Quick Reference Guide
Cisco Services for IPS Using SCC

External Process Changes for WWSSO
v3.0 02/07/05

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Cisco Services for IPS Using the SCC Quick Reference Guide

This Quick Reference Guide describes external service sales process changes with quoting, ordering, renewing and handling exceptions for Cisco® Services for IPS. It provides:

- A brief introduction to intrusion detection/prevention technology
- A highlight of differences between processes used for Cisco Services for IPS and existing technical support services
- Step-by-step instructions for quoting Cisco Services for IPS using the Service Contract Center (SCC)

What is IPS/IDS?

An intrusion detection system (IDS) detects and controls suspected malicious network traffic or behavior. An intrusion prevention system (IPS) takes control a step further, adding the ability to prevent malicious attacks such as viruses, worms, or Trojan horses. IPS/IDS "sensors" monitor bidirectional network traffic for malicious or unauthorized activity. When the system detects unauthorized activity, it can automatically terminate the specific connection, permanently block the attacking host, log the incident, and send an alarm to the management console. The sensors use an array of techniques to detect these threats but are principally driven by "signatures".

Cisco Systems provides IPS/IDS capabilities in purpose-built appliances/chassis, service modules, and security images of Cisco IOS® Software used by routers. IPS/IDS products require timely signature file updates in order to detect the latest threats. Cisco IPS Sensor Software Version 5.0 is the latest operating system that features detection and prevention. It also features built-in logic to help ensure that only IPS/IDS-enabled appliances and blades with active, eligible service contracts can process signature file updates. **Note**: Cisco IPS Sensor Software Version 5.0 logic does not apply to routers with IPS enabled by Cisco IOS Software.

You can learn more about IPS/IDS products by visiting:

http://www.cisco.com/go/ips

Important Terms

Intrusion detection system (IDS)—A security product or capability built into many Cisco products to detect and control threats using signatures.

Intrusion prevention system (IPS)—A security product or capability built into many Cisco products that uses signatures to detect and control threats, and to prevent them from affecting the network.

Cisco IPS Sensor Software Version 5.0—The operating system software used by IPS/IDS products. This software marks Cisco's entrance into the intrusion prevention marketplace. The software runs on new Cisco IPS appliances, as well as most existing Cisco IDS appliances.

Signature (or "sig")—Like a fingerprint, the signature uniquely identifies a specific worm, virus, protocol anomaly, or malicious traffic. Starting with Cisco IPS Sensor Software Version 5.0, signature files will be processed only if a valid Cisco Services for IPS contract or special 30-day demo license is in force.

Signature file (or "sig file")—A package of signatures intended as an update to the signature database resident in any Cisco product featuring IPS/IDS functions. This database is used by

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the IPS/IDS product to compare network traffic against data patterns within the signature file library.

Service Offering—Cisco Services for IPS

Cisco Services for IPS is a technical support service designed to support products that feature IPS/IDS functions. It combines Cisco SMARTnet® support with signature updates to help ensure that IPS/IDS-enabled products detect, classify, control, and prevent intrusions in real time by providing:

- Signature updates for the latest network threats and viruses
- E-mail alerts about the availability of signature updates
- Access to Cisco IPS Sensor Software Version 5.0
- Access to Cisco.com
- Access to security engineers at the Cisco Technical Assistance Center
- Options for advance hardware replacement

Traditional Technical Support Services, such as Cisco SMARTnet and SP Base services, will not be orderable for IPS/IDS appliances and services modules after February 15, 2005. These services will continue to be available for IPS-enabled routers. The three service programs and 20 service levels featured in Cisco Services for IPS are available globally for direct sale or resell by first- and second-tier partners and VARs as Cisco Brand Service only.

Cisco Services for IPS consists of the following programs for all products with IPS/IDS features:

1. Cisco Services for IPS (Cisco SMARTnet deliverables plus signature update)—CON-SUxx

2. Cisco Services for IPS – Software Only (Cisco SMARTnet deliverables, without hardware replacement, plus signature update)—CON-SUSW

3. Cisco Services for IPS – Standalone (signature update only)—CON-SUSA

Important: The signature file updates are critical for products that feature IPS/IDS functions, and carry a tremendous value to both Cisco and users of these products.

Serial Number Validation

It is very important that a *valid* serial number is included in the service contract. The Cisco licensing system issues license keys after confirming that the product serial number is covered by a Cisco Services for IPS services contract. IPS/IDS chassis and service modules will not process signature files without a license key.

Note: Cisco routers running Cisco IOS Software images integrating IPS features do not require licensing.

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Cisco Services for IPS Service Types

A summary of the 20 service levels is shown below. These service levels replace Cisco SMARTnet support, SP Base, and other technical support services for IPS/IDS solutions except for routers running IPS integrated in Cisco IOS Software.

IPS/IDS Program Names and Contract Types

New Program Name	ITEM	New Description 20 bytes	Notes
Cisco Services for IPS	SUO4	IPS Svc, Onsite 24 x 7 x 2 (SU04)	Enterprise contract types
	SUO3	IPS Svc, Onsite 24 x 7 x 4 (SU03)	
	SUO2	IPS Svc, Onsite 8 x 5 x 4 (SU03)	
	SUO1	IPS Svc, Onsite NBD (SU01)	
	SU4	IPS Svc, AR 24 x 7 x 2 (SU4)	
	SU3	IPS Svc, AR 24 x 7 x4 (SU3)	
	SU2	IPS Svc, AR 8 x 5 x 4 (SU2)	
	SU1	IPS Svc, AR NBD (SU1)	
	SUSW	IPS Sig and SW (SUSW)	
Cisco Services for IPS, Stand-alone	SUSA	IPS Signature Only (SUSA)	*This service will be added on top of shared support
Cisco Services for IPS for SP	SFC4	IPS-SP On-site 24 x 7 x 2 (SFC4)	Service Provider contract types
	SFC3	IPS-SP, On-site 24 x 7 x 4 (SFC3)	
	SFC2	IPS SP, On-site 8 x 5 x 4 (SFC2)	
	SFC1	IPS-SP, On-site NBD (SFC1)	
	SFA4	IPS-SP, AR 24 x 7 x 2 (SFA4)	
	SFA3	IPS-SP, AR 24 x 7 x4 (SFA3)	
	SFA2	IPS-SP, AR 8 x 5 x 4 (SFA2)	
	SFA1	IPS-SP, AR NBD (SFA1)	
	SFRF	IPS-SP, Return to Factory (SFRF)	
	SFSW	IPS-SP, Sig and SW (SFSW)	

SUSA is a Cisco Brand Service that Shared Support/SIS98 partners need to resell on top of Shared Support/SIS98 coverage in order to have complete coverage on IPS/IDS appliances and Cisco routers running IPS integrated in Cisco IOS Software.

Note: No system changes are currently planned to make the ordering and quoting tools accommodate ordering or attaching more than one service to the same product (serial number) automatically. Ordering or attaching more than one service to these products requires manual intervention from Customer Service to process these orders. For more information on this procedure, please visit: http://www.cisco.com/go/ips.

IPS Device Enablement

Each IPS device must be registered online to allow the Cisco IPS/IDS product to remain updated with the latest IPS signatures.

Registration can be completed automatically using the automated registration capabilities within the IPS Device Manager (IDM), provided the IDM has access to Cisco.com. Refer to the IDM documentation to make use of this automated process.

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Register the Software

To register the software manually and receive an electronic license for the IPS signature subscription service, go to: http://www.cisco.com/go/license.

From the **Security Products** section, click the **IPS Signature Subscription Service License** link and complete the registration information to request a license key or product authorization key (PAK). The system will send the license key to the e-mail address specified during registration.

Customer Registration

If you have received a Product Authorization Key (PAK) or Software Serial Number, enter it here. You may also select from the table of products below. Please refer to the product documentation for further clarification.

Enter PAK or Software Serial Number: [   ] [SUBMIT]

(Enter one value at a time including dashes and capitalization)

Or, if you do not have a PAK, please select from the following Cisco software registration links:

Cable Broadband Troubleshooter	
60-Day Demo License	60-Day Demo License
CiscoWorks	
CiscoWorks Blue - Internet Status Monitor Evaluation Software	CiscoWorks Blue Eval Software
Network Mgmt Products	
Cisco Access Registrar Demo	Access Registrar Eval
Security Products	
Cisco Security Agent	4.x Demo License
IPS Signature Subscription Service License	IPS Signature Subscription Service License

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Cisco Brand Service (Non-Shared Support Ordering Process)

This section applies to direct sales or Cisco brand resale of either Cisco Services for IPS or Cisco Services for IPS – Software Only. It is not applicable to Cisco Services for IPS – Standalone.

1) Create a Cisco Brand Quote in SCC for IPS/IDS appliances and routers with IPS enabled through Cisco IOS Software
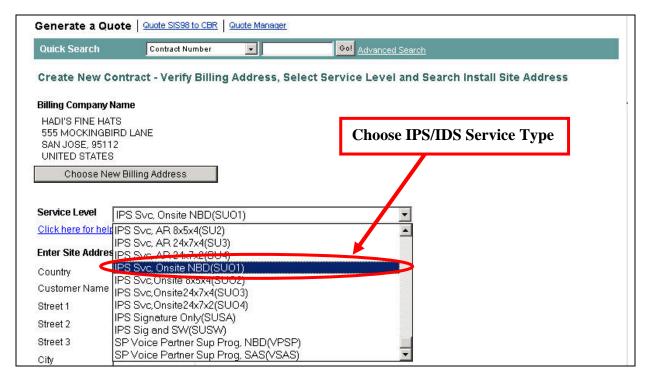
This process flow describes the main steps in creating a quote to contract for IDS 42xx or IPS 42xx series appliances (chassis), and for routers that run Cisco IOS Software images that feature IPS. It also applies to quoting a services module blade when it is a parent or major line item.

This process is triggered when either a Cisco partner or account sales representative creates a quote for the required Cisco Services for IPS support by either:

- The customer requesting coverage for an IPS/IDS product
- Cisco identifying IPS/IDS products without coverage

What To Do

There are few changes in this flow from the standard quoting process. The major change is the use of Cisco Services for IPS service types.

After logging into SCC, perform the following steps:

Step	Action	Comments
1.	Click the **Quoting and Ordering** tab.	The **Generate a Quote** page displays.
2.	Click the **Create a New Service Contract** option button. Click **Submit**.	The **Create New Contract** page displays
3.	Choose the desired Cisco Services for IPS service level from the **Service Level** drop-down menu.	**Note**: You may *only* select IPS/IDS-related services for IPS/IDS appliances, although you can select other service levels for routers enabled with IPS through Cisco IOS Software. You may not select Cisco Services for IPS – Standalone.
4.	Choose an existing **Install Site Address** or enter a new one. Click **Submit**.	The **Create New Contract-Input Form** page displays.
5.	Choose the **Add Products By: Serial Number** option. Add the IPS/IDS product serial number(s) in the **Add Products** field.	The IPS/IDS will not process new signatures without a license. Licenses are issued only to IPS serial numbers under contract. It is very important to have the correct serial number in the contract.
6.	Choose a **Start Date** and **End Date** to specify the service coverage period. Click **Submit**.	The **Edit and Submit Products** page displays the IPS/IDS device product details.
7.	Review the IPS/IDS product serial numbers and edit if necessary. Click **Create Quote**.	The **Quote Confirmation** page displays the quote number.
8.	Click the **Quote Number** link to submit the order from the **Quote Results** page. If the quote is converted successfully into a contract, SCC will send an e-mail notification to the customer showing the contact details. If the quote fails to convert, the SCC support team will identify the error and notify you with a resolution.	

Quick Tips

1. The customer profile will enforce IPS/IDS selections that are appropriate for the service-level type.

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2) Modify a Cisco Brand Quote in SCC for IPS/IDS services module blades that are minor line items

This process flow describes how to modify an existing SCC quote for a non-IPS/IDS device, such as a Cisco Catalyst® 6509 Switch, configured with standalone IPS/IDS blades or cards (minor lines) such as the IDS Module 2 (IDSM2). Attaching the service to major line items will *not* include IDS blades (minor line items). Pending automation will fail because the Cisco Services for IPS service line cannot be associated with the corresponding hardware line. The part ID for the IPS/IDS services module/blade must be broken from the parent configuration.

What To Do

After logging into SCC, perform these steps:

Step	Action	Comments
1.	Click the **Quoting and Ordering** tab.	The **Generate a Quote** page displays.
2.	Click the **Adding to an Existing Service Contract** option button. Click **Submit**.	The **Add Products to Contract – Search Options** page displays.
3.	Enter the contract number that you want to add products to. Click **Submit**.	The **Add Products to Contract** page displays. Note: If you do not know the contract number, you can search by entering the customer (end user) name.
4.	Choose the **Add Products By: Serial Number** option. Add the IPS/IDS product serial number(s) in the **Add Products** field.	The IPS/IDS will not process new signatures without a license. Licenses are issued only to IPS serial numbers under contract. It is very important to have the correct serial number in the contract.
5.	Choose a **Start Date** and **End Date** to specify the service coverage period. Click **Submit**.	The **Edit and Submit Products** page displays the IPS/IDS device product details.
6.	Review the IPS/IDS product serial numbers and edit if necessary. Click **Create Quote**.	The **Quote Confirmation** page displays the quote number.
7.	Click the **Quote Number** link to submit the order from the **Quote Results** page. If the quote is converted successfully into a contract, SCC will send an e-mail notification to the customer showing the contact details. If the quote fails to convert, the SCC support team will identify the error and notify you with a resolution.	If you attempt to add an IPS/IDS services module/blade product ID, the system does not allow selection of the blade product ID—it is a child part of the configuration. The part must be broken apart before continuing. Attach a note to reference hardware line and submit the order. The

		pending automation process will fail, and the Customer Support (CS) team will manually break out the IDS blade.
		CS will create a new quote/contract and add the IPS/IDS module/ blade product ID as a major line item.
		The new major line item needs to be covered under a different contract from the parent chassis due to the different service level applied to the item.

Partner Brand (Shared Support Ordering Process)
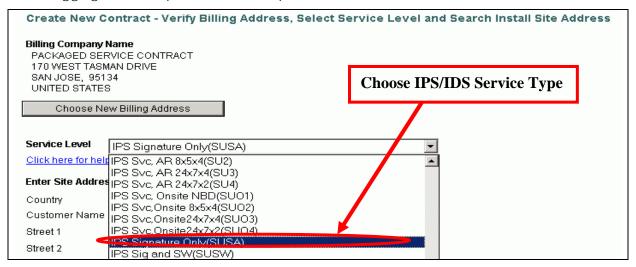
3) Create Quote in SCC for IPS/IDS appliances and routers (SUSA/CSSP)

To order complete support for Cisco Catalyst services modules and router network modules, you will have to book Shared Support service and Cisco Services for IPS against the same serial number. The Shared Support service covers the chassis and its components; Cisco Services for IPS covers the blade that performs IPS/IDS functions.

This process flow describes the main steps to create a quote to contract for an IPS/IDS-enabled device for Shared Support. **Note**: The customer needs to have two levels of coverage to get IPS/IDS service—either SUSA and CSSP or SIS98 and SUSA. You will first need to verify that the customer has shared support/SIS98 coverage before ordering SUSA.

What To Do

After logging into SCC, perform these steps:

Step	Action	Comments
1.	Click the **Quoting and Ordering** tab.	The **Generate a Quote** page displays.
2.	Click the **Create a New Service Contract** option button. Click **Submit**.	The **Create New Contract** page displays.
3.	Choose the **Cisco Services for IPS – Standalone** service level (SUSA/CSSP) from the **Service Level** drop-down menu.	
4.	Complete the quote using the steps shown previously.	
5.	Submit the order from the **Quote Results** page. If the quote is converted successfully into a contract, SCC will send an e-mail notification to the customer showing the contact details. If the quote fails to convert, the SCC support team will identify the error and notify you with a resolution.	

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4) Modify Quote in SCC for IPS/IDS serviceable blades and cards (SUSA/CSSP)

This process flow describes how to modify an existing quote for a non-IDS device configured with an IPS/IDS services module (minor lines). Attaching the service to major line items will *not* include the IPS/IDS services module. Pending automation will fail because it cannot associate Cisco Services for IPS – Standalone with the hardware line. The IPS/IDS blade product ID must be broken from the parent configuration.

What To Do

After logging into SCC, perform these steps:

Step	Action	Comments
1.	Click the **Quoting and Ordering** tab.	The **Generate a Quote** page displays.
2.	Click the **Adding to an Existing Service Contract** option button. Click **Submit**.	The **Add Products to Contract – Search Options** page displays.
3.	Enter the contract number that you want to add products to. Click **Submit**.	The **Add Products to Contract** page displays. Note: If you do not know the contract number, you can search by entering the customer (end user) name.
4.	Complete the quote using the steps shown previously.	
5.	Submit the order from the **Quote Results** page. If the quote is converted successfully into a contract, SCC will send an e-mail notification to the customer showing the contact details. If the quote fails to convert, the SCC support team will identify the error and notify you with a resolution.	If you attempt to add an IPS/IDS services module/blade product ID, the system does not allow selection of the blade product ID—it is a child part of the configuration. The part must be broken apart before continuing. Attach a note to reference hardware line and submit the order. The pending automation process will fail, and the Customer Support (CS) team will manually break out the IDS blade. CS will create a new quote/contract and add the IPS/IDS module/ blade product ID as a major line item. The new major line item needs to be covered under a different contract from the parent chassis due to the different service level applied to the item.

Quick Tips

You can add more IPS/IDS products as required from the online quote manager.

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For More Information

1. For more information on integrated security and self-defending networks, visit:

http://www.cisco.com/en/US/netsol/ns340/ns394/ns171/ns413/networking_solutions_package.html

2. For more details on IPS/IDS technology, product collateral is available at:
    http://www.cisco.com/go/ips

3. E-mail questions or comments to: ips-svc-mktg@cisco.com