Revised: September 27, 2024

Manage Licenses

Subscription Plan Options

View Subscription Plan Options

See these data sheets, to view available subscription plans and what features are included

- Crosswork External Route Analysis (Network Insights)

- Crosswork Traffic Analysis

- Crosswork Trust Insights

View Subscription Tiers

After logging into Crosswork Cloud, choose the ⑤ > **Purchase > Tier Information** tab. Within each product tab, you can expand categories and compare the various features that are available in each tier.

Free Subscription Plan Requirement

To maintain a free subscription plan, ensure to meet at least *one* of these requirements:

- A user in an organization must log into Crosswork Cloud within the last 90 days.

- An organization must maintain an active peer (with a complete internet routing table) in Crosswork Cloud Network Insights.

- An organization must have an active entitlement for a different module.

To avoid automatic termination, please purchase a minimum of one IP route prefix to monitor with Crosswork Cloud Network Insights through a Cisco Partner or Reseller, or purchase through Amazon Web Services (AWS) Marketplace.

For information on what features are available with a free subscription plan, choose the ● > **Purchase > Tier Information** tab within Crosswork Cloud.

View Subscription and Trial Details

Follow these steps to view details about subscriptions, current licenses, and active trials you have.

Step 1 In the main window, click ● in the bottom-left corner.

Step 2 Click **Licensing**.

Step 3 To view subscription and licensing details, click the **Entitlement** tab and select the Crosswork Cloud product you are interested in.

Step 4 To view the number of trials that are active and available, click the **Trials** tab.

What's next

To cancel or update your subscription, see

Update a Subscription

To increase the number of permitted prefixes (for Crosswork External Route Analysis), or cancel a Crosswork Cloud subscription, do the following:

Note

To change a subscription that was purchased in AWS Marketplace to a different tier, you must first cancel the old subscription, and purchase the new one.

Step 1	In the main window, click ⓢ in the bottom-left corner.
Step 2	If your subscription was purchased through AWS:

     a) Click the **AWS Purchase** tab.
     b) Click **Adjust** for the product you are modifying a subscription for. You are taken to the AWS Marketplace website.
     c) Click **View purchase options** and make the necessary changes.
     d) Click **Modify current contract**. After you have successfully modified a Crosswork Cloud subscription, you will receive a confirmation email.

Step 3	If your subscription was purchased through a Cisco Partner or Reseller, click **Contact Sales Team** in the top-right corner to get in contact with a Crosswork Cloud representative who can help you modify your subscription.

Transfer a Subscription to Another Organization

To move your subscription to another organization, you must first remove the subscription ID from the previous organization and then assign it to the new organization.

Step 1	Make sure you have the entitlement ID on hand prior to transferring it to another organization. The entitlement ID was initially emailed to the Crosswork Cloud administrator when the Crosswork Cloud account was set up.
Step 2	Log into the organization that is currently associated with the subscription and go to ⓢ > **Licensing**.
Step 3	Click **Entitlement** tab > ***<Crosswork-Cloud-product>***.
Step 4	Check the checkbox next to the subscription you want to transfer.
Step 5	Click the **Remove** link that appears.
Step 6	Click **Remove** in the confirmation window to confirm subscription removal.
Step 7	Navigate to the organization that you want to subscribe to and go to ⓢ > **Licensing**.
Step 8	Click **Entitlement** tab > ***<Crosswork-Cloud-product>***.
Step 9	Click **Claim Subscription** (located in the top right of the page).
Step 10	Enter the entitlement ID, and click **Claim**.

Modify Organization Name

Follow these steps to modify the name of your organization.

Step 1   In the main window, click in the bottom-left corner.

Step 2   Click **Licensing**.

Step 3   Click **Edit**.

Step 4   Enter a new organization name, then click **Save**.