Cisco Services for Lancope Integration

Contents

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 Lancope products.

Product and Service Offer Integration

Q. How are the existing Lancope products being integrated into the Cisco® security portfolio?

A. Table 1 shows how the Lancope products are being integrated at Cisco.

Table 1.   Mapping of Lancope Products to Cisco Products

Lancope Product Name	Cisco Product Name
Appliances	
StealthWatch FlowCollector	Cisco Stealthwatch® Flow Collector
StealthWatch Management Console	Cisco Stealthwatch Management Console
StealthWatch FlowSensor	Cisco Stealthwatch Flow Sensor
StealthWatch UDP Director	Cisco Stealthwatch UDP Director
StealthWatch IDentity	Cisco Stealthwatch Identity Appliance
StealthWatch AnyConnect Integration	Cisco Stealthwatch Endpoint Concentrator
Licenses	
StealthWatch Flows Per Second License	Cisco Stealthwatch Flow Per Second License
N/A	Cisco Stealthwatch Flow Rate License
StealthWatch ProxyWatch	Cisco Stealthwatch Proxy Watch
N/A	Cisco Stealthwatch Endpoint License
N/A	Cisco Stealthwatch Cloud License
StealthWatch SLIC Threat Feed	Cisco Stealthwatch Threat Intelligence License
N/A	Cisco Stealthwatch Learning Network License

Q. How are the Lancope hardware and software services being migrated into Cisco Services?

A. Lancope services are being migrated to Cisco Services offers as shown in Table 2.

Table 2.   Mapping of Lancope Services to Cisco Services

Lancope Service Offer	Cisco Services
Hardware appliance solution consists of 2 orderable components: • Hardware appliance + application software • Hardware and software support bundled and sold as one service offer	Solution consists of 4 orderable components: • Hardware appliance • Application software • Smart Net Total Care Service for Hardware Support • Software Support Service (SWSS) for Software Support
Initial installation and configuration	**Cisco Security Stealthwatch Deployment Service** Advanced Services Fixed
Host group automation	**Cisco Security Stealthwatch Host Group Automation Service** Advanced Services Fixed
FlowCollector 5000 installation	**Cisco Security Stealthwatch Deployment Service for Flow Collector 5000 Series** Advanced Services Fixed
Proxy integration service	**Cisco Security Stealthwatch Proxy Integration Service** Advanced Services Fixed
System integration service	**Cisco Security Stealthwatch SIEM Integration Service** Advanced Services Fixed
Health check and tuning service	**Cisco Build Service for Core Subject Matter Expert (SME)** Advanced Services Fixed **Cisco Security Optimization Service** Advanced Services Subscription
N/A	**Cisco Security Implementation Service** Advanced Services Subscription
SOW-based professional services	**Cisco Security Advisory and Implementation Services** Advanced Services Transactional
Lancope training	**Cisco Learning Services** Lancope security courses and exams

Q. What Cisco part numbers are available for ordering?

A. The Cisco part numbers listed in Table 3 are available for ordering.

Table 3.   Cisco Technical Service Part Numbers

Part Number	Service Offer
SNTC	Cisco Smart Net Total Care
ECMU	Cisco Software Support Service

Cisco Technical Services

Cisco Smart Net Total Care Service

Q. What is Cisco Smart Net Total Care service?

A. As part of the Cisco Technical Support Services portfolio, the Cisco Smart Net Total Care® program provides your staff direct, anytime access to Cisco 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 Smart Net Total Care service?

A. Smart Net Total Care 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 delivery, where available, for Security products

- Operating system software updates

- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

For more information about Smart Net Total Care service, download the at-a-glance and service description.

Q. How does the support previously available from Lancope compare to Cisco Smart Net Total Care?

A. Cisco provides next business day delivery for replacement products (not available in all countries) while Lancope provided next business day ship.

Q. Why should a customer buy Cisco Smart Net Total Care support services?

A. By covering Cisco products with a Cisco Smart Net Total Care contract, a customer can:

- Maximize product and network availability, reliability, stability and security

- 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. How can I purchase Smart Net Total Care services?

A. Customers may purchase Smart Net Total Care services directly from Cisco through a Cisco account manager, or through our global network of highly qualified Cisco partners. Customers may find a partner through the Cisco Partner Locator.

Cisco Software Support Service (SWSS)

Q. What is Cisco Software Support Service (SWSS)?

A. As part of the Cisco Technical Support Services portfolio, the Cisco Software Support Service (SWSS) program provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency. SWSS helps maximize business outcomes, protects the customer's investment, and provides round-the-clock coverage from highly-skilled engineers.

Q. What is included with SWSS?

A. SWSS offers foundational software application support for the full term of the purchased software subscription, including:

- 24x7 access to Cisco Technical Assistance Center (TAC) support

- Maintenance, minor and major software release updates

- Anytime online support tools and community

For more information about Cisco Software Support Service, download the at-a-glance and service description.

Q. How are users notified of new software releases under the SWSS contract?

A. New releases are announced in product bulletins that are available through the Cisco Notification Service. This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How do customers obtain Stealthwatch software updates using SWSS?

A. Cisco Stealthwatch software updates are available for download from the Stealthwatch Download and License Center for registered customers linked to a Software Support Service contract.

Q. How can customers renew SWSS?

A. Customers may purchase SWSS directly from Cisco through a Cisco account manager, or through our global network of highly qualified Cisco partners. Customers may find a partner through the Cisco Partner Locator.

Cisco Advanced Services Fixed

Q. What are Cisco Advanced Services Fixed offers?

A. All Cisco service offers that are defined by the Cisco Advanced Services (AS) Fixed structure have a single Advanced Services project ID (PID) associated to a single service offer. There is one Cisco AS Fixed service description associated to each Cisco AS Fixed SKU. There is a one-to-one-to-one relationship regarding the Cisco AS Fixed service description, the Cisco AS Fixed SKU, and the Cisco AS Fixed PID.

Q. What is the standard Cisco global bookings policy for Cisco AS Fixed service offers?

A. Cisco bookings policy for Cisco AS Fixed services requires that every Cisco AS Fixed project must be started within 90 days of ordering the service and completed (delivered to the customer) within 90 days of the project start date. Therefore, a Cisco AS Fixed part number must be used only when the customer understands and agrees that each AS Fixed line item on a given order must be delivered within 6 months of the original order.

Q. Do the new Cisco Security Stealthwatch fixed offers include travel and expenses?

A. Previously the Lancope service offers did not include travel expenses, and customers were billed separately. The Cisco AS Fixed services will include local and international travel as appropriate. NT in the part number denotes no travel; IT in the part number denotes international travel.

Q. How are the services delivered?

A. Cisco Stealthwatch Security AS Fixed services are delivered both remotely and onsite to the customer.

Q. How can customers purchase the Cisco AS Fixed Security services?

A. Customers can purchase Cisco AS Fixed Security services directly from Cisco using Cisco Commerce Workspace or through our global network of highly qualified Cisco partners. Customers may find a partner through the Cisco [Partner Locator](#).

Q. What Cisco Security Stealthwatch AS Fixed Services are available?

A. Table 4 lists the Cisco Stealthwatch Security AS Fixed services that are available to order from Cisco.

Table 4.   Cisco Stealthwatch Security AS Fixed Services

Service Name	Description	Service Description	Part Numbers	Notes
Cisco Security Stealthwatch Deployment Services for Flow Collector 5000 Series	Fixed scope and fixed price deployment service available to enable the security appliance. It provides installation, optimization, and tuning activities.	[Service description](#)	ASF-CORE-SWFC	Includes travel
			ASF-CORE-SWFC-NT	Excludes travel
			ASF-CORE-SWFC-IT	Includes travel
Cisco Security Stealthwatch Host Group Automation Service	Intended to deploy Stealthwatch system's host group automation service, which periodically updates Stealthwatch system host groups with data from the customer's authoritative IP address management system.	[Service description](#)	ASF-CORE-SWAUT	Includes travel
			ASF-CORE-SWAUT-NT	Excludes travel
			ASF-CORE-SWAUT-IT	Includes travel
Cisco Security Stealthwatch Deployment Service	Consists of the integration of up to 2 Stealthwatch Management Consoles (SMCs), up to 4 Stealthwatch System Flow Collectors, and up to 4 Stealthwatch System Flow Sensors into the customer network infrastructure as well as an initial tuning and optimization activities.	[Service description](#)	ASF-CORE-SW-DEP	Includes travel
			ASF-CORE-SW-DEP-NT	Excludes travel
			ASF-CORE-SW-DEP-IT	Includes travel

Service Name	Description	Service Description	Part Numbers	Notes
Cisco Security Stealthwatch Proxy Integration Service	Intended to enable a customer's Stealthwatch system to have visibility that spans web proxies. The service consists of a proxy adapter component and the services required to integrate a customer's web proxy with a Stealthwatch Flow Collector.	[Service description](#)	ASF-CORE-SWPRXY	Includes travel
			ASF-CORE-SWPRXY-NT	Excludes travel
			ASF-CORE-SWPRXY-IT	Includes travel
Cisco Security Stealthwatch SIEM Integration Service	Enables a customer's security operations center (SOC) team to pivot directly from the SIEM console to Stealthwatch security system to request a set of flow data from the Stealthwatch system to classify potential threats and to take appropriate action.	[Service description](#)	ASF-CORE-SWSIEM	Includes travel
			ASF-CORE-SWSIEM-NT	Excludes travel
			ASF-CORE-SWSIEM-IT	Includes travel
Cisco Build Service for Core Subject Matter Expert (SME) Service	Provides general technical consulting support to advise and guide the customer with products and technologies covered under Cisco Routing and Switching technologies for one business week (5 days, typically Monday through Friday).	[Service description](#)	ASF-CORE-G-SME-1L	Includes travel
			ASF-CORE-G-SME-1W	Excludes travel
			ASF-CORE-G-SME-1I	Includes travel

Q. Why does the appliance purchase come with a required attach of Cisco Security Stealthwatch Deployment Services for Flow Collector 5000 Series?

A. Security Stealthwatch Deployment Services for Flow Collector 5000 Series is required to attach at the point of the Stealthwatch Flow Collector 5000 Series product sale so that customers get the devices properly installed and maximize the return on investment of the solution.

Cisco Advanced Services Subscription

Q. What are Cisco Advanced Services Subscription offers?

A. Cisco Advanced Services Subscription offers are time-bound engagements that are typically defined as "day 2" engagements for advanced network optimization or support. The deliverables are predefined in Cisco standard terms and conditions and can be customized. Generally there are no additional contract requirements, and the subscription is renewed annually.

Q. How are the AS Subscription services delivered?

A. Services are delivered both remotely and onsite to the customer.

Q. How can customers purchase Cisco Advanced Services Subscription offers?

A. Customers may purchase Cisco Advanced Services Subscription offers by working with their Cisco account representative.

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 four areas: audits and assessments, design, optimization support, and knowledge and learning.

For more information about the Cisco Security Optimization Service, download the service description or the at-a-glance.

Q. What is the part number for the Cisco Security Optimization Service?

A. The part number for the Cisco Security Optimization Service is shown in Table 5.

Table 5. Cisco Security Optimization Service SKU

Service	Part Number	Theater
Cisco Security Optimization Service	CON-AS-SEC	Global

Cisco Security Implementation Services

Q. What are Cisco Security Implementation Services?

A. Cisco Security Implementation Services provide activities designed to help customers successfully implement its Cisco security technology products and services. The service supports implementation activities for the following Cisco security products:

- Next-Generation Firewall (NGFW):
    - ASA with Cisco Firepower® Services
    - Cisco Firepower Threat Defense
- Identity Services Engine (ISE)
- Stealthwatch

Q. What is included with the Security Implementation Service?

A. Customers may mix and match from the following list of activities, based on their requirements:

- Project management
- Requirements workshop
- Design services
- Validate services
- Migrate services
- Implement services

- Knowledge services
- Health check services
- Performance tuning and support
- Integration services (third party)

For more information about the Cisco Security Implementation Service, download the service description.

Q. What is the part number for this subscription service?

A. The part number for the Cisco Security Implementation Service is shown in Table 6.

Table 6.   Cisco Security Implementation Service SKU

Service	Part Number	Theater
Cisco Security Implementation Service	CON-AS-SW	Global

Cisco Advanced Services Transactional

Q. What are Cisco Advanced Services Transactional offers?

A. Cisco Advanced Services Transactional offers are custom scoped and priced and written on a statement of work (SOW). The engagement is primarily used for one-time "day 1" services. The SOW is used to define limitations of liability, characteristics of delivery, payment terms, and other provisions.

Cisco Security Advisory and Implementation Services

Q. What are Cisco Security Advisory and Implementation Services?

A. Cisco Security Advisory and Implementation Services provide assessment, design, and deployment assistance for a comprehensive security strategy.

Q. What is included with Cisco Security Advisory and Implementation Services?

A. Cisco Security Advisory and Implementation Services can help you develop and deploy a comprehensive security strategy. It will protect your information and operational technology in today's complex and unpredictable business environment. We can help you get a clear understanding of the current vulnerability status of your network. With detailed planning and careful change management, we work closely with your staff to make sure your security solution protects your network and meets your business needs.

For more information about the Cisco Security Advisory and Implementation Services, download the at-a-glance.

Q. How are the services delivered?

A. Services are delivered both remotely and onsite to the customer.

Q. How can customers purchase the Cisco Security Advisory and Implementation Services?

A. Customers may purchase Cisco Advanced Services Transactional offers by working with their Cisco account representative.

Cisco Learning Services

Q. What type of Stealthwatch security training courses are available?

A. Stealthwatch training is available at a training location or in a virtual classroom and offered either publicly or privately. Training is priced per person, per day; excludes travel expenses; and must be completed within one year from date of purchase.

Q. What public Stealthwatch security training courses are available?

A. Open enrollment (public) virtual instructor-led training allows customers to complete live training from the office or home office. Led by Stealthwatch experts, these 1- and 2-day sessions use a remote access training center with hands-on labs. Public training is priced per person, per day, and excludes travel expenses. Stealthwatch courses include:

- Cisco Stealthwatch System for System Administrators (2 days)

- Cisco Stealthwatch System for Network Operations (2 days)

- Cisco Stealthwatch System Security Operations (2 days)

- Stealthwatch Advanced Tuning (1 day)

- Proactive Hunting and Detection (1 day)

Q. How do customers order public Stealthwatch security training courses?

A. To order Cisco public Stealthwatch training in Cisco Commerce Workspace, use the part number shown in Table 7. Use this part number to order one day of training for one person.

Table 7.   Open Enrollment (Public) Instructor-Led Training Course Part Number

Part Number	Course Name
TRN-SWATCH-G	Cisco Stealthwatch Training General

Q. What private Stealthwatch security training courses are available?

A. Private instructor-led training allows customers to customize and configure the training to meet the needs of their organization. With a dedicated project manager and instructor, customers choose labs and content from existing course material. Private classes are offered virtually at a Cisco location or at the customer's workplace. For more information, contact us at Stealthwatch-Training@cisco.com.

Q. How do customers order private Stealthwatch security training courses?

A. To scope and order Cisco private Stealthwatch training, Cisco sales staff and Cisco customers must engage Stealthwatch Learning Operations at Stealthwatch-training@cisco.com and use the part numbers shown in Table 8.

Table 8.   Private Instructor-Led Training Courses Part Numbers

Part Number	Description
TRN-SWATCH-A	Cisco Stealthwatch Training: private 2-day class for 10 students
TRN-SWATCH-AA	Cisco Stealthwatch Training: add one person to the private 2-day class
TRN-SWATCH-B	Cisco Stealthwatch Training: private 3-day class for 10 students
TRN-SWATCH-BA	Cisco Stealthwatch Training: add one person to the private 3 -ay class

Q. Where can customers find more information and resources about how to find, register, and take a Cisco security class?

A. Cisco Learning Services has a host of resources available:

- Security Resources training: View courses and descriptions and begin registration and enrollment process.
- Cisco Learning Services: Cisco Learning Services includes technical training and certification programs about many Cisco products and their underlying technologies.
- Cisco Learning Network: Learn more about certifications and careers and join the Cisco Learning Network community.
- For more information about schedules and registration for security courses, email StealthWatch-Training@cisco.com.

Q. Can you tell me more about Cisco Learning Services?

A. Cisco Learning Services provides comprehensive, customer-oriented solutions for skill development. It helps speed the adoption and migration of core and advanced technologies. Cisco Learning Services includes technical training and certification programs about many Cisco products and their underlying technologies. The primary mission of Learning Services is to help Cisco customers optimize their network and security investments.

Service Agreement Migration

Q. When will legacy Lancope maintenance agreements be migrated to Cisco's installed base?

A. Maintenance agreement contract migration will happen in phases, as shown in Table 9.

Table 9.   Service Contract Migration Dates

Phase	Description	Migration Date
1	Customers and partners who purchased Stealthwatch products through February 1, 2017	June 2017
2	Customers and partners who purchased Stealthwatch products from February 2, 2017 through May 9, 2017	August 2017
3	Customers and partners who purchased Stealthwatch products from May 10, 2017 through July 9, 2017	October 2017

Q. What maintenance agreements will be migrated?

A. All active and overdue (expired less than 60 days) maintenance agreements for both software and hardware products will be migrated.

Q. Can a customer renew a Lancope maintenance agreement that has been expired for more than 60 days?

A. No. Lancope maintenance agreements that have been expired for more than 60 days will not be migrated, and customers will need to purchase a new Cisco service agreement contract.

Q. What will not be migrated?

A. End-of-life equipment that is no longer eligible for support coverage will not be migrated.

Q. Where can customers find more information about the service agreement migration and support?

A. Information and updates about service agreement migration, along with instructions for opening and tracking service requests, can be found on the [Service and Support for Lancope Acquisition website](#).

Service Agreement Content

Q. What is the primary difference between my Cisco service agreements and my Lancope service agreements?

A. Instead of one service contract for both hardware and software support, hardware technical support services will be on a different service contract than the software contract. All Lancope maintenance agreements will be migrated to a Smart Net Total Care hardware contract and a separate Cisco Software Support Service (SWSS) software contract.

Q. Are my serial numbers going to be the same?

A. Yes; migrated service agreements will include the same serial numbers, so you can search your contracts by serial number if you desire.

Q. Are my service agreement contract numbers going to be the same?

A. No. You will be assigned new contract numbers for hardware and software support.

Q. Will Lancope-specific legacy data be added to existing Cisco service agreements?

A. Lancope-specific legacy data will not be added to existing Cisco service agreements. Contact your Cisco account representative if you wish to merge existing service agreements.

Q. How will historical information (dates, version numbers, and so on) for active service agreements be migrated?

A. Historical information will not be migrated. Only the current version of the service agreement will be migrated.

Technical Support

NOTE: After service agreements have been migrated to Cisco, customers and partners will use Cisco tools and process to access support.

Cisco Technical Assistance Center

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:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.

- **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.

- **Support 24 hours a day, 365 days a year:** By email or telephone, the Cisco TAC is there when you need it.

Q. How do customers open a case with Cisco TAC?

A. Customers with an active service contract can open a case through Cisco.com. Customers 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.

Q. What do customers need to open a case with Cisco TAC?

A. To open a case with TAC, 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 customers 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.

Q. How do customers associate their new Cisco Service Agreement Contract Number to their Cisco.com user ID?

A. Lancope customers will need to add their Cisco Service Agreement Contract Number to their user ID in the Cisco Account Profile. From there, click the "Add Access" button, then select the "TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com" radio button on the pop-up screen, and then click "Go" to manage your Service Contract online. 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 [Support and Downloads website](#).

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.](#)

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 [End-of-Sale and End-of-Life Products site](#). 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](#). Review the [end of product life cycle overview and policy on product discontinuance](#).

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 RMA support for Lancope appliances?

A. Cisco RMA Support for products covered by an active service agreement sold by Lancope starts once the service agreements have been migrated to the Cisco installed base. Until service agreements have been migrated to Cisco, partners and customers will continue to contact Lancope for RMA support.

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

A. No. RMAs will have preinstalled software, but partners and customers will need to activate the license through a license transfer on the Stealthwatch Download and License Center.

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 that can be used to see if the RMA type qualifies for free pick up or for further instructions.

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 support case and an RMA was created before the contract migration date. How is this RMA handled?

A. RMAs for legacy Lancope contracts opened through the Lancope process, will be handled by the Lancope process, and the defective units should be returned to Lancope using the instructions provided.

Licensing

Q. Where can customers access their licensing entitlements for migrated records?

A. Customers can access licensing entitlements on the Stealthwatch Download and License Center.

Q. What if customers want to upgrade the software on an installed Lancope product?

A. Customers can upgrade the software on an installed Lancope product on the Stealthwatch Download and License Center.

Q. How will customers get assistance with software licensing issues for installed Lancope products?

A. Customers that need assistance with licensing should contact the Cisco TAC at (800) 553-2447 or send an email to tac@cisco.com.

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 Lancope products?

A. Lancope products assumed the Cisco 90-day limited hardware and software warranty. View details about Cisco's warranty online.

Q. How will warranty end dates be calculated for migrated records?

A. Original Lancope warranty end dates will be migrated from Lancope and will be honored at Cisco.

New Product Dead on Arrival (DOA)

Q. I purchased a product using the legacy Lancope (not Cisco) process with Lancope 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 Cisco TAC and they will create a ticket which will be addressed by the correct support team.

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 Lancope Acquisition: www.cisco.com/c/en/us/services/acquisitions/lancope.html

Cisco Security Services: www.cisco.com/c/en/us/products/security/service-listing.html

Support Case Manager: mycase.cloudapps.cisco.com/case

Stealthwatch Download and License Center: lancope.flexnetoperations.com