



# Managing products and subscriptions

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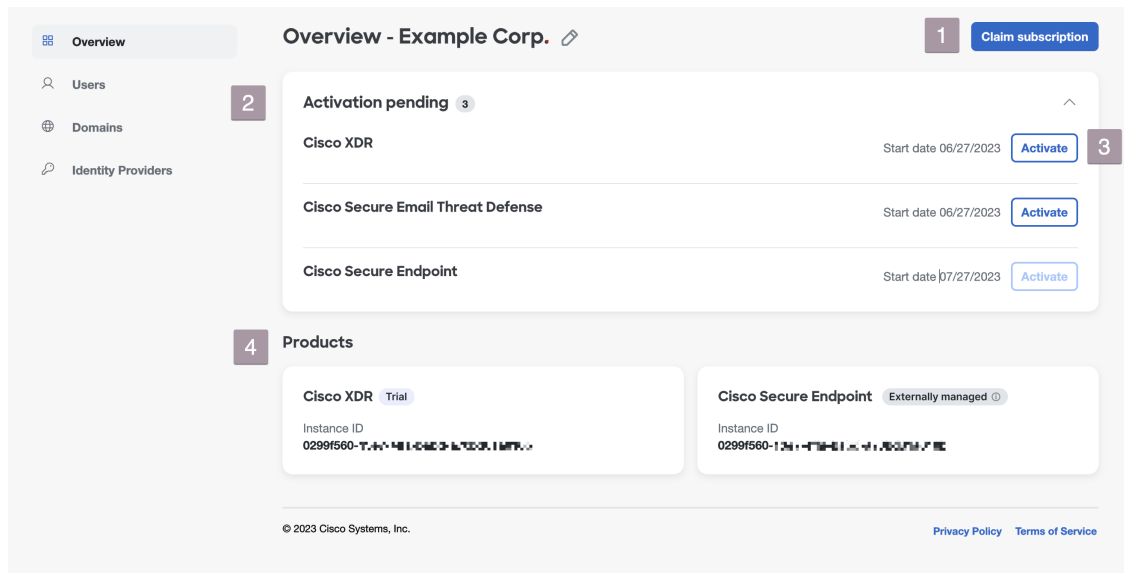
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## Overview

When a new subscription is purchased from Cisco, a subscription claim code is emailed to the initial contact specified during the purchase process. Once a Security Cloud enterprise administrator receives the claim code, they click **Claim subscription** (1) to [Claim a subscription](#) for the current enterprise.

Once a subscription is claimed, its products are listed under **Activation pending** on the Overview tab with their corresponding start dates (2). When the start date for a product subscription has been reached, the **Activate** button (3) is enabled, allowing the enterprise administrator to [Overview](#) the product. Activated products are listed in the **Products** section (4).

Trial products are indicated by a **Trial** label. Externally managed product instances that have been [Attach an externally managed product instance](#) have an **Externally managed** ⓘ label.



## Claim a subscription

When a Cisco Secure product subscription is purchased, a subscription claim code is emailed to the user designated as the initial product activation contact. This contact may or may not be the Security Provisioning and Administration administrator who will manage the subscription. A Security Provisioning and Administration administrator uses the claim code to claim the subscription for an enterprise. Once claimed, a subscription's products are added to the **Activation pending** list and can be [Activate a product instance](#) once the subscription's start date has been reached.

### Before you begin

You will need a subscription claim code to complete these steps.

### Procedure

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- Step 1** Sign in to [Security Provisioning and Administration](#).
  - Step 2** When prompted, select the enterprise where you want to claim and activate the products in the subscription or create a new enterprise.
  - Step 3** Click **Claim subscription** in the upper-right corner.
  - Step 4** Enter the claim code and click **Next**.

## Claim Subscription

1 **Subscription claim code**

2 Review subscription

### Subscription claim code

To begin, enter your claim code below and click **Next**. For detailed instructions please read our [documentation](#) .

**Subscription claim code \***

< Cancel Next

**Step 5** Review the list of products in the subscription, then click **Claim subscription**.

The products in the subscription are added to the **Activation pending** list on the **Overview** tab.

### What to do next

You can start [Activate a product instance](#) whose subscription start dates have been reached.

## Activate a product instance

Once a subscription has been [Claim a subscription](#) and its start date has been reached, you can activate the products in the subscription. If there is an existing product instance activated in the current enterprise, you can choose to apply the new product license to an existing instance, or activate a new instance. When activating a new instance, you specify the region where it will be activated and the email of the user to be the initial administrator.

### Procedure

**Step 1** Sign in to [Security Provisioning and Administration](#).

**Step 2** When prompted to select an enterprise, select the same enterprise that was used to [Claim a subscription](#) the associated product subscription.

**Step 3** In the **Activation pending** list, click **Activate** for the product you want to activate.

- If there are no existing activated instances of the product, select the region where you'd like to activate the product and the email of the initial administrator. Click **Activate** when ready.

**Overview - Example Corp.**

Activation pending **3**

Cisco XDR

Cisco Secure Endpoint

Cisco Secure Email Threat Defense

**Products**

Cisco XDR

Instance ID  
0299f560-13e7-4b74-9c41-9c41-9c41

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**Cisco XDR**

Fields with asterisk(\*) are required.

Subscription ID 2bdbd2a2-13c1-4b74-9c41-9c41

Region \*  
North America

Initial administrator \*  
Select admin

Cancel Activate

- If there is an existing, activated instance of the same product, you are asked if you want to activate a new instance, or apply the license to an existing instance.

**Overview - Example Corp.**

**Activation pending** 3

Cisco XDR

Cisco Secure Endpoint

Cisco Secure Email Threat Defense

**Products**

Cisco XDR

Instance ID  
0299f560-13e7-4412-8203-121212121212

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**Cisco XDR** ×

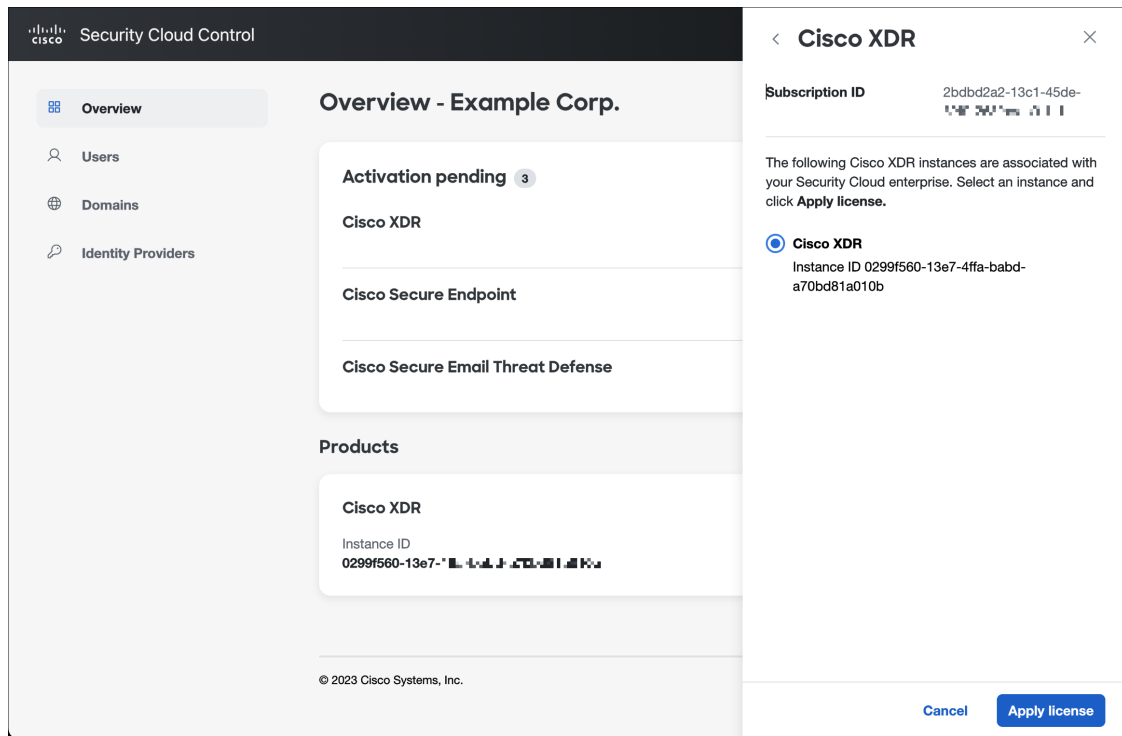
**Subscription ID** 2bdbd2a2-13c1-45de-  
22121212121212121212

You can apply this license to a new instance of Cisco XDR or to an existing instance. Select an option to proceed.

Activate a new instance

Apply license to an existing instance

- To activate a new instance, select **Activate a new instance** and follow the same procedure as above. To apply the license to an existing instance, select **Apply license to an existing instance**, select the desired instance, and click **Apply license**.



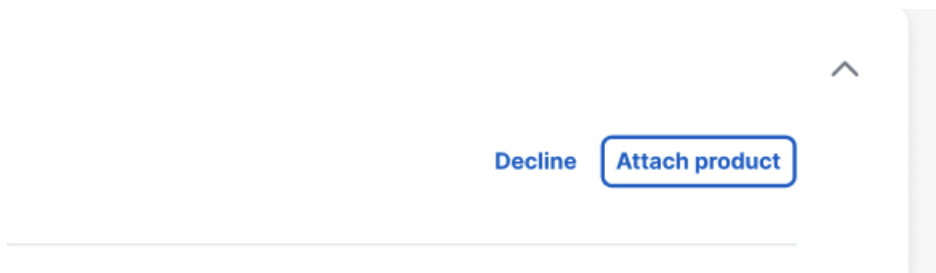
The product is added to the **Products** table.

## Attach an externally managed product instance

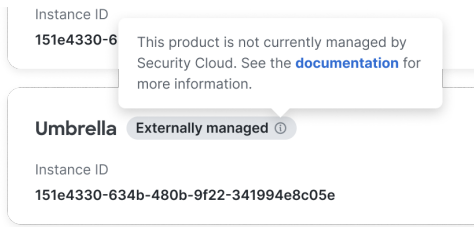
If you have a Cisco product instance that is managed outside of Security Provisioning and Administration, you can optionally attach it to a Security Cloud enterprise. Cisco initiates this process by sending an email to a list of Security Provisioning and Administration admins with an invitation to attach the instance to Security Cloud. An admin can sign in and attach the external instance to Security Cloud. Product instances that are attached to Security Cloud have an **Externally managed** label next to their product name.

### Procedure

- Step 1** Sign in to [Security Provisioning and Administration](#).
- Step 2** When prompted to select an enterprise, select the enterprise to which you would like to attach the externally managed product instance.
- Step 3** Click **Attach product** next to the product you wish to attach.



The attached product appears in your list of products with an **Externally managed** label.




## Deactivate a product instance

If you have accidentally activated a product instance or if you want to reuse the license for an existing or a new tenant, you can deactivate the product instance. After you deactivate a product instance, it reaches an inactive state. Active licenses are made available again and the enterprise administrator receives a product deactivation notification.



**Note** You can't deactivate an unlicensed or externally managed product instance. If you have incorrectly associated a product instance with your enterprise, contact the [Cisco support team](#).

### Procedure

- Step 1** Sign in to [Security Provisioning and Administration](#).
- Step 2** When prompted to select an enterprise, select the same enterprise that was used to activate the product subscription.
- Step 3** In the **Overview** page, under the **Products** table, click the three-dot menu  next to the product to be deactivated and select **Deactivate**.

The screenshot shows a user interface for managing products and subscriptions. At the top, there is a header 'Overview - Example Corp' with a 'Claim subscription' button. Below this, there is a section titled 'Activation pending' with two items: 'Cisco Secure Email Threat Defense' and 'Cisco Secure Endpoint', each with a start date of 02/13/2024 and an 'Activate' button. Below the 'Activation pending' section is a 'Products' section. Under 'Products', there is a card for 'Cisco XDR' with an instance ID '81201e08-f08d-49b8-925a-4c096426c994' and a 'Deactivate' button with a red circle icon.

**Step 4** In the deactivate confirmation dialog box, click **Deactivate**.

After deactivation, all services for the product instance are suspended and the product is removed from the **Products** table.

The subscription licenses for the deactivated product is returned to the **Activation pending** table.

The subscription licenses are now available to activate a new product instance or you can apply the licenses to an existing product instance. For more information, see [Activate a product instance](#).

An email about the product deactivation is sent to the enterprise administrator.

If the deactivation process results in an error, contact the Cisco support team at [Support Case Manager](#).

The Deactivate option doesn't remove an unlicensed or externally managed product instance.