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Cisco CMX Engage Subscription -Support Change

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Cisco Systems, Inc.

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Technical Support details for Customers with active Cisco CMX Engage, CMX Cloud, or EMSP Subscriptions

Customers or Partners with active Cisco CMX Engage, CMX Cloud, or EMSP subscriptions should migrate to Cisco Spaces with TAC support.

To migrate to Cisco Spaces and start accessing Cisco TAC support, the following actions are required:

- Start using Cisco Spaces. The Cisco Spaces dashboard can be accessed at <u>https://dnaspaces.io</u>. Almost, all the features of CMX Engage are included in Cisco Spaces and all data and configurations are already available in the dashboard, as well. If you have any trouble accessing Cisco Spaces, or have any questions, please contact us using this <u>link</u>.
- Add a service contract to the existing CMX Engage subscription: Reseller partners will need to update existing CMX Engage and CMX Cloud subscriptions in CCW. Please see the Change Subscription – Adding Support to CMX Engage Subscriptions section below to view details on how to modify Cisco CMX Engage and CMX Cloud subscriptions to add a support SKU and the contract required for proper entitlement for Cisco Technical Assistance Center (TAC) support. Adding the support contract to an existing subscription is a \$0 change.

After the support SKU is added, proper support contract and entitlements will be generated, and customers will be able to contact TAC, as per above instructions

Change Subscription – Adding Support to CMX Engage Subscriptions

Cisco Commerce Workspace (CCW) provides the capability to manage subscriptions for your Active Orders and Subscriptions. This document will guide you through the process involved to modify your subscriptions to add a \$0 support SKU, necessary to generate a contract that will provide entitlement for Cisco Technical Assistance Center (TAC) support for customers with CMX Cloud or CMX Engage subscriptions that have already migrated to using Cisco Spaces.

To Modify Subscription to add the Cisco Spaces support SKU:

1. Log into the SaaS Portal by clicking on Cloud/SaaS Subscriptions under the Services and

Subscriptions tab (or click here to access the Portal directly https://ccrc.cisco.com/subscriptions/landing).

•	Catalog	Estimates	Deals & Quotes	Orders	Services & Subscriptions	Software
	o Refresh Outlet - the Secondary Ma	Winning the Battle arket			Cloud/SaaS Subscriptions Software Subscriptions & Services (CCW-	R)



Change Subscription - Adding Support to CMX Engage Subscriptions

To search for a specific subscription, click on the arrow to select the search criteria. In the Search Subscription Data, enter the search term to find the required subscription. To narrow-down the search data and search for a subscription, click the Advanced Search to open the pop-up with the additional search options.

	cisco Cisco Commer	ns	= V Search Alt.,			Q		Daniel Lake
	CATALOG ESTIMATE	DEALS & QUOTES ORDER	NERVICES & SUBSCRIPTIONS	- 0			⊘ onck ta	KS III WORKSPACE
	Filters	Search By Subscription ID	Search Subscriptions	3 Advanced Search				
DEALS & QUOTES ORDERS SER	Status 🔨	- Subscription in						ŀ
DEALS & QUOTES ORDERS	ACTIVE (34)	Found 35 Results						
Search By	CANCILLED (1	Due for Renewal: 0-30 Days	Offer Name: A-WX-NAMED-USER	۲				Clear All Fille
Subscription ID	Offer Name							
End Customer	A-WX-NAMED-USER (35)	Subscription ID 🔻	End Customer *	Offer Name 💌	Status *	Start Date 💌	Renewal Date 💌	Due for Renew
Four Bill To Customer Subscription ID	U-PHOME (23)	Sub102397	1	A-WX-NAMED-USER	ACTIVE	07-Sep-2017	07-Sep-2018	0 Days till renewa
PO Number	EMSP-LIC-SW-SUB (6)	Sub151958	: .	A-WX-NAMED-USER	ACTIVE	08-Aug-2018	08-Sep-2018	1 Days till renewa
SO Number	View Al	Sub151957		A-WX-NAMED-USER	ACTIVE	08-Aug-2018	08-Sep-2018	1 Days till renewa
Su Web Order ID	Due for Renewal	300131357	1 ()	A-HA-IDANED-DOER	NUTIVE	00-749-2018	00-36p-2010	T Days of Penewa
	O 0-30 Days (35)	Sub151888	1 A.	A-WX-NAMED-USER	ACTIVE	08-Aug-2018	08-Sep-2018	1 Days till renewa
	Custom	Sub151956	1	A-WX-NAMED-USER	ACTIVE	08-Aug-2018	08-Sep-2018	1 Days till renewa
	min - max	Sub151955		A-WX-NAMED-USER	ACTIVE	08-Aug-2018	08-Sep-2018	1 Days till renewa
	Auto Renewal Term		•					
odo.	Enabled (31)	Sub152629	1	A-WX-NAMED-USER	ACTIVE	09-Aug-2018	09-Sep-2018	2 Days till renewal
ISCO	Disabled (4)	Sub151436	1.0	A-WX-NAMED-USER	ACTIVE	10-Aug-2018	10-Sep-2018	3 Days till renewal

3. To initiate a **Change Subscription** transaction, click on the three vertical dots () next to the desired subscription and select **Modify/Renew Subscription**.

Status: ACTIVE 🛞 Offer	Name:	A-SPK-NAMED-USER	Due for	Renewal: 0-30 Days 🛞						Clear All Filters
Subscription ID 🔻		End Customer 🔻		Offer Name 🔻	Status 🔻	Start Da	te 🔻	Renewal Date	•	Initial Term
Sub117382	1	VICSUPER PTY LTD		A-SPK-NAMED-US	A-SPK-NAMED-USER Spark Named User (1)	2	2017	29-Aug-2018	9	12 months
Sub117943		View Invoices View Usage	DN A	A-SPK-NAMED-US	ACTIVE	11-Sep-2	2017	11-Sep-2018	9	12 months
Sub118423		View Subscription Details	LIA	A-SPK-NAMED-US	ACTIVE	16-Sep-2	2017	16-Sep-2018	9	12 months
View 25 🗸 Per Page	9	View Order Details View Quotes In Progress Modify/Renew Subscription			se (🕐)					Page 1 Of

- 4. Alternately, if you click on the Subscription ID, you can view details of the subscription.
- 5. You can review the existing Subscription and determine if the **SVS-DNAS-SUP** service item is already associated with the subscription. If it is, then no further action is required. If not, you must modify the existing subscription.

Provisioning Details	One Time Discount Appl	ied				
Complete View Provision Info	No					
ems		PO Line Reference	Qty	Unit List Price (USD)	Total Discount (%)	Unit Net Price (USD)
IR-CMX-CLOUD MX as Cloud delivered So ffer	oftware as a Service (SaaS)		1			
AIR-CMX-SVC-ENG			1			0.00
CMX Engage Subscription Licens	60		Access Point	Per Access Point / Month		Per Access Point / Month
SVS-DNAS-SUP			1	0.00		0.00
DNA Spaces Software Subscripti	on hundle Sunnert		Each	Per Each / Month		Per Each / Month

6. Click on the **Modify/Renew Subscription** button to initiate the change to your subscription.

Change Subscription - Adding Support to CMX Engage Subscriptions

						()
Subscription ID Sub195270		ive For Months from 07	7-Dec-2018 to 06-Dec-2021	Automatically Renews For No Auto Renewal		End Customer TEST NOT RE
itatus ACTIVE	Billing Prepa	Frequency id		Monthly Cost USD		Billing Amount (Prepaid Te
	Summary History	Invoices	Usage Manage Conta	cts Quotes In Progress N	lanage Payment Details	
Bill Day 4th of the Month, Prep.	aid for the entire term		Payment Method		Current Open Balance	
Billing Preference	and for the entire term		Purchase Order Number		USD	
Bill Day of Month			PO-DNAS-2			
			Payment Term 30 NET			
Provisioning Details	One Time Discount Aj	oplied?				
Provisioning Details Complete View Provision Info	One Time Discount Aj No	oplied?				
Complete		oplied? Qty	Unit List Price (USD) T	otal Discount (%) Unit Net Price	e (USD) Credits	Billing Amount (USD)
Complete View Provision Info Items AIR-CMX-CLOUD			Unit List Price (USD) T	otal Discount (%) Unit Net Price	e (USD) Credits	Billing Amount (USD)

- 7. Please note that the One Time Discount label in the items lets you know if a One Time Discount has been applied to the subscription. If One Time Discount is set to "Yes," and you start the change subscription process, then a warning message displays that the discounts for the subscription were applied as a one-time discount and that proceeding further will require new discount negotiations with Cisco.
- 8. Click Proceed if you wish to continue.
- 9. After clicking on **Modify/Renew Subscription**, the details page displays the actions you can take. Select Modify My Subscriptions.

DEALS & QUOTES ORD	ERS SERVICES & SUBSCRIP	nons
	I want to	
		Modify My Subscription Select this option if you want to Upsell/Modify the subscription, effective only for the current term. Changes made will only be effective from your 14-Sep-2019 to the end of the current term, as well as any future term if Auto Renewal is enabled.
	Cancel	

10. After selecting **Modify My Subscription**, check to see if the new support SKU (**SVS-DNASSUP**) displays.

Change Subscription - Adding Support to CMX Engage Subscriptions

equested Terms and Billing 🖍					Global Price L	.ist (USD
quested Change Date 🚺 -Sep-2019	Requested For 5.07 Months From 14-Sep-	2019 To 15-Feb-2020	Automatically Renews I 12 Months On 16-Feb-20		Billing Frequency Prepaid Term	
Configuration Summary		the subscript	otion will start and be eligible ion is ready for you to provis aver of the two events happe	to be invoiced: i) 30 days after 0 ion OR, ii) the day any portion of ns first. (C01007)	Cisco notifies you that any portic the subscription is provisioned	by
SKU	Qty List Price	AIR-CMX-CLOUD >	CMX Cloud			
AIR-CMX-SVC-ENG	100 \$12.0000 Ccess Point Per Access Point/Month	CMX Cloud				
Service	Of List Drive	Access Point	SKU	Description	Unit List Price (USD)	Actio
SVS-DNAS-SUP	Qty List Price 1 \$0.00 Each Per Each/Month	100	AIR-CMX-SVC-ENG	CMX Engage Subscription Lice	nse \$12.0000 Per Access Point/Month	Ē
		CMX Engage A	dvance			
		Access Point	SKU	Description	Unit List Price (USD)	Actio
		Qty	AIR-CMX-SVC-ENG-AD	CMX Engage Advanced Subsc License	ription Enter Qty to see List Price Per Access Point/Month	1
Subtotal:	\$14,400.00					

- 11. If the new SVS-DNAS-SUP SKU is not showing up, then you can trigger the addition by retyping in the quantity of the licenses that were on the subscription (do not change the quantity, just re-enter the existing quantity). This will ensure that the new SVS-DNAS-SUP SKU shows up.
- 12. Click Review Changes to view summary of changes. Click Done to review any other messages that display.

Restore Configuration Cancel Review Changes

- 13. Review and confirm that there are no new charges. The SVS-DNAS-SUP SKU is a \$0 add-on to generate a service contract to use when calling TAC for support.
- 14. Click **Continue** to confirm.

		& Submit Deal History		Continue
• NET CHANGE SU	JMMARY	Contract Val	ue Invoice	1
	EXISTING CHARGES (USD) From 14-Sep-2019 to 15-Feb-2020	NEW ESTIMATED CHARGES (USD) From 14-Sep-2019 to 15-Feb-2020		
Billing Amount per Cycle	0.00 5.07 Months (Prepaid)	0.00 5.07 Months (Prepaid)	0.00	
Monthly Recurring Cost (MRC)	0.00 per Month	0.00 per Month	0.00	
Extended Net Price (Contract Term)	0.00 for 5.07 Months	0.00 for 5.07 Months	0.00	
Read Important Note ab	out Estimated 🛈			

15. Review and click **Submit** to submit the changes.



16. Click Create Order and submit changes.



Cisco CMX Engage Subscription - Support Change Change Subscription - Adding Support to CMX Engage Subscriptions

Your Quoto has been a	
Tour Quote has been s	uccessfully submitted and approved.
Deal ID	End Customer
Deal ID	End Customer

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see <u>What's New in Cisco Product Documentation</u>.

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the <u>What's New in Cis-</u> <u>co Product Documentation RSS feed</u>. The RSS feeds are a free service.

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