

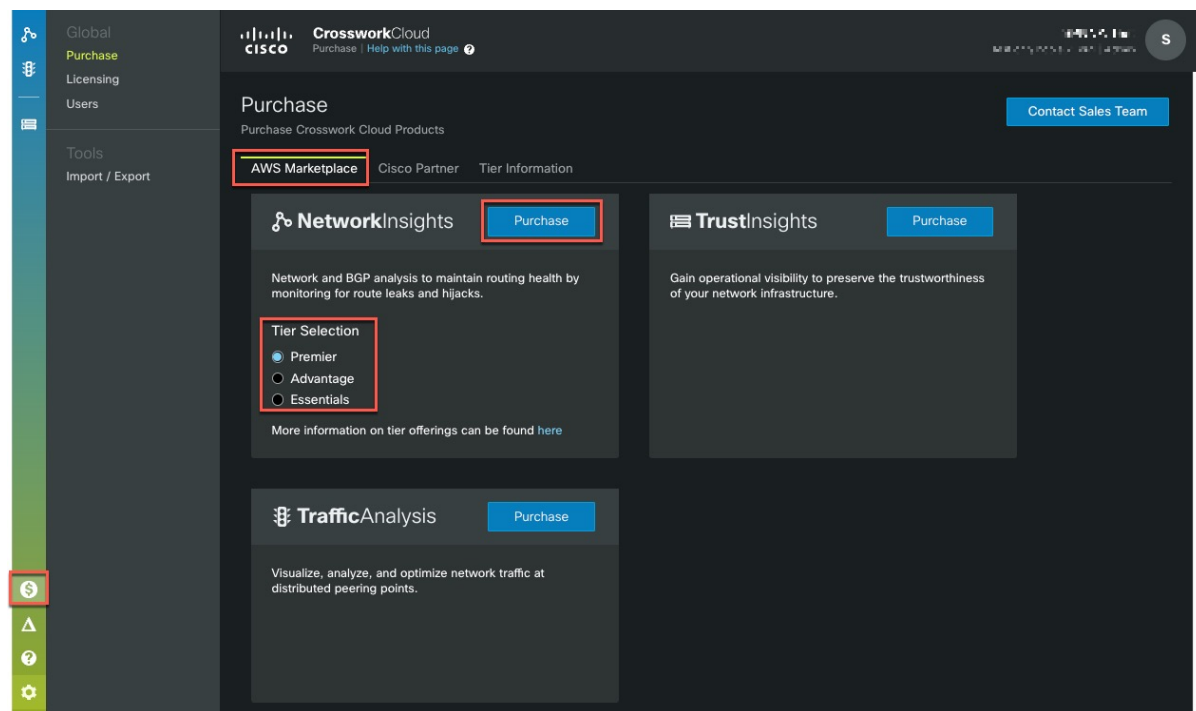


Purchase Crosswork Cloud

You can purchase Cisco Crosswork Cloud subscriptions using one of the following methods:

- [Purchase through Amazon Web Services \(AWS\) Marketplace, on page 1](#)
- [Purchase Directly from AWS Marketplace, on page 4](#)
- [Purchase through a Cisco Partner or Reseller, on page 7](#)
- [Troubleshoot Purchasing Issues, on page 7](#)

Purchase through Amazon Web Services (AWS) Marketplace



Note Click any of the images to view them in full-size.

Before you begin


The simplest way to purchase Crosswork Cloud is through AWS Marketplace within Crosswork Cloud itself. To purchase Crosswork Cloud directly from AWS Marketplace, click [Purchase Directly from AWS Marketplace](#).

Please have the following accounts set up:

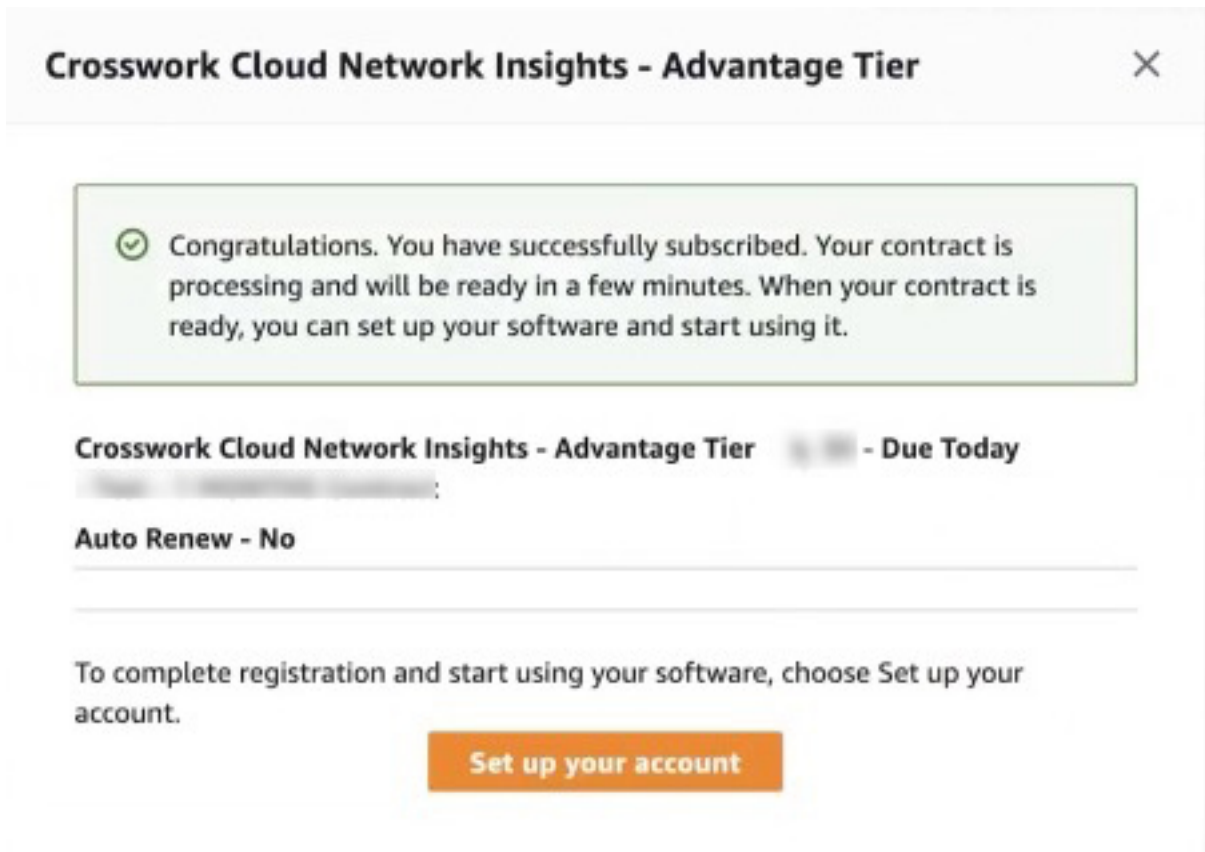
- [Cisco Connection Online \(CCO\)](#)
- [Crosswork Cloud](#)
- [AWS Marketplace](#)—You *must* have a valid AWS [payment method](#) set up and current or you will run into errors.



Note This procedure assumes you already have these accounts set up and are logged into Crosswork Cloud.

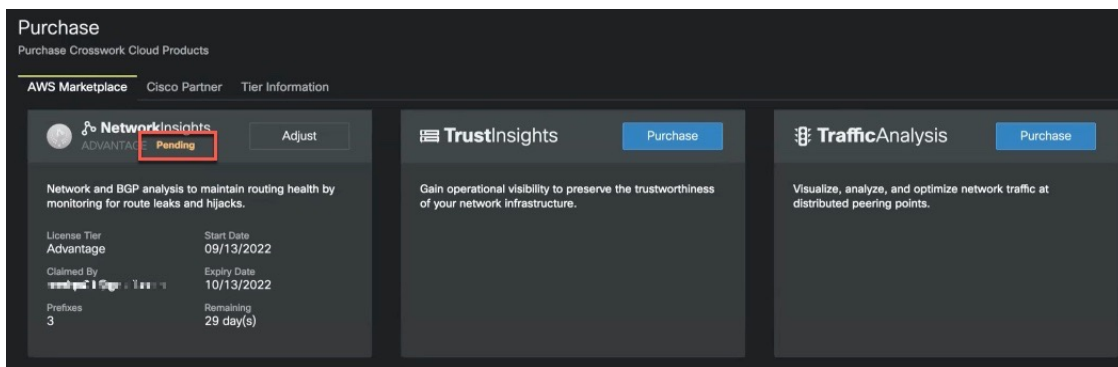
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- Step 1** In the main window, click  in the bottom-left corner.
- Step 2** Click the **AWS Marketplace** tab.
- Step 3** If purchasing Crosswork Cloud Network Insights, select the appropriate licensing tier (Premier, Advantage, or Essentials) and click **Purchase**. Otherwise, click **Purchase** for either Crosswork Cloud Trust Insights or Crosswork Cloud Traffic Analysis.
- You will be taken to the AWS Marketplace website.
- Step 4** Log into AWS Marketplace. The Crosswork Cloud product purchase page appears.
- Step 5** Click **View purchase options** and enter all required fields.
- Step 6** Click **Create contact** and review the information.
- Step 7** Click **Pay now**. A Congratulations message appears.
- Step 8** Click **Set up your account** to be taken to the **Purchasing** page within Crosswork Cloud.


Example:



Step 9 The Crosswork Cloud product may have a **Pending** status for a couple minutes until all AWS Marketplace data details have been received.

Example:



Step 10 Confirm your subscription by navigating to  > **Licensing** > **Entitlement** tab > <Crosswork-Cloud-Product>. You should see the product and subscription details listed in the table.

Step 11 After you have successfully purchased a Crosswork Cloud subscription, you will receive an email with a subscription ID. Keep a copy of the email and store the ID in case you need it to activate your Crosswork Cloud entitlement at a later time. For more information, see [Activate a Subscription or Trial](#).

Purchase Directly from AWS Marketplace

To purchase Crosswork Cloud directly from AWS Marketplace, do the following:

Before you begin

You *must* have an [AWS Marketplace](#) account and confirm that a payment method has been configured.

The following procedure provides steps on how to purchase Crosswork Cloud directly from AWS Marketplace. If you are purchasing Crosswork Cloud for your organization or on behalf of someone else, please have the administrator's (end user) email address on hand. If you will be a Crosswork Cloud administrator, please have the following accounts set up to streamline the purchasing process:

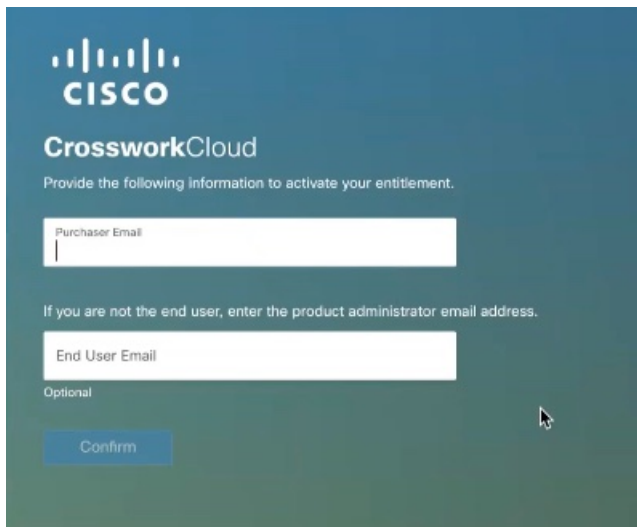
- [Cisco Connection Online \(CCO\)](#)
- [Crosswork Cloud](#)



Note If you have not registered for CCO or Crosswork Cloud accounts, you will be directed to each website's registration screen during the purchasing process.

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- Step 1** Log into [AWS Marketplace](#) and set up a payment method if one hasn't been set up for your account.
 - Step 2** In the **Search** field enter **Crosswork Cloud** and select the product you want to purchase.
 - Step 3** Click **View purchase options** and enter all required fields.
 - Step 4** Click **Create contact** and review the information.
 - Step 5** Click **Pay now**. A Congratulations message appears.
 - Step 6** Click **Set up your account** and you will be directed to the **Purchasing** page in Crosswork Cloud.
 - Step 7** If you are not currently logged into Crosswork Cloud, enter your email and, if you are not going to be the end user, the product administrator's email address in the following window and click **Confirm**.

Example:

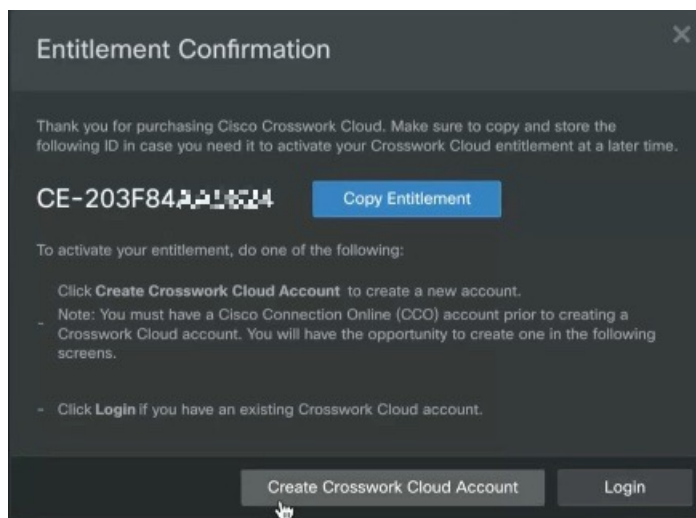


The screenshot shows the Cisco CrossworkCloud activation page. At the top is the Cisco logo and the text 'CrossworkCloud'. Below this, it says 'Provide the following information to activate your entitlement.' There are two input fields: 'Purchaser Email' and 'End User Email'. A note states 'If you are not the end user, enter the product administrator email address.' Below the 'End User Email' field, it says 'Optional'. At the bottom is a blue 'Confirm' button.

Step 8

An email will be sent to both the email addresses containing some information and the entitlement ID. The Crosswork Cloud administrator should keep a copy of the email and store the entitlement ID in case you need it to activate your Crosswork Cloud entitlement at a later time. For more information, see [Activate a Subscription or Trial](#).

Figure 1: Entitlement Confirmation Example

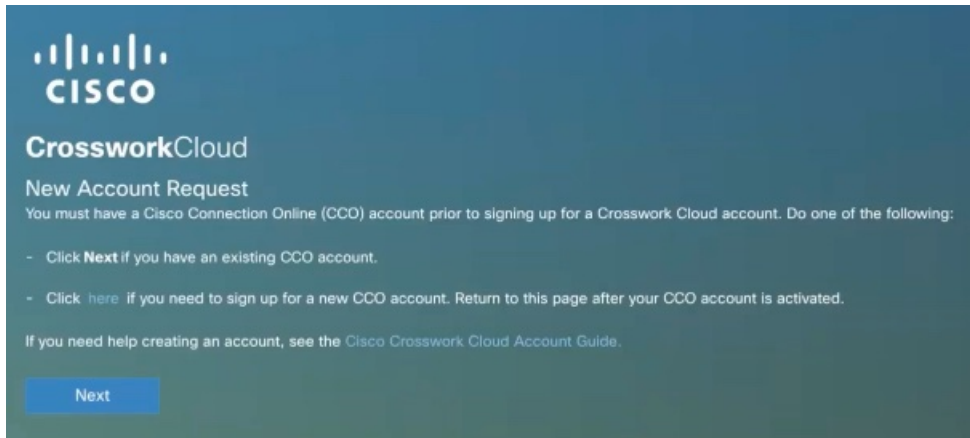


From this point on, unless the Purchaser would like to create a Crosswork Cloud account, the Crosswork Cloud administrator should perform the next steps.

Step 9

If you do *not* have a Crosswork Cloud account, click **Create Crosswork Cloud Account** and follow the prompts to create an account and configure an organization. If you do have a Crosswork Cloud account, go to **Step 10**.

Example:



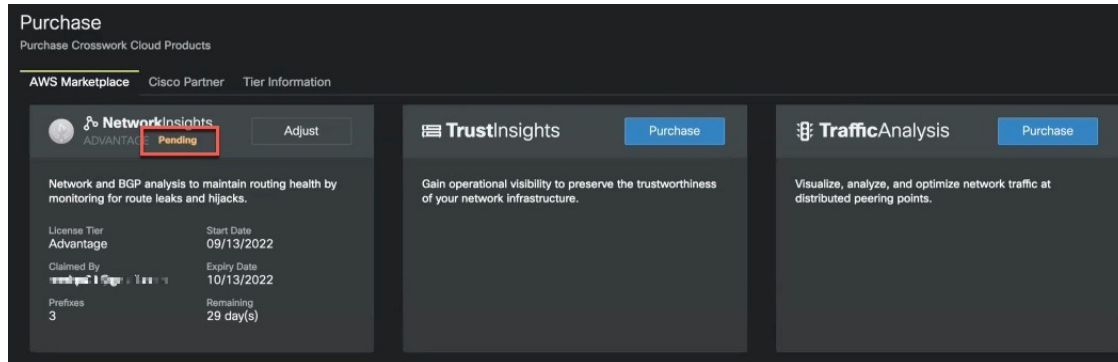
Note After you have created a CCO account (or if you have an existing CCO account), you will be prompted to fill out some information to create a Crosswork Cloud account.

Step 10 If you have a Crosswork Cloud account, click **Login**.

Step 11 Enter your credentials and click **Login**. A Success message appears stating that your subscription has been claimed.

Step 12 Click **OK** to close the message. The **Crosswork Cloud Purchase** page appears. The entitlement is automatically associated with the tenancy organization you have previously configured. The Crosswork Cloud product may have a **Pending** status until all AWS Marketplace data details have been received.

Example:



Step 13 Confirm your subscription by navigating to **\$** > **Licensing** > **Entitlement** tab > <*Crosswork-Cloud-Product*>. You should see the product and subscription details listed in the table.

Purchase through a Cisco Partner or Reseller

To purchase Crosswork Cloud through a Cisco Partner or Reseller:

- Step 1** In the main window, click **\$** in the bottom-left corner.
- Step 2** Click the **Sales Purchase** tab.
- Step 3** Click **Contact Sales Team**.
- Step 4** Select the Crosswork Cloud product you are interested in purchasing and click **Send**.

Troubleshoot Purchasing Issues

This topic provides you with some helpful hints and items you can check for when you come across AWS Marketplace purchasing problems. If you still have purchasing issues, click **?** > **Purchasing Support** > **Payment Support**, enter a description of the issue you are having, and click **Submit**.

- Confirm that a payment method has been set up in AWS Marketplace. For more information on valid payments that AWS Marketplace accepts, go to <https://aws.amazon.com/premiumsupport/knowledge-center/accepted-payment-methods/>.
- If in Crosswork Cloud, the product still remains in the **Pending** status, refresh the page and click **\$** > **Licensing** > **Entitlement** tab > <*Crosswork-Cloud-product*> to confirm if the product is listed. Sometimes it takes a few minutes until Crosswork Cloud retrieves AWS subscription information.

- In AWS Marketplace, go to the Crosswork Cloud product purchase page again and select **Click here to set up your account** to resume the purchasing process.

Crosswork Cloud Network Insights - Advantage Tier

You already have a contract for this product.
Click here to set up your account.

You are currently subscribed to this software with following configuration :

- 3 Advantage Tier
- 1 month contract expiring on Thu Oct 13 2022

Upgrade current contract Modify renewal terms

Upgrade current contract

By subscribing to this software, you agree to the pricing terms and the seller's [End User License Agreement \(EULA\)](#). You also agree and acknowledge that AWS may, on your behalf, share information about this transaction (including your payment terms) with the respective seller, reseller or underlying provider, as applicable, in accordance with the [AWS Privacy Notice](#). AWS will issue invoices and collect payments from you on behalf of the seller through your AWS account. Your use of AWS services is subject to the [AWS Customer Agreement](#) or other agreement with AWS governing your use of such services. If you are receiving a private offer