RV260 Webroot Subscription FAQ

Objective

This article answers some questions you might have regarding the Webroot subscription for RV260 routers.

Applicable Devices | Firmware Version

RV260 Series Routers | 1.0.01.01

Introduction

Webroot provides web filtering options for your network, which allows you to look up URLs and see their content category, reputation score, and status. You can also set policies to allow or block specific traffic in your network.

Web filtering helps keep networks secure and can keep users focused and productive. If you want to see a video on web filtering, check out Cisco Tech Talk: Web Filtering on an RV260 Router.

Your RV260 came with a free one-year trial of Webroot. The trial started the day you activated your router, whether you turned on the feature or not. If you purchased your RV260 when the router first came on the market, you had free access for even longer than a year, lucky you! As they say, all good things must come to an end, and your free subscription will expire. This will cause your web filtering to stop working. If you didn't submit an active email address when you activated web filtering, Webroot was not able to inform you of this upcoming expiration.

Expirations happen, but don't worry, you can simply purchase a new Webroot subscription as long as you are running the latest version of firmware. If you know you are running the latest version of the firmware and you are ready to purchase a subscription, you can jump right to the Webroot Subscription for RV260 Routers article.

On the other hand, you may have some of the following questions. Let's get them answered!

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Why is Cisco making this change?

Cisco provides a one-year free Webroot subscription with the purchase of the router. This subscription expiration is now being enforced.

What does a Webroot subscription provide?

Web filtering is a feature that allows you to manage access to inappropriate websites. It can screen a client's web access request to determine whether to allow or deny that website.

What happens when the Webroot subscription expires?

When the Webroot subscription expires, the web filtering feature will stop working.

If I don't upgrade my RV260 device to firmware version 1.0.01.01, do I get to keep the Webroot subscription? If not, how much time do I have before it expires?

Your Webroot subscription will expire whether you upgrade the firmware or not.

For devices that are less than 9 months old, it is one year – *x month* (where *x month* is how long the device has been booted up since the first time) from the firmware release date (September 2020).

For devices that are greater than 9 months old, you will have 90 days from the firmware release date (September 2020) to purchase a new subscription.

After I upgrade to firmware version 1.0.01.01, how much time do I have before the Webroot subscription expires?

For devices that are less than 9 months old, you have one year – *x month* (where *x month* represents the number of months the device has been booted up since the first time) from the firmware release (September 2020).

For devices that are greater than 9 months old, you will have 90 days subscription from the firmware release date (September 2020).

Do I lose my Webroot subscription when I have a hardware issue and need to do RMA replacement?

No. Cisco Support will transfer the remainder of your Webroot subscription to your new RV260 device.

How does Webroot track subscriptions?

By the serial number of the RV260 router.

Looking for more information or for step-by-step instructions on how to purchase the Webroot subscription? Check out the [Webroot Subscription for RV260 Routers](#) article.