



# Cisco CMX Engage Subscription – Support Change

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## Technical Support details for Customers with active Cisco CMX Engage, CMX Cloud, or EMSP Subscriptions

Customers or Partners with active Cisco CMX Engage, CMX Cloud, or EMSP subscriptions should migrate to Cisco Spaces with TAC support.

*To migrate to Cisco Spaces and start accessing Cisco TAC support, the following actions are required:*

1. Start using **Cisco Spaces**. The Cisco Spaces dashboard can be accessed at <https://dnaspaces.io>. Almost, all the features of CMX Engage are included in Cisco Spaces and all data and configurations are already available in the dashboard, as well. If you have any trouble accessing Cisco Spaces, or have any questions, please contact [cisco-dnaspaces-support@external.cisco.com](mailto:cisco-dnaspaces-support@external.cisco.com)
2. Add a service contract to the existing CMX Engage subscription: Reseller partners will need to update existing CMX Engage and CMX Cloud subscriptions in CCW. Please see the **Change Subscription – Adding Support to CMX Engage Subscriptions** section below to view details on how to modify Cisco CMX Engage and CMX Cloud subscriptions to add a support SKU and the contract required for proper entitlement for Cisco Technical Assistance Center (TAC) support. Adding the support contract to an existing subscription is a **\$0** change.

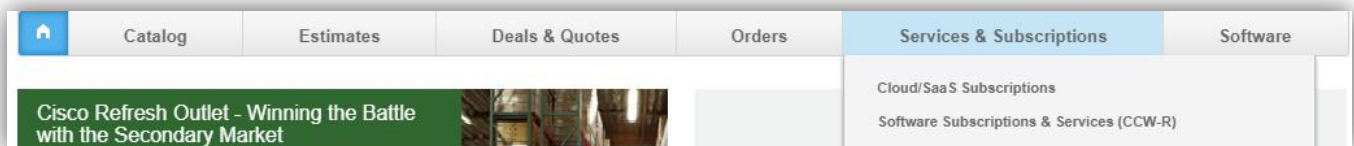
After the support SKU is added, proper support contract and entitlements will be generated, and customers will be able to contact TAC, as per above instructions

## Change Subscription – Adding Support to CMX Engage Subscriptions

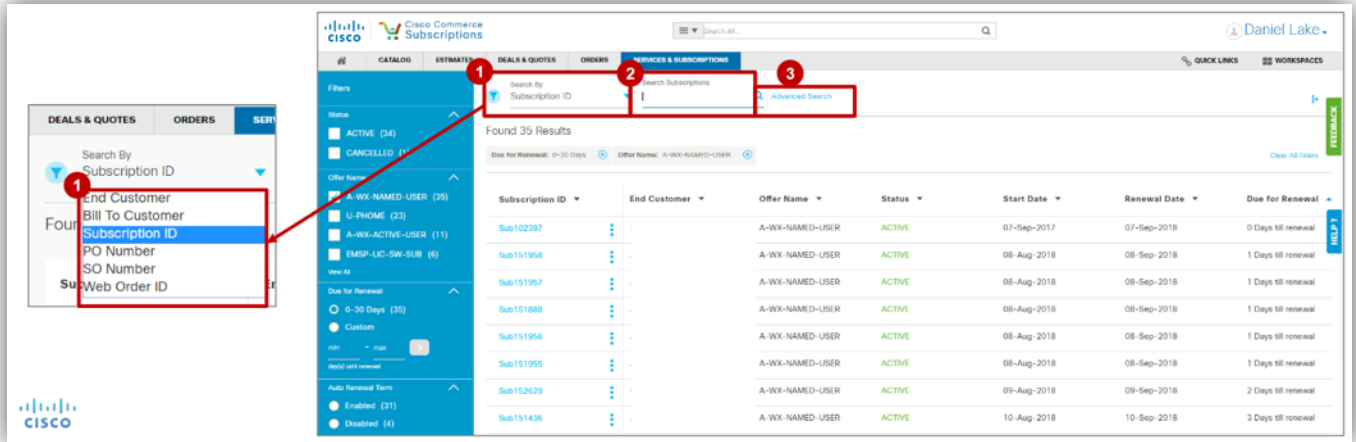
Cisco Commerce Workspace (CCW) provides the capability to manage subscriptions for your Active Orders and Subscriptions. This document will guide you through the process involved to modify your subscriptions to add a \$0 support SKU, necessary to generate a contract that will provide entitlement for Cisco Technical Assistance Center (TAC) support for customers with CMX Cloud or CMX Engage subscriptions that have already migrated to using Cisco Spaces.

*To Modify Subscription to add the Cisco Spaces support SKU:*

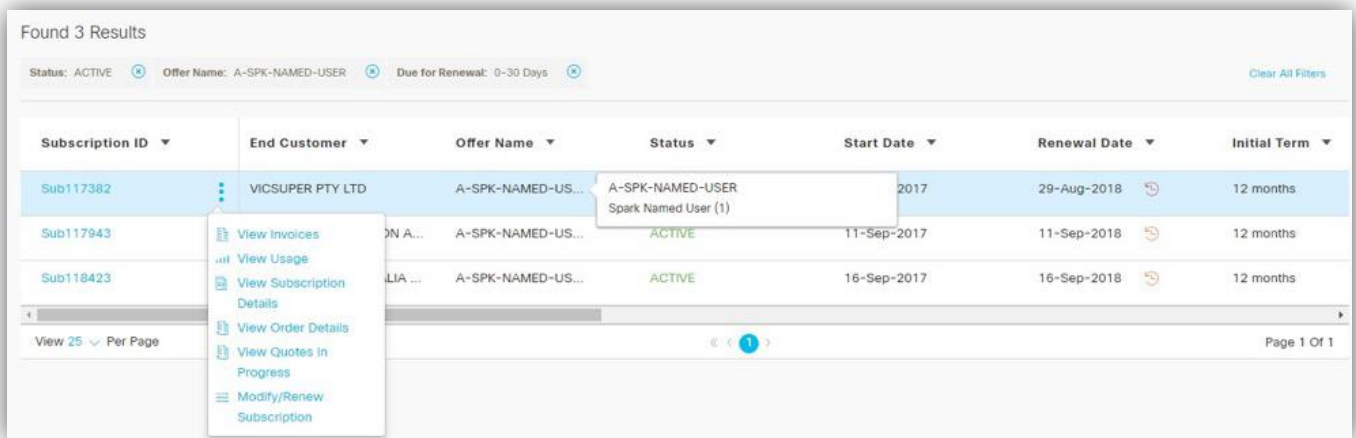
1. Log into the SaaS Portal by clicking on **Cloud/SaaS Subscriptions** under the **Services and Subscriptions** tab (or click [here](https://ccrc.cisco.com/subscriptions/landing) to access the Portal directly <https://ccrc.cisco.com/subscriptions/landing>).



- To search for a specific subscription, click on the arrow to select the search criteria. In the **Search Subscription Data**, enter the search term to find the required subscription. To narrow-down the search data and search for a subscription, click the **Advanced Search** to open the pop-up with the additional search options.



- To initiate a **Change Subscription** transaction, click on the three vertical dots ( ) next to the desired subscription and select **Modify/Renew Subscription**.



- Alternately, if you click on the **Subscription ID**, you can view details of the subscription.
- You can review the existing Subscription and determine if the **SVS-DNAS-SUP** service item is already associated with the subscription. If it is, then no further action is required. If not, you must modify the existing subscription.

Provisioning Details Complete <a href="#">View Provision Info</a>		One Time Discount Applied No				
Items	PO Line Reference	Qty	Unit List Price (USD)	Total Discount (%)	Unit Net Price (USD)	
AIR-CMX-CLOUD CMX as Cloud delivered Software as a Service (SaaS) offer	--	1				
AIR-CMX-SVC-ENG CMX Engage Subscription License	--	1 Access Point	Per Access Point / Month		0.00 Per Access Point / Month	
SVS-DNAS-SUP DNA Spaces Software Subscription bundle Support	--	1 Each	0.00 Per Each / Month		0.00 Per Each / Month	

6. Click on the **Modify/Renew Subscription** button to initiate the change to your subscription.

My Subscriptions

CMX as Cloud delivered Software as a Service (SaaS) offer (AIR-CMX-CLOUD) Modify/Renew Subscription

Subscription ID: Sub195270 | Effective For: 36.00 Months from 07-Dec-2018 to 06-Dec-2021 | Automatically Renews For: No Auto Renewal | End Customer: TEST NOT REAL

Status: ACTIVE | Billing Frequency: Prepaid | Monthly Cost: USD | Billing Amount (Prepaid Term): --

Summary | History | Invoices | Usage | Manage Contacts | Quotes In Progress | Manage Payment Details

Bill Day: 4th of the Month, Prepaid for the entire term | Billing Preference: Bill Day of Month

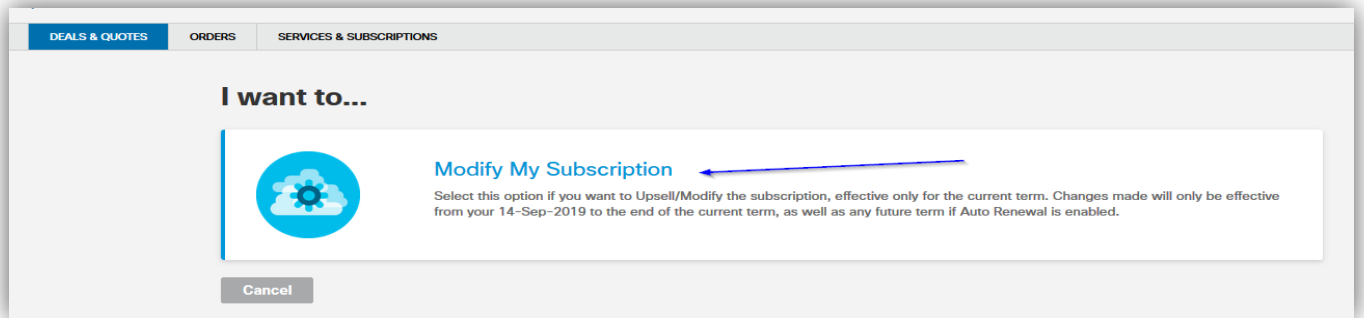
Payment Method: PO | Purchase Order Number: PO-DNAS-2 | Payment Term: 30 NET

Current Open Balance: USD

Provisioning Details: Complete | One Time Discount Applied?: No

Items	Qty	Unit List Price (USD)	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)
AIR-CMX-CLOUD CMX as Cloud delivered Software as a Service (SaaS) offer	1					
AIR-CMX-SVC-ENG CMX Engage Subscription License	4 Each			Per Each / Month	--	Prepaid

7. Please note that the One Time Discount label in the items lets you know if a One Time Discount has been applied to the subscription. If One Time Discount is set to “Yes,” and you start the change subscription process, then a warning message displays that the discounts for the subscription were applied as a one-time discount and that proceeding further will require new discount negotiations with Cisco.
8. Click **Proceed** if you wish to continue.
9. After clicking on **Modify/Renew Subscription**, the details page displays the actions you can take. Select **Modify My Subscriptions**.



10. After selecting **Modify My Subscription**, check to see if the new support SKU (**SVS-DNASSUP**) displays.

**Modify Quote for Sub135992 (Deal ID: 41037924) has been automatically created. (C0997)**

**Modify Configuration**

**Requested Terms and Billing** Global Price List (USD)

<b>Requested Change Date</b> 14-Sep-2019	<b>Requested For</b> 5.07 Months From 14-Sep-2019 To 15-Feb-2020	<b>Automatically Renews For</b> 12 Months On 16-Feb-2020	<b>Billing Frequency</b> Prepaid Term
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**Configuration Summary**

**CMX Cloud**

SKU	Qty	List Price
AIR-CMX-SVC-ENG	100 Access Point	\$12,0000 Per Access Point/Month

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**Service**

SKU	Qty	List Price
SVS-DNAS-SUP	1 Each	\$0.00 Per Each/Month

**CMX Cloud**

AIR-CMX-CLOUD > CMX Cloud

**CMX Engage**

Access Point	SKU	Description	Unit List Price (USD)	Action
100	AIR-CMX-SVC-ENG	CMX Engage Subscription License	\$12,0000 Per Access Point/Month	

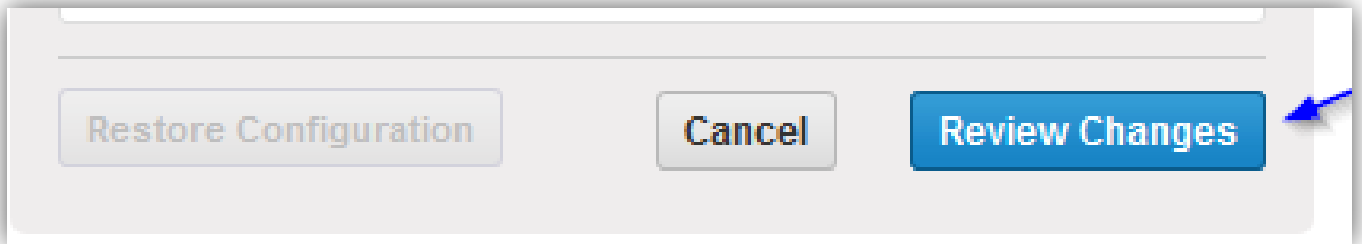
**CMX Engage Advance**

Access Point	SKU	Description	Unit List Price (USD)	Action
Qty	AIR-CMX-SVC-ENG-AD	CMX Engage Advanced Subscription License	Enter Qty to see List Price Per Access Point/Month	

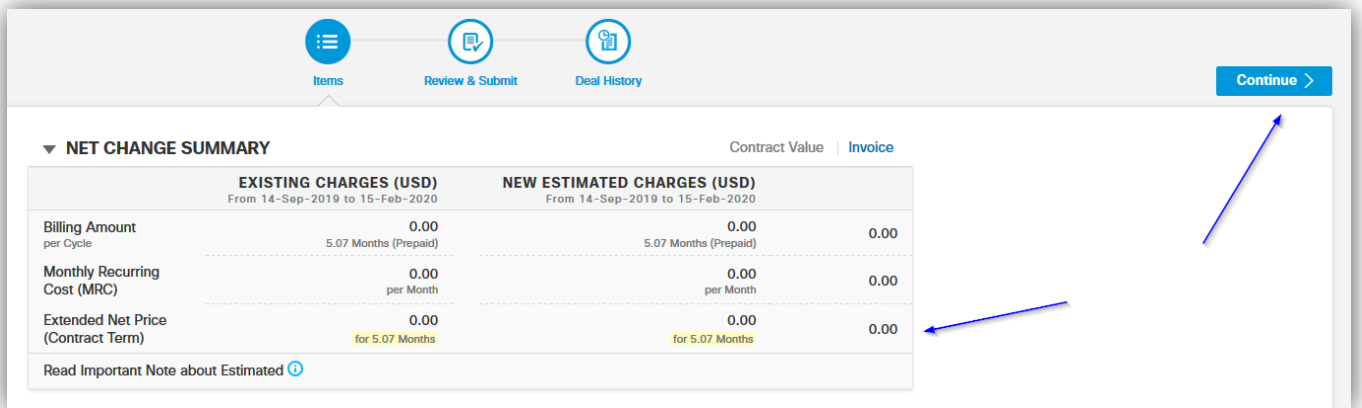
**Subtotal: \$14,400.00**

Restore Configuration    Cancel    **Review Changes**

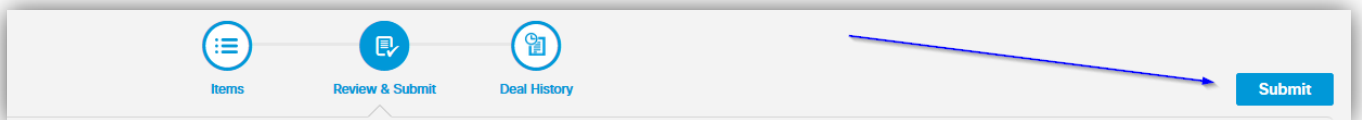
11. If the new SVS-DNAS-SUP SKU is not showing up, then you can trigger the addition by retyping in the quantity of the licenses that were on the subscription (do not change the quantity, just re-enter the existing quantity). This will ensure that the new SVS-DNAS-SUP SKU shows up.
12. Click **Review Changes** to view summary of changes. Click **Done** to review any other messages that display.



13. Review and confirm that there are no new charges. The SVS-DNAS-SUP SKU is a \$0 add-on to generate a service contract to use when calling TAC for support.
14. Click **Continue** to confirm.




15. Review and click **Submit** to submit the changes.



16. Click **Create Order** and submit changes.





**Your Quote has been successfully submitted and approved.**

Deal ID 37740315	End Customer [Redacted]
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[Back to Quote](#)[Create Order](#)

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). The RSS feeds are a free service.

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