

Cisco Prime Product Assured Software Subscription

General Cisco Prime Product Assured Software Subscription Questions

Q. What is Cisco Prime™ Product Assured Software Subscription?

A. Cisco Prime Product Assured Software Subscription is a product upgrade subscription that was created to provide a way for customers to prepurchase major software upgrades for Cisco Prime OSS and network management products. It is modeled after and administered like Cisco® Unified Communications Software Subscription (UCSS) for Cisco Unified Communications products.

Cisco Prime Product Assured Software Subscription entitles you to major Cisco Prime software releases at no additional charge for the duration of the activated subscription term, which can be one, two, three, or five years. It will apply to select Cisco Prime products, and the Cisco Prime product must be linked to an active Cisco Essential Operate Service (ESW) contract.

Q. What is the definition of a “major application software release upgrade”?

A. “Major application software release upgrade” or “upgrade” refers to an application software release that provides major architectural changes or major feature enhancements or functions. The first number that identifies the software version followed by a zero indicates a major software release. For example, Cisco Prime Collaboration 9.0 is a major release.

Q. How does Cisco Prime Product Assured Software Subscription increase business value?

A. It can increase business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Prime products.

Customers can predict and plan their OSS and network management budgets with confidence. Pricing is a percentage of the associated product price, allowing customers to plan for growth and simplify internal cost allocations. Cisco Prime Product Assured Software Subscription can save customers can save money compared to repeat purchases of new software or upgrades.

Q. Does a three-year term or five-year term provide any benefit over a one-year term?

A. The answer depends on the specific Cisco Prime product. For some, multiyear discounts apply to both the three- and five-year subscription terms, while for other Cisco Prime products, the multiyear discount only applies to the five-year subscription term. For example, with Cisco Prime Collaboration, the three-year subscription term provides more value - even if you do not upgrade every year or if major releases are available once every 18 months or longer. Please refer to the Cisco Prime product Q&A documents and/or ordering guides for specifics.

Q. What is Cisco Essential Operate Service and how does it complement Cisco Prime Product Assured Software Subscription?

A. Cisco ESW provides the support you need to help reduce downtime, improve performance, and lead to higher productivity through:

- Application maintenance and minor release updates
- Global 24-hour access to the Cisco Technical Assistance Center (TAC)
- Access to an online knowledge base, communities, and tools
- Collaborative learning that provides additional knowledge and training opportunities

ESW has the same deliverables as Software Application Support (SAS) Service. Cisco Prime Product Assured Software Subscription entitles you to major software version upgrades of Cisco Prime products when linked to an active ESW contract. Therefore, it is preferred that both Cisco Prime Product Assured Software Subscription and ESW are ordered at the same time.

Q. Is ESW mandatory?

A. ESW is optional for any customer; however, for any customer purchasing Cisco Prime Product Assured Software Subscription, ESW is mandatory.

Q. Is ESW an annual fee or is it paid just one time?

A. ESW is an annual fee, similar to SAS. You can buy one-, two-, or three-year contracts for ESW, for which you pay the full amount up front; there are additional discounts for multiyear contracts.

Q. What is the difference between SAS, Cisco Software Application Support plus Upgrade (SASU), and ESW?

A. Deliverables of SAS and ESW are exactly the same. They both offer application maintenance and minor release updates, global 24-hour access to TAC, and access to an online knowledge base, communities, and tools. In addition to the deliverable of ESW and SAS, SASU offers major upgrade releases as well. The combination of the Cisco Prime Product Assured Software Subscription and ESW is equivalent to SASU in terms of deliverables.

ESW replaces SAS for those Cisco Prime products that offer Cisco Prime Product Assured Software Subscription.

For all other Cisco Prime products that do not yet offer Cisco Prime Product Assured Software Subscription, SAS delivers timely uninterrupted access to the latest Cisco software application updates, including bug fixes, maintenance, and minor releases for the covered software application. SAS also includes 24-hour assistance from the Cisco TAC and unrestricted access to a wide range of online tools and communities that can help you solve issues quickly.

Q. Is Cisco Prime Product Assured Software Subscription mandatory?

A. The answer depends on the Cisco Prime product. For some Cisco Prime products, both ESW and Cisco Prime Product Assured Software Subscription are mandatory for new customers; however, for other Cisco Prime products, they are optional. Please refer to the Cisco Prime product Q&A documents and/or ordering guides for specifics.

Q. Is Cisco Prime Product Assured Software Subscription valid only for specific releases of software?

A. No, it is term-based. During the term of the subscription agreement, you are guaranteed access to the current (not end-of-sale) software upgrades.

Purchasing - General Questions

Q. When can I purchase Cisco Prime Product Assured Software Subscription?

A. Customers have up to 90 days from the time of a Cisco Prime product order to purchase the subscription for the products included in the order. Customers have up to 30 days after the term expiration date to renew coverage on an existing Cisco Prime Product Assured Software Subscription, as long as the original order was not set up as “mandatory attach,” using the renewal product ID. It is possible to align Cisco Prime Product Assured Software Subscription for cotermination with Cisco Prime ESW contracts as well as to add users and coverage to an existing term.

For customers who do elect to purchase Cisco Prime Product Assured Software Subscription, they must purchase it for all licensed endpoints, devices, interfaces, network elements, IP nodes (or whatever is the basis of the specific Cisco Prime product’s licensing scheme) of the Cisco Prime software.

Q. Are there any prerequisites for purchasing Cisco Prime Product Assured Software Subscription?

A. Yes, an ESW contract and an associated Cisco Prime product are prerequisites. We strongly recommend that you purchase Cisco Prime Product Assured Software Subscription and ESW with matching terms. If you buy ESW for a lesser term, you must renew your ESW contract for every year that you have a Cisco Prime Product Assured Software Subscription contract.

The ESW contract validates your entitlement to minor updates and major upgrades through the Cisco Product Upgrade Tool (PUT) after purchasing Cisco Prime Product Assured Software Subscription.

Q. What is the upgrade cost without Cisco Prime Product Assured Software Subscription for those Cisco Prime products for which it is optional?

A. A la carte upgrades can cost substantially more compared to using Cisco Prime Product Assured Software Subscription when doing one or more upgrades during a multiyear period. A la carte upgrade costs will vary by product line; please see individual product ordering guides to determine costs. For example, pricing information for Cisco Prime Collaboration upgrade product SKUs can be found in the Cisco Prime Collaboration Ordering Guide in the Partner Resources area on Cisco.com.

Q. What happens if I do not purchase Cisco Prime Product Assured Software Subscription but want it later for those Cisco Prime products for which it is optional?

A. Reinstatement of the system to a current version of software is required: (1) after the 90-day new system or product upgrade purchase period, or (2) after the Cisco Prime Product Assured Software Subscription term expiration. When the system is reinstated, you will again be eligible for Cisco Prime Product Assured Software Subscription coverage.

Q. How do I renew my Cisco Prime Product Assured Software Subscription?

A. Cisco sends the billing partner or customer (that is, the entity that completed the registration) a notice of the upcoming term expiration with instructions about how to place the renewal sales order. Cisco sends the renewal notice within 60 days of subscription expiration. The customer’s ESW coverage must also be current.

Note: This process relates to the Cisco legacy order tool. For Cisco Commerce Workspace, renewal information can be found in the Partner Opportunity Manager tool in the Cisco Service Contract Center.

Q. If I want to locally manage renewal opportunities, can I view the status of a customer's Cisco Prime Product Assured Software Subscription?

A. Yes. Cisco field and channel partners can always view the status by looking at their ESW contract in the Cisco Service Contract Center (SCC). If properly activated, Cisco Prime Product Assured Software Subscription will appear in the service contract.

The SCC is located at <http://www.cisco.com/web/services/ordering/sms3/index.html>.

Q. How do I activate Cisco Prime Product Assured Software Subscription after I purchase it?

A. Cisco fulfills the order by shipping (or delivering electronically with eDelivery) a document (claim certificate) that entitles you to major version upgrades for the term of the subscription. The document will state that subscription activation is required. This document contains a product activation key (PAK) that is essential for activation. Cisco Prime Product Assured Software Subscription customers will obtain upgrade images and licenses using the PUT.

You must activate the subscription to link the Cisco Prime Product Assured Software Subscription to the correct service contract. The ESW contract is required to complete registration and activation. We use this information to validate the subscription and add Cisco Prime Product Assured Software Subscription to the software service contract so that you can use the PUT process to obtain major version upgrades.

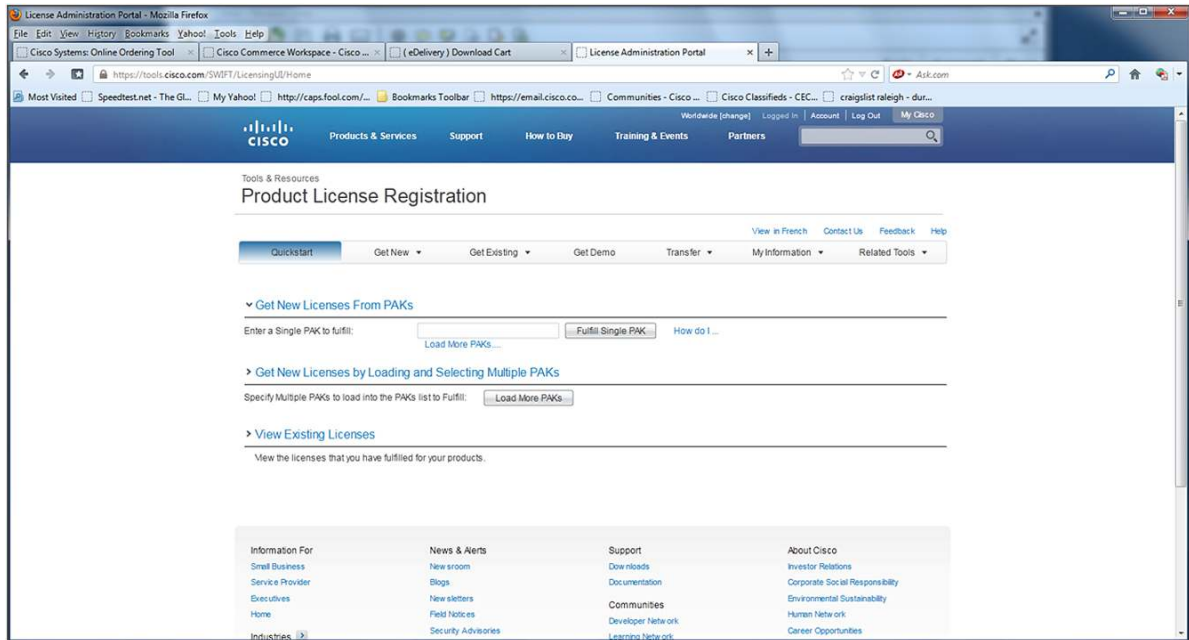
When the activation is complete, Cisco will send you an email message explaining how to order major version upgrades at no cost.

Note: Though Cisco Prime Product Assured Software Subscription uses the same process as licensing, a license is not generated.

The activation process differs by ordering tool:

- For activation using Cisco Commerce Workspace (the preferred ordering tool), this tool automatically associates the Cisco Prime Product Assured Software Subscription with the ESW.
- For activation using the Cisco Ordering Tool, this tool creates a PAK with a claim certificate for Cisco Prime Product Assured Software Subscription that is used by the customer to register it on the Cisco Product License Registration Site (see Figure 1).

Figure 1. Cisco Product License Registration Site



- Q.** What happens if I fail to register Cisco Prime Product Assured Software Subscription when using the Cisco Ordering Tool, or if activation is not completed?
- A.** The subscription term starts 90 days from the date Cisco ships the Cisco Prime Product Assured Software Subscription PAK, or from the start date of the current ESW contract, whichever is earlier. Only activated subscriptions are entitled to major software upgrades.

This situation is attributable only to the legacy Cisco Ordering Tool. With Cisco Commerce Workspace, customer orders for Cisco Prime Product Assured Software Subscription and ESW could be on the same or different contracts. If they are on same instance IDs, the PUT tool will validate that they have dual coverage and will give them entitlement. If they are on separate instances, the system should request entry of the Cisco Prime Product Assured Software Subscription contract number and ask for the ESW contract number. If the customer experiences problems, they should open a case through the PUT tool or through Cisco Prime Product Assured Software Subscription support.

- Q.** Why must I register Cisco Prime Product Assured Software Subscription?
- A.** Information provided in the registration process is required for activation. Activation ensures that the software subscription coverage is properly established for the unique system and added to the ESW contract.
- Q.** How can I get major application software release upgrades after Cisco Prime Product Assured Software Subscription is activated?
- A.** The contract number is associated with the ESW contract number. You must have the ESW contract number to request major version upgrade software licenses from the PUT tool (see Figure 2).

The PUT tool is located at <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>.

Figure 2. Cisco PUT Tool

How to Buy
Product Upgrade Tool

HOME
HOW TO BUY
Product Upgrade Tool
News and Enhancements
User Guides
Questions and Answers
Glossary

Start Product Upgrade

Enter Contract number and select method to upgrade

Contract Number:

ESW Contract Number

Guided
This method provides with step-by-step process to upgrade.

Advanced
Use this method if you know exactly which upgrade product to order.

Continue

Browse All Upgradable Products

Go to PUT Support - Contact Info page to contact our Customer Service Team about:

- Issues with Contract Upgrade Entitlements.
- Support for issues with PUT Tool.
- Follow up on Existing Upgrade Orders.

Information For
Small Business
Service Provider
Executives
Home
Industries
Contacts

News & Alerts
Newsroom
Blogs
Newsletters
Field Notices
Security Advisories
Technology Trends

Support
Downloads
Documentation
Communities
Developer Network
Learning Network
Support Community

About Cisco
Investor Relations
Corporate Social Responsibility
Environmental Sustainability
Human Network
Career Opportunities
Offers

- Q.** Why can I not find Cisco Prime Product Assured Software Subscription with part numbers for my other services?
- A.** Cisco Prime Product Assured Software Subscription is a product upgrade subscription, not a service. Once the Cisco Prime product number is entered in the Cisco Ordering Tool or Cisco Commerce Workspace, the Cisco Prime Product Assured Software Subscription contract length needs to be selected along with the appropriate ESW term.

Cisco fulfills the order by shipping (or delivering electronically with eDelivery) a document (claim certificate) that entitles you to major version upgrades for the term of the subscription, and stating that subscription activation is required. This document contains a PAK that is essential for activation. Customers will obtain upgrade images and licenses using the PUT. It is the ESW contract that validates your entitlement to updates through the PUT after purchasing Cisco Prime Product Assured Software Subscription.

Pricing Questions

- Q.** How is Cisco Prime Product Assured Software Subscription priced?
- A.** The pricing methodology will depend on the associated Cisco Prime product. For example, for Cisco Prime Collaboration 9.0, licensing is based on endpoint count and value, and the associated Cisco Prime Product Assured Software Subscription SKUs are similarly based.

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- Q.** Where can I find pricing information for Cisco Prime Product Assured Software Subscription SKUs?
- A.** Customers and partners (and Cisco sales teams) can find pricing in the Cisco Ordering Tool or Cisco Commerce Workspace.

Once the Cisco Prime product number is entered in the Cisco Ordering Tool or Cisco Commerce Workspace, the Cisco Prime Product Assured Software Subscription contract length should be selected, along with the appropriate ESW term. It is preferred for the sake of simplicity and contract management that both Cisco Prime Product Assured Software Subscription and ESW be ordered at the same time.

- Q.** If Cisco Prime Product Assured Software Subscription is a product, do partners get the same discount as they get for other products? For example, would a Cisco Gold Certified Partner get a percentage off list price?
- A.** Yes.

Ordering Questions

- Q.** How do I order Cisco Prime Product Assured Software Subscription?
- A.** You can order using the same product ordering tools and processes that you use to purchase any other Cisco Prime products.
- Q.** When and where do I order ESW? Cisco SMARTnet[®] support is ordered per server. Is ESW ordered per server as well?
- A.** You can order ESW using the same service ordering tools you use to purchase Cisco SAS, Cisco SASU, or Cisco SMARTnet support. ESW is generally ordered the same way the product is ordered. For example, when you buy Cisco Prime Collaboration 9.0 by endpoint count and value, you also buy the associated ESW by endpoint count and value.
- Q.** Are tools available for Cisco Prime Product Assured Software Subscription quotes and orders?
- A.** Yes, please use existing product tools to obtain quotes and place orders.
- Q.** Who can I contact for help with quotes and orders?
- A.** Please send an email message to ucss-support@external.cisco.com for help.
- Q.** Can I receive Cisco Prime Product Assured Software Subscription orders through eDelivery?
- A.** Yes. L- product part numbers are the only part numbers available to use. eDelivery enables electronic fulfillment. With eDelivery, you can manage and download Cisco Prime Product Assured Software Subscription entitlement documentation. After you place an order for eDelivery, we automatically send an email containing a link to the eDelivery application. You can access the application using a valid Cisco.com user profile, user ID, and password. Distributors and direct partners (direct value added resellers) can manage users, orders, transaction details, and settings. The significant benefit of eDelivery for our partners and customers is a reduction in delivery lead times from as many as three weeks to four to six hours after booking after all product holds are released.

For more information about eDelivery, visit <http://www.cisco.com/web/tsweb/edelivery/pilot/edelivery.html>.

- Q.** Cisco Prime Product Assured Software Subscription is not in the Cisco Multiline Configurator tool; only ESW is. Does this mean I need to create two different configurations for each bill of materials (BOM)?
- A.** Cisco Prime Product Assured Software Subscription is a product upgrade subscription, not a service, so it creates additional order lines in the Multiline Configurator tool.

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- Q.** With regard to Cisco Prime Product Assured Software Subscription on the Multiline Configurator tool, can I enter the part number under the corresponding top-level part number instead of listing it as its own configurable item?
- A.** No, you should order it as a separate configurable part.
- Q.** Now that Cisco Prime ESW is available, will Cisco SMARTnet support, Cisco SAS, and Cisco SASU also remain as service options?
- A.** ESW is a service offering for select Cisco Prime products that have Cisco Prime Product Assured Software Subscription available. ESW replaces Cisco SAS (and will replace Cisco SASU for Cisco Prime Infrastructure) for Prime products with Cisco Prime Product Assured Software Subscription. SAS and SASU remain available for all other products. This offering is for Cisco Prime software products with Cisco Prime Product Assured Software Subscription only. Cisco SMARTnet is for hardware support and is available for all hardware products.
- Q.** Is Cisco Prime ESW discounted the same as Cisco Prime Product Assured Software Subscription?
- A.** The discount amount is generally different. ESW is the software service, so it gets the service discount. Cisco Prime Product Assured Software Subscription is a product upgrade subscription, so it gets the product discount.

Additional Information and Resources

- Q.** Are Cisco Prime Product Assured Software Subscription and ESW available only in the United States and Canada or are they available worldwide?
- A.** They are available globally.
- Q.** Are there any promotions or special discounts available?
- A.** For Cisco Prime Collaboration, the product participates in the Collaboration Breakaway PLUS program.



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