partner can register a Deal by selecting the promotion they are eligible for in

CCW's Deal workspace. The Account Manager (AM) will need to approve the Deal and before a Partner is able to Order.

Note: 2-Tier Partners will not be able to place an order in CCW and will have to select a Distributor for the buy method.

Q. Can a Partner “Co-Term” any Cisco IronPort Email and Web Security software subscriptions in CCW?

A. No. A Partner should use Cisco Service Contract Center (CSCC) and select Co-Term for the products selected. Co-termining allows a Partner to select a specific start date for a software license or a service contract. Please reference the CSCC training materials. A Partner can only Co-Term once per serial number and once per Product Authorization Key number. The Product Authorization Key (PAK) activates the software license.

Q. What steps need to be taken to sign up for the Cisco Email and Web Security Solutions Partner Participation Enrollment (PPE) to be eligible for Try and Buy?

A. Partner must be enrolled in the Cisco standard Partner Participation Enrollment (PPE) program to be eligible for Try and Buy for Cisco Email and Web Security Solutions. A Partner currently enrolled in Cisco standard PPE will automatically be able to participate in the Try and Buy program for Cisco Email and Web Security Solutions. To enroll in PPE, go to Partner Central to fill out the necessary form at http://www.cisco.com/web/partners/events/ppp_et.html.

Q. How does the Try and Buy process for Cisco IronPort Email and Web Security products differ from standard Cisco Try and Buy in CCW?

A. The difference is that Cisco IronPort Email and Web Security products will have specific Try and Buy Minor Line SKUs which must be attached to the regular appliance Major Line SKUs when placing a Try and Buy order. After the Try and Buy SKUs are added, a Partner should follow the regular process of selecting Try and Buy before submitting their Quote.

Q. Are there specific Try and Buy SKUs that a Partner must use when ordering Cisco IronPort Email and Web Security products that differ from the standard SKUs?

A. Yes, there are specific Try and Buy software license SKUs that must be used when ordering Try and Buy Cisco IronPort Email and Web Security products. These Try and Buy software license SKUs are Minor Line Items that need to be attached to the regular appliance Major Line Item SKU. The Try and Buy software license SKUs are ESA-ESP-90D, WSA-WSP-90D, SMA-EMG-90D and SMA-WMG-90D. These SKUs will be available when configuring the options of the Major Line Item. A Partner must also be eligible for Try and Buy, as well as request Try and Buy each time before ordering the SKUs above.

Q. Are the Cisco IronPort Email and Web Security Try and Buy software license SKUs searchable in CCW?

A. Cisco IronPort Email and Web Security Try and Buy software license SKUs will not be searchable in CCW as they are Minor Line Items. To find these SKUs, add the desired Cisco IronPort Email and Web Security appliance to the Configuration and navigate to the “Options Selection” page. From there, click **License Options** and select from the available Try and Buy Software license offerings.

Q. Does a Partner need to select technical services when ordering an appliance using Try and Buy?

A. No, a Partner will follow the Cisco standard process for Try and Buy technical services, and the appliances will be covered under the Cisco standard Try and Buy technical service. A Partner may also need to remove any technical services from their appliance when ordering Try and Buy.

Q. Is it possible to order Cisco IronPort Email and Web Security appliances without technical services in CCW?

A. "Next Generation Configuration (NGC) will indicate whether or not technical services are required. If ordering technical services separately, it must be for service attached to product already shipped on another submitted Order. For shared support partners not in US/CAN, Partners not enrolled in Cisco Services Partner Program (CSPP) will be required to attach the technical service.

Note: Currently only NGC supports Cisco IronPort Email and Web Security products.

Q. What are the technical service offerings available for purchase on CCW for Cisco IronPort Email and Web Security appliances?

A. In CCW, only Cisco SMARTnet appliance support will be available for purchase (comparable to the legacy Platinum support).

Q. Does CCW support “Trade-In” functionality for Cisco IronPort Email and Web Security appliances?

A. No, Cisco IronPort Email and Web Security appliances do not have trade-in options.

Q. What is the minimum quantity a Partner can purchase when ordering software subscriptions?

A. When ordering software subscriptions, a Partner needs to add a minimum quantity of 100 to configure the selected software license. Error messaging will appear for any software quantity less than 100.

Cisco Commerce Workspace General Questions

Q. How can a Partner determine the level of access for ordering in CCW? (i.e. submit access)

A. A Partner can view his or her level of access for Orders in the Profile tab under the Workspace Profile and Preferences link in the Quick Links Portlet of the Homepage.

Q. What does a Partner do if they need Submit Access?

A. A Partner should send a request to ic-support@cisco.com for Submit Access.

Q. What does it mean if a Cisco Account Manager says that they are going to “Collaborate” with a Partner? How does this differ from “Sharing” in CCW?

A. “Share” allows a Partner to share the Configuration, Deal, Quote or Order with Cisco employees or other users from a Partner’s organization. “Collaborate” is when the Cisco Account Manager collaborates a Quote in salesforce.com (SFDC). This allows a Partner to have full access to the Quote within CCW.

Q. Is it necessary for a Partner to have a CCW login in order to “Share”?

A. Yes, a CCW login, also known as a Cisco Connection Online ID (CCO ID), is necessary to access CCW to view and edit the shared items.

Q. Can a Partner’s colleagues in their organization view the Quotes that a Partner has created?

A. If the Quotes are shared, a Partner’s colleagues will be able to see and edit what is shared. A Partner will also be able to see the edits made to the shared Quotes. A Partner can either share a Quote individually or set up Partner team sharing in their profile to automatically share all Configurations, Deals, Quotes and Orders.

Q. Does a Partner receive the name of the Account Manager who will be responsible for approving the Quote?

A. The CCW login ID of the next approver will be indicated in the Deals/Quote Portlet (not necessarily the Account Manager). A Partner can identify the Account Manager (AM) through offline communication with a Partner Account Manager (PAM).

Q. How can a Partner ship directly to a customer without showing the purchase prices?

A. The price does not appear on the shipping label. The invoice is shipped to the billing address, not with the Cisco equipment.

Q. How does a Partner request a Return Materials Authorization (RMA) number for either defective items or items no longer required?

A. A Partner should refer to the IronPort Foundational Training for additional information about the Return Materials Authorization process.

Q. When can a Partner cancel an Order?

- A. A Partner can cancel an Order up until the Order is in Shipment Preparation status. A Partner can check on the Order status either in CCW or in the Order Status Tool.

Configurations in Cisco Commerce Workspace

Q. Is there the ability to save specific Configurations not tied to a Quote?

- A. Yes, Configurations created in CCW can be saved and are reusable.

Q. Does a Partner need to be concerned about importing Excel Bill of Materials (BOMs) properly?

- A. A Partner can import using an Excel Bill of Materials (BOMs) upload; however, it is not encouraged. All lines of the BOM are added as Major Lines. Reconfiguration is necessary to bundle Major and Minor Lines or appliances and services.

Q. Is a Partner currently able to send non-finalized Configurations?

- A. A Partner can share Configurations created in NGC to internal Cisco users (including Service Relationship Managers) and members of their Partner organization. When changes are made, all users who are able to view and edit the Configurations are also able to see the changes.

Q. Is it possible to have more than one technical service level option in CCW?

- A. CCW allows a Partner to attach two levels of services to a product.

Q. Can Cisco IronPort Email and Web Security software be pro-rated?

- A. Cisco IronPort Email and Web Security software can no longer be pro-rated in CCW.

Q. Can technical services be pro-rated for 6 months or 9 months or 74 days?

- A. CCW only offers technical service contracts for 1, 2, 3, and 5 years. A Partner Account Manager (PAM) needs to approve any request outside of the options available in CCW. Any other pro-ration will require going to CSCC.

Q. Can a Partner order a technical service contract for less than 1 year in CCW?

- A. No, a Partner needs to use CSCC for technical service contracts with duration of less than 1 year. A Partner can only order a service contract for less than 1 year one time per contract.

Q. How does a Partner get pricing for a SMARTnet renewal in CCW?

- A. A Partner cannot renew technical services in CCW. Renewals can be done in CSCC.

Quoting in Cisco Commerce Workspace

Q. How long are Quotes valid in CCW?

- A. Quotes are valid in CCW for 30 days.

Q. What can be done if a Partner cannot find the Deal ID that the Account Manager provided in CCW?

- A. A Partner should click on Order in the Quick Links Portlet and enter the Deal ID to see if it allows them to move forward. If not, a Partner should ask the Account Manager to collaborate the Quote.

Q. How does a Partner know if the Deal ID is approved?

- A. The status of the Deal or Quote can be seen on the Workspace homepage under the Deal/Quote Portlet and the status will read "Approved".

Q. What is the difference between Deals and Quotes?

- A. A Deal uses programs and promotions that require additional Cisco qualification and a Quick Quote gives access to pre-approved standard contractual pricing or the ability to request special pricing.

Q. When entering the Deal ID into the Discount ID field, does CCW auto-populate the special discount directly?

A. Yes, the discounts will be applied and visible on the Discounts and Credits sub-link.

Q. Can an invalid Configuration be validated within the Quote space?

A. Yes, a Configuration can be validated or changed within Quote and may need to be re-validated and updated in the Order workspace.

Q. Can a Partner change the end customer information on the Quote?

A. No, as soon as the end customer information is entered the information is locked. If the incorrect end customer has been selected, a Partner should delete the Quote if it is not approved, or mark it as lost if approved and create a new Quote.

Q. Is a notification automatically sent to the appropriate approver when the Quote has been submitted?

A. Yes, whenever a Partner submits a Deal, an email is triggered notifying the person responsible for approval.

Q. Is a Partner able to re-open the Quote and make changes while it is in qualification status?

A. A Partner cannot stop the approval process and re-open the Quote while it is being approved. A Partner needs to wait until approval to re-open and edit the deal.

Q. Can only a Partner with submit access convert Quotes to Orders?

A. No, any Partner that can see the "Create Order" link on the homepage and that has access to the Quote, will be able to convert it to an Order.

Q. Does a Quote need to be re-approved when a Partner makes changes?

A. If the Quote has been submitted for approval and approved, it will need to be re-opened to make the change and may need to be re-approved. In some cases, changes are auto-submitted.

Q. How does the non-standard deal process come in to play with CCW?

A. To receive non-standard pricing, a Partner must share the Quote with their Cisco Account Manager.

Ordering in Cisco Commerce Workspace

Q. What is the Access Key on the Deal ID page within the Order space?

A. The key is used to claim a Deal ID. When a Deal has been shared, the shared recipient will receive a notification. If this user is not part of a Partner organization, they will receive a notification with an Access Key ID to retrieve the deal. They will need a CCW login ID and this Access Key to access CCW.

Q. Can a Partner have more than one Install Site?

A. In the Order space, a Partner can create multiple shipping groups in the Shipping and Install tab. Each shipping group can have a unique Install Site.

Q. Can an address (shipping or install) be edited in CCW?

A. Yes, the shipping or install addresses can be updated.

Q. Can Direct Customers order in CCW?

A. Yes, Direct Customers can order in CCW. However, the CCW interface and experience will differ slightly.

Q. How can a Partner make a change to an Order in CCW?

A. The Change Order tool has been disabled in CCW. A Partner must reach out to their Service Relationship Manager for assistance. If the product has been manufactured and processed, a Partner must go through the Return Materials Authorization process.

Deal Management in Cisco Commerce Workspace

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Q. Can a technical service promotion be added in the promotions tab?

A. Yes, if the technical service promotion aligns to the intended use.

Q. Do promotions need to be registered with Partner Participation Enrollment (PPE) first before they can be used in CCW?

A. Yes, a Partner company must be enrolled in a promotion/program via Partner Participation Enrollment (PPE) first, before it will be reflected in the list of eligible programs in CCW.

Q. How can a Partner delete a Deal?

A. Partner is able to delete Deals that have not been approved or submitted. The Delete link in the common utilities bar will delete the Deal. If the Deal has been approved, it can be marked as "lost" from the Review tab.

Cisco Service Contract Center

- Q. How do partners or customers check their entitlement for their software subscription support?
- Q. How will a PAK be provided for new shipments?
- Q. Where can partners access their PAK number for migrated records?
- Q. How do I renew service agreements?
- Q. How do I get access to my new Cisco service agreements after migration?
- Q. What do I do if I cannot find my equipment in CSCC?
- Q. Where do I manage my new service agreements?
- Q. Where can I find more information about how to manage and renew my service contracts?
- Q. How do I get support for contract management and renewals?

Q. How do partners or customers check their entitlement for their software subscription support?

A. Partners and customers can log onto Cisco Services Contract Center (CSCC) to check their software subscription support entitlement. They can search on the serial number (using a Host ID search) or on the Product Activation Key (PAK) ID (using a License and Subscription Data search) to find their software subscription service contract.

Q. How will a PAK be provided for new shipments?

A. Depending on the customer's PAK delivery preference selected during order placement in the CCW or CSCC ordering tool, the PAK can be delivered to the customer as a Physical Claim Certificate or it can be downloaded from our eDelivery Portal at edelivery.cisco.com/esd/. eDelivery Training Material is available online at www.cisco.com/web/partners/tools/edelivery.html#~tab-4.

Q. Where can partners access their PAK number for migrated records?

A. Partners can search by Host ID (serial number) on [CSCC](#) to find their IronPort generated PAK number for migrated SW records.

Q. How do I renew service agreements?

A. Following migration, partners will manage services renewals, quoting, and contract management activities online and in one location. All Cisco partners and distributors use Cisco Service Contract Center (CSCC) to renew, view, and manage service contracts.

Q. How do I get access to my new Cisco service agreements after migration?

A. Partners will use CSCC to view, manage, and renew services that were migrated into Cisco's contracts and install base. The service agreements will be auto-registered to end customer user ids upon completion of the migration. If the Partner bill-to is set up on auto-registration, the Partner will have access to the service agreement. Otherwise, the partner will need to manually register the service agreement using the CSCC contract registration form.

Hardware service contract numbers will remain the same and you will be assigned a new Cisco contract number for the software subscription service contract. The hardware serial numbers will remain the same in the Cisco tools.

Access your new contract numbers by following these steps:

1. Partners and distributors should log into [CSCC](#).
2. Click the Search CSCC drop down in the upper right of the screen.
3. Select a search parameter (e.g., Serial Number/PAK Number, Instance Number, Contract Number, Estimate/Quote Number, Host ID).
4. Enter a corresponding value in the adjacent field.
5. Note: Enter just one value; Search CSCC does not accept multiple values. To search multiple values, use the Advanced Search feature (See the Tip Sheet below).
6. Click "Go." If results are found, a Summary Details or Line Items screen is shown, depending on whether the results are single or multiple items, and whether the associated products are covered or uncovered.
7. If no results are found, recheck your data and try your search again.

Note: To understand the results that are returned for Serial Number/PAK Number or Instance Number searches and information on viewing the Product Details including the Warranty information, as well as how to search for multiple serial numbers using the Serial Number Information Finder (SNIF) tool, reference the [CSCC Serial Number Search Tip Sheet](#).

The Contract Management Team tab on the [CSCC Role-Based Training website](#) provides the recommended training for an individual who will be responsible for service renewals. Training includes the basics, from registering contracts, searching for contracts and serial numbers, managing contracts, as well as quoting and ordering service renewals.

For CSCC information and training, visit the [Operations Exchange](#). Operations Exchange provides collaborative forums, self-service training documents, and case resolution for technical and service quote, order, and renewals-related issues. In addition, Operations Exchange also provides training resources on CSCC that are available for additional self-service training.

Q. What do I do if I cannot find my equipment in CSCC?

A. You might need to add the service agreement number under which this equipment is covered to your Cisco.com profile. For instructions on adding a service agreement number to your Cisco.com profile go to the [Registration Help Q&A](#) and click the question “[I have a Service Contract number. How do I register for my Cisco.com User ID and password?](#)” If you already have a Cisco.com user ID you may skip steps 1 – 9. You will need to login to the Cisco website and update your user profile at tools.cisco.com/RPF/profile/edit_entitlement.do?Tab=3 following steps 10 – 13.

Q. Where do I manage my new service agreements?

A. Renewals and contract management will be performed in the CSCC. Cisco 1-Tier Partners and Distributors have direct access to this tool. You might need to add new service agreements to your Cisco.com profile in order to access these in CSCC. For instructions on adding a service agreement number to your Cisco.com profile go to the [Registration Help Q&A](#) and click the question “[I have a Service Contract number. How do I register for my Cisco.com User ID and password?](#)” If you already have a Cisco.com user ID you may skip steps 1 – 9. You will need to login to the Cisco website and update your user profile at tools.cisco.com/RPF/profile/edit_entitlement.do?Tab=3 following steps 10 – 13.

Q. Where can I find more information about how to manage and renew my service contracts?

A. To access additional training on managing and renewing service contracts, visit the Cisco Operations Exchange training site on contract management at www.cisco.com/web/services/resources/cscctraining/index.html#~contractMgmt.

Q. How do I get support for contract management and renewals?

A. If you need assistance with your service contracts, you should use the Operations Exchange at forums.cisco.com/ecom/web/service-support-center. The Operations Exchange provides self-serve training materials, frequently asked questions, and forums on services tools. You can also open a case with the [Operations Exchange](#) or directly through the CSCC tools. In addition, you can use your service account managers as another source of support.

Engagement & Issue Resolution

- Q. Where can we go for answers to specific questions regarding the Legacy IronPort Appliance integration?
- Q. What is the sales engagement? Who calls on me, and how do I engage with Cisco?

Q. Where can we go for answers to specific questions regarding the Legacy IronPort Appliance integration?

A. "Please direct your questions regarding the Legacy IronPort Appliance Integration to your geo-specific alias:

ironport-integration-channel-questions-americas@cisco.com

ironport-integration-channel-questions-apjc@cisco.com

ironport-integration-channel-questions-emear@cisco.com

Q. What is the sales engagement? Who calls on me, and how do I engage with Cisco?

A. The sales engagement will follow the existing multi-touch Product Sales Specialist (PSS) model where account managers and PSSs will both support the deal.

Training

- Q. When will training be available?
- Q. How do I get trained on the newly integrated whole offer? How do I get trained on the rest of Cisco's offers and their associated specializations?

Q. When will training be available?

A. We have developed training modules specific to Cisco® Email and Web Security to educate you on changes to offers, tools, and processes. These will be accessible on ironport.com/partners.

Q. How do I get trained on the newly integrated whole offer? How do I get trained on the rest of Cisco's offers and their associated specializations?

A. Both instructor-led and self-paced training will be available beginning in October as part of the legacy IronPort Appliance integration. Training offerings and dates will be available in early October and posted on Distributor Central and IronPort.com/partners. Cisco offers a variety of specializations and certifications to help you build your business. To learn more about our offerings and training, please visit our [specialization](#) and [certification](#) sites.

Channel Partner Program

- Q. How does the Advanced Content Security Specialization fit into Cisco's overall partner program?
- Q. Do I have to complete requirements to be authorized to resell the whole offer? Are there product access restrictions?
- Q. How do I increase my margin with Cisco over time rather than for a specific deal?

Specialization/Certifications

- Q. How do I get Cisco certified?
- Q. How do I get specialized, or become an authorized partner or authorized technology partner (ATP)?
- Q. How do I get Cisco certified?
 - A. To review Cisco certifications and find the right one for your organization, please visit:
http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~tvo.
- Q. How do I get specialized, or become an authorized partner or authorized technology partner (ATP)?
 - A. To review Cisco specializations and find the right one for your organization, please visit:
http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~three.
- Q. What is the Advanced Content Security Specialization (ACSS)?
- Q. Who should participate in ACSS?
- Q. What is the additional benefit of the Advanced Content Security Specialization for Borderless Networks or Advanced Security Partners? Are there additional requirements to become ACSS?
- Q. What are the requirements for the Advanced Content Security Specialization?
- Q. Will the IronPort certification continue to provide benefits after IronPort products move to the Cisco price list?
- Q. Will existing IronPort certified Partners or Cisco certified Partners need to apply for ACSS or will IronPort Gold certified Partners automatically be granted ACSS?
- Q. Is training required to achieve Advanced Content Security Specialization? When will trainings be available? Where is additional information about the training?
- Q. Is ACSS required to participate in the Not-for-Resale (NFR) program?
- Q. If partners are only Cisco Select certified, does that impact their ability to win deals on price compared to Cisco Gold certification?
- Q. What is required to resell IronPort products? Is the Advanced Content Security Specialization required?
- Q. If a company only has a single engineer, can they qualify for both the SE and FE roles?
- Q. When a partner passes an exam for one specialization that is applicable to another, can they use that passed exam for ACSS when they apply for the specialization?
- Q. In addition to eligibility for promotions and discounts, does ACSS provide other benefits?

Q. How does the Advanced Content Security Specialization fit into Cisco's overall partner program?

A. Advanced Content Security Specialization is one of three security technology specializations. Advanced Security and Borderless Network Architecture Specializations include network and web security, while ACSS covers web and email. ACSS counts toward Cisco Silver Certification.

Q. Do I have to complete requirements to be authorized to resell the whole offer? Are there product access restrictions?

A. The Cisco Web and Email Security solutions will be migrated to the Cisco price list. When this happens, all partners who are authorized to sell Cisco products will be able to sell the Cisco Email and Web Security Solutions as an unrestricted item.

Q. How do I increase my margin with Cisco over time rather than for a specific deal?

A. Get certified and specialized with Cisco:

http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~t\wo

http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~t\hree

Partners should also apply for the 1HFY13 Content Security Rebate Program to receive back-end rebates for selling eligible email and web security products. Partners must be Advanced Content Security Specialized (ACSS) by January 26, 2013 in order to receive the rebate. Learn more. Partners must have ACSS status in order to enroll in the Content Security Track of Cisco's VIP Program in 2HFY13, which replaces the Content Security Rebate Program.

Specialization/Certifications

Q. How do I get Cisco certified?

A. To review Cisco certifications and find the right one for your organization, please visit:

http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~t\wo

Q. How do I get specialized, or become an authorized partner or authorized technology partner (ATP)?

A. To review Cisco specializations and find the right one for your organization, please visit:

http://www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/specializations/index.html#~t\hree

Q. What is the Advanced Content Security Specialization (ACSS)?

A. The Advanced Content Security Specialization (ACSS) demonstrates a partner's expertise in selling, installing, and supporting email and web content security products. ACSS provides a smooth and easy transition from the IronPort Certification Program. Partners who are current with their IronPort Certification or Cisco Advanced Security Specialization will already have met most of the requirements of ACSS. Training is not required, but partners must pass required exams.

Q. Who should participate in ACSS?

A. IronPort partners who only sell content security are encouraged to become ACSS. To continue to receive maximum benefits, IronPort partners must transition from the IronPort Certification to a Cisco® Security Specialization and one of the Cisco certifications in FY13.

- Q. What is the additional benefit of the Advanced Content Security Specialization for Borderless Networks or Advanced Security Partners? Are there additional requirements to become ACSS?**
- A. Advanced Security and Borderless Network specialized partners already receive maximum benefits on web products. By adding ACSS, partners will also receive rebates on email security products. Advanced Security and Borderless Network specialized partners can earn the ACSS certification by completing the Email Exam. Partners can use existing AM and SE exams and certifications to fulfill the ACSS AM & SE requirements, subject to role sharing rules.
- Q. What are the requirements for the Advanced Content Security Specialization?**
- A. For ACSS, one AM must pass the ASAM exam, one SE must pass the SSSE exam, and one FE must pass both the Web (WSFE) and Email (ESFE) exams. The exams are available through testing partner, Pearson Vue. Please see Certification and Specialization for more information.
- Q. Will the IronPort certification continue to provide benefits after IronPort products move to the Cisco price list?**
- A. No; after integration, IronPort Gold/Silver/Bronze Certifications will be retired. Until then, IronPort certification levels are frozen. Between now and Global Price List (GPL) integration, Partners are encouraged to register with Cisco and apply for either Advanced Security or Advanced Content Security specializations, which provide equivalent benefits to IronPort Gold certification. In addition, Cisco Select Certification is required for some deal registration programs, such as the Opportunity Incentive Program (OIP), that reward partners for finding new business.
- Q. Will existing IronPort certified Partners or Cisco certified Partners need to apply for ACSS or will IronPort Gold certified Partners automatically be granted ACSS?**
- A. IronPort certification data was migrated into the Cisco environment in August 2012. Partner employees will need to verify that their certifications have not expired. If they have expired, they must pass the exams to meet the requirements of the Advanced Content Security specialization. Next, the partner's Partner Self Service Administrator will need to ensure that the employees are associated with the company in the Cisco Partner Self Service. Finally, the PSS Admin applies for Advanced Content Security Specialization using the Certification Specialization Application (CSApp) tool.
- Q. Is training required to achieve Advanced Content Security Specialization? When will trainings be available? Where is additional information about the training?**
- A. No, training is not mandatory; only the exams are required. Training schedules and details will be available on our Global Learning Locator and also on the Partner Education Connection (PEC). Please visit Partner Training and Testing for more information.
- Q. Is ACSS required to participate in the Not-for-Resale (NFR) program?**
- A. No, partners need only be Cisco registered to receive the NFR 70% discount on content security products.
- Q. If partners are only Cisco Select certified, does that impact their ability to win deals on price compared to Cisco Gold certification?**
- A. Yes. Partners must also have Advanced Content Security Specialization in order to receive the same base product discount on web and email products as Cisco Gold certification.
- Q. What is required to resell IronPort products? Is the Advanced Content Security Specialization required?**
- A. No, you must be Cisco registered in order to resell IronPort products. Partners reselling IronPort products are encouraged to achieve the Advanced Content Security Specialization to enjoy the benefits of the FY13 Partner Program.

Q. If a company only has a single engineer, can they qualify for both the SE and FE roles?

A. No. ACSS requires three separate individuals for AM, SE, and FE roles. The role sharing rules for Advanced Technology specializations apply. Role sharing across roles is not allowed. SE and FE role must be fulfilled by two different individuals. The individual in the SE role may fulfill the SE requirement for multiple specializations. Rule sharing guidelines currently limit the individual to two specializations.

Q. When a partner passes an exam for one specialization that is applicable to another, can they use that passed exam for ACSS when they apply for the specialization?

A. Yes, they do not have to retake the exam. When they apply for the Advanced Content Security Specialization, the system will recognize the individual as having passed the applicable exam and will be granted the new CQS badge.

Q. In addition to eligibility for promotions and discounts, does ACSS provide other benefits?

A. Yes. ACSS differentiates partners in Partner Locator which enable customers to find partners who are experts in content security.



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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
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