Cisco SecureX End of Life (EOL) - FAQ

Contents

Frequently Asked Questions

What happened to Cisco SecureX?

A: The official End of Support/End of Life date for SecureX was **July 31, 2024**.

End-of-Sale and End-of-Life Announcement for Cisco SecureX

What happened to the SecureX features?

A: SecureX features have been disabled and all capabilities are unavailable, including but not limited to dashboard integrations, responsive integrations, threat hunting integrations, threat intelligence integrations, and custom integrations. The following features have transitioned to new services:

Feature	New Service	Additional licensing required?
Single Sign-On	Cisco Security Cloud	No
Secure Client Deployment	Cisco Secure Client Management	No
Secure Cloud Management	Cisco Security Cloud	No
Cisco Product Catalogue and Portal Switcher	Cisco Security Cloud Control Application Launcher	No
Orchestration	Cisco XDR	Yes
Dashboarding/Tiles	Cisco XDR	Yes
Threat Response	Cisco XDR	Yes
Integrations	Cisco XDR	Yes
Device Insights	Cisco XDR	Yes

Will SecureX customers inherit Cisco XDR from their current SecureX entitlement?

A: No. Cisco XDR is a net new subscription offer to the market at a cost. SecureX customers can purchase Cisco XDR.

Will there be an "entitled" or "free" version of Cisco XDR made available to all Cisco Security Business Group (SBG) customers?

A: No. Cisco XDR is a net new subscription solution to market from Cisco available as a three-tiered offering: Cisco XDR Essentials, Cisco XDR Advantage, and Cisco XDR Premier.

Will extended support be offered for Cisco SecureX?

A: No. Cisco will not provide extended support for SecureX.

I use SecureX for Cisco Threat Response. How am I impacted?

A: Customers using SecureX for Cisco Threat Response will need to purchase Cisco XDR which includes expanded threat hunting, incident response, and incident management.

I use SecureX for Orchestration. How am I impacted?

A: Customers using SecureX for Orchestration must purchase Cisco XDR, which provides improved orchestration capabilities.

I use SecureX for Cisco Defense Orchestrator activation. How am I impacted?

A: Customers using SecureX for Cisco Defense Orchestrator (CDO) activation will no longer have access after the SecureX End of Support/End of Life. The CDO and firewall teams have developed a new workflow to onboard devices. All customers using SecureX should follow instructions on how to deactivate and reactivate an integration.

If I am using a SecureX orchestration remote, is any action required if I migrate to Cisco XDR?

A: SecureX orchestration remotes use DNS entries specific to SecureX which are likely to stop functioning after EoL. We recommend customers decommission their SecureX orchestration remotes and replace them with Cisco XDR automation remotes. This will avoid service interruptions due to DNS changes post SecureX EoL.

I use SecureX for Secure Endpoint Orbital activation and management. How am I impacted?

A: After July 31, 2024, customers using SecureX for Secure Endpoint Orbital activation and management will need to use https://security.cisco.com.

I use SecureX for Secure Client Management. How am I impacted?

A: Secure Client Management is no longer part of SecureX and has been migrated to Cisco Secure Client Management. Cisco will maintain access to Secure Client Management for our customers with the same capabilities they have today via https://security.cisco.com.

I use SecureX for Single Sign-On. How am I impacted?

A: Cisco Single Sign–On (SSO) is no longer part of SecureX. It is now part of Cisco's Platform of Common Services and has been rebranded as Security Cloud Sign On. Security Cloud Sign On is available to all Cisco security customers via https://sign-on.security.cisco.com.

Will there still be a SecureX application portal? We are using it to launch different applications after SSO.

A: No. The application portal has migrated to https://security.cisco.com.

Does SecureX end-of-life impact Cisco Secure Endpoint (formerly AMP for Endpoints)?

A: SecureX end-of-life does not impact Cisco Secure Endpoint features. All functionality required to operate

Cisco Secure Endpoint, including Orbital, management of Secure Client, etc., is available to customers via https://security.cisco.com. Additional features are available through Cisco XDR.

We use SecureX as part of our Cisco Firewall, Cisco AnyConnect, and Cisco Umbrella as a 'single pane of glass'. What is our option with these tools moving forward?

A: The common components like the pivot menu and ribbon components that provide easy navigation between tools will remain with Cisco XDR along with the dashboard and tiles via the Control Panel feature in Cisco XDR.

We use SecureX for SSO access to be Cisco Malware Analytics (formerly Cisco Threat Grid). Will this still function, or will we need to find a different solution?

A: SecureX Single Sign On (SSO) has migrated to Cisco Secure Sign-on service and remains available to all Cisco customers.

How do I create new Secure Client Management tenants?

A: Log in to the Cisco Application Portal, https://sso-apps.security.cisco.com/, click the (Expand) icon for your region, navigate to Secure Client Management, then click Launch. Once

you subscribe to Secure Client Management, you will receive an email with a link to sign in through Security Cloud Sign On. See Cisco Security Cloud Sign On Quick Start Guide for more information.

How does the migration from SecureX to Secure Client Management work?

A: Your Secure Client data in SecureX has been migrated to Secure Client Management. You will not have to redeploy endpoints or create new deployments unless you want access to the new Secure Client Management features, like macOS support.

What happens if I upgrade to Cisco XDR?

A: If you upgrade to Cisco XDR, your Secure Client data will be migrated to Cisco XDR. However, your SecureX features and data will not migrate to Cisco XDR after July 31, 2024.

Can I have Secure Client Management and Cisco XDR at the same time?

A: Yes. Use the User Profile drop-down menu to switch to different organizations.

How will Secure Client Management updates be managed after the SecureX End of Life? Will it remain free?

A: There are no current plans to change how customers consume features of Secure Client Management. Future changes will be communicated to your Account Management team via 'My Notifications' on Cisco.com. This applies also to Umbrella and AnyConnect customers.