

FAQ for Controlled Availability of ISR 4k Connector with CWS

Why are we going to market with controlled availability?

The Cloud Web Security connector for the ISR 4k is a highly requested feature and we want to ensure a satisfactory customer experience along with speedy time to market.

The ISR 4k redirects traffic to the CWS web proxy through a GRE over IPSec tunnel. This requires a Next Generation Tower (NGT) on the proxy end to accept the tunnel traffic. Not all the CWS towers are currently upgraded to NGT, therefore the main consideration for controlled availability is to prevent customers from attempting to deploy the solution using towers that have not yet been upgraded to NGT or are not yet tunnelling enabled.

Although NGT readiness is the main reason for controlled availability there are other considerations that controlled availability addresses:

- Unsupported connectors (e.g. WAAS Express with Akamai)
- Prevents exceeding the supported number of tunnels
- Ensures correct software version for the ISR 4k
- Active Authentication is not currently available and is due for release in Q1 CY16

What are the current towers that have the required tunneling capabilities referred to above??

Tunneling capability upon orderability	Available in Q1 CY2016
Dallas	Brasil
Chicago	Copenhagen
Sydney	Paris
San Jose	Singapore
London	Toronto
Miami	Tokyo
Secaucus	
Frankfurt	

When will controlled availability end?

A large proportion of CWS towers are currently on track to be NGT by April of 2016, if not earlier.

What do I need to know about the controlled availability process?

If your customer is experiencing problems with deployment or any other issues related to ISR 4k redirection please reach out to the TAC or the particular CWS Service Delivery Manager involved in the deal.

How do I mitigate unhappy customers who have seen that they can order the ISR 4k in marketing materials online but have not been able to order it immediately because controlled availability does not allow them immediate provisioning?

1. Inquire as to their project timeline
2. Work with the SDM team to see if another connector might work for the customer
3. Share the [controlled availability datasheet](#)

What other information do I need to help a customer understand what is required to get up and running on the ISR 4k tunnel connector to CWS, assuming that their case has been approved?

- The customer must use one of the following Integrated Services Router 4000 series: 4451, 4431, 4351, 4331, 4321) ([Datasheet](#))
- Controlled Availability does not include Active Authentication, this is due for release in Q1 of CY16
- The ISR 4K License “SecurityK9” bundle must be purchased to enable security features on the router.
 - [The demo license](#) is only valid for 60 days
- To increase performance, the HSECK9 Bundle can also be purchased
 - If the customer requires added performance (> 85MB crypto throughput or > 225 secure tunnels at the branch), ensure the customer has the HSecK9 licence
- A Trustpoint Certificate is required (to be provided by Cisco during deployment)

For More Information

[IWAN AAG](#)

[ISR with CWS Connector Webpage](#)

[Customer Datasheet for controlled availability](#)



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA

CXX-XXXXXX-XX 10/11