

# Technical Support Services

## Cisco Services for IPS Contract

### Notification and Welcome Kit



## Thank you for purchasing Cisco® Services for IPS

Customer Name: \_\_\_\_\_

Reseller Name: \_\_\_\_\_

Contract Number: \_\_\_\_\_

Local TAC Phone: \_\_\_\_\_

Support Start Date: \_\_\_\_\_

Support End Date: \_\_\_\_\_

### **Congratulations on your purchase of Cisco's Services for IPS Technical Support Service!**

This document provides information on maximizing your investment in Cisco internetworking products through the industry's leading service and support program. Please read the following information carefully and keep a copy for future reference. If you require additional information please contact your Cisco reseller or Cisco representative.

Your service contract has already been electronically registered for this service agreement with Cisco Systems Inc.

The entitlements of this service agreement, the support terms and conditions, and instructions on how to use this service agreement are outlined below.

Cisco Services for IPS is part of the Cisco Technical Support Services portfolio. It provides essential, ongoing support for Cisco solutions featuring IPS functionality and helps ensure these products and the signature files they use to protect the network are current. It also entitles you to industry-leading Cisco technical support during the term of the service you have purchased.

- 1. IPS Signature Update:** Replacing the most recent signature file with one that has newer signatures and posting it to Cisco.com. Each update includes new signatures and all the signatures in the previous version

**License Requirements** - The Cisco IDS/IPS solutions provide threat protection leveraging the Cisco IDS 4.x or later code set. IPS 5.x code set features a perpetual run-time license to operate, and two types of licenses to enable the IPS 5.x code set to process signature updates during the license period.

The "60-day Trial license" enables the IPS 5.x code set to process signature updates for 60 days after issuance of license. The "60-day Trial license" does not require a support contract. It is not renewable and is intended for customers that wish to try the IPS 5.x software. After expiration of the trial license, IPS 5.x code set will continue to identify malware based on signatures already downloaded, but will not process new signature updates.

The "Cisco Services for IPS" service license, similar to the trial license, enables the IPS 5.x code set to process signature updates. This service license requires a service contract and may be obtained when the product featuring IDS/IPS functionality is covered by a Cisco Services for IPS support contract and terminates on the expiration date of the contract. This license is extended each time the Cisco Services for IPS contract is renewed. For example an existing Cisco Services for IPS contract would have expired on October 5, 2005 and was renewed until October 4, 2006. When a new service license is requested, the expiration date of the new license would be October 4, 2006. After the expiration date, IPS 5.x code set will stop processing signature updates and will continue to process signatures already downloaded, but will not process new signature updates.

Both licenses are identical in capabilities, are granted to the serial number of the hardware running IPS software and may be obtained by visiting [http://www.cisco.com/go /license/](http://www.cisco.com/go/license/)

- 2. Operating System Updated (Cisco IOS®):** maintenance, minor and major releases of Cisco Operating software via the Web or as shipped media, allowing you to increase your Cisco technology investment.
- 3. Online Tools and Knowledge Transfer Resources (Cisco.com):** registered access to Cisco's industry-leading online support gateway with advanced online technical tools such as the Bug Toolkit and the Troubleshooting Engine.
- 4. Phone Support Center (TAC):** 24x7x365 worldwide direct access to Cisco technical expertise, problem-resolution support, and critical problem escalation.

**5. Advance Parts Replacement:** An Advanced Replacement part will be shipped to customer location according to the delivery option you have selected. Please read below for specific details related to the service delivery option you have chosen.

**5.1.- Cisco Services for IPS 8x5xNBD (SU1)**

- a. Advance replacement parts are delivered the next business day between 9 a.m. and 5 p.m., provided the request is received before 3 p.m. local depot time.
- b. In countries where local depot services is available, an Advanced Replacement part will ship the same day to arrive the next business day provided both the call and Cisco's diagnosis and determination of the failed hardware has been made before 3:00 p.m., local time in Customer's region, Monday through Friday (excluding Cisco-observed holidays). For requests after 3:00 p.m., Depot Time in Customer's region, Cisco will ship the Advance Replacement the next business day.
- c. In countries where local depot service is not available, an Advance Replacement part will ship the same business day from a Cisco depot to be determined by Cisco provided both the call and Cisco's diagnosis and determination of the failed hardware has been made before 3:00 p.m. Depot Time, Monday through Friday (excluding Cisco-observed holidays). For requests after 3:00 p.m. Depot Time, the Advanced Replacement part will ship the next business day from a Cisco depot to be determined by Cisco.

**5.2.- Cisco Services for IPS 8x5x4 (SU2)**

- a. Advance replacement parts are delivered within 4 hours of determining that part replacement is required during the standard work week (8 hours a day, 5 days a week).
- b. Cisco will use reasonable commercial efforts to provide Four-Hour Response the same business day, provided both the call and Cisco's diagnosis and determination of the failed Hardware has been made before 1:00 p.m. Depot Time. If you make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the next business day.

**5.3.- Cisco Services for IPS 7x24x4 (SU3)**

- a. Advance replacement parts are delivered within 4 hours of determining that part replacement is required (24 hours a day, seven days a week).
- b. Cisco will use reasonable commercial efforts to provide Four-Hour Response for on-site delivery of the replacement part from the time Cisco diagnoses the problem and determines that a replacement part is required.

**5.4.- Cisco Services for IPS Onsite Engineer, 8x5xNBD (SU01)**

- a. Advance replacement parts are delivered the next business day between 9 a.m. and 5 p.m., provided the request is received before 3 p.m. local depot time. Includes onsite field engineer to install replacement parts.

**5.5.- Cisco Services for IPS Onsite Engineer, 8x5x4 (SU02)**

- a. Advance replacement parts are delivered within 4 hours of determining that part replacement is required during the standard work week (8 hours a day, 5 days a week). Includes onsite field engineer to install replacement parts.
- b. Advance Replacement parts delivered on-site from 9:00 a.m. to 5:00 p.m. Depot Time, Monday through Friday (excluding Cisco-observed holidays).

**5.6.- Cisco Services for IPS Onsite Engineer, 7x24x4 (SU03)**

- a. Advance replacement parts are delivered within 4 hours of determining that part replacement is required (24 hours a day, 7 days a week). Includes onsite field engineer to install replacement parts.
- b. Advanced Replacement parts delivered on-site twenty-four (24) hours per day, seven (7) days per week, including Cisco observed holidays.

It is crucial to ensure the serial number of the hardware running IPS version 5 is correctly reflected in contract database.

Product type	ProdSample product ID	What should appear under contract <sup>(1)</sup>
IDS or IPS 4200 series	IPS-4240-K9	Chassis S/N
Catalyst IPS service module	WS-SVC-IDS2-BUN-K9	Service module S/N
Router IPS network module	NM-CIDS	Network module S/N
ASA bundle with IPS service module	ASA5520-AIP20-K9	Chassis and service module S/Ns
ASA IPS service module	ASA-SSM-AIP-10-K9	Service module S/N

(1) All components in a chassis must be covered under the same level of hardware response. In some cases it may be required to have the chassis under SMARTnet NBD (SNT) and the service module under Cisco Services for IPS NBD (SU1).

Complete program details related to the services you have purchased, including Customer obligations and responsibilities, can be found in the applicable Service Description located at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/)

## FIRST STEPS: Getting the most out of your Cisco Services for IPS Support

### 1. If you don't already have a registered Cisco.com user ID, you should first register for Cisco.com access

Your Cisco.com User ID allows you to take advantage of Cisco's industry leading online technical support tools and knowledge-transfer resources:

- 1.1. Go to [www.cisco.com](http://www.cisco.com) - Service Contract Center ([www.cisco.com/public/scc](http://www.cisco.com/public/scc)) with your contract number and click on "Register for CCO user ID" under "First Time Users."
- 1.2. Under Step 1, select option 1a "Cisco Service Contract Owner"
- 1.3. Leave Step 2 options blank and click on "Next".
- 1.4. Follow remaining instructions for registering for your Cisco.com User ID. Your Cisco.com Access will be activated within 24 hours.
- 1.5. If you are a Network Administrator or Internetworking Engineer, contact your Cisco Service Contract Manager after you have registered in order to update your user profile with appropriate service contract information.
- 1.6. If you are experiencing problems with CCO, please send an e-mail to [web-help@cisco.com](mailto:web-help@cisco.com).

### 2. Follow these steps to view, manage and update the products under your contract

- 2.1. Send an e-mail with your cisco.com user ID and contract number to [pkg-help@cisco.com](mailto:pkg-help@cisco.com) requesting that they give you access to your contract in the Service Contract Center.
- 2.2. Visit the Service Contract Center at [www.cisco.com/public/scc/](http://www.cisco.com/public/scc/) 24 hours after you have requested access to your contract in step 2.1.
- 2.3. Click "Login to SCC" under the section "Registered SCC/SCM users".
- 2.4. Enter your cisco.com User ID and password.
- 2.5. Keep Cisco informed of all additions, moves, and modifications within your network through the Service Contract Center (SCC), or by sending an email to [pkg-help@cisco.com](mailto:pkg-help@cisco.com). Having updated information on your network inventory allows Cisco to maintain the support infrastructure and stocking levels to most effectively support your network.
- 2.6. If you experience problems with SCC, please send an e-mail to [pkg-help@cisco.com](mailto:pkg-help@cisco.com)

### 3. Be aware of your service entitlements for your network

- 3.1. Go to [www.cisco.com](http://www.cisco.com) > Service Contract Center ([www.cisco.com/public/scc](http://www.cisco.com/public/scc)) and log in using your Service Contract Center (SCC) user ID and password. Look up your contract number and make a note or print all the part numbers and serial numbers covered under this contract. Make a copy of the list and distribute to every person that supports your network, and have it readily available so that Cisco can support you most efficiently.

## HOW TO.... Register to process Signatures Updates

Cisco IPS version 5.x software requires a Cisco Services for IPS service license to process signature updates. Follow below procedure to obtain a Cisco Services for IPS service license after purchase of contract:

1. Get registered access to Cisco.com at <http://tools.cisco.com/RPF/register/register.do>
2. In above step be certain to register the person that would install or operate the solution or require access to TAC.
3. Ensure serial number in contract matches the hardware shipped to customer
4. Register to receive a Cisco Services for IPS service license by visiting <http://www.cisco.com/go/license>
5. Register to receive Active Update Bulleting Emails at [http://www.cisco.com/offer/newsletter/123668\\_4/](http://www.cisco.com/offer/newsletter/123668_4/)
6. In above step be certain to register the person that would install or operate the solution or require access to TAC
7. After an RMA hardware replacement for units under contract be certain to update the serial number in the contract and repeat the registration to receive a Cisco Services for IPS service license.

## HOW TO.... Download Signatures files:

Downloading signature files is simple. Ensure the IPS solution is supported by a valid Cisco Services for IPS contract.

Then visit the IPS Alert Center at <http://www.cisco.com/cgi-bin/front.x/ipsalerts/ipsalertsHome.pl> click on "Software Center" on the lower right hand of the page, and click on "Latest Signature Update" for the IPS product you use.

## HOW TO.... Access Cisco TAC to resolve a network problem:

1. Cisco's TAC can be accessed via phone, email, or online via Cisco.com. Your local Cisco TAC phone number is included on the first page of this document. For a complete list of phone numbers by country, e-mail addresses, and to access the Cisco TAC online case open and case management tools, visit: [www.cisco.com](http://www.cisco.com) > Technical Support Help - Cisco TAC > Contact TAC (<http://www.cisco.com/public/support/tac/contact.shtml>)
2. At the time you initiate contact with Cisco TAC, you will be asked to provide:
  - 2.1. Your contract number
  - 2.2. Serial numbers of the main chassis and any serialized components
  - 2.3. Model number of the product and its hardware configuration
  - 2.4. Physical location of the product
  - 2.5. An e-mail address to which the service confirmation will be sent
3. All TAC cases will be assigned a case number for future reference
4. You will need to set a severity level based on the following definitions for all service requests opened with Cisco TAC:
  - 4.1. Severity 1: An existing network is down or there is a critical impact to your business operation. You and Cisco will both commit full-time resources to resolve the situation.
  - 4.2. Severity 2: Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively impacted by unacceptable network performance of Cisco products. You and Cisco will commit full-time resources during Standard Business Hours to resolve the situation.
  - 4.3. Severity 3: Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during Standard Business Hours to restore service to satisfactory levels.
  - 4.4. Severity 4: You require information or assistance with Cisco product capabilities, installation, or configuration. There is clearly little or no impact to your business operations. You and Cisco are both willing to provide resources during Standard Business Hours to provide information or assistance as requested.
5. If you feel that adequate forward progress or the quality of Cisco service is unsatisfactory, Cisco encourages you to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC Duty Manager.

## CISCO ESCALATION GUIDELINE

**Table 1:** Escalation Information

Elapsed Time	Severity 1	Severity 2	Severity 3	Severity 4
1	Customer Engineering Manager			
4	Technical Support Director	Customer Engineering Manager		
24	Vice President Customer Advocacy	Technical Support Director		
48	President (CEO)	Vice President Customer Advocacy		
72			Customer Engineering Manager	
96			Technical Support Director	Customer Engineering Manager

### HOW TO.... Request an advance parts replacement, a Return Material Authorization (RMA)

1. If a Cisco TAC engineer determines you have experienced a hardware failure, they will issue you a Return Material Authorization (RMA) and will provide you with information regarding the advanced replacement shipment.
  - 1.1. Each RMA must specify the number, type, and serial number of each part to be replaced.
  - 1.2. Replacement hardware may be new or equivalent to new.
2. Failed parts returns must be shipped to Cisco within 10 days of the receipt of the replacement hardware or the recovering business unit will be invoiced for the replacement unit. Returns must agree exactly in the number, type and serial numbers associated with the RMA transaction. Please pack properly and include a description of the failure and written specification of any other changes or alterations.

#### **Obtaining a new license after an RMA hardware replacement**

Cisco Services for IPS license is serial number specific. After an RMA hardware replacement, contact your reseller or Cisco sales person and request a serial number update to the contract. Subsequent to contract update, obtain a new license for the new serial number by visiting <http://www.cisco.com/go/license/>

### HOW TO.... Obtain Cisco IOS Maintenance, Minor and Major Releases

1. Cisco IOS maintenance, minor, and major releases can be downloaded via Cisco.com at [www.cisco.com](http://www.cisco.com) > Software Center (<http://www.cisco.com/public/sw-center/>)
2. Cisco IOS maintenance, minor, and major releases can also be obtained directly from Cisco by calling the TAC.

## HOW TO.... Access Cisco.com's Award Winning Online Technical Support Tools and Knowledge Transfer Resources

<http://www.cisco.com> > Technical Support Help - Cisco TAC > Tool Index  
(<http://www.cisco.com/public/support/tac/tools.shtml>)

**Table 2:** Technical Support Tools

ONLINE TECHNICAL SUPPORT ASSISTANCE	
Tool Name	Description
Case Open Tool	Allows you to open a case with the Cisco Technical Assistance Center (TAC) directly via the TAC
Case Query Tool	Helps you query and review the history and status of a case that you currently have open with the Cisco Technical Assistance Center.
Case Update Tool	Helps you query and review the history and status of a case that you currently have open with the Cisco Technical Assistance Center.
Cisco LIVE!	Communicate directly with a TAC engineer using Instant Messenger, Browser Synchronization, and Virtual Whiteboard technology.

ONLINE TECHNICAL SUPPORT TOOLS (HIGHLIGHTS)	
Software Bug Toolkit	Search for software bugs based on version and feature sets or bug ID
Troubleshooting Assistant	Interactively diagnose common network problems
Error Message Decoder	Explanations for console error message strings
Output Interpreter	Instant analysis of selected show command output
Technical Tips	Tips and configuration examples provided by Cisco TAC
IP Subnet Calculator	Plan your subnetting and addressing strategy online
IP Telephony Readiness Review	Helps confirm whether your organization has met common network-design requirements for a high-availability Cisco IP telephony implementation
Software Advisor	Select appropriate software for your network devices
Cisco IOS Feature Navigator	Obtain information on how to select, configure, compare and support Cisco IOS software
Cisco IOS Upgrade Planner	Flexibility to browse for preferred software
Cisco IOS Roadmap & References	Detailed information regarding Cisco IOS releases
Command Look-up for Cisco IOS	Detailed description or configuration guidelines for a particular IOS command for Cisco IOS

Visit the Tool Index at the URL above for a complete list of Online Technical Support Tools

## ONLINE KNOWLEDGE TRANSFER RESOURCES (HIGHLIGHTS)

TAC Web Seminars	Access a variety of online seminars and classes that explain how to make the most of Cisco's award winning on-line tools and documentation resources
Cisco Product, Technology, and Solutions Pages	Supplies you with technical support information that covers configuration, verification, troubleshooting, and training by Cisco hardware and software products; by technology area; or by end-to-end network architectures, such as Architectures for Voice, Video, and Integrated Data Networking Professionals Connection Discussion forums, Tech Talks available to share questions, suggestions, and information
Q & A Forum	Ask technical questions and search archives of common questions and answers
Field Notice Alert Tool	Receive field notices for products you specify
TAC Newsletter	Subscribe to the TAC Newsletter or view current and back issues. The TAC Newsletter provides information on new online support tools, upgrades, and enhancements, software center news, technical tips, and reader questions.

Visit the Tool Index at the URL above for a complete list of Online Knowledge Transfer Resources

## SERVICE DESCRIPTION FOR CISCO SERVICES FOR IPS

The Service Description identifying the parties roles and responsibilities can be found at [www.cisco.com/go/servicedescription/](http://www.cisco.com/go/servicedescription/)

## SUPPORTABLE EQUIPMENT

Prior to placing used Cisco equipment under support, Cisco will inspect the equipment to ensure that it has been maintained in accordance with Cisco standards. Equipment Inspection Fees are outlined in Cisco's published service price list.

### Inspection fees include:

- Inspection of all hardware modules
- Inspection of network interfaces
- Basic product diagnostics
- Verification of firmware
- Labor to perform inspection and testing

### Inspection fees do not include:

- Charges to replace hardware
- Any customization or installation of software
- Perform Upgrades
- Repairs, troubleshooting, or diagnostics
- Travel expenses (for inspections performed outside a 50-mile/75-Kilometers radius of a Cisco/Cisco Partner service center)

### The following information is required from the requesting party prior to inspection:

- Complete inventory of hardware and software
- Confirmation of adequate AC power and workspace
- Serial numbers of all units
- Purchase order for inspection services

Cisco reserves the right to refuse inspection/service on any equipment that has been discontinued for longer than two years, is considered "used" or preowned or that is considered in no working conditions.

## AVAILABILITY OF CISCO SERVICES FOR IPS ADVANCE HARDWARE REPLACEMENT FOR LATIN AMERICA

Please use the Cisco Services Availability Matrix (SAM) tool to verify service availability and specific details <http://tools.cisco.com/apidc/sam/search/search.do>. Service availability is subject to change without notification.