



Cisco Services Q&A for Customers Legacy IronPort Appliance Integration

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Introduction

This document provides answers to some of the most common questions regarding service offer integration, support and delivery, and service agreement migration for legacy IronPort nonhosted products.

Service Offer Integration and Early Orderability

- Q.** What is orderability?
- A.** Orderability is a milestone in 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. Orderability for Cisco Email and Web Security products and services is scheduled for November 26, 2012.
- Q.** How will the legacy IronPort nonhosted 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 1. 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 Platform Software	Cisco Email and Web Security Solution (includes software and software subscription support)*
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 Platform Software	Cisco Email and Web Security Solution (includes software and software subscription support)*
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 2. 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 is 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.** 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.
- Q.** How are the legacy IronPort training modules being moved over to Cisco?
- A.** All legacy IronPort training modules are being moved over to the Learning@Cisco team. The following modules will be available from Learning@Cisco as of November 26, 2012.

End User Training Learning@Cisco Module Name
Securing Email with Cisco Email Security Appliance Part 1
Securing Email with Cisco Email Security Appliance Part 2
Securing Email with Cisco Email Security Appliance Part 1 and 2
Securing the Web with Cisco Web Security Appliance
Implementing Cisco AnyConnect Secure Mobility Solution
Managing Advanced Cisco SSL VPN

Partner Only Training Learning@Cisco Module Name
Securing Email with Cisco Email Security Appliance
Securing Email with Cisco Web Security Appliance

Additionally, two E-Learning modules will be made available on the Cisco Learning Network Store. These will be available for purchase directly from the store or by redemption of Cisco Learning Credit sold to the customer at the time of product purchase.

Platinum Plus Program End of Sale

- 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 3. 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 4. 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: Daily/Hourly	Cisco Email Security Remote Configuration and Installation Service Cisco Web Security Remote 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.
- Q.** Is there a five year SMARTnet option available to align with the 5 year software licenses?
- A.** Yes, a five year SMARTnet is available, but it is considered a non-standard deal and must go through the existing Cisco non-standard deal approval process.

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_overview_0900aecd80660dd6.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-glance_0900aecd806f3288.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 provide remote support for both of these services.

Q. What legacy IronPort professional services are these new fixed price services replacing?

A. The new Email and Web Security Configuration and Installation Services are replacing the legacy IronPort one day and hourly installation service.

These legacy IronPort SKUs will no longer be available after November 26, 2012:

PRO-SER-ONSITE-ESA; PRO-SER-ONSITE-WSA; PRO-SER-REMOTE-ESA; PRO-SER-REMOTE-WSA.

Q. How are the services delivered?

A. The Advanced Services practice will manage and deliver the services remotely.

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

A. The SKUs for the new fixed price services are:

Cisco Email Security Configuration and Installation Remote Service: ASF-CORE-ESR-CFG

Cisco Web Security Configuration and Installation Remote Service: ASF-CORE-WSR-CFG

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 customer open a case with Cisco TAC?

A. Customers with a service contract can open a case through Cisco.com at www.cisco.com/en/US/support/index.html. Customers must have their Cisco service contract number, serial

number/product family and a Cisco.com user ID when opening a case using the web. **When entering your serial number, use the 7 alphanumeric characters following the hyphen to open a case.** 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 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 November 26, 2012.

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

A. No. RMAs will have preinstalled software, but customers will need to activate the license transfer. The 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 [Cisco Activation Key Process: Self Service Guide](#) for complete instructions.

Q. Who is responsible for updating the site addresses?

A. Partners and customers 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 November 26, 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 November 26, 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. When providing the serial number, use the 7 alphanumeric characters following the hyphen.

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 two to ten 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.
- If the customer is unable to register the Product Activation Keys (PAK) a new replacement must come from manufacturing.

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 software.
Customers will need to activate the software using the Product Activation Key (PAK) they will be provided.

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- Q.** What if 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.** Can a customer buy licenses and then activate the licenses in the future?
- A.** A customer can technically activate their software subscription license any time, but their software subscription license contract start date will still be the day after the ship date, so if, for example, they activate 90 days later they will only receive nine months of usage (for a one year license term).
- Q.** What is the difference between contract start date, software subscription license start date, software subscription end date, and renewal start date?
- A.** The software subscription **contract start date** is one day after the ship date.
The software subscription **license start date** is the day the license is activated.
The software subscription **license end date** is the end date of the software subscription contract.
The **renewal start date** is one day after the end date of the old contract.
- Q.** What if partners or customers cannot see their perpetual licenses?
- A.** Email, Web, and Security Management hardware appliances ship with pre-installed perpetual licenses. The appliance should automatically download and apply the keys once the appliance is plugged in as part of the standard installation process. If partners or customers can't see the perpetual licenses after plugging in the appliance, the automatic checking feature may have been disabled. They can use "Check for New Keys" from the Feature Keys page of the System Administration tab in the web interface. If there is no network access, they can manually apply the keys from this same page. In order to receive the keys manually they will need to open a case with the Global Licensing Organization (GLO) team.
- 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. Once in the Service Request Tool, in the Technology Category choose "Security - Email and Web," pick an appropriate Subtechnology and choose "Licensing" for the Type of Problem.
For more information, review the [Software License Activation Key Process: Self Service Guide](#).

Service Agreement Migration

- Q.** When will IronPort service agreements be migrated to Cisco tools?
- A.** Cisco plans to migrate IronPort active service agreements to Cisco tools by November 26, 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.** How will inflight evaluations be migrated?
- A.** Inflight evaluations will be migrated to a Cisco hardware try and buy service agreement. Inflight evaluation software will not be migrated and will continue to be supported by IronPort until the end of the evaluation period.
- 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.
- 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.** Are my serial numbers going to be the same?
- A.** Yes; migrated service agreements will include the same serial numbers.
- 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.

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 software subscription contract.

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:

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

Legacy IronPort to Cisco Part Number Mapping Tool: www.ironport.com/mappingtool/index.php

Cisco Email and Web Security Ordering Guide: <add url>

Cisco Email and Web Security Services Portfolio Overview for IronPort Integration:

VoD Recording (25 mins):

cisco.webex.com/ciscosales/ldr.php?AT=pb&SP=MC&rID=64079337&rKey=ffc387b1158e2589

Training Presentation:

www.cisco.com/en/US/services/ps10436/ps11169/cisco-email-and-web-security-services-portfolio-overview.pdf

(note: presentation may differ slightly from recording, due to updates provided after the recording)

Cisco Services Delivery Overview for IronPort Integration:

VoD Recording (20 mins):

cisco.webex.com/ciscosales/ldr.php?AT=pb&SP=MC&rID=64079447&rKey=cb689eca242dd976

Training Presentation:

www.cisco.com/en/US/services/ps10436/ps11169/cisco-email-and-web-security-services-delivery-overview.pdf

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