



# Support and Maintenance Programs

## Ordering Guide for Identiv Connected Physical Access Manager (ICPAM)

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## Table of Contents

<u>What are Identiv's Support and Maintenance Programs for ICPAM?.....</u>	<u>3</u>
<u>Where do I purchase Software Support and Hardware Maintenance</u>	
<u>Agreements for ICPAM deployments? .....</u>	<u>3</u>
<u>Why is Cisco not directly supporting ICPAM or making Identiv Support and</u>	
<u>Maintenance Programs available for purchase through CCW? .....</u>	<u>3</u>
<u>Will my current service plan through Cisco continue or will I need to</u>	
<u>purchase a new plan through Identiv? .....</u>	<u>3</u>
<u>How long is the Standard Warranty period for Identiv-branded hardware?</u>	
<u>.....</u>	<u>3</u>
<u>What Support Programs for ICPAM are available through Identiv? .....</u>	<u>4</u>
<u>Software Support and Maintenance Agreements .....</u>	<u>4</u>
<u>Who do I contact when I have issues with software or hardware? .....</u>	<u>6</u>
<u>How do I contact Identiv Customer Support? .....</u>	<u>6</u>

## Support and Maintenance Programs Ordering Guide for ICPAM

### What are Identiv's Support and Maintenance Programs for ICPAM

The Software Support and Hardware Maintenance Programs are designed to provide ICPAM customers the ability to protect their investment beyond the initial service periods included with a new purchase of ICPAM hardware and software. The Software support program is an annual agreement that provides access to the latest software releases & updates and technical support. The Hardware Maintenance Program grants end users annual access to significantly discounted replacement hardware for post-warranty hardware replacements.

### Where do I purchase Software Support and Hardware Maintenance Agreements for ICPAM deployments?

To purchase ICPAM Software Support or Hardware Maintenance Agreements, please contact your Identiv Channel Sales Manager, Identiv Authorized Partner directly or email [cisco@identiv.com](mailto:cisco@identiv.com).

### Why is Cisco not directly supporting Identiv Connected Physical Access Manager (ICPAM) or making Identiv support and maintenance programs available for purchase via CCW?

Cisco has partnered with Identiv in order to offer the ICPAM product family of physical access components that are able to integrate into current Cisco Environments. Due to the nature of this partnership, extended support and maintenance programs are ONLY being offered through Identiv Sales Channels. For more information about extended support and maintenance programs, please contact your Identiv Channel Sales Manager or Identiv Partner directly, or email [cisco@identiv.com](mailto:cisco@identiv.com).

### Will my current service plan through Cisco continue or will I need to purchase a new plan through Identiv?

When migrating from CPAM to ICPAM, it is important to understand the following:

- Pre-Existing CPAM Extended **Hardware** Contracts with Cisco
  - Extended hardware service contracts purchased through Cisco will still be honored and handled by Cisco directly for the duration of the contract. Cisco will continue to provide Level 1 support responsibility for CPAM gateway hardware. The customer will continue to contact Cisco for issues related to the Cisco Gateway and support remains the same for hardware components, even when a customer migrates to ICPAM software.
- Pre-Existing CPAM Extended **Software** Contracts with Cisco
  - For customers who migrated from CPAM to ICPAM, they will need to contact the Cisco Account Manager to initiate the formal process for a credit back for the termination of their Smartnet contract. The credit back is subject to approval from Cisco.

### How long is the Standard Warranty period for Identiv-branded hardware?

Identiv branded hardware is covered for 12 months from the original purchase date. During this Standard Warranty period, Identiv will provide replacement hardware for defective products that were installed and used in a professional manner consistent with accepted industry terms. For more information, please read [Identiv Limited Warranty Information](#).

## What Support Programs for ICPAM are available through Identiv?

There are two (2) different Maintenance Agreements available, giving the customer the ability to customize the Support Program that best matches their system and desired coverage:

### Software Support and Maintenance Agreements

ICPAM yearly Software Support License Agreements include access to technical support, maintenance, and the latest releases and updates. To determine the correct software Maintenance Program, it is important to know the number of Modules that are in a customer's ICPAM environment.

#### What is a Module?

A module, in the simplest definition, is a "door" within an ICPAM environment. A "door" includes all inputs and outputs that are connected to the EM-100 Controller, as well as the reader, reader connection, exit reader module and exit reader. Additionally, expansion boards that connect to Mx-4 and Mx-8 Controllers, Alarm Expansion Board (AEB8) and the Relay Expansion Board (REB8), are considered modules and each require a software license.

**Table 1. ICPAM Yearly Support Agreement Options**

CISCO PART NUMBER (PID)	PRODUCT	DESCRIPTION	PRODUCTS COVERED
ICPAM-SAM-YRLY-1-8	Yearly Support and Maintenance for ICPAM - up to 8 modules	ICPAM yearly Software Support Agreement for technical support, maintenance, new releases and updates	All version of ICPAM Software
ICPAM-SAM-YRLY-9-16	Yearly Support and Maintenance for ICPAM - up to 16 modules	ICPAM yearly Software Support Agreement for technical support, maintenance, new releases and updates	All version of ICPAM Software
ICPAM-SAM-YRLY-17-32	Yearly Support and Maintenance for ICPAM - up to 32 modules	ICPAM yearly Software Support Agreement for technical support, maintenance, new releases and updates	All version of ICPAM Software
ICPAM-SAM-YRLY-33-128	Yearly Support and Maintenance for ICPAM - up to 128 modules	ICPAM yearly Software Support Agreement technical support, maintenance, new releases and updates	All version of ICPAM Software
ICPAM-SAM-YRLY- 129-512	Yearly Support and Maintenance for ICPAM - up to 512 modules	ICPAM yearly Software Support Agreement technical support, maintenance, new releases and updates	All version of ICPAM Software

ICPAM-SAM-YRLY-513-1024	Yearly Support and Maintenance for ICPAM - up to 1024 modules	ICPAM yearly Software Support Agreement technical support, maintenance, new releases and updates	All version of ICPAM Software
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Additional support programs are available for the following licenses:

- EAI - Enterprise Data Integration
- High Availability - High Availability
- Web API - Web Application Program Interface
- Badge Designer

**Table 2. Additional Software Support Product Options**

CISCO PART NUMBER (PID)	PRODUCT	DESCRIPTION	PRODUCTS COVERED
ICPAM-EAI-YRLY	Yearly Support and Maintenance for EAI	ICPAM yearly support for maintaining ICPAM EAI, includes updates to EAI and Technical Support	EAI Service
ICPAM-HA-YRLY	Yearly Support and Maintenance for High Availability	ICPAM yearly support for maintaining ICPAM HA, includes updates to the HA Services and Technical Support	High Availability Service
ICPAM-API-YRLY	Yearly Support and Maintenance for WEB API	ICPAM yearly support for maintaining ICPAM Web API, includes updates to the API and Technical Support	ICPAM Web API
ICPAM-BADGE-YRLY	Yearly Support and Maintenance for Badge Designer	ICPAM yearly support for maintaining ICPAM Badge Designer, includes updates to the Designer and Technical Support	Badge Designer

**CPAM to ICPAM Migration Service**

Identiv’s Migration Service is available to Cisco Physical Access Manager (CPAM) customers looking to migrate from CPAM/ICPAM to the upgraded version of ICPAM, Identiv Connected Physical Access Manager (ICPAM). Identiv’s Upgrade as a Service provides customers the ability to upgrade in a safe, controlled environment during off-business

hours. For more information about the CPAM to ICPAM Migration Service, please contact your Identiv Channel Manager or email [cisco@identiv.com](mailto:cisco@identiv.com).

**Table 3. CPAM to ICPAM Migration Service**

CISCO PART NUMBER (PID)	PRODUCT	DESCRIPTION	PRODUCT COVERED
ICPAM-DBUP-NSA	CPAM to ICPAM Migration Service	Offsite migration from a current CPAM deployment to the latest version of ICPAM	Current CPAM deployments running version 1.5.3 or any version of ICPAM

**Who do I contact when I have issues with software or hardware?**

When a user/client has an issue with their ICPAM software or any of the Identiv-branded hardware connected to an ICPAM environment, they will need to contact Identiv Customer Support.

**How do I contact Identiv Customer Support?**

Identiv Customer Support can be reached toll free at +1 888-809-8880 or by email at [support@identiv.com](mailto:support@identiv.com).

**Table 4. Standard Coverage Hours of Operation**

IDENTIV ICPAM CUSTOMER SUPPORT COVERAGE	HOURS OF OPERATION	PRODUCTS COVERED
24 hours/5 days a week	Start: Sunday, 7:30 P.M. PST End: Friday, 5:00 P.M. PST	EM-100 Controller, Mx Controller, Expansion Boards, Exit Reader Modules and TS Readers

**ICPAM Hardware Replacement Agreement**

The Hardware Replacement Agreement is a yearly subscription that grants the customer the ability to replace *out-of-warranty* Identiv branded hardware with no out of pocket expense. Additional benefits include advanced replacement and overnight shipping.

**Table 5. Hardware Replacement Agreement Product Options**

IDENTIV PART NUMBER	PRODUCT	DESCRIPTION	PRODUCTS COVERED
ICPAM-HWR-YRLY-8	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 8 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories

ICPAM-HWR-YRLY-16	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 16 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories
ICPAM-HWR-YRLY-32	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 32 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories
ICPAM-HWR-YRLY-128	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 128 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories
ICPAM-HWR-YRLY-512	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 512 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories
ICPAM-HWR-YRLY-1024	Yearly Replacement Agreement	Yearly Agreement to Replace Out of Warranty HW with NEW HW for 1024 up to Modules	Identiv Branded HW including Mx & EM-100 Controllers, Readers, Expansion Boards and Modules and accessories

### For More Information

Visit [identiv.com/icpam](http://identiv.com/icpam) or contact your local account representative for more information about Identiv Physical Access Manager (ICPAM).