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# EA Workspace

## Simplifying the Cisco Software Experience

FAQ | Partners, Distributors & Customers

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# Cisco Enterprise Agreement

## General Questions

### Q. What is a Cisco Enterprise Agreement?

A. 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.

### Q. What can customers purchase under a Cisco EA?

A. The Cisco EA includes Cisco DNA, Data Center, Collaboration and Security Choice enrollments.

### Q. What is enrollment?

A. An enrollment is a technology architecture or set of products that customer can buy under a single agreement from Cisco. Customers can start with one enrollment and expand to include other enrollments as need to support their business needs.

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

A. 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.

### Q. What are some of the attributes of Cisco Enterprise Agreements?

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

Easy to Consume!	Easy to Buy!	Easy to Manage!
<ul style="list-style-type: none"><li>No retroactive billing, access to new software, and on-demand deployment</li></ul>	<ul style="list-style-type: none"><li>A cross-portfolio agreement that provides access to software catalogs across technology domains, for unique value within each enrollment</li></ul>	<ul style="list-style-type: none"><li>Know where you stand in one workspace, and enable co-termination of software subscriptions</li></ul>
		

### Q. Is this a new tool?

A. No. The EA Workspace is a view within the Cisco Software Central (CSC) platform.

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**Q.** How do Smart Accounts affect the EA Workspace?

**A.** All EA customer suites are associated with a Smart Account. Customers are 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 can 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.

**Q.** After an EA is purchased, how quickly does it reflect in the End User's Smart Account?

**A.** That is usually within 48 hours after contract activation.

**Q.** What are the steps to cancel an EA after the first year?

**A.** EA's are not cancellable agreements.

## Enterprise Agreement Workspace

### General Questions

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

**A.** 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.

**Q.** What are some of the key features of the EA Workspace?

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

**Q.** What are the benefits of the EA Workspace?

**A.** 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.

### Capabilities and Functionality

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

**A.** 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 or Firefox 25.0 and later versions.  
In addition, JavaScript 1.5 or later version must be enabled in the browser.

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**Q.** What login ID and password do I use?

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

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

**A.** 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.

**Q.** Does the EA Workspace contain services contract information?

**A.** 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.

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

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

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

**A.** It can be done in the Preferences Tab in the End Users and Email Contacts section. This is the place where you can add users that will either receive a notification when a transaction is executed or can be an end user for the license.

**Q.** Who receives copies of the licenses generated?

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

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

**A.** EAs tab – 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.

RTU Transactions tab – in the future this tab will allow users to see more information about RTU 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.

Preferences tab – allows to customize how you view details within the EA Workspace and create a list of contacts and End Users

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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.

## Manage Enterprise Agreement

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

**A.** 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.

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

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

**Q.** What is the difference between requesting a provisioning and generating an EA license?

**A.** Request Provisioning is basically to request a cloud-based license that will be used on a device. Cloud licenses are provisioned, not downloaded. Provisioning Requests are not licenses based. They are requests to gain access to cloud/SaaS based products. Umbrella and Cloudlock are examples of Provisioning Requests and do need the specific HW serial numbers because they are not loaded onto a device. License Generation requests are to download tangible licenses (on-prem) installed onto a given device.

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

**A.** 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.

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

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

**Q.** Which serial number is needed to obtain license keys?

**A.** 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.

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

**A.** Yes in most cases unless individual features were acquired previously.

## Manage Devices

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

**A.** 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.

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

**A.** Ten.

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

**A.** You may bulk input 100 devices at one time.

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

**A.** Depending on the device, these are the options to select from: RMA, Rehost, Resend, Download and Edit Device. Go to the Device tab and click on the little blue arrow sign in the Actions column to open the drop-down menu for the selected device.

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

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

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

**Q.** 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?

**A.** 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>

**Q.** How do I quickly identify a device?

**A.** 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.

**Q.** How do I transfer licenses?

**A.** 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.

## Manage Reports

**Q.** What reports are available to me to manage my licensing?

**A.** The following types of the reports are available in EA Workspace: Detailed Report, by Technology, by Devices, by Features, License Migration Report, Consumption Report, Global Tax & Custom Report and GA Transfer Report. Please note that not all of them are available for selected contract # and/or suite.

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**Q. How can I view the Consumption Report?**

**A.** There are different ways to view an EA Consumption Report – using a link on EA Workspace Landing Page, using the link in the EAs tab or using the options in the Reports tab. Please note that at this time, this consumption report functionality is only applicable to Cisco ONE (subscription-based), Cisco DNA, Data Center, and Security Choice Enterprise Agreements.

On the EA Workspace Landing Page, click on the Consumption link available for selected enrollment.

In the EAs Tab select the Virtual Account for which you want to generate the report. Select Active Suits from the Drop-down menu to view all the active suits in this Virtual Account. Then click on the Consumption link.

In the Reports Tab select the Virtual Account for which you want to generate the report. Then select the Suite Name and the Report Type – Consumption Report, Date Range and click on View (if you would like to see your report in the browser) or Export if you would like to Download it.

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

**A.** Go to the Reports Tab and select the Virtual Account for which you want to generate the report. Then select the Suite Name and the Report Type – Detailed Report, Date Range and click on View (if you would like to see your report in the browser) or Export if you would like to Download it.

**Q. How much data can I access in the reports?**

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

**Q. What is the difference between the Detailed Report and the Consumption Report?**

**A.** The Detailed Report is a record of all license transactions generated from the EA Workspace. This report is useful when you need to understand specific transactions, including who did what and when.

The Consumption Report is a report to track the licenses consumed by Cisco EA customers during their EA term. It provides visibility to customers on their consumption and drives Cisco for upsell opportunities.

**Q. Can I export a report?**

**A.** Yes. You can export reports to an Excel file.

**Q. Can I update a report?**

**A.** No. The reports are read only.

**Q. How often is the data updated?**

**A.** Every two hours.

## View Transactions

**Q. How can I tell if a transaction is complete?**

**A.** Click on the Transactions tab and the relevant transaction status will display as processed.

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**Q.** My transaction status says “In Process” how will I be notified that it is complete?

**A.** 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.

**Q.** How can I tell who executed a transaction?

**A.** Go to the Transactions Tab and check the CCO UserId column.

**Q.** How are transactions sorted on the screen?

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

## True Forward Event

**Q.** What is True Forward Process?

**A.** True Forward is an annual adjustment process to account for growth in the Cisco EA and includes payment for that growth. If a customer overconsumes, the True Forward will take effect on the next anniversary and will continue until the end of the Cisco EA term.

**Q.** When are True Forwards triggered?

**A.** True Forward events are initiated on the EA Anniversary Date and customers are charged for their excess consumption and support until the end of the Cisco EA term. Consumption reporting are also generated 60 and 30 days in advance of the EA Anniversary date.

**Q.** What is the EA Anniversary Date?

**A.** The EA Anniversary Date is the anniversary of the day on which the service started.

**Q.** What are the parties involved in EA True Forward Event?

**A.** The parties involved in EA True Forward Event are Partner, Cisco and the Customer.

**Q.** Are the overages counted as per the initial contract, with original pricing of the licenses?

**A.** Yes, the pricing will follow the Not-To-Exceed pricing rules established at the time of the EA purchase.

**Q.** What is the 20% user-based growth allowance?

**A.** During the term, customers may access additional software, Software as a Service (SaaS), and support services by up to 20% of the initial number of covered users identified in the EUIF for each enrollment (Collaboration and Security Choice) without incurring any additional charges.

**Q.** How does the 20% growth allowance work with different product families and models?

**A.** The 20% growth allowance can be used within the purchased enrollments (according to offer rules). This does not apply to device-level enrollments.

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## Additional Resources

### Trainings and Additional Information

**Q.** Which EA Workspace training would you recommend?

**A.** Cisco Software EA Workspace [PDF Version](#)  
Cisco Software EA Workspace [On-demand video version](#)  
You can also [Request a Live Training session](#).

**Q.** Where can I find additional Training Resources? How can I sign up for Training?

**A.** Go to the [Cisco Software Training Schedule](#), where you will find the current training schedule for your Region (AMER, EMEAR, APJC). You can also [Request a Live Training session](#).

### Support

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

**A.** Click on the Help Tab.

**Q.** Who do I contact for help?

**A.** For Collaboration EA Support, contact EA Collaboration Operations ([collab-ela-support@cisco.com](mailto:collab-ela-support@cisco.com))  
For Security EA 1.0 Suite questions, contact EA Security Operations ([secela-ops@cisco.com](mailto:secela-ops@cisco.com))  
For Security EA 2.0 & Choice EA Suites questions, open a case via [Support Case Manager](#) (SCM).  
For Cisco ONE, Cisco DNA, and Data Center EA questions, open a case via [Support Case Manager](#) (SCM).  
For EA Workspace access or Smart Account questions, open a case via [Support Case Manager](#) (SCM).  
To learn more on how to open a case in SCM, click [here](#).

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

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

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## Document history

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### Americas Headquarters

Cisco Systems, Inc.  
San Jose, CA

### Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.  
Singapore

### Europe Headquarters

Cisco Systems International BV Amsterdam,  
The Netherlands

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