

Instructions for Requesting a New Secure Client Management Tenant

July 2024

Document Overview

Access to Cisco SecureX ended on the 1 August 2024. To provide Cisco Secure Client customers cloud delivered management functions, a new Manager, Secure Client Management (SCM) was developed, separate from SecureX. SCM also is supportive of Orbital (user & API management) and Secure Endpoint customers (v3 API management).

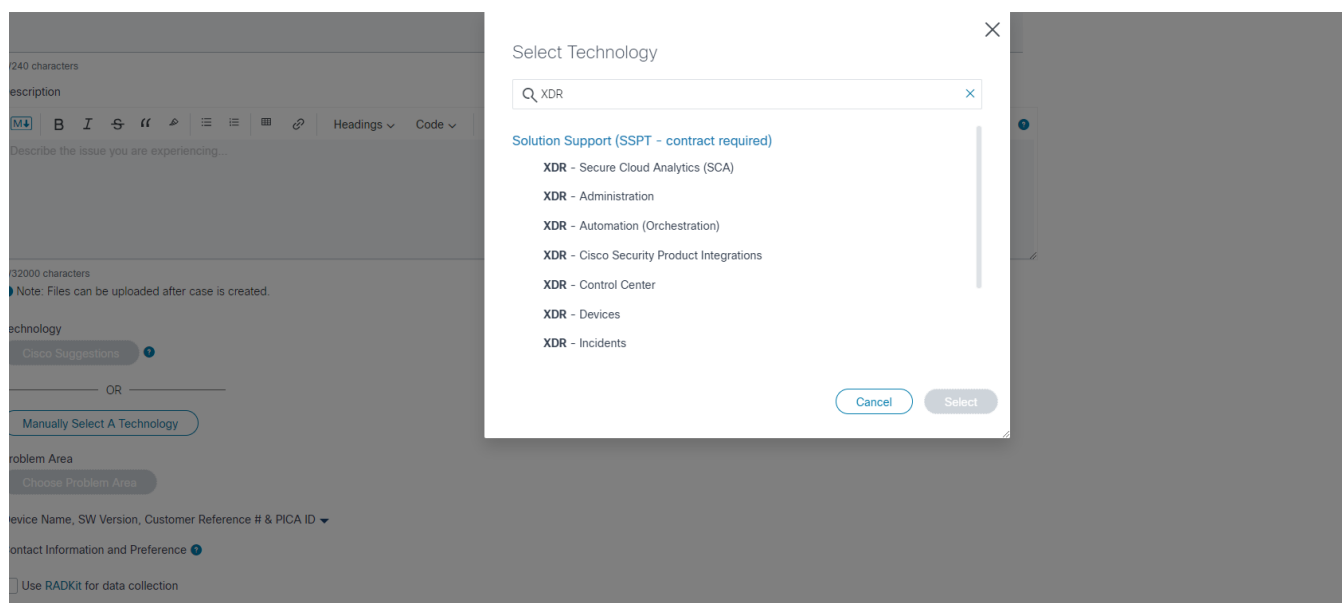
Cisco Security Cloud Control (SCC) is the centralized platform for provisioning common services used across multiple Security products in Cisco. SCM is not yet fully integrated in SCC. This process is temporary while the integration is completed, with the objective of fully managing SCM tenants in SCC.

TAC

Technical Assistance Center (TAC) team provides world class technical support services to Cisco customers across the world. Service is delivered with up to 24/7/365 model. Access to TAC is available through support.cisco.com.

Request a new tenant

When opening a new TAC case, customers must satisfy the entitlement requirements to open a new TAC case. Once that is done, please select “XDR – Administration” from the manual selection menu:



The following information is required for a faster resolution:

- Name of the Admin of the new Secure Client Cloud Management tenant.
- Email of the Admin of the new Secure Client Cloud Management tenant.
- Name desired of the new Secure Client Cloud Management tenant.
- The region where it needs to reside.

Fill in all the remaining required details and click on submit.

Support

This process is valid from 1 August 2024 and any changes to support will be communicated through the Cisco website or via Cisco personnel.

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