



# Cisco Services Q&A for Composite Customers

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## Introduction

This document provides answers to some of the most common questions regarding service offer integration, support, and delivery for legacy Composite Software products and services.

## Service Offer Integration

**Q.** What is orderability?

**A.** Orderability is the date when product IDs (PIDs) and service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools. Orderability for Cisco Data Virtualization Suite (former Composite Software) is scheduled for March 3, 2014.

**Q.** To what are the former Composite Software products and services being mapped within Cisco?

**A.** Tables 1, 2, and 3 show the mapping for Composite products and services to Cisco.

**Table 1.** Products

Composite Software Name	Cisco Name
Composite Data Virtualization Platform	Cisco Data Virtualization Suite
Composite Information Server	Cisco Information Server (CIS)

**Table 2.** Plan and Build Services

Composite Software Name	Cisco Name
Composite Jumpstart Services	Cisco Plan and Build Services for Data Virtualization <ul style="list-style-type: none"><li>• Basic Training for Data Virtualization</li><li>• Admin Training for Data Virtualization</li><li>• Advanced Training for Data Virtualization</li></ul>
Not applicable	Cisco Health Check Services for Data Virtualization
Not applicable	Cisco Migration Services for Data Virtualization

**Table 3.** Manage Services

Composite Software Name	Cisco Name
Maintenance and Standard Support	Cisco Software Application Support Plus Upgrades (SASU)
Maintenance and Premium Support	
Onsite Subject Matter Expert (SME)	Cisco Data Virtualization Optimization Service

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## Cisco Data Virtualization Suite

**Q.** What is Cisco Data Virtualization Suite?

**A.** Cisco Data Virtualization is agile data integration software that makes it easy for you to access data, no matter where it resides. Cisco Data Virtualization software augments traditional data integration by combining traditional and new data sources to optimize query, compute, and network infrastructures. Customers can then access and query all types of data across the network as if it is in a single place. Customers get the benefits of greater business insight and the flexibility they need in IT, with significant cost savings.

**Q.** What is included with the Cisco Data Virtualization Suite?

**A.** Cisco Data Virtualization Suite includes Cisco Information Server software and data virtualization services.

Cisco Information Server options include:

- **Active cluster:** Allows you to substantially scale your deployments and maintain continuous availability of your data services.
- **Adapters:** Simplify and accelerate high-performance access to a wide range of data sources, including popular enterprise applications and relational and multidimensional data sources, that is, “big data” stores.

For all of the preceding, license types include:

- Production
- Development
- Staging
- Failover/backup

Services include:

- Plan and Build Services for Data Virtualization
- Manage Services for Data Virtualization

## Cisco Software Application Support Plus Upgrades Service

**Q.** What is Cisco Software Application Support Plus Upgrades (SASU)?

**A.** As part of the Cisco Technical Support Services portfolio, the Cisco SASU program provides all of the same features as Software Application Support (SAS), which provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus SASU provides major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency.

**Q.** Why does the purchase of Cisco Data Virtualization Suite have a required attach of Cisco SASU?

**A.** In order to make sure that our customers get the necessary support and entitlement, there is a required attach of Cisco SASU to the purchase of the product for the first year.

**Q.** How do the Standard and Premium levels of support previously available from Composite Software map to Cisco SASU?

**A.** Customers will enjoy that same standard level of support that they previously received from Composite Software, with increased service response levels as dictated by Cisco’s award-winning technical support programs and teams. With a Cisco SASU contract, a customer can:

- Boost the availability and performance of core applications

- Improve their competitive advantage by implementing new applications and major software application upgrades
- Maintain the performance and efficient operation of critical business applications
- Lower total cost of ownership through instant access to new software application updates and upgrades
- Provide support to their staff with Cisco expertise and the automated troubleshooting tool

**Q.** What is included with Software Application Support Plus Upgrades?

**A.** Software Application Support Plus Upgrades include:

- Software updates, including maintenance, and minor and major releases (not including feature upgrades)
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application software updates and technical documents
- Collaborative learning through several online activities and collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

For more information about SASU, download the [datasheet](#) and [service description](#).

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

**A.** New releases are announced in product bulletins that are available via 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 does a customer obtain software updates using SASU support?

**A.** Cisco software updates are available for download from the Cisco.com [Software Center](#) for registered customers linked to a SASU contract.

**Q.** How can I purchase and renew SASU service?

**A.** You can purchase or renew your SASU services directly from Cisco through your Cisco account representative, or through our global network of highly qualified Cisco partners. You can find a partner near you through the [Cisco Partner Locator](#).

**Q.** Has previously purchased Composite Software support been transitioned to Cisco, and how should my Composite Software customers access support?

**A.** This support coverage will be migrated to Cisco SASU service agreements by the end of February 2014. At that time, new service agreements will be created and welcome letters will be sent to support contacts at both your and your customers' organization. This information will include the new service agreement contract number and information on how to access support and process renewals going forward. You may also find additional information on the [Service and Support for Composite Software acquisition](#) website.

## Cisco Plan and Build Services for Data Virtualization

**Q.** What are the Cisco Plan and Build Services for Data Virtualization?

**A.** Cisco Plan and Build Services for Data Virtualization are an engagement to help customers systematically implement a data virtualization project based on the customer's requirements.

As components of Cisco Plan and Build Services, the training services promote success with our software and help customers quickly deploy our solutions. Each training course provides hands-on interactive labs to build

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core competencies with Cisco data virtualization solutions. Our instructors can also customize the training program or workshop and provide comprehensive knowledge transfer for optimal return on training investment. The following training offers are optional components of Plan and Build Services:

- **Basic Training for Data Virtualization:** Learn the basics of CIS; the course is recommended prior to working with Cisco consultants to define data virtualization project objectives.
- **Admin Training for Data Virtualization:** Systems administrators will learn how to operate and maintain CIS.
- **Advanced Training for Data Virtualization:** Architects and developers will learn advanced techniques for scripting, web services, data transformation, custom Java procedures, triggers, and troubleshooting. Systems administrators will learn advanced techniques for caching and security.

**Q.** How is the service delivered?

**A.** Cisco Plan and Build Services for Data Virtualization are delivered as a combination of remotely and on site to the customer.

**Q.** How can I purchase Cisco Plan and Build Services for Data Virtualization?

**A.** Cisco Data Virtualization Certified 1-Tier partners and direct Cisco customers can purchase Cisco Plan and Build Services for Data Virtualization directly from Cisco using Advanced Services Transaction (AS-T) service type using a statement of work (SOW). Partners and customers will need to work with their Cisco Services account manager to order these services.

### Cisco Health Check Services for Data Virtualization

**Q.** What are the Cisco Health Check Services for Data Virtualization?

**A.** Cisco Health Check Services for Data Virtualization are a two-week engagement during which a CIS architect provides a comprehensive health assessment of the existing CIS Data Virtualization environment.

**Q.** How is the service delivered?

**A.** Cisco Health Check Services for Data Virtualization are delivered as a combination of remotely and on site to the customer.

**Q.** How can I purchase Cisco Health Check Services for Data Virtualization?

**A.** Cisco Data Virtualization Certified 1-Tier partners and direct Cisco customers can purchase Cisco Health Check Services for Data Virtualization directly from Cisco using Advanced Services Transaction (AS-T) service type using a statement of work (SOW). Partners and customers will need to work with their Cisco Services account manager to order these services.

### Cisco Migration Services for Data Virtualization

**Q.** What are Cisco Migration Services for Data Virtualization?

**A.** The Cisco Migration Services for Data Virtualization provide customers with an assessment and recommendations to upgrade their Data Virtualization environment to the latest version of CIS.

**Q.** How is the service delivered?

**A.** The Cisco Migration Services for Data Virtualization are delivered as a combination of remotely and on site to the customer.

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**Q.** How can I purchase Cisco Migration Services for Data Virtualization?

**A.** Cisco Data Virtualization Certified 1-Tier partners and direct Cisco customers can purchase Cisco Migration Services for Data Virtualization directly from Cisco using Advanced Services Transaction (AS-T) service type using a statement of work (SOW). Partners and customers will need to work with their Cisco Services account manager to order these services.

### Cisco Data Virtualization Optimization Service

**Q.** What is Cisco Data Virtualization Optimization Service?

**A.** The Cisco Data Virtualization Optimization Service is a subscription service with activities that may include a Data Virtualization Architecture Review, Data Virtualization Site and Systems Administration, Data Virtualization Health Check, Data Virtualization Upgrade Assessment/Support, Onsite Residency, and Quarterly Business Review.

**Q.** How is the service delivered?

**A.** The Cisco Data Virtualization Optimization Service is delivered as a combination of remotely and on site to the customer.

**Q.** How can I purchase Cisco Data Virtualization Optimization Service?

**A.** Cisco Data Virtualization Certified 1-Tier partners and direct Cisco customers can purchase Cisco Data Virtualization Optimization Service directly from Cisco using Advanced Services Subscription (AS-S) service type that uses a legal service description posted on cisco.com as the contractual vehicle. Partners and customers will need to work with their Cisco Services account manager to order this service.

### Cisco Data Virtualization Suite Authorized Technology Provider Partners

**Q.** How do I find a Cisco Data Virtualization Authorized Technology Provider (ATP) partner?

**A.** You can find a listing of all Cisco Data Virtualization ATP partners in our [Partner Locator](#).

To select a Cisco Data Virtualization ATP partner:

1. Go into [Partner Locator](#)
2. Click on Advanced Search Criteria
3. Select a Country
4. Click "Authorized Technology Provider" from the list
5. Select "ATP – Data Virtualization Integrator" or "ATP – Data Virtualization Reseller"
6. Click "Search"

### Cisco Technical Assistance Center Support

**Q.** What is the Cisco Technical Assistance Center?

**A.** The Cisco Technical Assistance Center (TAC) provides access to technical support for all Cisco products, including Cisco Data Virtualization Suite.

**Q.** What support does the Cisco TAC offer?

**A.** The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, 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, as well as a broad range of networking environments and technologies. Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

**Q.** How does a customer open a support case with Cisco TAC?

**A.** Cisco Data Virtualization customers with an active service contract can [open a case](#) through Cisco.com. Cisco Data Virtualization 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 about 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](mailto:tac@cisco.com).

**Q.** What do Customers need to open a TAC request?

**A.** To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your Cisco contract number to your Cisco.com user ID

**Q.** How do I 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 I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?

**A.** Composite Software customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](#). From there, select the "Access Restricted Content" tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco account manager for your contract number. 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.

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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 Technical Support and Document website at [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

**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 support 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](#).

## Licensing

**Q.** After I have downloaded Cisco Information Server (CIS), how do I get the license key?

**A.** After you have your Cisco.com user ID, you can go to the [Cisco Product License Registration](#) webpage to register your product authorization key (PAK).

**Q.** How will a PAK be provided for new shipments?

**A.** Depending on the customer’s PAK delivery preference selected during order placement in the CCW or CSCC ordering tool, the PAK can be delivered to the customer as a Physical Claim Certificate or it can be

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downloaded from our eDelivery Portal at [edelivery.cisco.com/esd/](http://edelivery.cisco.com/esd/). eDelivery Training Material is available online at [www.cisco.com/web/partners/tools/edelivery.html#-tab-4](http://www.cisco.com/web/partners/tools/edelivery.html#-tab-4).

- Q.** What if partners or customers want to upgrade the software on an installed Data Virtualization Suite product?
- A.** Service packs and patches do not require new licenses and can be applied to your existing deployment at any time. Service packs and new software versions will be available for download from the online [Software Center](#). Minor (6.1, 6.2, and so on) and major version (6.0, 7.0, and so on) updates will require a new software key to activate the deployment. An active service contract is required to receive the keys.
- Q.** How will I get assistance with software licensing issues for Cisco Data Virtualization Suite products?
- A.** The Cisco Global Licensing Operations (GLO) team provides support for Data Virtualization Suite software licensing issues. Support cases can be opened [online](#). Once in Support Case Manager, in the Describe Problem category, choose “Other > Data Virtualization Platform (CDVP, Composite)” as the product. Then choose “Licensing” for the problem area.

### Service Contract Migration Mapping

- Q.** How will legacy Composite Software service contracts map to Cisco service contracts?
- A.** All Composite Software perpetual software licenses will be migrated to a Cisco Software Application Support Plus Upgrades (SASU) service contract.

### 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](http://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 Composite Software Acquisition website:

[www.cisco.com/web/services/acquisitions/composite-software.html](http://www.cisco.com/web/services/acquisitions/composite-software.html)

Cisco Composite Software Acquisition website:

[www.cisco.com/web/about/ac49/ac0/ac1/ac259/compositesw.html](http://www.cisco.com/web/about/ac49/ac0/ac1/ac259/compositesw.html)

Cisco Data Virtualization Suite:

[www.cisco.com/web/services/enterprise-it-services/data-virtualization/index.html](http://www.cisco.com/web/services/enterprise-it-services/data-virtualization/index.html)

TAC Support Case Manager:

[tools.cisco.com/ServiceRequestTool/scm/mgmt/case](http://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)



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