Revised: September 27, 2024

Purchase and Activate Licenses

Subscription Plan Options

View Subscription Plan Options

See these data sheets, to view available subscription plans and what features are included

- Crosswork External Route Analysis (Network Insights)

- Crosswork Traffic Analysis

- Crosswork Trust Insights

View Subscription Tiers

After logging into Crosswork Cloud, choose the ⑤ > **Purchase > Tier Information** tab. Within each product tab, you can expand categories and compare the various features that are available in each tier.

Free Subscription Plan Requirement

To maintain a free subscription plan, ensure to meet at least *one* of these requirements:

- A user in an organization must log into Crosswork Cloud within the last 90 days.

- An organization must maintain an active peer (with a complete internet routing table) in Crosswork Cloud Network Insights.

- An organization must have an active entitlement for a different module.

To avoid automatic termination, please purchase a minimum of one IP route prefix to monitor with Crosswork Cloud Network Insights through a Cisco Partner or Reseller, or purchase through Amazon Web Services (AWS) Marketplace.

For information on what features are available with a free subscription plan, choose the ◉ > **Purchase > Tier Information** tab within Crosswork Cloud.

Purchase Crosswork Cloud

Purchase through Amazon Web Services (AWS) Marketplace

Before you begin

The simplest way to purchase Crosswork Cloud is through AWS Marketplace within Crosswork Cloud itself. To purchase Crosswork Cloud directly from AWS Marketplace, click Purchase Directly from AWS Marketplace.

Please have the following accounts set up:

- Cisco Connection Online (CCO)

- Crosswork Cloud

- AWS Marketplace—You *must* have a valid AWS payment method set up and current or you will run into errors.

Note

This procedure assumes you already have these accounts set up and are logged into Crosswork Cloud.

Step 1	In the main window, click 🟢 in the bottom-left corner.
Step 2	Click the **AWS Marketplace** tab.
Step 3	If purchasing Crosswork Cloud Network Insights, select the appropriate licensing tier (Premier, Advantage, or Essentials) and click **Purchase**. Otherwise, click **Purchase** for either Crosswork Cloud Trust Insights or Crosswork Cloud Traffic Analysis. You will be taken to the AWS Marketplace website.
Step 4	Log into AWS Marketplace. The Crosswork Cloud product purchase page appears.
Step 5	Click **View purchase options** and enter all required fields.
Step 6	Click **Create contact** and review the information.
Step 7	Click **Pay now**. A Congratulations message appears.
Step 8	Click **Set up your account** to be taken to the **Purchasing** page within Crosswork Cloud.
Step 9	The Crosswork Cloud product may have a **Pending** status for a couple minutes until all AWS Marketplace data details have been received.
Step 10	Confirm your subscription by navigating to 🟢 > **Licensing** > **Entitlement** tab > *<Crosswork-Cloud-Product>*. You should see the product and subscription details listed in the table.
Step 11	After you have successfully purchased a Crosswork Cloud subscription, you will receive an email with a subscription ID. Keep a copy of the email and store the ID in case you need it to activate your Crosswork Cloud entitlement at a later time. For more information, see Activate a Subscription or Trial, on page 4.

Purchase Directly from AWS Marketplace

To purchase Crosswork Cloud directly from AWS Marketplace, do the following:

Before you begin

You *must* have an AWS Marketplace account and confirm that a payment method has been configured.

The following procedure provides steps on how to purchase Crosswork Cloud directly from AWS Marketplace. If you are purchasing Crosswork Cloud for your organization or on behalf of someone else, please have the administrator's (end user) email address on hand. If you will be a Crosswork Cloud administrator, please have the following accounts set up to streamline the purchasing process:

- Cisco Connection Online (CCO)
- Crosswork Cloud

Note

If you have not registered for CCO or Crosswork Cloud accounts, you will be directed to each website's registration screen during the purchasing process.

Step 1	Log into AWS Marketplace and set up a payment method if one hasn't been set up for your account.
Step 2	In the **Search** field enter **Crosswork Cloud** and select the product you want to purchase.
Step 3	Click **View purchase options** and enter all required fields.
Step 4	Click **Create contact** and review the information.
Step 5	Click **Pay now**. A Congratulations message appears.
Step 6	Click **Set up your account** and you will be directed to the **Purchasing** page in Crosswork Cloud.
Step 7	If you are not currently logged into Crosswork Cloud, enter your email and, if you are not going to be the end user, the product administrator's email address in the following window and click **Confirm**.
Step 8	An email will be sent to both the email addresses containing some information and the entitlement ID. The Crosswork Cloud administrator should keep a copy of the email and store the entitlement ID in case you need it to activate your Crosswork Cloud entitlement at a later time. For more information, see Activate a Subscription or Trial, on page 4.
	From this point on, unless the Purchaser would like to create a Crosswork Cloud account, the Crosswork Cloud administrator should perform the next steps.
Step 9	If you do *not* have a Crosswork Cloud account, click **Create Crosswork Cloud Account** and follow the prompts to create an account and configure an organization. If you do have a Crosswork Cloud account, go to **Step 10**.
	Note After you have created a CCO account (or if you have an existing CCO account), you will be prompted to fill out some information to create a Crosswork Cloud account.
Step 10	If you have a Crosswork Cloud account, click **Login**.
Step 11	Enter your credentials and click **Login**. A Success message appears stating that your subscription has been claimed.
Step 12	Click **OK** to close the message. The **Crosswork Cloud Purchase** page appears. The entitlement is automatically associated with the tenancy organization you have previously configured. The Crosswork Cloud product may have a **Pending** status until all AWS Marketplace data details have been received.
Step 13	Confirm your subscription by navigating to ⑤ > **Licensing** > **Entitlement** tab > *<Crosswork-Cloud-Product>*. You should see the product and subscription details listed in the table.

Purchase through a Cisco Partner or Reseller

To purchase Crosswork Cloud through a Cisco Partner or Reseller:

Step 1	In the main window, click ⑤ in the bottom-left corner.
Step 2	Click the **Sales Purchase** tab.
Step 3	Click **Contact Sales Team**.
Step 4	Select the Crosswork Cloud product you are interested in purchasing and click **Send**.

Troubleshoot Purchasing Issues

This topic provides you with some helpful hints and items you can check for when you come across AWS Marketplace purchasing problems. If you still have purchasing issues, click ⬤ > **Purchasing Support > Payment Support**, enter a description of the issue you are having, and click **Submit**.

- Confirm that a payment method has been set up in AWS Marketplace. For more information on valid payments that AWS Marketplace accepts, go to https://aws.amazon.com/premiumsupport/knowledge-center/accepted-payment-methods/.

- If in Crosswork Cloud, the product still remains in the **Pending** status, refresh the page and click ⬤ > **Licensing > Entitlement** tab > *<Crosswork-Cloud-product>* to confirm if the product is listed. Sometimes it takes a few minutes until Crosswork Cloud retrieves AWS subscription information.

- In AWS Marketplace, go to the Crosswork Cloud product purchase page again and select **Click here to set up your account** to resume the purchasing process.

Activate a Subscription or Trial

You can activate a subscription in Crosswork Cloud.

📄 **Note**

You must have admin privileges to activate a subscription.

Before you begin

To activate a subscription, you must have one or more subscription IDs which are given or emailed to you after purchasing Crosswork Cloud.

Step 1 In the main window, click ⬤ in the bottom-left corner.

Step 2 Click **Licensing**.

Step 3 To activate a subscription:

  a) Click **Entitlement > External Route Analysis**, **Trust Insights**, or **Traffic Analysis** tab.
  b) Click **Claim Subscription** and enter your subscription IDs in the text box. To add multiple subscription IDs, separate each ID with a comma or enter each ID on a new line.

Step 4 To request a Crosswork Cloud product trial version:

  a) Click the **Trials** tab.
  b) Click **Request** next to the Crosswork Cloud product you would like to try. Accept the terms and click **Start Trial**.