



# Cisco Services Q&A for WHIPTAIL Customers

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## Introduction

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

## Service Offer Integration and 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 UCS Invicta Series products and services was January 17, 2014.

**Q.** What are the former WHIPTAIL products and services being mapped to within Cisco?

**A.** Tables 1, 2, and 3 show the mapping for products, technical services, and advanced services.

**Table 1.** Products

WHIPTAIL Products	Cisco Products
WHIPTAIL Accela	Cisco UCS Invicta C3124SA Appliance
WHIPTAIL Invicta and Infinity	Cisco UCS Invicta Scaling System
WHIPTAIL Invicta SSR/Router	Cisco UCS Invicta C710SR Router
WHIPTAIL Invicta SSN/Node	Cisco UCS Invicta C3124SN Node
WHIPTAIL RaceRunner	Cisco UCS Invicta OS
WHIPTAIL De-Dupe Software	Cisco UCS Invicta Dedupe Software XTB
WHIPTAIL Replication Software	Cisco UCS Invicta Scaling System Asynchronous and Open Target Replication

**Table 2.** Technical Services

WHIPTAIL Services	Cisco Services
Basic Service	Cisco SMARTnet® Service for Unified Computing
Premium Service	Cisco SMARTnet Service for Unified Computing
De-Dupe Software Support	Cisco Software Application Support (SAS)
Replication Software Support	Cisco Software Application Support (SAS)

**Table 3.** Advanced Services

WHIPTAIL Services	Cisco Services
n/a	Cisco UCS Preproduction Pilot Service
n/a	Cisco UCS Accelerated Deployment Service
n/a	Cisco UCS Planning, Design, and Implementation Service
n/a	Cisco UCS Data Migration Service
n/a	Cisco UCS Application Services

### Cisco SMARTnet Service

**Q.** What is Cisco SMARTnet Service?

**A.** As part of the Cisco Technical Support Services portfolio, the Cisco SMARTnet Service 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 Service?

**A.** SMARTnet Service includes:

- Global 24 hour access to Cisco Technical Assistance Center (TAC) for troubleshooting and configuration assistance
- Access to online knowledge base, communities and tools
- Flexible hardware replacement options 24x7x2, where available for new UCS gear only
- Operating system software updates
- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

For more information about SMARTnet Service, download the [datasheet](#) and [service description](#).

**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 UCS operating system software updates included with the Cisco SMARTnet contract?

**A.** Yes. For UCS 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.

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- Q.** Are Cisco UCS Invicta OS (formerly RaceRunner OS) feature updates included with the Cisco SMARTnet contract?
- A.** Yes. Cisco UCS Invicta OS feature updates are included with a SMARTnet contract.
- Q.** Are Cold Spares Kits still provided with the purchase of Cisco UCS Invicta Series products?
- A.** Cold Unit Spares will no longer be available because SMARTnet Service provides higher service levels that offer quicker responses to replacement requests.
- Q.** What should I do with my existing Cold Spares Kits?
- A.** The existing cold spares kit should be maintained and the parts included on your new Cisco Service Agreement.
- Q.** Will Auto-support be included with Cisco SMARTnet?
- A.** Yes, Auto-Support will be offered under the Cisco SMARTnet Support Services options.
- Q.** Why is there a required attach of Cisco SMARTnet Service to the purchase of Cisco UCS Invicta Series products?
- A.** To help ensure that our customers get the necessary support and entitlement, there is a required attachment of Cisco SMARTnet Service to the purchase of the Cisco UCS solid-state product for the first year. When ordering Cisco UCS solid-state products in either the Cisco Ordering Tool or Cisco Commerce Workspace, the appropriate Cisco SMARTnet Service items will be added to your quote or order automatically.
- Q.** How can you purchase SMARTnet Service?
- A.** You may purchase SMARTnet Service directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You can find a partner near you through the [Cisco Partner Locator](#).
- Q.** Is there a five year SMARTnet Service option available?
- A.** Yes, a five year SMARTnet Service is available, but it is considered a non-standard deal and must go through the existing Cisco non-standard deal approval process.

## Cisco Software Application Support Service

- Q.** What is Cisco Software Application Support (SAS)?
- A.** As part of the Cisco Technical Support Services portfolio, the Cisco SAS program provides maintenance and minor updates, access to online resources, and Technical Assistance Center (TAC) support services.
- Q.** What are the benefits of Cisco SAS?
- A.** With a Cisco SAS contract, a customer can:
- Boost the availability and performance of core applications
  - Maintain the performance and efficient operation of critical business applications
  - Augment staff with Cisco expertise and automated troubleshooting tools
  - Reduce security, operational, and business risk by keeping software application releases current
  - Solve issues quickly with access to a wide range of online tools and communities
- Q.** What is included with Software Application Support?
- A.** Software Application Support includes:

- Instant access to software updates, including maintenance and minor updates, to keep applications 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 collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

For more information about SAS, download the [datasheet](#) and [service description](#).

**Q.** How can you purchase SAS services?

**A.** You may purchase SAS services directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You can find a partner near you through the [Cisco Partner Locator](#).

**Q.** Why is there a required attach of Cisco SAS to the purchase of Cisco UCS Invicta Dedupe XTB and Cisco UCS Invicta Scaling System Asynchronous and Open Target Replication softwares?

**A.** To ensure customers get the necessary support, **Cisco SAS is required for the first year with the purchase of the UCS Invicta Dedupe Software XTB and the purchase of UCS Invicta Replication software.** When ordering UCS Invicta Dedupe Software XTB or UCS Invicta Replication Software in CCW, the SAS Service SKU will be added to your quote/order automatically.

## Cisco Advanced Services

### Cisco UCS Preproduction Pilot Service

**Q.** What is Cisco UCS Preproduction Pilot Service?

**A.** Cisco UCS Preproduction Pilot Service is a fixed price, fixed scope service that provides planning, design, and implementation expertise to conduct a pilot in the customer's environment to validate that the project will deliver the business and technical objectives expected within three weeks in one segment of the data center.

**Q.** How are the services delivered?

**A.** The Advanced Services Data Center and Cloud teams will deliver the service through a combination of remote and on-site activities and deliverable documents. These activities and deliverables are described in detail within the [Service Description](#).

**Q.** How do I order the Cisco UCS Preproduction Pilot Service?

**A.** You may order fixed price services as follows:

- Existing Cisco or Cisco and WHIPTAIL Partners that currently use Ordering Tool can specify the 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 WHIPTAIL partners, direct customers, and distributors trained on Cisco Commerce Workspace can order SKUs through the tool.

**Q.** What is the SKU for this fixed price service?

**A.** The SKU for the Cisco UCS Preproduction Pilot fixed price services is ASF-ULT2-UCS-PP.

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- Q.** What are the discounting rules for 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.

### **Cisco UCS Accelerated Deployment Service**

- Q.** What is the Cisco UCS Accelerated Deployment Service?
- A.** Cisco UCS Accelerated Deployment Service a fixed price, fixed scope service that provides planning, design, and implementation expertise to bring a unified computing project into production within four weeks in one segment of your customer’s data center.
- Q.** How are the services delivered?
- A.** The Advanced Services Data Center and Cloud teams will deliver the service through a combination of remote and on-site activities and deliverable documents. These activities and deliverables are described in detail within the [Service Description](#).
- Q.** How do I order the Cisco UCS Accelerated Deployment Service?
- A.** You may order fixed price services as follows:
- Existing Cisco or Cisco and WHIPTAIL Partners that currently use Ordering Tool can specify the 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 WHIPTAIL partners, direct customers, and distributors trained on Cisco Commerce Workspace can order SKUs through the tool.
- Q.** What is the SKU for this fixed price services?
- A.** The SKU for the UCS Accelerated Deployment Service fixed price services is ASF-ULT2-UCS-ADS.
- Q.** What are the discounting rules for 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.

### **Cisco UCS Planning, Design, and Implementation Service**

- Q.** What is the Cisco UCS Planning, Design, and Implementation Service?
- A.** Cisco UCS Planning, Design, and Implementation Service a customizable, statement of work (SOW)-based service that provides field-proven activities and deliverables along with industry-leading expertise that can be customized to a specific scope for Cisco UCS B-Series Blade Servers, C-Series Rack Servers, and Invicta Scaling Systems.
- Q.** How are the services delivered?
- A.** The Advanced Services Data Center and Cloud teams will deliver services through a combination of remote and on-site activities and deliverable documents as specified within the Planning, Design, and Implementation Service Statement of Work.
- Q.** How do I order the Cisco UCS Planning, Design, and Implementation Service?
- A.** 1-Tier partners with a Master Services Agreement and direct Cisco customers can purchase Cisco UCS Planning, Design, and Implementation Service directly from Cisco. This is a SOW-based service, so consult your Cisco channel services account Manager.

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**Q.** What is the SKU for this service?

**A.** The SKU for the UCS Planning, Design, and Implementation Service is AS-UCS-CNSLT, -A, -L.

### **Cisco UCS Data Migration Service**

**Q.** What is the Cisco UCS Data Migration Service?

**A.** Cisco UCS Data Migration Service is a customizable, statement of work (SOW)-based service that helps customers smoothly migrate workloads to Cisco UCS. The service provides customizable migration planning and support to enable successful transitions to Cisco UCS solutions, including Cisco UCS Invicta Scaling Systems.

**Q.** How are the services delivered?

**A.** The Advanced Services Data Center and Cloud teams will deliver services through a combination of remote and on-site activities and deliverable documents as specified within the Data Migration Service Statement of Work.

**Q.** How do I order the Cisco UCS Data Migration Service?

**A.** 1-Tier partners with a Master Services Agreement and direct Cisco customers can purchase Cisco UCS Data Migration Service directly from Cisco. This is a SOW-based service, so consult your Cisco channel services account Manager.

**Q.** What is the SKU for this service?

**A.** The SKU for the UCS Data Migration Service is AS-UCS-CNSLT, -A, -L.

### **Cisco UCS Application Services**

**Q.** What are the Cisco UCS Application Services?

**A.** Cisco UCS Application Services are customizable, statement of work (SOW)-based services that can assist customers with a variety of application needs, including portfolio rationalization, cloud enablement, migration, modernization, and management and automation.

**Q.** How are the services delivered?

**A.** The Advanced Services Data Center and Cloud teams will deliver Application services through a combination of remote and on-site activities and deliverable documents as specified within the Application Services Statement of Work.

**Q.** How do I order the Cisco UCS Application Services?

**A.** 1-Tier partners with a Master Services Agreement and direct Cisco customers can purchase Cisco UCS Application Services directly from Cisco. These are SOW-based services, so consult your Cisco channel services account Manager.

**Q.** What is the SKU for these services?

**A.** The SKU for the UCS Application Services is AS-UCS-CNSLT, -A, -L.

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## Cisco Technical Assistance Center Support

**Q.** What is the Cisco Technical Assistance Center?

**A.** The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco UCS Invicta Series 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 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 or partner open a case with Cisco TAC?

**A.** Customers and partners with an active service contract can [open a case](#) through Cisco.com. Customers or partners must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to [Cisco Worldwide Contacts](#).

Customers can also open technical support cases by sending an email to [tac@cisco.com](mailto:tac@cisco.com).

**Q.** What do customers and partners need to open a TAC request?

**A.** To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your contract number to your Cisco.com user ID

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

**A.** [Register](#) for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.



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- Q.** How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?
- A.** WHIPTAIL customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](#). From there, select the “Access Restricted Content” tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco authorized partner for your contract number. If you have multiple service contract numbers, please separate them by commas.
- 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](http://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.

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**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](#).

## Return Materials Authorization (RMA)

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

**A.** After a customer or partner has a service request open with TAC, an RMA will be initiated according to the case resolution procedures.

**Q.** When will Cisco start providing support for RMA?

**A.** Support for RMA for products covered by an active service agreement sold by WHIPTAIL or Cisco starts at the end of June, after the active service agreements have been migrated into the Cisco installed base. WHIPTAIL customers should continue to use their existing RMA process for installed WHIPTAIL products until their service agreements have been migrated.

**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 the POWR tool webpage.

**Q.** How many days does a partner or customer have to return defective products to Cisco?

**A.** A partner or customer under an advanced replacement service contract is responsible for returning defective products back to Cisco within ten (10) days.

For non-returned defective products that are open for more than thirty (30) days, Cisco reserves the right to charge partners or customers at current list prices.

**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. After 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 WHIPTAIL contracts opened through the WHIPTAIL process prior to the end of June will be handled by the WHIPTAIL process, and the defective units should be returned to WHIPTAIL using the instructions provided.

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- Q.** What is the process if I purchased disk retention service as part of my SMARTnet contract and I have a defective UCS drive?
- A.** In the event a customer purchases disk retention service, if, during the course of troubleshooting a UCS problem, Cisco TAC determines the problem resides with a UCS drive, Cisco authorizes the customer to retain the defective drive provided that the customer completes and returns to Cisco a [Certificate of Destruction](#) (CoD).

Only those drives specifically listed on your contract may be destroyed, and the contract must be valid per its stated terms and conditions. Create a separate CoD for each RMA, and include your contract number that applies to the destroyed drive(s). Multiple drive(s) from the same RMA may be included on a single CoD, but separate RMAs require separate CoDs.

## 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](#).

- Q.** What are the warranty terms for Cisco UCS Invicta Series products?
- A.** WHIPTAIL products assumed the Cisco UCS 3 year limited hardware and 90 day limited software warranty. Effective January 17, 2013, the WHIPTAIL 12-month warranty will be replaced with the standard Cisco 3 year warranty (with an additional 90-day grace period). This change brings the WHIPTAIL warranty in line with Cisco's standard UCS warranty offering.

For details on Cisco's warranty, visit [www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

- Q.** How will warranty end dates be calculated for migrated records?
- A.** Original WHIPTAIL warranty end dates will be migrated from WHIPTAIL and will be honored at Cisco.

## New Product Dead on Arrival (DOA)

- Q.** I purchased a product from Cisco (not WHIPTAIL) 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.
- 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](http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WWRL_HOME.html#2).

- Q.** I purchased a product using the legacy WHIPTAIL (not Cisco) process with WHIPTAIL 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 WHIPTAIL 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 90 days 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](http://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](http://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](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

- Q.** What WHIPTAIL products and services have been discontinued?
- A.** For products that went through the end-of-sale cycle within the WHIPTAIL process before the integration, we will follow the WHIPTAIL legacy end-of-sale rules.

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## 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](http://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 WHIPTAIL Acquisition website:

[www.cisco.com/web/services/acquisitions/whiptail.html](http://www.cisco.com/web/services/acquisitions/whiptail.html)

Operations Exchange: [www.cisco.com/go/ssc](http://www.cisco.com/go/ssc)

CSCC: [www.cisco.com/web/services/ordering/csc/csc/access.html](http://www.cisco.com/web/services/ordering/csc/csc/access.html)

Cisco Unified Communications Services: [www.cisco.com/en/US/partner/products/sw/voicesw/services.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/services.html)

TAC Support Case Manager: [tools.cisco.com/ServiceRequestTool/scm/mgmt/case](http://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)

Performance Metrics Central: [www.cisco.com/web/partners/services/resources/pmc/index.html](http://www.cisco.com/web/partners/services/resources/pmc/index.html)



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