My Cisco Entitlements
Acquire | Use | Manage

Frequently Asked Questions

Document Purpose

The document is intended to answer frequently asked questions about My Cisco Entitlements (MCE).

Audience

Cisco Customers

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1. My Cisco Entitlements (MCE)

Overview

Q What is My Cisco Entitlements (MCE)?

A My Cisco Entitlements or MCE is a free and easy to use platform which leverages the construct of Smart Accounts (SA). You can use this secure platform to get a consolidated view of all your assets and entitlements, including services, subscriptions, licenses, and devices. This platform provides you with insights into your business and helps manage your Cisco IT assets and entitlements.

If you are interested in signing up, please complete this survey.

Q What do assets and entitlements mean?

A By assets, we are referring to software, hardware/device, and any physical piece of equipment, and by entitlements, we are referring to what you are entitled to in terms of Right to Use, Right to Technical Support, Right to Software Download, Right to Manage Licenses, Right to Software Version Upgrade, Right to Hardware Replacement, Right to Content and more.

Q Why should I use MCE?

A Using MCE will provide you with multiple benefits such as:
- **Real-time insights:** The platform provides you with a simple view of products and services, along with activation and utilization metrics
- **Optimize Cost:** You can plan and control usages of your products and services
- **Enhance business continuity:** You can also proactively identify products and services at risk and adhere to compliance
- **Secure and consolidated user access:** It simplifies the way you manage your information by providing your organization a platform that provides secure and consolidated user access

Q Are there any pre-requisites to access MCE?

A The MCE platform leverages the Smart Account (SA) construct to view all your assets and entitlements in MCE and take full advantage of the platform, you are recommended to have a Smart Account. MCE also has a user mode, which

operates outside of the Smart Account construct. This gives you more functionality without a Smart Account.

New to Smart Account (SA)? Refer to the following documents to get acquainted with SA, and set up and organize one:

- Introduction to Smart Account (SA)
- Create a customer Smart Account (SA)
- Create a Virtual Account (VA)
- Structuring Customer Smart Account (SA) - Overview

Q How do I access MCE?

A After you have created a Smart Account, access the platform here. Log in with your Cisco username and password.

Your views and permissions in MCE are based on the access granted to you in the Smart Account(s) and Virtual Account(s). Now, we have a user mode that operations outside of the Smart Account construct for users without a Smart Account.

Q What are the different MCE views available to me?

A Users will be able to interact with their assets from their Smart Accounts or as associated to their Cisco.com profile. User View and Account View access has been expanded across all of MCE.

Q Can my partners and Cisco see my information in MCE?

A By default, partners and Cisco do not have access to your Smart Account. Since MCE access is based on access to your Smart Account, only users that have been granted access to your Smart Account by your Smart Account administrator can view your information.

To allow partners and/or Cisco to view and manage your information, your SA administrator can delegate access and assign roles that allow partners and/or Cisco to either view and/or manage your information.

Q How is MCE different from Smart Account?

A A Smart Account is a container wherein you can deposit your Smart Account-Enabled and Smart License-Enabled products.

After these assets and entitlements are deposited into your Smart Account, these assets and entitlements can be assessed by multiple platforms/tools that leverages the Smart Account construct.

MCE is based on the Smart Account and provides you the ability to tag all your assets and entitlements to provide you with a consolidated view of all your assets and entitlements.

Q Do I still need to use the Smart Account and licensing portals (Cisco Smart Software Manager) on software.cisco.com or does this give me a single point of access into all my information?

A MCE is primarily built for all non-financial impacting transactions. We are building functionalities for post-sale transactions that are non-financial impacting.

You will need to continue to use your Smart Account and Cisco Smart Software Manager portal until all functionalities are replicated in MCE.

Q What does GUID mean?

A GUID is the Global Ultimate Identification number by which Cisco Customer Registry identifies its customers and organizes their individual site locations in a hierarchical structure that matches their legal definition. MCE uses this hierarchy to identify assets and entitlements that belong to your organization.

Q What does Site ID mean?

A Site ID is a numerical identification for an address/location for your organization. Cisco's Customer Registry organizes these site locations in a hierarchy according to your company's legal structure. MCE uses the site ID to determine where your assets and entitlements are installed.

Q How is MCE different from other applications like BCI and SNTC that Cisco provides?

A The MCE platform provides insights into Cisco's hardware along with the software, subscriptions, and services. The platform provides a complete view of what you have bought from Cisco.

Business Critical Insights (BCI) is an analytics portal for NCEs and Customers to get critical insights of their network.

Smart Net Total Care (SNTC) is more focused on the Cisco hardware along with service coverage information.

While each of these portals/platforms are defined for a specific need, here is a quick summary on the differences between MCE, BCI and SNTC:

Features Key:
● Available   ● Available in FY19/FY20   ● Unavailable

Features	MCE	SNTC Portal	BCS/BCI
Software License Downloads and Updates	●	●	●
Asset Management: Perform MACD Securely	●	●	●
Visibility into ALL Assets and Entitlements: Organize, Search, Filter, Sort	●	●	●
Operating Systems/OS	●	●	●
Hardware Visibility	●	●	●
Service Contract Level	●	●	●
Network Visibility	●	●	●
PSIRT Alerts	●	●	●
Smart, Real-time Data Visibility	●	●	●
Near Real-time Data Visibility	●	●	●
Control User Access Management	●	●	●
Cloud Based Entitlement Platform	●	●	●
Customizable Dashboard	●	●	●
Full Visibility into your Cisco Investment	●	●	●
Export/Import Capabilities	●	●	●
Product Lifecycle Management	●	●	●
Open TAC Case	●	●	●
Telemetry and/or Machine Learning	●	●	●
Consolidated User Access Management	●	●	●
Open RMA	●	●	
ISO API Integration	●	●	●
Rehost Licenses	●	●	●

MCE Functionalities

Q What can you tell me about the new guided experience in MCE?

A We are introducing Licensing Assistant, our exciting new interactive experience. The assistant uses automation, analytics, and artificial intelligence to simplify the user experience by providing guided, intent-based workflows to bring the user exactly what they need to get the job done.

Q Can I see all my assets and entitlements in a single view?

A Yes! The MCE platform allows you to securely view and manage all your assets and entitlements.

Q What are the different insights that MCE provides?

A MCE provide serval different insights, which are:

Account Overview:

- **Device Coverage:** This tile displays the breakdown of devices which are covered v/s uncovered. This can be further filtered by either architecture or country
- **Asset Status:** Display of all services and subscriptions, devices, and licenses by number of assigned or unassigned.
- **Assigned License Consumption by Architecture:** Display of licenses by the status of over consumption, under consumption and full consumption.
- **Expiration of Services & Subscriptions and Device LDoS:** Indicates the percentage of your assets and entitlements that have crossed the last date of support

Service Contracts & Subscriptions:

- **All Service Contracts:** Capability to view all service contracts and a quick view of status and expiration.

Licenses:

- **License Summary:** View of all licenses and can filter by usage type, expiration, and balance.
- **All Classic Licenses:** View all Classics licenses and can filter b eligible account or fulfillment.
- **Enterprise Agreements:** View and ability to manage all Enterprise Agreements.
- **Add PAK:** Capability to add a PAK either manually or via upload.
- **Get Version Upgrade:** Upgrade your licenses.

Devices:

- **All Devices:** Ability to manage all of your devices, and licenses across those devices.
- **Add Devices:** Capability to add device either manually or via upload.

Account:

- **Event Log:** Historical view of all transactions.

Refer to the detailed [MCE user guide](#) to further drill down into the insights available to you.

Q What are the different actions I can take to manage my assets and entitlements?

A MCE allows you to manage your assets and entitlements by carrying out various actions such as:
  - **Search:** Search for your assets and entitlements either through global search or within any of the tabs – Services & Subscriptions, Licenses, and Devices.
  - **Filter:** Filter your assets and entitlements based on available fields.

o **Export:** Download reports on your assets and entitlements into multiple formats. Currently you can export 100,000 lines of data. This number is expected to increase with future releases.

o **Sort:** Sort your data in ascending or descending values.

o **Organize:** Organize your assets and entitlements by assigning to Virtual Accounts.

o **Manage Columns:** Manage columns to customize the view of your assets and entitlements.

o **Case a Support Open:** Launch the support case manager directly from to open a technical support case.

o **Order a Software Version Upgrade:** Place software version upgrade request for your assets and entitlements.

o **Classic License Actions:**
  ▪ Generate a license from a Product Authorization Key (PAK)
  ▪ Assign PAKs to a Smart or Virtual Account
  ▪ Add New PAKs
  ▪ Share PAKs
  ▪ Edit Account Assignment
  ▪ Download Licenses from a Device or Classic License Entitlement

o **Device Actions:**
  ▪ Manage assignment
  ▪ Add device
  ▪ Move licenses
  ▪ Edit device

Refer to the [MCE user guide](#) for details or watch the following videos:

- [How to Navigate](#) (Video – 6:07 sec)

- [How to Order Software Upgrades](#) (Video – 2:20 sec)

- [How to Open a Support Case](#) (Video – 2:13 sec)

- [How to Assign Assets to Virtual Account](#) (Video – 2:23 sec) *(The 'Reassign' feature is coming soon! Until then, please ensure accurate assignments to Virtual Accounts!)*

Q What assets are shown under the Devices tab?

A Within the **Devices** tab, MCE displays all the devices associated with your Smart Account. These include Cisco devices and when used for licensing it could non-Cisco Devices (3rd party virtual devices).

Q Is there a record captured, for any event that impacts the assets and entitlements associated with my SA/ VA?

A For any MCE initiated event that impacts your assets and entitlements, the **History** tab maintains the details such as the date, the event itself, user (who executed the event), event details and notes captured during the event. Within this tab, you can also search for specific events or filter based on date or event type.

MCE Functionalities for SA Administrator Role

Q Are there any actions restricted to me as a SA administrator?

A As a SA administrator, you will be able to carry out all the actions enumerated in the previous section along with having access to additional views and permissions.

Q What additional insights can I view as a SA administrator?

A As a SA administrator, you will be able to view **Assign Status** on the MCE **Account Overview** tab. The Assign Status indicates the percentage of your assets and entitlements assigned to Virtual Accounts.

Additionally, you will have access to **Contracts & Subscriptions View** in the **Services & Subscriptions** tab. This view provides details at contract or subscription level.

Q What additional actions I can take to manage my assets and entitlements as a SA administrator?

A As a SA administrator, in addition to the actions covered in the previous section, you can view **Inventory Filter** to look at both the **Assigned** and **Unassigned** assets and entitlements.

In the **Unassigned** view, you can take action to organize the asset/entitlement to a Virtual Account.

You can also centrally manage user access. It is important to set the view and permissions for users based on their needs.

Finally, you can update your company logo in the **Account Overview** tab.

Refer to MCE user guide, for further details.

Q Will I get alerts if I am out of compliance or a license/subscription is about to expire?

A There are no notifications in MCE yet. These notifications are planned for future enhancements. Insights on the dashboard and filters can help you identify these situations.

Q How can I make updates to the data in MCE?

A MCE leverages the Smart Account, and hence all the data associated with your assets and entitlements comes directly from your Smart Account and the allocated anchor location(s).

However, with recent enhancements to the MCE platform, you are now able to add, edit, or delete devices.

Q Can I edit my contracts using My Cisco Entitlements?

A MCE provides full visibility to your Service Contracts and Subscriptions and allows you to organize who can see and use those entitlements.

Today, there is no ability to change Service Contracts or Subscription in MCE. In the future, we will add the ability to edit contracts as long as those changes don't result in dollar value impact. We also plan to add the ability to request a renewal and visibility to renewals in the process.

Material changes to your service contracts must be performed in the commerce platform, CCW-R.

2. MCE for Partners

Q Can I, a Partner, access MCE?

A As a Partner, if you have a Smart Account to manage your own products and services, then you will have access to that Smart Account through MCE.

As a Partner, if you are managing your Customer's Smart Account, then you will have access to that specific Customer's Smart Account as well, in MCE. We do not share Partner information about an asset or entitlement when we cannot establish if the user belongs to that Smart Account's company.

In the near future, you will be able to see and manage your Partner Support Service Contracts in MCE.

Q Can I see what I have sold to which customer?

A No. MCE provides insights on a specific Customer Smart Account to the Customer Smart Account users and administrators.

Partners should continue to use CCW and CCW-R for visibility into what they have sold to a customer.

Q Can I leverage MCE APIs with my 3rd party applications?

A Today, there are a limited set of APIs focused on Smart Accounts and Smart Licensing only. These APIs can be accessed via Cisco DevNet here.

In the future, MCE will add APIs that will extend to most online interactions including View, Manage and when added Update.

Q Can I, as a partner, use MCE for my end customer?

A If granted a role by the customer, the partner can act on behalf of the customer in the customer Smart Account. We will be adding a Partner View to MCE, but that will reflect only what a partner has sold to a customer, not all what a customer has purchased from any partner.

3. MCE Architecture

Q Does Cisco have a SOC II Type II report on this cloud-based tool?

A The MCE Platform is subjected all Security assessments based on the Cisco InfoSec guidelines. This does not currently include SOC II Type II.

Q Can you share the network diagram for MCE?

A MCE is hosted in Cisco's Enterprise data centers with all the controls and governance established.

Q What IP address does it talk to?

A MCE is not accessed via static IP address. The application currently can be access at eam.cisco.com. All connections are HTTPs and secured.

Q What data from Customer's network does MCE retain?

A   In addition to our order and shipping records, MCE contains information as reported through renewal and Collector-based reconciliation, as well as Traditional and Smart Software Licensing deployment information.

Q Does MCE pull data from Customer's network or push data down to Customer's network?

A   My Cisco Entitlements visualizes entitlement information from Cisco's internal sources to provide views into hardware, software subscriptions and services. Customers with collectors (which pull from the network) can elect to reconcile against this data set, but it is not a requirement for My Cisco Entitlements. My Cisco Entitlements does not pull or push data to/from the customer network.

Q Is MCE data encrypted?

A   MCE data is not encrypted, other than the PAK key. However, the access to the platform is controlled based on the user roles.

Only users having access to a specific Smart Account/Virtual Account will be able to view and take actions based on their assigned permissions within that Smart Account/Virtual Account. Also, access to the platform is secured.

Q Does MCE sync with DNA Center or CSSM On-Prem?

A   MCE relies on CSSM data as a source of truth for Smart Licensing. As DNAC and CSSM On-Prem (Satellite) reports consumption with CSSM, MCE will reflect the same.

4. MCE Privacy and Data Protection

Q Do you share the Smart Account Administrator contact information within an organization to Partners?

A   MCE leverages the Smart Account construct and hence follows the Smart Account privacy and data protections policies and procedure.

The Smart Account Administrator contact information is only shared with the employees of the same organization. Only the customer can decide whether to share the same contact information with third parties or not.

Q Do people outside of my organization have access to users in my Smart Account?

A No.

However, customer can nominate anyone to be the Smart Account administrator for their Smart Account. Hence, if you add someone outside the organization to the Smart Account as an administrator, then that administrator will have visibility into your Smart Account user base including Cisco ID and email.

Q How does Cisco manage and maintain internal control of Customer/User information associated to a Smart Account?

A Cisco internal employees and support personnel who provide support to Customers in creation and management of Smart Accounts have controlled access to Customer data with specific roles and responsibilities, which are periodically validated by internal service owners.

Q Do Partners have access to a Customer's Smart Account?

A Third parties, such as Partners or System Integrators, have access to the Customer's Smart Account only if the Customer provides them with access. Customers can provide access either to the entire Smart Account or just the Virtual Accounts (Smart Account folders) chosen by the Customer.

The choice is completely in the Customers' hands!

The Customer can provide the Partner with complete access to their Smart Account by simply adding the Partner contact to the authorized users list when initially setting up the Smart Account or by using the 'Manage Smart Account' application on software.cisco.com.

We do not share Partner information about an asset or entitlement when we cannot establish that the user belongs to the Smart Account's company.

Q If I, as a Customer, purchase licenses from two different Partners – can each Partner see the total entitlements in my MCE?

A The Customer is entitled to grant Partner's access to the entire Smart Account, or a portion of it (specific Virtual Accounts). Based on the access granted, the Partner will have access to entitlements in MCE.

Q If my Administrator leaves the company or transitions to another role within the company, how do we onboard a new Administrator and/or maintain continuity of access to entitlements?

A   In general, the best practice is that you have more than one Smart Account Administrator defined.

Any of the existing Administrators can create a new Administrator or promote an existing user to the Administrator role by using the 'Manage Smart Account' application on software.cisco.com.

If the last Administrator leaves, you may open a case in <u>Support Case Manager</u> to request a new Administrator be defined for the Smart Account.

Q What is GDPR and who does it affect?

A   The European Union General Data Protection Regulation, or EU GDPR, became effective as of May 25, 2018, and affects organizations that process EU personal data. Aimed at protecting the fundamental right to privacy, the new regulations are broad, strict, and require adherence from organizations all over the world. Even for organizations not based in Europe, if an organization is offering goods or services to persons in the EU or monitoring behavior of persons in the EU, such organization must comply with GDPR.

Q Will MCE make an organization GDPR compliant?

A   No single product/application will make an organization GDPR compliant. GDPR is the legislative embodiment of privacy best practices and calls for transparency, fairness, and accountability when processing personal data. GDPR pushes the concepts of Privacy by Design and by Default: privacy and data protection have to be built-in and integrated in all data processing activities performed by the entity (the data controller) or by external organizations on its behalf (the data processor). This is about respecting individual rights, secure processes, and managing risk. Well-applied technology solutions can help underpin success. For example, MCE can help the customer raise their security levels by helping them to understand what and where personal data is stored in the cloud and by alerting customers to suspicious user activity that might suggest an account compromise. Read more <u>here</u>.

Q What is Cisco's stance on data privacy?

A   Cisco respects and is committed to protecting personal information. Our privacy statements reflect current global principles and standards on handling personal information: notice and choice of data use, data access and integrity, security, onward transfer and enforcement/oversight.

Cisco is certified under the EU-US and Swiss-US Privacy Shield frameworks as set forth by the U.S. Department of Commerce regarding the collection, use,

processing, and cross-border transfer of personal data from the EU and Switzerland. Cisco is also certified under the APEC Cross Border Privacy Rules system (www.cbprs.org) which has been endorsed by the 21 member economies of the Asia Pacific Economic Cooperation (APEC) organization as providing an appropriate baseline for privacy and data protection. To read Cisco's full privacy statement visit: https://www.cisco.com/c/en/us/about/legal/privacy.html

5. MCE Roadmap

Q Where can I find details on upcoming features and capabilities?

A   The MCE capabilities roadmap can be found here.

6. Additional Resources

Q Where can I find additional Training Resources?

A   To learn more about the program, go to www.cisco.com/go/mce.

Q Where can I find support for my questions?

A   For questions/concerns, please open a case in Support Case Manager.

For feedback, please submit your inputs through this survey.

Q Where can I find provide feedback to Cisco on MCE functionality or enhancement requests?

A   As of September 6, 2019, we have added a Feedback form function. Within MCE, you can now provide instant feedback. Click the feedback button located in the lower righthand corner above the help button. A popup window will appear with the option to rate your experience, provide feedback, and provide your contact information if you'd like a follow-up from Cisco.