

Simplifying the Cisco Software Experience



EA Workspace FAQ

FAQs | Partner, Distributor & Customer

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1. Enterprise Agreements

1.1. General Questions

1.1.1. What is a Cisco Enterprise Agreement?

Enterprise Agreements (EAs) are offered by invitation only for Cisco's large enterprise customers whose customized and dynamic business needs require flexibility in the support of their hardware and software. For these customers, it is more cost effective and efficient to negotiate a solution that meets all their needs: hardware and software with upgrades and support, or subscription offers where needed. In accordance with the model, a Cisco Enterprise Agreement provides software deployment and service consumption rights for an entire company in a single, co-terminated, multi-year agreement.

1.1.2. Hasn't Cisco offered Enterprise Agreements for a while? What is different?

In the past, Cisco managed the software licensing and provisioning of Enterprise Agreements in a manual time-consuming way. Cisco has now introduced the automation of the license generation and provisioning with the launch of the EA Workspace portal.

1.1.3. What are some of the attributes of Cisco Enterprise Agreements?

While specific attributes may differ between offers, the general characteristics of Cisco Enterprise Agreements include:

Cisco Enterprise Agreement Attributes

	Offer Elements *	<ul style="list-style-type: none"> Term based agreement Perpetual, subscription and SaaS elements; features on devices TS, Software Support and Upgrades included, Advance Service is a separate purchase
	Pricing & Packaging *	<ul style="list-style-type: none"> Fixed GPL list price, multi-suite discount, top-line price adjustable SKU Pricing based on users devices and/or end points
	Limits on Units	<ul style="list-style-type: none"> Unlimited
	True-Ups	<ul style="list-style-type: none"> No true-ups; contract re-negotiation triggered based on certain customer events
	Migration Into Agreement	<ul style="list-style-type: none"> Support for crediting pre-existing perpetual licenses and subscriptions
	Rights to New Products *	<ul style="list-style-type: none"> Separate purchase
	Renewal	<ul style="list-style-type: none"> Renewal offered at the end of term
	Migration Out of Agreement	<ul style="list-style-type: none"> May continue a la carte renewal of individual items Perpetual license rights on applicable products after EA term No upgrades without a la carte support
	Target Customer *	<ul style="list-style-type: none"> Phase 1: Public Sector, Enterprise
	Routes to Market *	<ul style="list-style-type: none"> Direct 1-Tier Master
	Geographic Bounds *	<ul style="list-style-type: none"> Sell To: US, Canada Deliver To: US, Canada
	Software Delivery *	<ul style="list-style-type: none"> Licensing: E-Delivery Media: physical
	Third Party Software	<ul style="list-style-type: none"> Yes
	Billing	<ul style="list-style-type: none"> One time upfront billing through Cisco Capital or Direct to customer / Indirect through partner
	Sales Compensation *	<ul style="list-style-type: none"> Specific to each offer
	Revenue Recognition	<ul style="list-style-type: none"> Ratable over the term of the EA
Revenue Attribution *	<ul style="list-style-type: none"> Revenue attributed to product level via manual process 	

*Characteristics may differ between offers

1.1.4. Is this a new tool?

No. This is not the launch of another Cisco tool. The EA licensing and fulfillment capability is a view within the Cisco Software Central (CSC) platform.

1.1.5. How will Smart Accounts affect the EA Workspace?

All EA customer suites are associated with a Smart Account. Customers will be able to customize their user hierarchy by assigning users and customer suites to corresponding Virtual Accounts. All historical transactions, provisioning requests and devices displayed in the workspace will be seen against the Smart Account the user logged in with. To ensure that users who have not yet activated a Smart Account are also informed of this enhancement, the EA Workspace will feature a notification banner prompting these users to create a Smart Account or contact the Smart Support team for assistance.

2. Enterprise Agreement Workspace

2.1. General Questions

2.1.1. What is the Cisco Enterprise Agreement (EA) Workspace?

The EA Workspace portal is a simple, enterprise-wide software license management and provisioning capability that displays EA license and usage information. Not only does it provide a self-service view, it also enables immediate self-service license download, entitlement management, and real-time consumption reporting.

2.1.2. What are some of the key features of the EA Workspace?

Users can view EA entitlements at a glance, access online inventory management features, convenient re-hosting, customized reporting, and license multiple devices.

2.1.3. What are the benefits of the EA Workspace?

With the EA Workspace, CIOs and IT Managers can manage their IT infrastructure, software licensing, and flexible consumption reporting real time. This enables them to keep mission critical systems running, manage their overall consumption, and forecast for future IT purchases in a timely manner.

2.1.4. Will Smart Accounts migrate into the EA Workspace?

Cisco continues to provide customers with a simplified and streamlined software experience by integrating the EA Workspace with Smart Accounts for license management. As such, all EA customer suites are associated with a Smart Account. Customers can customize their user hierarchy by assigning users and customer suites to corresponding Virtual Accounts. The migration is actively underway.

A few EA Smart Account migration points to note are:

- All historical transactions, provisioning requests and devices displayed in the workspace will be seen against the Smart Account the user logged in with.
- To ensure that users who have not yet activated a Smart Account are also informed of this enhancement, the EA Workspace will feature a notification banner prompting these users to create a Smart Account or contact the Smart Support team for assistance. Additional communications and adoptions efforts are also underway for these customers.

2.2. Capabilities and Functionality

2.2.1. Are there any hardware or software requirements in order to use the Cisco Software Central (CSC) and the EA Workspace?

No. There are no hardware or software requirements other than a web browser. The following web browsers are supported and should be used while using the EA Workspace:

- Google Chrome 32.0 and later versions
- Firefox 25.0 and later versions.

In addition, JavaScript 1.5 or later version must be enabled in the browser.

2.2.2. What login ID and password do I use?

Use your CCO ID and password to log in to the EA Workspace.

2.2.3. As an administrator for my company, how do I grant access to others?

You need to grant access to your company's Customer Smart Account, since the Smart Account is now the gateway to access the EA Workspace.

A new user can be assigned to the entire Smart Account or to a specific Virtual Account.

2.2.4. Does the EA Workspace contain services contract information?

Technical Assistance Center (TAC) service entitlement contract numbers are provided in the **customer welcome kit to ensure that our customers can get the support they need.**

2.2.5. How do I update my company address shown in my user profile?

Your default user registered details are copied from your Cisco.com profile and can only be edited at the Cisco.Com profile manager.

2.2.6. How do I create a list of users that I can add to transaction notifications?

You can add users that will either receive a notification when a transaction is executed or can be an end user for the license.

2.2.7. Who receives copies of the licenses generated?

Email addresses added individually or selected contacts from list under the Preferences tab during licensing review step.

2.2.8. What is contained in each of the tabs on the EA Workspace?

- EAs tab – is the default page and contains key contract information such as start and end date as well as the quantity of licenses consumed under your contract. Users are also able to generate new licenses or request provisioning on this page.

- Devices tab – lists devices that have been previously configured through the EA
- Workspace or devices that have been uploaded. It contains consumption information of transactions, licenses, and features associated with the device and features.
- Transactions tab – shows the history of all the transactions that have taken place for the EA associated to a contract.
- Provisioning Requests tab – displays a listing of any past requests that were for ‘provisioning cloud based’ licenses where it was necessary to go through another organization to get the licenses.
- Reports tab – allows users to select various types of reports to generate and/or download. The report types available are by technology, devices, features and an overall detailed report can be generated.
- Help tab – Contains a user guide, video tutorials and FAQ.
- Customer Support tab – there is contact information for technical support and an email alias specifically for EA licensing support.

2.3. Manage Enterprise Agreements

2.3.1. How long does it take to generate a license after it is requested?

License generation will take approximately 1–3 hours from the point of request in both form factors i.e. physical via email and virtual via the EA Workspace download feature.

2.3.2. Where can I find details on the features that are available for each product?

You will find feature details from the license generation process after the device is selected.

2.3.3. What is the difference between provisioning software and requesting an EA license?

Submitting a provisioning request triggers a cloud provisioning transaction, where a licensing request triggers a license generation transaction.

2.3.4. How long does it take for a cloud provisioning request to be processed?

Cloud provisioning requests for Cisco Cloud Web Security Service and Cisco Cloud Email Security Service will take approximately 5–7 business days from the point of request.

2.3.5. How do I find out who has requested licenses for a specific product?

Navigate to the transaction screen and search for the device. Click on view detail and it will bring up a pop-up window for that specific device including who requested licenses.

2.3.6. How do I get my licenses when I can't find the email with the attached licenses?

Go to transactions tab, find specific transactions via device identifier, date or other attribute and use the resend or download command.

2.3.7. What do I do when I get an error code when trying to apply an ASA license key code?

Revalidate the devices serial # via the show version command. Regenerate the license with the SN provided by the Show command (if different than previously used).

2.3.8. Which serial number is needed to obtain license keys?

Only the serial number associated with the device's show version or inventory commands. Generate the license with the serial number provided by the Show command.

2.3.9. The product I selected has a bundled option. Is this the only license I require?

Yes in most cases unless individual features were acquired previously.

2.3.10. What do I do if I get a license install error for ISR licenses?

Check the UDI PID used with UDI serial number– the UDI PID needs to match the one shown from the “view version” in the device to be configured. Refer to the valid UDI PIDs shown in table – they usually have a K9 suffix.

Product	Node Lock	UDI Product ID Examples	UDI Version ID Examples
ISR	UDI Product ID, UDI Version ID, UDI serial number	<ul style="list-style-type: none"> • CISCO2901/K9 • CISCO2911/K9 • C3900-SPE250/K9 • C3900-SPE100/K9 • CISCO1921/K9 • CISCO2951/K9 • CISCO881-SEC-K9 • CISCO3925/K9 • C3900-SPE150/K9 	Optional
ISE	UDI Product ID, UDI Version ID, UDI serial number	<ul style="list-style-type: none"> • ISE-VM-K9 • ISE-3395-K9 • ISE-3315-K9 	Primary Product ID V01, V02, V03, A 3 characters max
ASR	UDI Product ID, UDI Version ID, UDI serial number	<ul style="list-style-type: none"> • ASR1002-X 	Optional
IPS	UDI Product ID, UDI Version ID, UDI serial number	<ul style="list-style-type: none"> • IPS-4240-K9 • ASA5525-IPS • ASA-SSM-40 • ASA-SSM-20 • IPS4270-20-K9 • ASA-IPS-40-INC-K9 • ASA5555 	Optional

2.3.11. I requested both SEC & HSEC licenses for my ISR device and I only received one file. Am I missing a license?

No you are not missing a license. The EA Workspace includes an enhancement that allows both licenses to be combined into one file and delivered via one transaction email.

2.3.12. How do I complete an ISE rehost?

The ISE rehost has to be done in two steps if the source device contains two features. The base feature should be requested first, and then followed by the Advanced feature.

2.3.13. I generated an IPS license, but it won't install, what do I need to do?

Check your device type to determine if you need to install an ASA 5500-X IPS SSP License first or Cisco Intrusion Detection System Intrusion Prevention System (IPS) (IPS-subscription Safenet SKU).

2.3.14. I use Cisco Software Manager to manage my IPS licenses. Can I continue to use in combination with ELA Workspace?

Yes you can use CSM to activate IPS licenses even without generating IPS licenses from the EA Workspace. The CSM user has to have their CCO ID associated with the EA contract number.

2.4. Manage Devices

2.4.1. Do I need to add a device every time I need to execute a transaction?

No. If there is a device known to the system, you should search for it first and only add the device when it is not found.

2.4.2. How many devices can have licenses generated at one time?

Ten.

2.4.3. How many devices can I bulk input at one time?

You may bulk input 100 devices at one time.

2.4.4. What options are available for each of the devices listed on the Device tab?

Depending on the device, these are the options to select from: RMA, Rehost, Resend, Download and Edit Device. Click on the "horizontal Bars" icon to the left of the Device Identifiers to open the device options menu.

Note: Resend & download provides all the EA licenses activated on the device.

2.4.5. What action do I take if I encounter a failure processing a licensing request for 10 devices?

Resubmit the request and contact support if you have resubmitted more than 3 times.

2.4.6. If I process an RMA request and licenses associated with the source device are not part of my EA catalog, how do I view those licenses?

The RMA operation will transfer all licenses associated with the source device. The associated EA licenses will be displayed in the EA Workspace. In order to view non-catalog EA licenses please reference the Cisco Product License Registration Portal. Refer to the following for more details on non-EA licenses: <http://www.cisco.com/go/license>.

2.4.7. What is the process to submit a RMA and/or re-host request for an ASA device?

Transfer requests for ASA (RMA and rehost) are not currently supported. Please follow the standard GLO process to submit RMA and rehost requests for the ASA product family. Refer to the following for more details:

https://www.cisco.com/web/fw/tools/swift/xui/PDF/Cisco_Licensing_FAQ_-_June_2011.pdf

2.4.8. How do I quickly identify a device?

Click on the Devices tab and search for the device in the search bar. You are able to search by portions of Device Name, Device Identifier or Device Description.

2.4.9. How do I transfer licenses?

There are two ways to transfer licenses. The first is by completing a License Rehost where users are able to transfer all or some licenses from one device to another target device. The second option is by completing a License Return Materials Authorization (RMA). All installed licenses on the source RMA device are transferred to the target device.

2.5. Manage Reports

2.5.1. What reports are available to me to manage my licensing?

There are reports available for each contract # and/or suite by Technology, by Devices, by Features, or by Transaction details.

2.5.2. How can I get a listing of the transactions completed in the last 30 days?

Select the Reports Tab, Date Range, Contract #, Suite Name, Report Type, Detailed Report and click download.

2.5.3. How much data can I access in the reports?

You can access up to 12 months of EA contract history in the reports.

2.5.4. Can I export a report?

Yes. You can export reports to an Excel file.

2.5.5. Can I update a report?

No. The reports are read only.

2.5.6. How often is the data updated?

Every two hours.

2.5.7. How do I find out how many licenses were generated in any given month?

Generate a relevant report and hover over the month of interest in the graph; a pop-up will show the number of licenses generated for that month.

2.5.8. Can I model an ROI (EA vs a la carte?)

Not until we get future advanced reporting capabilities.

2.5.9. Can I access my annual business review via the EA Workspace?

Not currently, please contact your relevant Cisco Operations team contact.

2.6. View Transactions

2.6.1. How do I quickly identify a specific transaction?

Click on the transactions tab and search for the relevant device or complete transaction ID.

2.6.2. How can I tell if a transaction is complete?

Click on the transactions tab and the relevant transaction status will display as processed.

2.6.3. My transaction status says "In Process" how will I be notified that it is complete?

The EA Ops personnel will review the license request and will update the transaction status when the transaction is processed or contact the requestor if more details are required.

2.6.4. How can I tell who executed a transaction?

You can identify who executed a transaction by looking at the user ID or CCO ID.

2.6.5. How are transactions sorted on the screen?

The transactions are sorted by date with the most recent showing first and the oldest showing last.

2.7. Support

2.7.1. Where can I learn more about the features and functionality of the EA Workspace?

Click on the Help Tab.

2.7.2. Who do I contact for help?

- For Collaboration EA Support, contact EA Collaboration Operations (collab-ela-support@cisco.com)
- For Security EA questions, contact EA Security Operations (secela-ops@cisco.com)
- For Cisco One EA questions, contact EA Cisco One Operations (ciscoone-ela-support@cisco.com)
- For EA Workspace access or Smart Account questions, contact Global Licensing Operations (licensing@cisco.com)
- For Technical Support questions contact Cisco TAC at: +1-800-553-2447.

2.7.3. Can I use the Single Contract number to obtain TAC support for all Cisco products I've purchased?

No, the Single Contract number enables you to obtain TAC support for the EA entitled products only under your EA agreement.