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Cisco Notification Service

Sign up to receive notifications relevant to your Cisco Content Security Appliances, such as Security Advisories, Field Notices, End of Sale and End of Support statements, and information about software updates and known issues.

You can specify options such as notification frequency and types of information to receive. You should sign up separately for notifications for each product that you use.

To sign up, visit http://www.cisco.com/cisco/support/notifications.html

A Cisco.com account is required. If you do not have one, see Registering for a Cisco Account to Access Resources , on page 3.

Documentation Set

Related documentation for Cisco Secure Web Appliances is available from the following locations:

Product	Link
Secure Web Appliances (Includes hardware documentation.)	http://www.cisco.com/c/en/us/support/security/web-security-appliance/tsd-products-support-series-home.html

Product	Link
Content Security Management appliances (Includes hardware documentation.)	http://www.cisco.com/c/en/us/support/security/content-security-management-appliance/tsd-products-support-series-home.html
Cisco Cloud Web Security (Includes hardware documentation.)	http://www.cisco.com/c/en/us/support/security/cloud-web-security/tsd-products-support-series-home.html

Training

For detailed information about the product, see:

https://www.cisco.com/site/us/en/products/security/secure-web-appliance/resources.html

Knowledge Base Articles (TechNotes)

Procedure

Step 1 Go to the main product page (http://www.cisco.com/c/en/us/support/security/web-security-appliance/tsd-products-support-series-home.html).

Step 2 Look for links with **TechNotes** in the name.

Cisco Support Community

Access the Cisco Support Community for web security and associated management at the following URL:

https://supportforums.cisco.com/community/5786/web-security

The Cisco Support Community is a place to discuss general web security issues as well as technical information about specific Cisco products. For example, posts may include troubleshooting videos.

Customer Support

Cisco TAC: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Support site for legacy IronPort: http://www.cisco.com/web/services/acquisitions/ironport.html

For instructions for virtual appliances, see the *Cisco Content Security Virtual Appliance Installation Guide.*

For non-critical issues, you can also open a support case from the appliance.

Related Topics

- Working With Support

Registering for a Cisco Account to Access Resources

Access to many resources on Cisco.com requires a Cisco account.

If you do not have a Cisco.com User ID, you can register for one here: https://www.cisco.com/c/en/us/about/help/login-account-help.html

Cisco Welcomes Your Comments

The Cisco Technical Publications team is interested in improving the product documentation. Your comments and suggestions are always welcome. You can send comments to the following email address: contentsecuritydocs@cisco.com

Please include the title of this book and the publication date from the title page in the subject line of your message.

Third Party Contributors

Some software included within AsyncOS is distributed under the terms, notices, and conditions of software license agreements of FreeBSD, Inc., Stichting Mathematisch Centrum, Corporation for National Research Initiatives, Inc., and other third party contributors, and all such terms and conditions are incorporated in license agreements. The full text of these agreements can be found here:

https://support.ironport.com/3rdparty/AsyncOS_User_Guide-1-1.html

Portions of the software within AsyncOS is based upon the RRDtool with the express written consent of Tobi Oetiker.

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Handling Personally Identifiable Information

To improve user experience, and send timely notifications and reports to you, Cisco Secure Web Appliance collects your full name and email address.

The appliance collects this information when the administrator creates user accounts to manage Cisco Secure Web Appliance. It is accessible only to the account owner and the administrator. Only the administrator can modify this information.

The information is stored locally within the appliance and not shared with any functions, teams, or third-party applications.

It is retained until the user has an active Cisco Secure Web Appliance account and is removed from the system when the administrator deletes the user account.