



Thank You for Choosing Cisco Content Security!

Please take a moment to review the resources in this document, fill in your purchase information below, and save it for future reference. You'll need this information if you contact Cisco or your reseller for support.

How do I get my licenses and activate my appliance?

Simply visit the **Licensing Portal** and enter your product activation keys (PAKs).

Licensing Portal: <http://tools.cisco.com/SWIFT/LicensingUI/Home>

How can I view and manage my licenses and devices?

The Licensing Portal lists your current and past licenses, devices, and transaction history. You should also save your PAK files here for future reference.

Select PAKs → Actions → Add New PAKs.

What are my support options? Where can I download software?

Cisco provides you with a host of support options based on your support agreement. They range from online self-help to downloads to live 24-hour support.

Support and Downloads: <http://www.cisco.com/cisco/web/support/index.html>

Select Security (left side) → Web Security or Email Security

Web Security Appliance:

<http://www.cisco.com/c/en/us/support/security/web-security-appliance/tsd-products-support-series-home.html>

Email Security Appliance:

<http://www.cisco.com/c/en/us/support/security/email-security-appliance/tsd-products-support-series-home.html>

Security Management Appliance:

<http://www.cisco.com/c/en/us/support/security/content-security-management-appliance/tsd-products-support-series-home.html>

How can I stay informed about updates, security advisories and announcements?

Sign up for alerts from the Cisco Notification Service: http://www.cisco.com/web/tsweb/flash/support/ngw/cisco_support_cns.html

What is the Cisco Technical Assistance Center (TAC)? How do I contact TAC?

Cisco TAC provides support to customers with a valid service contract. You can dial TAC directly at 866 424-6577 daily from 5 a.m. to 5 p.m. (Pacific Time). Other contact information and options are available on the TAC page at:

<http://www.cisco.com/web/services/order-services/service-contracts/index.html>

Have you registered with Cisco.com yet?

1. Go to www.cisco.com
2. Click "Register" (top right)
3. Have your *Contract Number* or *Bill-To ID handy* (or be a valid Cisco partner)



My Cisco contract number: _____

My appliance serial number(s): _____

My Cisco Bill-To ID: _____

My purchased solutions (select all that apply): [] ESA [] WSA [] CWS [] SMA

My Product Activation Keys (PAKs): _____

Reseller I purchased from: _____

Purchase date: _____ Renewal date: _____ My Cisco rep: _____