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?

<table>
<thead>
<tr>
<th>Tunneling capability upon orderability</th>
<th>Available in Q1 CY2016</th>
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<tbody>
<tr>
<td>Dallas</td>
<td>Brasil</td>
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<td>Chicago</td>
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<td>Secaucus</td>
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<td>Frankfurt</td>
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</tbody>
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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?
Materials for Customers

There is a Controlled Availability datasheet that can be shared with the customer on the Cisco.com CWS Datasheet page. This should make it easy to help any potential customers become aware of controlled availability at any point during an engagement.

Ordering

Once the customer places the order they will be sent the Data Capture Form (DCF), this is standard process. The DCF has been updated to include the ISR 4k in the connector section as shown below:

![DCF screenshot](image)

If the customer selects ISR 4k as a connector option they will be prompted to provide their full site grid, as shown in the screen shot below:
If ISR-4k is identified, the Service Delivery Manager (SDM) team will work with the customer to complete a Controlled Availability questionnaire. This questionnaire will be controlled and maintained by the SDM team who will submit it for review. The turnaround time for a decision on the questionnaire is 24 hours. The purpose of this process is to ensure one or more of the following scenarios for customers:

- The customer has a successful deployment with the ISR 4k
- The customer finds that a different connector option might work better for them
- The customer understands a general timeframe when the feature will be available for a particular location and project.

**Evals**

When requesting an evaluation for the ISR 4k, the Sales rep or Partner can specify in the notes section of the CWS Instant Eval that the customer is looking for an eval of the ISR 4k. This will alert the SDM team regarding the need to fill out a questionnaire for this customer. The questionnaire process is the same for evals as for ordering.

**Who do I contact for an issue deploying a customer on the ISR 4k?**
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