Technical Service for Software and License
Overview, Ordering and Renewal Guide

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# Software Support Services

<table>
<thead>
<tr>
<th>Software Services</th>
<th>Deliverables</th>
<th>Support Products</th>
<th>Service SKU (Cisco Brand)</th>
</tr>
</thead>
</table>
| SWSS                    | • Access to the Cisco TAC  
• Access to Cisco.com Knowledge base  
• Software maintenance and minor updates  
• **Major software upgrade** for the latest feature and functionality  
• **License portability and ongoing innovation (with Cisco ONE Software)** | • **Collaboration and Prime Software**  
• **Cisco ONE Software Suites**  
• Collaboration Enterprise Agreement for Partner Support Service (PSS)                                                                                                                                  | CON-ECMU-xxxx              |
| SAS/SASU                | • Access to the Cisco TAC  
• Access to Cisco.com Knowledge base  
• Software maintenance and minor updates  
• **Major software upgrade (SASU Only)** | • Software products not covered by SWSS                                                                                                                                                                       | CON-SAS-xxxx  
CON-SAU-xxxx              |
| HW+IPS Signature Update | • Access to the Cisco TAC  
• Advanced HW Replacement  
• Access to Cisco.com Knowledge base  
• Software maintenance and minor updates  
• **IPS Signature update** | • HW or VM provide IPS feature                                                                                                                                                                              | CON-SUx-xxxx  
CON-SUOx-xxxx  
*SU1/SU2/SU3/SU4  
*SUO1/SUO2/SUO3/SUO4 |
| 3rd party SW support    | • Software support for 3rd party software sold by Cisco                                                                                                                                                       | • VMWare, RHEL, etc…                                                                                                                                                                                           | CON-ISV-xxxx              |
Unified Communications Software Subscription and Essential Operate Service are bought and sold separately.

**Product**
- UCSS

- Guarantees access to major software version upgrades for the duration of the subscription term
- Is the most cost-effective way of purchasing upgrades in the model with two different offers

**Service**
- ESW

- Provides maintenance and minor software updates, including access to online resources and TAC support
- Offered in both Cisco Branded (CBS) and Partner Co-Branded (PSS) versions
SWSS – Now: One Integrate Offer

Product
- UCSS

Service
- ESW

Cisco Software Support Service

- One Service Contract
- Support and Upgrades
- CSPP Discount and Rebate
- Minimum one year service purchased at POS

- Assured Service Entitlement
- Simplified Renewals
- Ease of doing business

SWSS launched on 22 September 2014
Major difference between SWSS and SAS

• SWSS policy requires 100% attach at point of sale for a minimal for one year (See SWSS Attach Policy)

• SWSS has offer attribution between the Business Units and Services
  • Collaboration: 50% product and 50% service
  • Cisco ONW: 30% product and 70% service

• SWSS enables license portability and supports ongoing innovation through Cisco ONE software suite
SWSS Attach Policy

- SWSS is required for the first year for all associated software or software license products.
- If SWSS is NOT attached at point of software product purchase in CCW or B2B, it must be ordered within 90 days from the software product order submission date.
- Applicable to all theatres, all routes to market including direct, SP,1-tier, 2-tier and distributors.

Policy Exceptions

1. Customers with a Services First agreement (SWEEPS) or a Master Service Agreement, that includes Software Support services.
2. Internal orders do not require SWSS.

If SWSS is not attached within 90 days of order submission

After the 90 day grace period for initial attach of SWSS, ordering of SWSS may be subject to reinstatement policy fees.
SWSS Renewal Scenarios - Summary

1. Same End date
   - ESW
   - UCSS
   - **SWSS upgrade renewal (CSCC)**

2. ESW expires first
   - ESW
   - **SWSS upgrade renewal (CSCC)**
   - UCSS

3a. UCSS expires first
    - UCSS
    - **SWSS new CSCC quote**

3b. UCSS expires first
    - UCSS
    - **SWSS mid-term renewal from ESW**

4. No ESW/ UCSS coverage
   - **SWSS new CCW quote using upgrade SKUs**

5. Only ESW/ UCSS coverage
   - ESW
   - **SWSS upgrade renewal (CSCC)**
   - OR
   - UCSS
   - **SWSS new CSCC quote**
Flexible Service Start Delay (FSSD)

- **New Cisco Commerce Workspace capability**
- **Product + Service in one tool**
- **Available to all CSPP 1T Partners**
- **Automatic Service start delay of 1-60 days for new orders**
- **Service “attached” at point-of-sale**
- **Invoiced when Service is activated**

**Product + Service at point-of-sale with automatic service start delay**
FSSD Delay Period Timeline
Example: 30 day FSSD value

Day 1
Prod. + Svc order booked with 30 day FSSD value.

Day 15
Product shipped from Cisco and FSSD begins

Day 45
Service Contract activated and invoiced

Changes via “Change Order”

Changes by opening a case in CCW*

30 Day FSSD Delay Period
(shipping, customs, staging etc.)

* Please note that making changes by opening a case WILL delay the start date, but will NOT delay the invoicing
FSSD Drop-Down in CCW

**Applying FSSD**

- FSSD applied to the entire order in the Header
- Enter any FSSD value from 1-60 days
FSSD Drop-Down in CCW

Applying FSSD

- FSSD can also be adjusted for individual Lines
Important Reminder

- Ask your customer/partner to KEEP software information includes
  - PAK (may deliver by physical or electronic way)
  - Exist contract number

Contract renewal will be **extreme hard** if customer/partner unable to provide any of above information
Backup Slide and Reference

- Product family list covered under each program
- Product and Service GSP Mapping Guide
- Detail SWSS contract renewal scenarios
- Service renewal guide in CSCC
- [Cisco ONE Purchase and Renewal Use Case Master Deck](#)
Product Cover List of Each Program
Product has HW+IPS Update Option

- IAD880
- IDS42xx/43xx/45xx
- 800 series, ACE
- ASA 5500
- Low to Middle end Routers: ISR (1800/2800/3800/1900/2900/3900/4400)
- ASR 900/1000
- Mid-High end Enterprise Switch and Routers (6500, 6800, 7200)
Products Covered Under SWSS

- Cisco ONE Software Packages
- Cisco IOS XRv Software
- Cisco Prime products
  - Prime Infrastructure, Prime NCS, Prime Analytics, Prime Carrier Management, Prime Network Registrar ELA, Prime NAM, Prime Suite, Prime Optical, Prime Home, Prime Service Catalog
- Other
  - Cisco Collaboration Network Management, Cisco Info Center,
  - Cisco Transport Manager, Cisco Transaction Analyzer
  - Intelligent Automation products (Tidal newScale): Cisco Intelligent Automation for Cloud, Cisco Intelligent Automation for SAP
Products Covered Under SWSS (Cont.)

- Collaboration
  - Cisco® Unified Communications Manager (CallManager)
  - Cisco® Business Edition 6000 (BE 6000)
  - Cisco Unity Connection
  - Cisco Unified Attendant Consoles
  - Cisco Emergency Responder
  - Cisco Unified Contact Center Express (CCX)
    - (UCL)
  - Cisco Unified Workspace Licensing (CUWL)
  - Cisco Collaboration Enterprise Agreement
  - Cisco TelePresence
  - Cisco Unified Contact Center Enterprise (CCE)
  - Cisco IP Interactive Voice Response (IPIVR)
  - Cisco Unified Customer Voice Portal (CVP)
  - Cisco WebEx Meetings Server (CWMS)
  - Cisco Hosted Collaboration Solution (HCS)
Product Covered Under SAS/SAU

• EN
  • ISR (1900,2900,3900,2600,2800,3800,...) and it's collaboration features
  • Router (5900,7200,7600,) feature licenses
  • ASR1000, ASR5000
  • Identity Service Engine (ISE), Appliance Control Engine (ACE), WAAS
  • ME1200,ME3600 switch

• Security
  • ASA (5500,FireSIGHT,
  • Prime Security Manager (PSRM), Cisco Security Manager (CSMGR)
  • AnyConnect Suite, Clean Access

• Wireless
  • Wireless LAN Product Seat Licenses (AIR-xxxxxx)
Product Covered Under SAS/SAU (Cont.)

- Collaboration
  - Cisco TelePresence Content Server, IP Transfer Point (ITP), TelePresence Exchange System, Transcoder Manager
  - IP Telephony/ Call Manager Express
  - Unified Video Conferencing, Video Surveillance Products

- DataCenter
  - MDS 9100/9200/9300/9500/9700 Switch
  - Nexus 1000/5000/5600/7000
  - UCS Management System, UCS Performance Manager, Cloud Service Router CSR1000v (L-CSR-xxx),
Product Covered Under SAS/SAU (Cont.)

- **SP**
  - Cable HFC RF Gateway, BTS10200 software switch, PGW2200, Cisco Call Session Control Platform, cBR,

- **Cisco Prime**
  - Prime Network, Prime Network Registrar, Prime Access Registrar, Prime IP Express, Prime Network SP, Prime Security Manager, Prime Optical,

- **Other**
  - Broadband Access Center, Cisco Access Registrar, Application Manager, Configuration Engine, Multicast Mgr.
  - CiscoWorks, WAN Manager, CiscoSecure Access Control Server, Content Deliver System, Digital Media System
  - IEP, Cisco Acquisition Suite, Connect Grid Network Management System, DMN Control System
  - PNC Control System, Policy Suite, Service Control System, Network Convergence System(NCS)
## Product and Service GSP Mapping Guide

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Cisco Brand</th>
<th>Collaborate Brand</th>
<th>SmartCare (SC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMARTnet Total Care (SNTC)</td>
<td>Partner Support Services (PSS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partner Eligibility</td>
<td>All Partners</td>
<td>PSS eligible partner only</td>
<td>All partner via distributor (need register as SC partner)</td>
</tr>
<tr>
<td>Price and Discount</td>
<td>List Price: 52~70% of SNTC *2 Standard discount: 42%(Gold), 40% (Silver)</td>
<td>List Price: Same as SNTC</td>
<td>Standard discount : 40%</td>
</tr>
<tr>
<td>General Product</td>
<td>8x5xNBD (SNT)</td>
<td>8x5xNBD (SNTC)</td>
<td>8x5xNBD (SCN)</td>
</tr>
<tr>
<td>(EN, Security, Data Center)</td>
<td>8x5xNCD (SNC) left CN ONLY</td>
<td>24x7x4 (SNTP)</td>
<td>24x7x4 (SCP)</td>
</tr>
<tr>
<td></td>
<td>8x5xNBD Onsite (OS)</td>
<td>8x5xNBD Onsite (PSUT)</td>
<td>24x7x4 (SCP)</td>
</tr>
<tr>
<td></td>
<td>24x7x4 Onsite (OSE)</td>
<td>24x7x4 Onsite (PSOP)</td>
<td>24x7x4 Onsite (SCO)</td>
</tr>
</tbody>
</table>

*1: GSP is the "middle part of the SKU. E.g., CON-SNT-xxxxxx

*2: Depends on product family
<table>
<thead>
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<tbody>
<tr>
<td><strong>Collaboration: BE6K/CUCM</strong></td>
<td>SMARTnet Total Care (SNTC)</td>
<td>Partner Support Services (PSS)</td>
<td>SmartCare (SC)</td>
</tr>
<tr>
<td>HW</td>
<td>ESS</td>
<td>Same as General PSS TS</td>
<td>Same as General SC TS</td>
</tr>
<tr>
<td>SW, LIC</td>
<td>SWSS (ECMU)</td>
<td>PSS SWSS (PSBU)</td>
<td>SC SWSS (SESV)</td>
</tr>
<tr>
<td><strong>Collaboration: HCS</strong></td>
<td>SWSS (HCS)</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>SW, LIC</td>
<td>SWSS (ECMU)</td>
<td>PSS SWSS (PSBU)</td>
<td>SC SWSS (SESV)</td>
</tr>
<tr>
<td><strong>Video (TelePresence)</strong></td>
<td>HW</td>
<td>ESS</td>
<td>8x5xNBD (PSRN)</td>
</tr>
<tr>
<td>HW</td>
<td>SWSS (ECMU)</td>
<td>PSS SWSS (PSBU)</td>
<td>SC SWSS (SESV)</td>
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<td>SW, LIC</td>
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# Product and Service GSP Mapping Guide

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<td><strong>SmartCare (SC)</strong></td>
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<td><strong>Same as General SC TS</strong></td>
</tr>
</tbody>
</table>

### Security

<table>
<thead>
<tr>
<th>HW</th>
<th><strong>SAU</strong></th>
<th><strong>PSUU</strong></th>
<th><strong>SCU1</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Same as General SNTC TS</strong></td>
<td><strong>Same as General PSS TS</strong></td>
<td><strong>Same as General SC TS</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Security: IPS (HW+SW+IPS Update)

<table>
<thead>
<tr>
<th>8x5xNBD (SU1)</th>
<th>24x7x4 (SU3)</th>
<th>8x5xNBD On-site (SUO1)</th>
<th>24x7x4 On-site (SUO3)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8x5xNBD (PSRT)</strong></td>
<td><strong>24x7x4 (PSUP)</strong></td>
<td><strong>24x7x4 On-site (PSOP)</strong></td>
<td><strong>8x5xNBD (SCIN)</strong></td>
</tr>
<tr>
<td><strong>24x7x4 (SCIP)</strong></td>
<td><strong>24x7x4 On-site (SCIO)</strong></td>
<td><strong>SC ADV</strong></td>
<td><strong>8x5xNBD (SCAN)</strong></td>
</tr>
<tr>
<td><strong>24x7x4 (SCAP)</strong></td>
<td><strong>24x7x4 On-site (SCAO)</strong></td>
<td><strong>Prime Software</strong></td>
<td><strong>SAU or SWSS (ECMU)</strong></td>
</tr>
</tbody>
</table>

### Wireless

<table>
<thead>
<tr>
<th>HW: controller, AP</th>
<th><strong>SAU</strong></th>
<th><strong>PSUU</strong></th>
<th><strong>SCU1</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Same as General SNTC TS</strong></td>
<td><strong>Same as General PSS TS</strong></td>
<td><strong>SC ADV</strong></td>
<td><strong>8x5xNBD (SCAN)</strong></td>
</tr>
<tr>
<td><strong>24x7x4 (SCAP)</strong></td>
<td><strong>24x7x4 On-site (SCAO)</strong></td>
<td><strong>Prime Software</strong></td>
<td><strong>SAU or SWSS (ECMU)</strong></td>
</tr>
</tbody>
</table>

### SW; LIC

<table>
<thead>
<tr>
<th><strong>SAU</strong></th>
<th><strong>PSUU</strong></th>
<th><strong>SCU1</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prime Software</strong></td>
<td><strong>SAU or SWSS (ECMU)</strong></td>
<td><strong>PSUU or SWSS (PSBU)</strong></td>
</tr>
<tr>
<td><strong>Not Available</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Detail SWSS Contract Renewal Scenarios
Contract Renewal Scenarios

There are three main service coverage scenarios which will drive renewal to SWSS:

Scenario 1 Aligned Coverage End Dates
Scenario 2 Misaligned Coverage End Dates
Scenario 3 Gap in Coverage
Renewal Scenario 1

Existing UCSS and ESW coverage lines for any one product will need to be renewed to SWSS upon the common expiration date of the coverage lines.

UCSS and ESW have the same end date

Partners/distributors migrate to SWSS as part of the normal renewal motion.

Standard Renewals Cycle to move to SWSS
- No standalone ESW or UCSS available
- Renewals to SWSS will take place in CSCC
- Use of the Align and Renew promotion is not applicable
- End dates are aligned if gap in expiration dates is less than 30 days

2 sub-scenarios for UCSS & ESW having aligned end dates:

1.1 Service contract renewal by a single partner

1.2 Takeover and subsequent service contract renewal
Scenario 1.1: Service Renewal by a Single Partner

Customer has both ESW and UCSS* coverage. The end dates are aligned, and both coverage lines are held by a single partner/distributor.

- Prior to the expiration of the UCSS and ESW coverage lines, the partner/distributor should renew the coverage to a SWSS service level.

*NOTE: Applies to Legacy and Next Gen UCSS
Scenario 1.1: Service Renewal by a Single Partner

Example – UCSS and ESW coverage expire on the same date

Before renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Qty.</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>20</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>10</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Date of Renewal: 01-APR-2014

After renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Qty.</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMU</td>
<td>01-MAY-2014</td>
<td>30-APR-2015</td>
<td>20</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>10</td>
<td>OVERDUE</td>
</tr>
</tbody>
</table>

After Renewal: 01-MAY-2014

- Since a software subscription line cannot be renewed to a technical service in CSCC, the partner/distributor will renew the ESW coverage line to a SWSS service level. No action is required on the UCSS coverage line.

- In the case of misaligned quantities as seen above, the partner/distributor should align the SWSS renewal quantity to the higher coverage quantity.

- In case of the inverse (ESW quantity is less than UCSS), partner/distributor must determine and confirm the correct quantity with the customer/reseller and renew accordingly, working their sales team to handle the renewal on a case by case basis.

BOLD = line to renew to SWSS

1.1 Service contract renewal by a single partner

1.2 Takeover and subsequent service contract renewal

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Scenario 1.2: Takeover and Subsequent Service Renewal

Customer has both ESW and UCSS* coverage. The end dates are aligned, and the coverage is held by two different partners/distributors.

As SWSS is a single service offer, only one of the two partners/distributors can sell the combined support moving forward.

UCSS owning partner/distributor awarded the SWSS business

Takeover then renewal of ESW line

ESW owning partner/distributor awarded the SWSS business

Renewal of ESW line

Net-new partner/distributor chosen to own the SWSS business

Takeover then renewal of ESW line

*NOTE: Applies to Legacy and Next Gen UCSS
Scenario 1.2: Takeover and Subsequent Service Renewal

Example 1 – Aligned end dates, UCSS partner/distributor wins the customer’s SWSS business

Before renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

After renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td>XYZ</td>
<td>ECMU</td>
<td>30-SEP-2014</td>
<td>29-SEP-2015</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>*TERMINATED</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>OVERDUE</td>
</tr>
</tbody>
</table>

• When the partner/distributor currently holding the UCSS wins a customer’s SWSS business, the “Takeover” functionality must be used so that the winning partner can renew the ESW to SWSS, as UCSS (a subscription) cannot be renewed to a technical service in CSCC.

*NOTE: When a contract or coverage is taken over, status of the taken over coverage will be indicated as ‘Terminated’
Scenario 1.2: Takeover and Subsequent Service Renewal

Example 2 – Aligned end dates, ESW partner/distributor wins the customer’s SWSS business

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Date of Renewal: 01-SEP-2014

Before renewal

After renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345 or NEW</td>
<td>ABC</td>
<td>ECMU</td>
<td>30-SEP-2014</td>
<td>29-SEP-2015</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>OVERDUE</td>
</tr>
</tbody>
</table>

After Renewal: 01-OCT-2014

• Unlike Example 1, when the partner/distributor currently holding the ESW ultimately wins a customer’s SWSS business, the “Takeover” function will NOT be used, since ESW can be renewed to SWSS directly.

• A simple renewal to SWSS from ESW will be performed in CSCC, as in Scenario 1.1
Renewal Scenario 2

Existing UCSS and ESW coverage lines for any one product will need to be renewed to SWSS upon the common expiration date of the coverage lines.

UCSS and ESW have misaligned end dates

Partners/distributors renew to SWSS upon the earlier end date of either existing coverage line.

Use SWSS Align and Renew promotion to align to one end date:
- No standalone ESW or UCSS available
- Promotion provides a discount for remaining UCSS or ESW duration
- One time use of the promotion per covered product, in CSCC only

2 sub-scenarios for UCSS & ESW having misaligned end dates:

2.1 Service contract renewal by a single partner

2.2 Takeover and subsequent service contract renewal
Scenario 2.1: Service Renewal by a Single Partner

Customer has both ESW and UCSS* coverage. The end dates are misaligned, and:

ESW is expiring first, leaving duration on UCSS
OR
UCSS is expiring first, leaving duration on ESW

- At the first expiration date of *either* coverage term (UCSS or ESW), the partner/distributor would have to renew the customer to a SWSS service level.

*NOTE: Applies to Legacy and Next Gen UCSS*
Scenario 2.1: Service Renewal by a Single Partner/Distributor

Example 1 – ESW coverage is expiring first, leaving duration on UCSS

Before renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESW</td>
<td>01-JAN-2013</td>
<td>31-MAY-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>UCSS</td>
<td>01-JAN-2013</td>
<td>31-MAY-2015</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

After renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMU</td>
<td>01-JUN-2014</td>
<td>31-MAY-2017</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>UCSS</td>
<td>01-JAN-2013</td>
<td>31-MAY-2015</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Date of Renewal: 01-MAY-2014

After Renewal: 01-JUN-2014

- In this scenario, the partner/distributor will renew the expiring ESW line to SWSS, and the UCSS line will be allowed to expire naturally.
Scenario 2.1: Service Renewal by a Single Partner/Distributor

Example 2 – UCSS coverage is expiring first, leaving duration on ESW

<table>
<thead>
<tr>
<th>Before renewal</th>
<th>After renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Type</strong></td>
<td><strong>Current Coverage Begin Date</strong></td>
</tr>
<tr>
<td>UCSS</td>
<td>06-JAN-2012</td>
</tr>
</tbody>
</table>

• Since a software subscription line cannot be renewed to a technical service in CSCC, in this scenario the partner/distributor must create a NEW quote in CSCC to renew to SWSS.

• **Align and Renew** promotion policy prohibits use of the promotion if the partner/distributor decides to execute a mid-term ESW→SWSS upgrade (no double-dipping).
**Scenario 2.2: Takeover and Subsequent Service Renewal**

Customer has both ESW and UCSS* coverage. The end dates are misaligned, and the coverage is held by two different partners/distributors.

As SWSS is a single service offer, only one of the two partners/distributors can sell the combined support moving forward.

**UCSS owning partner/distributor awarded the SWSS business**
- Takeover then renewal of ESW line
- or
- New CSCC Quote to purchase SWSS

**ESW owning partner/distributor awarded the SWSS business**
- Renewal of ESW line
- or
- New CSCC Quote to purchase SWSS

**Net-new partner/distributor chosen to own the SWSS business**
- Takeover then renewal of ESW line
- or
- New CSCC Quote to purchase SWSS

*NOTE: Applies to Legacy and Next Gen UCSS*
Scenario 2.2: Takeover and Subsequent Service Renewal

Example 1 – ESW expiring first, UCSS partner/distributor wins the customer’s SWSS business

Before renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2016</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Date of Renewal: 01-SEP-2014

After renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2016</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Takeover Date of Renewal: 01-SEP-2014

After Renewal: 01-OCT-2014

- When the partner/distributor currently holding the UCSS wins a customer’s SWSS business, the “Takeover” functionality must be used so that the winning partner/distributor can renew the ESW coverage to SWSS, as UCSS (a subscription) cannot be renewed to a technical service in CSCC.

- The fixed discount of the promotion will supersede any OPC or standard discount, and there will be no request for reversal of the OPC takeover penalty.

*NOTE: When a contract or coverage is taken over, status of the taken over coverage will be indicated as ‘Terminated’.
Scenario 2.2: Takeover and Subsequent Service Renewal

Example 2 – ESW expiring first, ESW partner/distributor wins the customer’s SWSS business

Before renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ESW</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2014</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

After renewal

<table>
<thead>
<tr>
<th>Contract</th>
<th>Partner</th>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
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</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>ABC</td>
<td>ECMU</td>
<td>30-SEP-2014</td>
<td>29-SEP-2016</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>56789</td>
<td>XYZ</td>
<td>UCSS</td>
<td>30-SEP-2013</td>
<td>29-SEP-2016</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

• When the partner/distributor currently holding the ESW ultimately wins the SWSS business, the “Takeover” functionality will not be used, since the ESW line can be renewed to SWSS directly.

• Renewal to SWSS will be executed in CSCC as in Scenario 2.1 (example 1).
Renewal Scenario 3

If a product is un-covered entirely, or only has UCSS or ESW, renewal steps will vary

Customer has a gap in coverage

The path to renewal to SWSS will depend on the status of the customer’s coverage

1. If customer never had ESW or UCSS coverage, OR has allowed both to expire, the move to SWSS will require license reinstatement which must be quoted/ordered in CCW using reinstatement SKUs and pricing.

2. If one or the other coverages (ESW or UCSS) has expired while the other is still active, renewal will take place in CSCC. This also applies when only one coverage was ever purchased.

3.1 No active coverage

3.2 Only one active coverage in place
Scenario 3.1: No Active Coverage

Example 1 – Customer has no ESW or UCSS coverage due to both becoming ‘EXPIRED’

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
</tr>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
</tr>
</tbody>
</table>

Date of Renewal: 01-APR-2014

After renewal

<table>
<thead>
<tr>
<th>CONTRACT</th>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
<th>TOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td>ECMU</td>
<td>02-APR-2014</td>
<td>01-APR-2015</td>
<td>ACTIVE</td>
<td>CCW</td>
</tr>
<tr>
<td>-</td>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
<td>-</td>
</tr>
<tr>
<td>-</td>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
<td>-</td>
</tr>
</tbody>
</table>

After Renewal: 01-MAY-2014

- In this case, partner/distributor can renew to SWSS using license reinstatement SKUs which carry reinstatement pricing, which must occur via new license quotes in CCW, and which will auto-attach SWSS for a minimum of 1 year. For a full list of reinstatement SKUs, please download the A-la-carte Upgrade SKU guide from this page.

- This guidance (to reinstate in CCW) will also apply if ESW and UCSS were never purchased for a given product.
### Scenario 3.2: Only One Active Coverage in Place

**Example 2 – Customer only has active UCSS or ESW coverage for a given product**

#### Before renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Current Coverage Begin Date</th>
<th>Current Coverage End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

#### After renewal

<table>
<thead>
<tr>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
<th>TOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMU</td>
<td>01-MAY-2014</td>
<td>30-APR-2015</td>
<td>ACTIVE</td>
<td>CSCC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Type</th>
<th>New Coverage Begin Date</th>
<th>New Coverage End Date</th>
<th>Status</th>
<th>TOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>OVERDUE</td>
<td>-</td>
</tr>
</tbody>
</table>

#### Before renewal

<table>
<thead>
<tr>
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<th>Current Coverage Begin Date</th>
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</tr>
</thead>
<tbody>
<tr>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
</tr>
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</table>

#### After renewal

<table>
<thead>
<tr>
<th>Service Type</th>
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<th>New Coverage End Date</th>
<th>Status</th>
<th>TOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMU</td>
<td>01-MAY-2014</td>
<td>30-APR-2015</td>
<td>ACTIVE</td>
<td>CSCC</td>
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<tbody>
<tr>
<td>UCSS</td>
<td>03-JAN-2013</td>
<td>30-APR-2014</td>
<td>OVERDUE</td>
<td>-</td>
</tr>
<tr>
<td>ESW</td>
<td>03-JAN-2013</td>
<td>02-JAN-2014</td>
<td>EXPIRED</td>
<td>-</td>
</tr>
</tbody>
</table>

- In either of these two scenarios, partner/distributor can renew to SWSS in CSCC when the expiring coverage is up for renewal.
- In top scenario, if system upgrade is required prior to ESW expiration, partner can perform midterm upgrade from ESW → SWSS allowed.
Service Renewal in CSCC
Renew to SWSS in CSCC

Contract Summary Page

- Below we see a contract with ESW and UCSS coverage lines, whose end dates do not align.
- Assuming that TODAY’S date is 10 March 2015, the ESW coverage line needs to be renewed to a SWSS service level before going into an overdue status.

Click on the Line Items link at the top of this page to view the covered lines on the contract.
Renew to SWSS in CSCC

Line Items

From the **Line Items** view, unclick the box next to **UCSS** (keeping the **ESW** box checked)

Click **Set Filters** to narrow the product list down to the products covered by ESW

Click the **Select All** box in the Product Table to select all Product IDs

From the **Action** dropdown list, select **Extend Service Coverage**

Click **GO**
NOTE: If the list of contract line items contains any legacy UCSS SKUs (identified by L-UCSS-xyx or UCSS-xyz), users must ensure that these lines are not selected in the list of line items to Extend Service Coverage. These items are considered “products” by the system and will cause errors if attempted to include as part of a service renewal.
Renew to SWSS in CSCC

Generate Quote

- The **Generate Quote** pop-up window will appear.

Once users have entered their preferred values, select **Generate Quote**.

- A pop-up window will appear asking users to generate the quote either online or offline. For purposes of this training, we will assume an **Online** generation.

(It is recommended to allow the system to transact offline when working with many lines.)
Renew to SWSS in CSCC
Quote Summary Details

- A Quote Summary Details page appears.

Click on Line Items and Pricing to view the covered products
Renew to SWSS in CSCC

Line Items

Expand the ESW Summary Line to see all of the major line items currently being renewed to ESW in the product table.
Renew to SWSS in CSCC

Line Items

- For purposes of this training, we will **DELETE** all but one Major Line.
Renew to SWSS in CSCC

Line Items

- To bring up the **Edit Line Items** window:
  - Select **Edit Lines** from the **Action** dropdown menu
  - OR
  - Click on the **Edit icon**
Renew to SWSS in CSCC

Edit Line Items

- At this time, users are ready to change their **Software Service Level** to a SWSS service level.

Choose the appropriate **SWSS Service Level** from the dropdown menu under Uncovered Product.

- In this case, we are choosing **ECMU**, the base SWSS Service Level (refer to the mapping matrix at the back of this deck for additional service levels).

**Note:** The service levels shown here are for training purposes; available service levels will differ based on a user's profile and eligibility.

After 21 November 2014, the **Software Subscription** dropdown will be updated to exclude UCSS selections.

Service contract renewal by a single partner

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Renew to SWSS in CSCC
Line Items and Pricing – Validate & Save

Once the Service Level selection is complete, click on Apply Edits Online at the bottom of the window to apply the service level change and return to the Line Items and Pricing page.

Click the Validate and Save dropdown menu and choose Validate and Save Online.
Renew to SWSS in CSCC
Line Items and Pricing

- This will bring the users back to the **Line Items and Pricing** page, where they can see that the validations were successful, and the new **Service Level** value is **ECMU**

Click on the **Quote Summary Details** link to proceed
Renew to SWSS in CSCC

Quote Summary Details

- The system has successfully performed all Basic Validations
- To order this quote, Full Validation need to be run to change the quote status to **Valid**. User can then proceed with ordering per standard ordering process.

If applying the SWSS **Align and Renew** promotion code to the order, it would be entered on this page, in the **ePromo Code** text box.

**Note:** Access CSCC Quoting & Ordering training at [http://www.cisco.com/web/services/resources/csc c/training/index.html](http://www.cisco.com/web/services/resources/csc c/training/index.html)
Once the quote is Valid, user will click Proceed to Order from the Quote Summary Details page, once they are ready to submit the order.

Prior to submitting any order with an Align & Renew promotion code, on this page, user must enter the following information in the Partner Reference field:

- UCSS Sales Order # or PO #
- OR
- UCSS and ESW Contract numbers

User can then proceed to submit the renewal order by clicking Submit Order.
Renew to SWSS in CSCC
Contract Summary Details

Once the renewal quote has been ordered, users can visit the Contract Summary Details page to view the new coverage details:

- The Service Level Status of the ESW line is Overdue.
- The Service Level Status of the new ECMU line is Active.
- The Service Level Status of the UCSS line is Active, and will be allowed to expire naturally.

<table>
<thead>
<tr>
<th>Service Level Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Level</td>
</tr>
<tr>
<td>ESW-Essential SW (SAS)</td>
</tr>
<tr>
<td>UCSS-UCSS SOFTWARE UPGRADE SUBSCRIPTION (SUBSCRIPTION-UPGRADE)</td>
</tr>
<tr>
<td>ECMU-ESS SW SUPP UPGRADE (SAU)</td>
</tr>
</tbody>
</table>
Renew to SWSS in CSCC

Co-Terming Error

- Per standard policy, if service coverage for an existing product is being renewed to SWSS for less than the standard 12 months (for the purposes of co-termining), and this coverage has already been subjected to co-termining once before, the user will be faced with an error, as seen below, indicating that the service duration requested is less than the minimum, as co-termining is allowed by the system only once on any given covered product.

The user must follow the instructions in the Instructions section of the error window to obtain approval for an override of this restriction (the user must download and complete the hyperlinked ‘Override Request Form’, open a case with Cisco Support, and attach the form).
Renew to SWSS in CSCC

Takeover Scenario

- Given here is a quote which has had ESW coverage lines (intended for Takeover) imported into it.

From the **Action** dropdown menu select **Take Over**


2.2 Takeover and subsequent service contract renewal
Renew to SWSS in CSCC

Takeover Acknowledgement

- The Takeover acknowledgement window will appear

By clicking **Agree**, the partner performing the Takeover acknowledges & agrees to perform the Takeover transaction and agrees to all terms & conditions

- The user will then follow the renewal steps outlined in the previous slides
Renew to SWSS in CSCC

- Visit the [CSCC training site](#) for additional information on quoting and ordering in CSCC