

Cisco Services for Observable Networks Integration

Introduction

This document provides answers to some of the most common questions regarding service offer integration, and support and delivery for legacy Observable Networks products and the new Cisco Stealthwatch Cloud products.

Product and Service Offer Integration

Q. How are the existing Observable Networks products being integrated into the Cisco® security portfolio?

A. Table 1 shows how the Observable Networks products are being integrated at Cisco.

Table 1. Mapping of Observable Networks Products to Cisco Products

Observable Networks Product Name	Cisco Product Name
Observable Networks Observable Enterprise	Cisco Stealthwatch Cloud <ul style="list-style-type: none"> Private Network Monitoring Includes Cisco Software Support for Security
Observable Networks Observable Cloud <ul style="list-style-type: none"> Amazon Web Services (AWS) Cloud Security Microsoft Azure Environments 	Cisco Stealthwatch Cloud <ul style="list-style-type: none"> Public Cloud Monitoring Includes Cisco Software Support for Security

Cisco Technical Services

Cisco Software Support for Security

Q. What is Cisco Software Support for Security?

A. Basic online support option of Cisco Software Support for Security is available for Cisco Stealthwatch Cloud subscriptions. Basic online support provides foundational support for the full term of the purchased software subscription, including:

- Access to Cisco Technical Assistance Center (TAC) support through online tools or email. Telephone access is **not** provided.
- Cisco will respond to a submitted case no later than the next business day during standard business hours.

Q. How do I order Cisco Software Support?

A. When you order Cisco Stealthwatch Cloud subscription in CCW, the basic online support is embedded as part of that subscription. It is not a separate orderable service. No additional products or fees are required to receive this support with a Software as a Service subscription.

For more information about Cisco Software Support, refer to the [service description](#).

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- Q.** How are users notified of new software releases under Software Support?
- A.** New releases are announced in product bulletins that are available through 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 Stealthwatch Cloud software updates?
- A.** Any patches, Maintenance Release, Minor Release and Major Release of the Application Software will be incorporated into the Software as a Service and will not be provided as downloads to customer.

Technical Support for Cisco Stealthwatch Cloud

Note: Observable Networks partners and customers should continue to use the same process for support on installed Observable Networks products. Cisco will notify you of any changes well in advance of the transition date.

Cisco Technical Assistance Center

- Q.** What is the Cisco Technical Assistance Center?
- A.** The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco Stealthwatch Cloud products.
- Q.** What service does the Cisco TAC offer?
- A.** The Cisco TAC provides service contract holders with:
- **Expert assistance:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, 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.
- Q.** How do customers and partners open a case with Cisco TAC?
- A.** For Customers and Partners with Software Support for Stealthwatch Cloud:
- Technical support is available from the Cisco Technical Assistance Center (TAC) from 7 a.m. to 7 p.m., local time for the location of the issue to be addressed, Monday through Friday. Cisco will address cases opened **only** by email or online.
 - Once you have a Cisco.com user ID, you may initiate or check on the status of a service request [online](#) or by [email](#).
- Q.** What do partners and customers need to open a case with Cisco TAC?
- A.** To open a case with TAC, you must do the following:
- [Register for a Cisco.com user ID](#).
 - Associate your contract number to your Cisco.com user ID

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- Q.** How do partners and customers 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 partners and customers associate their new Cisco Service Contract Number to their Cisco.com user ID?
- A.** Partners and customers will need to add their Cisco Service Contract Number to their user ID in the [Cisco Account Profile](#). From there, click the “Add Access” button, then select the “TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com” radio button on the pop-up screen, and then click “Go” to manage your Service Contract online. 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.
- 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 [Support and Downloads website](#).
- 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 service 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.
- For more information, download the [Severity and Escalation Guide](#).

End of Life

- Q.** How is product “end of life” handled?
- A.** As a general rule, Cisco will provide six months’ notice of the affected product’s end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco.com [End-of-Sale and End-of-Life Products site](#). Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco’s end-of-life program. Sign up to receive notifications [here](#). Review the [End-of-Life Policy](#) for more details.

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/cisco/web/psa/default.html.

- Q.** Where can I go for more information?
- A.** For more information visit the following webpages:

Service and Support for Observable Networks Acquisition:

www.cisco.com/c/en/us/services/acquisitions/observable-networks.html

Cisco Security Services: www.cisco.com/c/en/us/products/security/service-listing.html

Support Case Manager: mycase.cloudapps.cisco.com/case



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9/17