

# CISCO SECURE ACCESS by DUO

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## About CISCO

CISCO SYSTEMS INC. IS THE WORLDWIDE LEADER in networking for the Internet. The company was founded in 1984 by two computer scientists from Stanford University seeking an easier way to connect different types of computer systems.

Cisco's networking solutions connect people, computing devices and computer networks, allowing people to access or transfer information without regard to differences in time, place or type of computer system.

So, as you explore the possibilities for your business, start at the beginning. Cisco Systems built the Internet, so we know exactly what it takes to get your business online.

## Integration in Cloud Marketplace

This guide will tell you how to provision CISCO service. To make the provisioning possible you **must** provision the CISCO Reseller account first.

- **CISCO Reseller Account** – can be provisioned only once under a reseller.
- **CISCO Secure Access by DUO** - can be provisioned only once per company / reseller level.

Cisco services structure table:

Product name	Parent	Dependencies	One per Parent
<b>CISCO Reseller Account</b>	Reseller	NONE	YES
<b>CISCO Secure Access by DUO</b>	Reseller or Company	<b>CISCO Reseller Account</b>	YES

-CISCO Reseller Account service provisioning

1. Go to your Reseller account in the hierarchy tree
2. Click on Available services and select - **CISCO Reseller Account** service from the list of available services
3. Go to the Configuration tab and pre-fill required information, then click next and finish.

### ▼ Details

<b>Organization Name *</b>	<input type="text" value="YOUR COMPANY NAME"/>
<b>Cisco Account</b> <small>Cisco Disti Reseller account (DRAN). Unique value</small>	<input type="text"/>
<b>Contact Name *</b> <small>Business contact Name</small>	<input type="text"/>
<b>Contact Email *</b> <small>Business contact email address</small>	<input type="text" value="name.surname@example.com"/>
<b>Contact Telephone *</b> <small>Telephone number must be at least 6 digits</small>	<input type="text"/>

4. Provisioning will be completed during 1-2 minutes.

▼ DETAILS

Organization Name	MegaCiscoResseler
Cisco Account	10905561
Contact Name	Reseller Name
Contact Email	admin@MegaCiscoResseler.csp
Contact Telephone	34546763456

**BE AWARE! “CISCO Secure Access by DUO” can’t be ordered without Cisco account. In this case you can’t leave Cisco Account empty.**

## CISCO Secure Access by DUO

1. Go to your Reseller or Company account in the hierarchy tree
2. Click on Available services and select **"CISCO Secure Access by DUO"** service from the list of available services
3. Go to the Configuration tab and pre-fill required information

<b>Seats *</b> License quantity (Min: 1, Max: 500)	<input type="text" value="1"/>
<b>Secure Access type *</b> Duo edition	<div>DUO-MFA</div> <div>Standard Cisco Duo MFA edition</div>
<b>Information</b>	Support SKU <b>SVS-CMD-SUP-B</b> is included with the same amount of seats
<b>Cisco Account</b> Your Cisco reseller account (DRAN)	<input type="text" value="REDACTED"/>
<b>Contact Email *</b>	<input type="text"/>
<b>Contact First Name *</b>	<input type="text"/>
<b>Contact Last Name *</b>	<input type="text"/>
<b>Contact Telephone *</b> Telephone number must be at least 6 digits	<input type="text"/>
<b>Provisioning Contact Email *</b> Provisioning or technical contact email address	<input type="text"/>

4. It can take Cisco up to 72 hours to complete the provisioning.



## Thank you for ordering

The provisioning of the service may take up to 72 hours. Please wait...

[Go to created service](#)

### Billing

**CISCO Secure Access by DUO** – annual prepaid, prorated if during the subscription lifecycle number of seats needs to be increased.

## Limitations

Services can be provisioned only once, one of the two per customer.

It is not possible to decrease the quantity of seats:

<b>Seats *</b> License quantity (Min: 1, Max: 500)	<div>Decreasing for subscription is not allowed</div> <div>3  </div> <div> </div>
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Not possible to “downgrade” Secure Access type.

<b>Secure Access type *</b> Duo edition	<div>Not possible to downgrade DUO-BEYOND. Please use RENEW action, downgrade will be on subscription RENEW</div> <div>DUO-ACCESS </div> <div> </div> <div>Standard Cisco Duo Access edition</div>
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<b>Secure Access type *</b> Duo edition	<div>SKU downgrade to DUO-MFA not possible in the middle of subscription.</div> <div>DUO-MFA </div> <div> </div> <div>Standard Cisco Duo MFA edition</div>
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Not possible to change types during subscription life cycle:

- From DUO-BEYOND to DUO-ACCESS
- From DUO-BEYOND to DUO-MFA
- From DUO-ACCESS to DUO-MFA

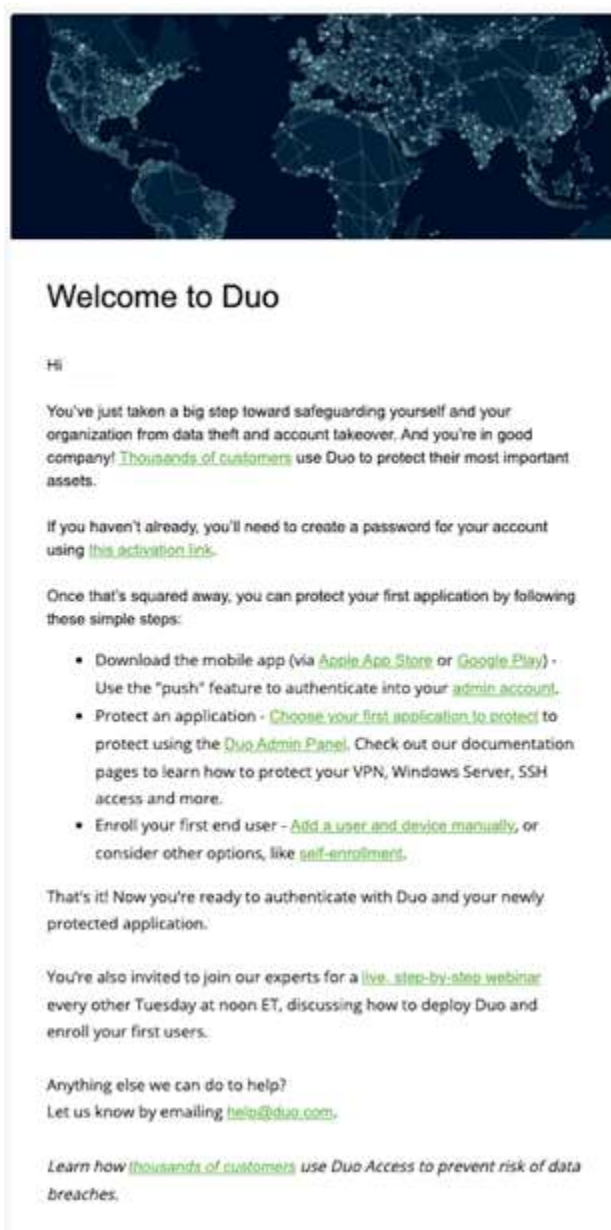
## FAQ

Q: Can the service be ordered for an End Customer in CMP?

A: Yes, service is available both on Reseller and Company levels, but can be provisioned only once per customer.

Q: What should I do next after “**CISCO Secure Access by DUO**” subscription is provisioned?

A: You will receive a welcome email from CISCO which will contain information about your subscription.



Q: Is TRIAL available?

A: No, services don't have TRIAL.

Q: How to increase or decrease seat amount?

A: You can increase seats any time. But Decreasing is not possible.

Q: If I want to have the same quantity of seats next year, what do I need to do?

A: No need to do anything, subscription with the same seat amount will be renewed automatically.

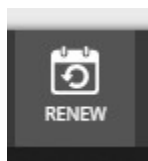
Q: If I need to downgrade or decrease seat quantity, how can I do it?

A: It is possible to downgrade or decrease seat quantity only on RENEW. Set configuration before actual renew date.

Renew date and action in the Marketplace:

▼ COMMITMENT DETAILS	
Auto-renew	Renew
Prepaid period end date	2023-02-16 00:00 (UTC)

RENEW action configuration:



### Renew Configuration

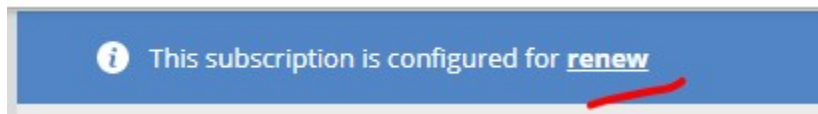
<b>Seats *</b> License quantity (Min: 1, Max: 500)	<input type="text" value="4"/>
<b>Secure Access type *</b> Duo edition	<input type="text" value="DUO-MFA"/> Standard Cisco Duo MFA edition

OK Cancel



Q: Is it possible to change RENEW configuration after the initial setup?

A: Yes, you can change it before actual RENEW date at any time.



Q: How can I cancel a subscription?


A: Set to scheduler termination.

## Subscription termination

You are about to terminate **1** subscription(s) of **Activ Réseaux**.  
By terminating **Cisco DUO** you'll delete all subscription information.



**!** **Cisco DUO** can't be terminated before **16 February 2023 00:00(UTC)** because it has or it contains **1** subscription(s) with a minimum contract period.

Subscriptions to terminate:

 Cisco DUO (5)

**Minimal Contract End Date:** 16 February 2023 00:00(UTC)

**Minimal Contract Period**

☒ Terminate on **16 February 2023 00:00** ☐ Schedule termination  

**!** Once terminated, the subscription can't be restored and all the information will be deleted from servers! Recreating the same subscription will not bring back the content.

Q: Is early termination possible for subscriptions?

A: No. Early termination is not possible.