



## **PSS API Registration Guide 2.0**

On-Boarding Users

August 15, 2015

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*PSS API Registration Guide*

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GLOSSARY

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# Preface--PSS Quick Start Guide

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## Preface

This guide will explain the steps needed to be taken to on-board to Web APIs provided by Cisco. This guide will cover obtaining a user account, assigning party and role assignments to that user account for a specific company.

These instructions are intended for Cisco's Customers or Partners that intend to create client applications from Cisco Provided APIs.

## PSS APIs

Cisco is providing pre-qualified partners the opportunity to deploy and test the PSS API's which retrieve information on the following items:

- Contract Service
- Hardware-EoX Alert Service
- Inventory Service
- Software-EoX Alert Service
- Field Notice Alert Service
- Intelli-Shield Alert Service
- PSIRT Alert Service
- NPDR Service
- GetLastUpdate Service



### Note

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API service calls return data that is managed by the PSS portal. So tasks like collector registration and inventory processing of customer networks needs to occur before the APIs can provide the data. For more information about performing these tasks refer to the [Smart Portal User Guide](#).

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# CHAPTER 1

## CCO-Registration

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### Introduction

This chapter introduces the user to Partner Support Service (PSS) and Cisco Service Access Management, and gives an overview of the Delegated Administrator process, and CCO registration.

This chapter covers the following areas:

- [Overview of the PSS API Process](#)
- [Register for a CCO ID](#)
- [Cisco Service Access Management Overview](#)

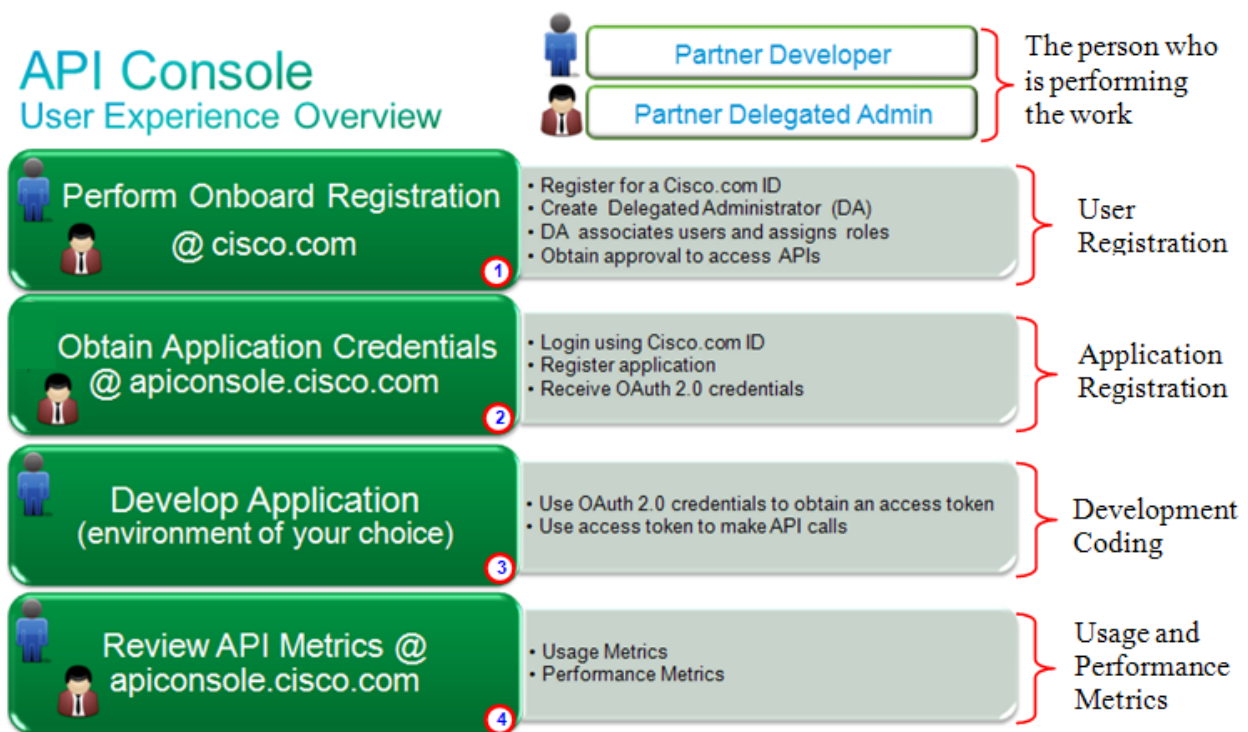
### About this Document

This document describes the process of registering for a CCO ID, registering a Delegated Administrator, registering for obtaining authorized credentials, and how to use the credentials with the various API service calls. The last section of this document explains how to use the different metric tools that are available on the API console.

### Overview of the PSS API Process

There are four main steps that allow users to initiate the PSS API service calls and obtain access to the product information. The first two steps consist of user and application registration; while the last two steps are related to development and metrics use. This document covers only the first step of the four step process. These four procedures are outlined in the following graphic:

Be noted that PSS can support only one GUID for each logical partner and it does not support multiple IDs under one logical partner.



The procedures are described below in more detail:

- 1. Perform Onboard Registration:** This is for user registration. This process, also referred to as on-boarding, is where the following actions occur:
  - User registers for a CCO ID (or they may use their existing one if already registered) and is nominated by a Cisco Administrator to become a Delegated Administrator (DA).
  - The DA associates other CCO ID users to a company and assigns them roles, which gives them access to the API console.



**Note**

Only one DA is assigned by Cisco, however, that DA may assign other users to the role of DA. The DA is responsible for associating users and assigning them service roles.

- 2. Register a client application with the API Console:**
  - Creates client credentials (assigns name, description, and chooses OAuth v2.0 grant types requested from their client application).
  - Subscribes that client application to 1 or more of the APIs provided by Cisco.
  - Registration of a client application creates a “unique client identifier” that will identify your client application to Cisco Token services.
- 3. Develop Application (Client code developed by the customer or partner):**
  - Utilizes Cisco's Token services to acquire an OAuth v2.0 access-tokens
  - Place API calls to chosen APIs (leveraging the access-token from the [previous step](#)).
- 4. Review API Metrics:** This lets the user(s) review various usage and performance metrics that are associated with the API service calls.

# Perform Onboard Registration

The following section provides information about the following areas:

- [Register for a CCO ID](#)
- [Cisco Service Access Management Overview](#)

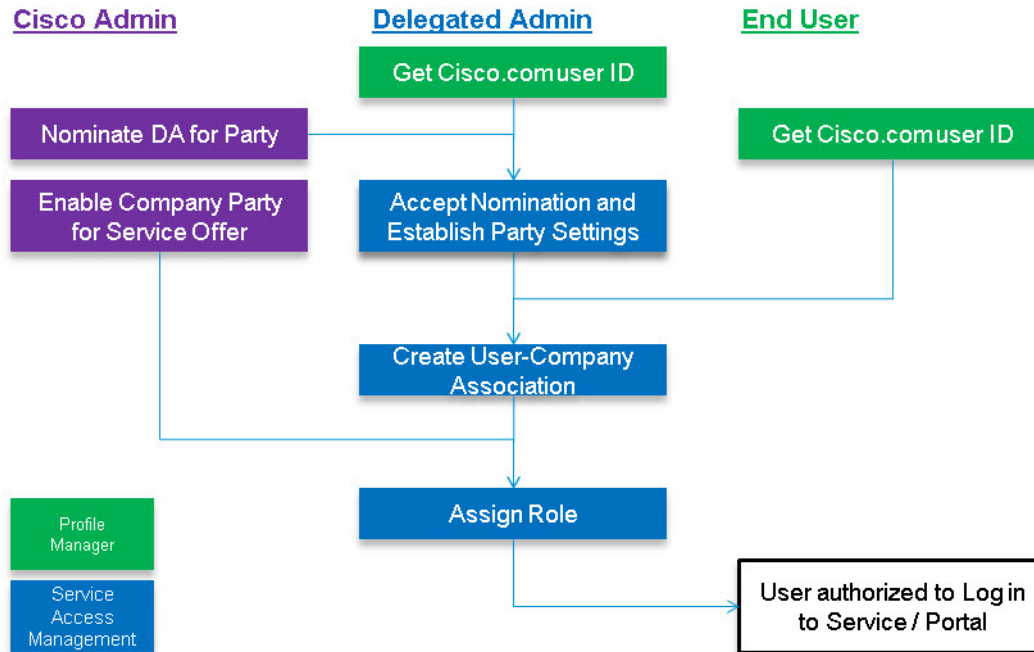
## Cisco Service Access Management Overview

This section relates to the “[Cisco Services Access Management](#)” section on page 2-1. Cisco Service Access Management, which enables partners to self-administer role-based user access to various Cisco Service programs. Self-administration is based upon the concept of Delegated Administration. Access is first granted, by Cisco, to one trusted person at the customer or Partner Company, who then assumes responsibility for assigning access privileges to the rest of the users at their company.

You may already be using some other tool or process to manage CCO IDs for your users; however, Cisco Service Access Management is needed to perform these additional tasks:

- Associating users to a party.
- Assigning that user a role on the API Console.

## Default Administration Process Flow



### Note

Party is also known as an entitled company.

To assign a Delegated Administrator and have the DA assign other users, the following steps must be completed:

- Each user must have a Cisco ID (CCO ID). If a partner or customer (end user) does not have a Cisco ID, one can be requested via the “Account” link at the top of the [www.cisco.com](http://www.cisco.com) home page, and then by going to “New User” and clicking on [Register Now](#). See “[Register for a CCO ID](#)” section on page 1-4.
- Once the proper individual has been identified, a Cisco Administrator nominates that person to take on the role of Delegated Administrator for their company. A nomination e-mail message is automatically sent to that individual; the e-mail contains a link to the Cisco Service Access Management system. See the *API Console User Guide*.
- The partner accepts the administrator’s DA nomination. See the *API Console User Guide*.
- The Cisco Administrator enables the party for the API service offer.
- The Delegated Administrator can now associate and assign roles to different end users. See [Chapter 2, “Associating a User to Your Company,”](#) and [Chapter 2, “Assigning a Role to a User.”](#)
- Once these above tasks are completed the users are authorized to login into the API console service portal. See the *API Console User Guide* for more information how to register applications for development.

## Register for a CCO ID

The first requirement is to have a valid CCO ID; if the user does not have one they will need to register for a CCO ID by performing the following steps:

- Step 1** Navigate to the Cisco Service Access Management home page at URL <http://tools.cisco.com/CDCEB>; a CCO login window appears.

The screenshot shows a 'Log In' page with two columns. The left column is titled 'Existing User' and contains a 'User Name' input field, a 'Password' input field, a 'Log In' button, and a link that says 'Forgot your user ID and/or password?'. The right column is titled 'New User' and contains a paragraph of text: 'There are various levels of access depending on your relationship with Cisco. Review the [benefits of registration](#) and find the level that is most appropriate for you.' Below this text is a 'Register Now' button, which is enclosed in a red dashed rectangular border.

- Step 2** Click **Register Now**. The Cisco.com Registration window will be displayed.



Figure 1-1

## CCO Login Information

Welcome to Cisco  
Cisco.com Registration

HOME  
Cisco.com Registration  
Overview

### Create an Account

Complete this form to register for a Cisco Account. Already have a Cisco Account?  
Please enter your information in English only.

\* Required Field

Choose language for this registration form:

#### Login Information

* Email Address	<input type="text" value="user@domain.com"/>	We will use this e-mail address to verify your registration.
* Retype Email Address	<input type="text" value="user@domain.com"/>	
* User ID	<input type="text" value="user1"/>	Must be 9-50 characters without spaces, and must include at least one letter.
* Password	<input type="password" value="*****"/>	Must be 8 or more characters and contain a combination of uppercase and lowercase letters (A-Z or a-z) and at least 1 number (0-9).
* Retype Password	<input type="password" value="*****"/>	

**Note**

Ensure that all of the fields marked with an asterisk are completed. These are mandatory fields.

**Step 3**

In the **Contact Information** section, the user is given the option of choosing either “Business,” or “Home.” contact information. Users should select the “Business” option. This will help in establishing the user-company (user-party) association, and ensuring that the user gets access to the services to which they are entitled. If the “Home” choice is made, the fields will change to reflect a non-business entry.

Figure 1-2

## CCO Contact Information

#### Contact Information

\* Will you provide business or home contact information?

Business  Home

\* First Name

\* Last Name

Job Role

Job Level

\* Phone Number

\* Company/Organization

\* Country

\* Address Line 1

Address Line 2

\* City

State/Province/Region

\* Zip/Postal Code

**Step 4** The **Security** section requires the user select several secret questions with answers, as well as filling in the captcha field. The user can opt into receiving communications and product information by selecting the appropriate checkboxes.



**Note** The user *must* select the checkbox advising them that Cisco will store the information provided.

**Figure 1-3** CCO Security Section

**Security**

Select secret questions and provide answers.


\* Secret Question 1

\* Secret Answer 1

\* Secret Question 2

\* Secret Answer 2

\* Type the characters as they appear in the image below



Letters are not case-sensitive

**Privacy and Product Information**

Yes, I would like to receive communications from Cisco about products and services.

Yes, I would like to receive product and services information from companies that conduct business with Cisco.

\*  I understand that Cisco will process and store information submitted in this form, including any updates, in accordance with the [Cisco Privacy Statement](#).

If you have questions or need further assistance, please email [web-help@cisco.com](mailto:web-help@cisco.com).

**Step 5** After filling out all the required information, click **Submit** at the bottom of the window. A registration confirmation window will be displayed.

Welcome to Cisco

## Cisco.com Registration

---

HOME

- Cisco.com Registration
- Overview

**Thank You for Registering**

You must verify your email address to activate your Cisco Account.

An email has been sent to you at [scott\\_keeler2@yahoo.com](mailto:scott_keeler2@yahoo.com). To complete registration, look for an email message from Cisco, and follow the link in the message to validate your email address.

**Important Note for Cisco Partners:** Additional registration steps are required once you have confirmed your e-mail address.

If you have questions or need further assistance, please email [web-help@cisco.com](mailto:web-help@cisco.com).

- Step 6** The system will then send an e-mail to the user’s registered e-mail ID which will contain actionable content.

**Cisco.com Registration: Action required** Show Details

Thank you for your interest in [Cisco.com](#).

This registration process is designed to ensure your privacy and security on Cisco.com.

To activate your account, click on the link below. When your account is activated, basic registration is complete. Visit the Profile Manager at any time to update your profile and preferences or register for additional access rights.

Potential Cisco Partners: You will need to complete additional company registration steps after you have confirmed your email address.

Activate Now:

[http://tools.cisco.com/RPF/register/activate.do?id=DRhwLF09sPbOPT2LaSZ2NXfCaMSxtDrz&locale=en\\_US](http://tools.cisco.com/RPF/register/activate.do?id=DRhwLF09sPbOPT2LaSZ2NXfCaMSxtDrz&locale=en_US)

If you have any questions or need further assistance, send email to [web-help@cisco.com](mailto:web-help@cisco.com).

Once you activate your account, it could take up to 15 minutes to become active. Once activated, if you cannot login, please try again after 15 minutes.

- Step 7** The user must open the e-mail and click the **Activate Now** link to complete the registration process. The Cisco.com confirmation page will open.

**Cisco.com Registration Confirmation** Show Details

Thank you for registering with [Cisco.com](#).

User Name: skeelerapi

You can update your profile using the Profile Management Tool <[http://tools.cisco.com/RPF/profile/profile\\_management.do](http://tools.cisco.com/RPF/profile/profile_management.do)>. This tool enables you to update your personal information, register for other tools, reset your Cisco preferences, or change your password.

If you have any problems logging in to Cisco.com, please email <[web-help@cisco.com](mailto:web-help@cisco.com)>.

Send ✕

- A “Thank You” message window appears which indicates that an e-mail has been sent to the personal e-mail address used to register the new CCO ID.
- The system will RE-EMAIL a final confirmation e-mail that provides a link to activate your CCO ID.



## CHAPTER 2

# Cisco Services Access Management

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## Cisco Services Access Management

Cisco Services Access Management provides for “party-centric” role-based access to new Cisco Smart Services. Rather than requiring a contract administrator to explicitly add a user to each and every contract to which they should be able to get support, party-centric access allows for all users that are associated to the customer or partner “party” to get access to the support services to which their company is authorized. The level of access can be further filtered or controlled through the assignment of specific access roles, allowing for a tailored user experience.

This chapter covers the following areas:

- [Delegated Administrator Nomination](#)
- [Associating a User to Your Company](#)
- [Assigning a Role to a User](#)
- [Role Assignment-Show Existing Users](#)
- [Role Assignment-Search for Users by Full Name](#)
- [Role Assignment-Search by Cisco ID or E-mail](#)

## Delegated Administrator Nomination

Only one partner is assigned as a Delegated Administrator (DA); that DA will then associate other users and assign them service roles. To become a DA, a Cisco Administrator must nominate the user for that customer/partner company. An e-mail notification is sent to the nominated user’s CCO ID indicating their Cisco Account is now associated with their designated company, and that they have been nominated to become the DA.

A sample nomination e-mail is shown below.

- 
- Step 1** Click the “Cisco Service Access Management” link, which indicates acceptance of the DA nomination.
- Step 2** The nominated administrator will then be linked to the Cisco Service Access Management home page at <https://tools.cisco.com/CDCEB>. After logging in, the DA will be presented with an “End User License Agreement (EULA)” for Cisco Service Access Management.

- Step 3** After reading the terms and conditions, go to the bottom of the EULA for Cisco Service Access Management.

By clicking on the "Accept" button below, you are acknowledging that you have read and agree to the "Cisco Service Access Management Administrator Agreement" (above), in its entirety, and are committing your organization to this Agreement. You are also certifying to Cisco that you have authority to commit your organization to this Agreement. If you do not agree to all of the terms of this Agreement, or if you do not have the authority to commit your organization, you should click the "Decline" button below. You and your organization will have no rights or obligations under the Agreement unless and until you click the "Accept" button.

Electronic Signature	
First Name	Scott
Last Name	Keeler
Company*	<input type="text" value="Cisco"/>
CCO ID	skeelercsam
Email Id	s.scott.keeler@yahoo.com
<input type="button" value="Accept"/> <input type="button" value="Decline"/>	

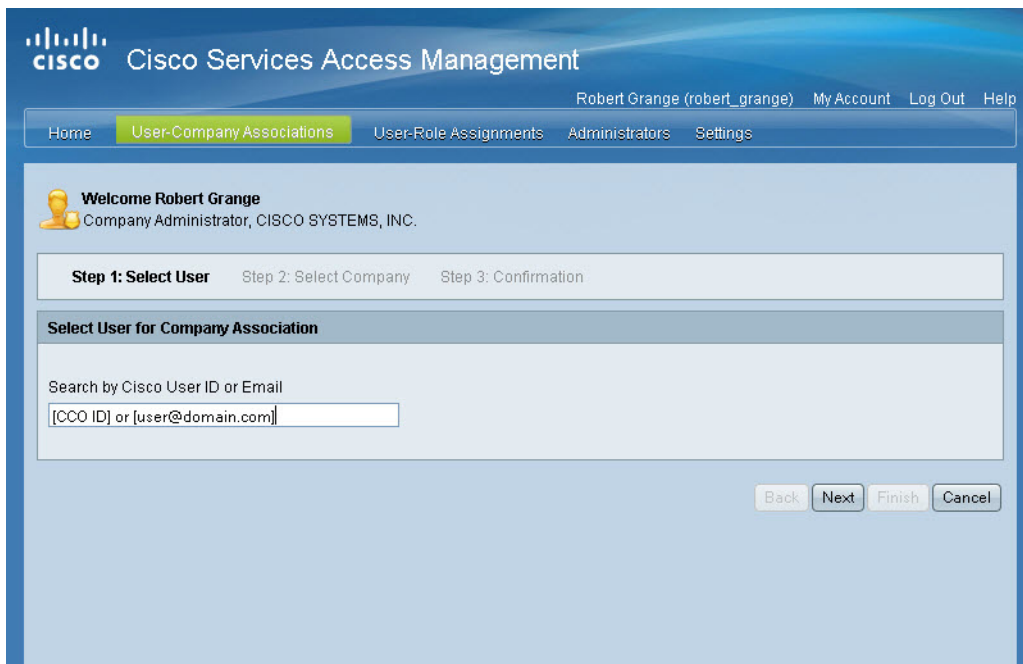
DocId: Cisco\_Service\_Access\_Agreement\_Main\_319299271\_319925074

1. The first and last name, CCO ID and personal e-mail address fields will already be completed. The DA must enter their company name (i.e., Cisco) and then click **Accept**.
2. A confirmation pop-up appears, and the [Cisco Services Access Management](#) home page is displayed.

## Associating a User to Your Company

After the Cisco Administrator's nomination has been accepted to become a party DA, the DA can associate and assign roles to users for their company. To associate users do the following:

- Step 1** On the Cisco Service Access Management menu choose **User-Company Associations > Associate User to My Company**. The “Select User for Company Association” page will open:



The screenshot displays the Cisco Services Access Management web interface. At the top, the Cisco logo and the text "Cisco Services Access Management" are visible. The user is logged in as "Robert Grange (robert\_grange)" with options for "My Account", "Log Out", and "Help". A navigation menu includes "Home", "User-Company Associations" (highlighted), "User-Role Assignments", "Administrators", and "Settings". Below the navigation, a welcome message reads "Welcome Robert Grange, Company Administrator, CISCO SYSTEMS, INC." A progress indicator shows "Step 1: Select User" as the active step, followed by "Step 2: Select Company" and "Step 3: Confirmation". The main content area is titled "Select User for Company Association" and contains a search field labeled "Search by Cisco User ID or Email" with a placeholder "[CCO ID] or [user@domain.com]". At the bottom right of the form, there are four buttons: "Back", "Next", "Finish", and "Cancel".

- Step 2** Complete the field with *either* the user's Cisco User ID, or E-mail.

**Warning**

**Do not use both the Cisco ID and E-mail together in this field. If both are entered into the form, an error will be returned and invalidate the entry.**

**Step 3** Click **Next**. The “Select Company” page will open.

The screenshot shows the Cisco Services Access Management web interface. At the top, the Cisco logo and 'Cisco Services Access Management' are displayed. The user 'Robert Grange (robert\_grange)' is logged in, with links for 'My Account', 'Log Out', and 'Help'. The navigation bar includes 'Home', 'User-Company Associations' (highlighted), 'User-Role Assignments', 'Administrators', and 'Settings'. The main content area shows a progress indicator with three steps: 'Step 1: Select User' (checked), 'Step 2: Select Company' (active), and 'Step 3: Confirmation'. Below this, the 'Selected User' section contains a table with columns 'Name', 'Cisco User ID', and 'Email', showing 'Robert Grange', 'rbrtgrange', and 'user@domain.com'. The 'Search for a Company' section has a heading 'Select a specific company location to manage access.' and two radio buttons: 'Display Company Locations Available' (selected) and 'Search for a Specific Location'. Under 'Display Company Locations Available', there are 'View' and 'Country' dropdown menus. The 'View' dropdown is set to 'My Locations Only' and the 'Country' dropdown is set to 'UNITED STATES'. Below these are two tables. The first table has columns 'Company', 'Address', 'City', 'State', and 'Country', with one row highlighted: 'CISCO SYSTEMS, INC.', '201 3RD ST - STE 620', 'SAN FRANCISCO', 'CA', 'UNITED STATES'. The second table is empty.

**Note**

The DA is nominated and associated at a single location of their company, often the company headquarters. For simplicity, the DA may want to have all additional users be associated to that same company location. The DA may wish to associate users with individual company locations (branch offices) that may exist in their company's legal hierarchy, and further delegate the access management function to additional administrators for those other locations of the company.

**Note**

The "View" drop-down allows the DA to switch between viewing only their own location, and viewing all locations of their company.

**Step 4** Click **Next**. The confirmation page will open. Check that the details are correct.

**Step 5** Click **Finish**. A pop up window will open showing the association process has been completed. From this window, the DA has the option of assigning service access roles to the just added user by clicking **Yes**, or they can close the window by clicking **No**.

**Step 6** If the DA has chosen to assign roles to a user, continue onto the “[Assigning a Role to a User](#)” section on [page 2-6](#).



## Assigning a Role to a User

A service role must be assigned to a user who is going to develop the API service calls so they can access the API console.



### Note

The Delegated Administrator will need to assign themselves to a user role in order to access The API Console. Delegated administrators are not assigned a user role by default.

To assign a role to a user, proceed to [Step 1](#).

- Step 1** On the menu choose **User-Company Associations > Assign Roles to Users**. The “Select User” page will open.

- Step 2** In the Assign Service Role area, click a radio-button for one of the following options:
- **Show Existing Users**
  - **Search for User by Full Name**
  - **Search by Cisco User ID or E-mail**



### Note

If the DA has clicked **Yes** in [Step 5 on page 5 "Associating a User to Your Company,"](#) the application will automatically search for the user, and the “Search by Cisco User ID or E-mail” section will be expanded and automatically completed. Simply **click** “Next.”

## Role Assignment-Show Existing Users

The “Show Existing Users” function allows the DA to search for all users currently active in the system in order to assign roles to those users. To assign roles using this function, use the following steps:

- Step 1** Navigate to the user selection page by clicking on **User-Role Assignments > Assign Roles to Users**. The “Assign Service Role” page will open.

The screenshot displays the Cisco Services Access Management interface. The top navigation bar includes 'Home', 'User-Company Associations', 'User-Role Assignments' (highlighted), 'Administrators', and 'Settings'. A user profile for Robert Grange is visible in the top right. The main content area shows a progress bar with 'Step 1: Select User' active. Below this is the 'Assign Service Role' section, which is divided into 'INTERNAL ROLES TO USERS (INSIDE MY COMPANY)' and 'EXTERNAL ROLES TO USERS AND ADMINISTRATORS'. The 'INTERNAL ROLES' section has three radio button options: 'Show Existing Users', 'Search for User by Full Name', and 'Search by Cisco User ID or Email'. The 'EXTERNAL ROLES' section has two radio button options: 'Assign Role to User Outside of My Company' and 'Assign External Role to Role Administrator'. At the bottom right, there are buttons for 'Back', 'Next', 'Finish', and 'Cancel'.

- Step 2** Click on **Show Existing Users**. The system will display a page allowing the DA to choose a company for the assignment of roles.



- Note** Once the **Show Existing Users** has been selected, please wait for the response, it may take a few moments to process the request.

- Step 3** Click on the radio button next to the company of choice. Once a selection has been made, the application will automatically populate with a list of all current existing users associated with the DA's company.

**Step 4** Click the checkbox next to the name(s) roles are to be assigned to.



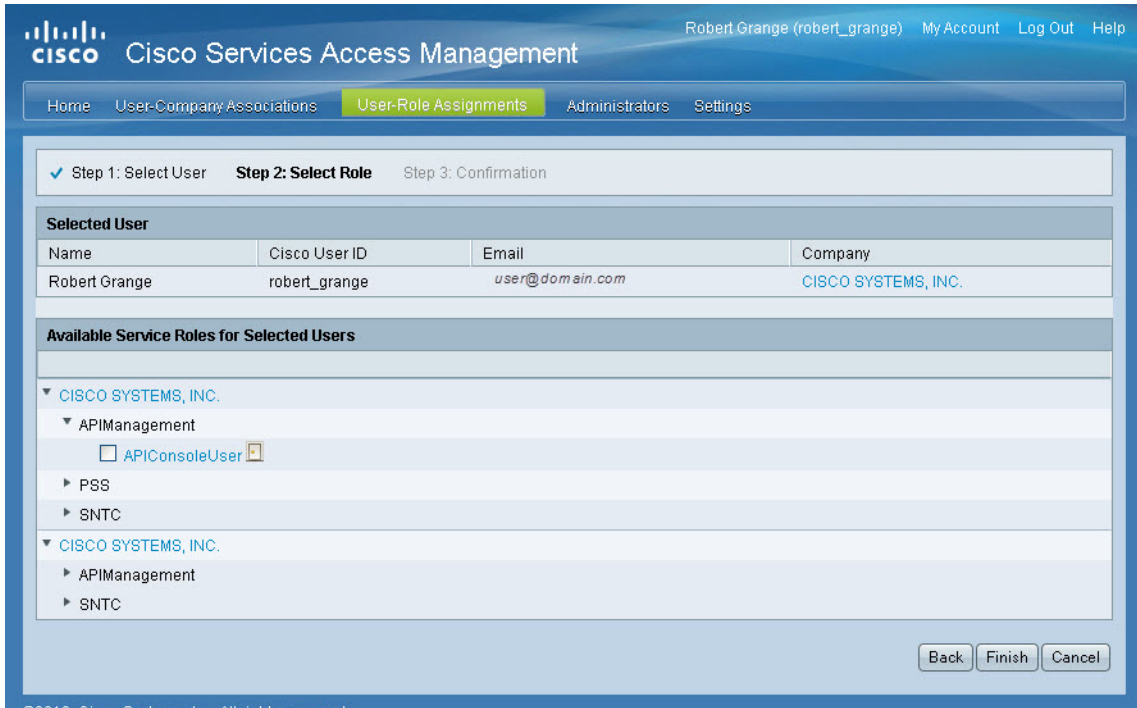
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**Note** If all of the users on the page are to be selected, click on the checkbox next to **Name** in the header row. This will select all of the names on the current page for role assignment.

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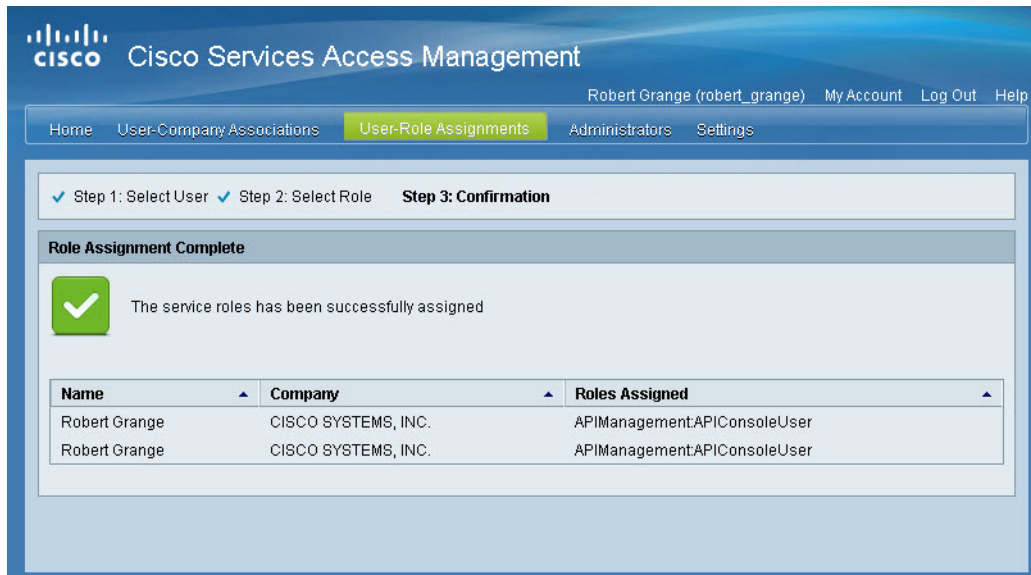
**Step 5** Click **Next**. The “Select Role” page will be displayed.

Figure 2-1 Select Role



**Step 6** Click the checkbox next to the role to be assigned.

**Step 7** Click **Finish**. A confirmation page will be displayed showing the roles assigned to the user(s).



The associated user will receive a confirmation e-mail informing them that their Cisco ID has been associated to the DA’s company, and will indicate the role(s) assigned to them.

## Role Assignment-Search for Users by Full Name

When adding user(s) for role assignment, the DA may search by the user's full name.

- Step 1** Navigate to the user selection page by clicking on **User-Role Assignments > Assign Roles to Users**. The “Assign Service Role” page will open.
- Step 2** Click on **Search for User by Full Name**, the first/last name fields will be displayed. Complete the first/last name fields.
- Step 3** Click **Submit**. The application will return any known users by their full name. See [Figure 2-2](#) below.



**Note** It is important to remember that if the DA searches by the user's full name, that both the first and last name fields must be completed. If not, an error will be returned.

**Figure 2-2** Search for User by Full Name

The screenshot shows the 'Assign Service Role' page in Cisco Services Access Management. The user is Robert Grange, a Delegated Administrator for CISCO SYSTEMS, INC. The page is in the 'Step 1: Select User' phase. Under 'INTERNAL ROLES TO USERS (INSIDE MY COMPANY)', the 'Search for User by Full Name' option is selected. The search criteria are First Name: Robert, Last Name: Grange. A table of results is displayed below:

<input type="checkbox"/>	Name	Cisco User ID	Email	Company	More Information
<input type="checkbox"/>	Robert Grange	rbtgrange	user@domain.com	CISCO SYSTEMS, INC.	▶ Role Information
<input type="checkbox"/>	Robert Grange	robert_grange	user@domain.com	CISCO SYSTEMS, INC.	▶ Role Information

At the bottom of the page, there are buttons for 'Back', 'Next', 'Finish', and 'Cancel'.

- Step 4** Check the box next to the user to be assigned a role.
- Step 5** Click **Next**. The user's name, the CCO ID, and personal e-mail address are added as an entry in the “Selected User” table. Check to ensure this information/user is correct. See [Figure 2-1 on page 2-10](#)

**Step 6** Follow Steps 6-7 on page 2-10 to complete the role assignment.

## Role Assignment-Search by Cisco ID or E-mail

A DA may also search for a user by their Cisco ID, or E-mail. To utilize this function, do the following:

- Step 1** Navigate to the user selection page by clicking on **User-Role Assignments > Assign Roles to Users**. The “Assign Service Role” page will open.
- Step 2** Click on **Search by User ID or E-mail**, a single field will be displayed. Complete the field by using *either* the Cisco ID, or E-mail associated with the user. [Figure 2-3 on page 2-12](#) shows the field with the user ID.



**Warning**

**Do not use both the Cisco ID and E-mail together in this field. If both are entered an error will be returned and invalidate the search.**

**Figure 2-3** Search by Cisco User ID or E-mail

The screenshot shows the Cisco Services Access Management interface. The top navigation bar includes 'Home', 'User-Company Associations', 'User-Role Assignments' (highlighted), 'Administrators', and 'Settings'. The user is identified as Robert Grange (robert\_grange). The main section is titled 'Assign Service Role' and shows a progress indicator for 'Step 1: Select User'. Under the heading 'INTERNAL ROLES TO USERS (INSIDE MY COMPANY)', the 'Search by Cisco User ID or Email' option is selected. A text input field contains 'rbtgrange' and a 'Submit' button is next to it. Below this, under 'EXTERNAL ROLES TO USERS AND ADMINISTRATORS', there are two unselected radio button options. At the bottom right, there are 'Back', 'Next', 'Finish', and 'Cancel' buttons.

- Step 3** Click **Submit**. If the user is in the database and has been associated with the DA’s company, then the user’s information will be returned.

The DA may view the currently assigned roles by clicking on the triangle next to **Role Information**.

**Step 4** Click the check box next to the user's name.



**Step 5** Click Next.

**Step 6** Follow [Step 7 on page 2-10](#) to complete the role assignment.



## GLOSSARY

Revised: May 8, 2015, 2.0

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### A

**AAA** Stands for authentication, authorization, and accounting. For more information, refer to AAA protocol on the Wikipedia web site.

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### E

**End of engineering support for the Cisco TAC** The last date that Cisco Engineering might consider the repair and support of confirmed hardware or software defects for a product. After this date, Cisco Engineering does not assist the Cisco Technical Assistance Center (TAC) in the TAC's support of the product; however, limited assistance might be provided on a case-by-case basis.

**End of life** A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

**End-of-life bulletin** The document that announces the end of sale and end of life of a product to the general public. (Also referred to as a product bulletin.)

**End of manufacturing** The date that Cisco and/or its contract manufacturers will finish fulfilling purchase orders for equipment that was ordered by the end-of-sale date. After this date, the product will not be manufactured.

**End of new service attachment** For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.

**End of routine failure analysis** The last possible date Cisco might perform a routine failure analysis to determine the root cause of an engineering-related or manufacturing-related issue.

**End of sale** The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.

**End of service contract renewal** The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.

**End-of-service-contract-renewal product bulletin** The communication that alerts partners of the last date to renew or extend a service contract for the product.

<b>End of software availability</b>	The last date to purchase software for the affected product.
<b>end of software license availability</b>	The last date to purchase a software license for the affected product.

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**N**

<b>NPDR</b>	Stands for Not Processed Device Report. A report that contains all devices in an inventory upload that were not processed by Partner Support Service (PSS).
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