

Question	Response
When is the BGPmon End of Sale and End of Live Announcement	January 31, 2019
When is the BGPmon End of Sale	March 1, 2019
When was the original the BGPmon End of Life	March 1, 2020
When is the revised BGPmon End of Life	August 31, 2020
When is the BGPmon End of Existing Service / Support	For customers with active and valid BGPmon.net subscriptions, the service will be available until the termination date of the contracted subscription term, even if this date exceeds the End of Life. For all other customers the End of Life is the last date that the service will be accessible.
Who do I contact if I have further questions not answered in this FAQ	Please email cni-sales@cisisco.com , we will respond as quickly as possible.
What is the replacement product for BGPmon.net	Cisco have created a new product called Crosswork Network Insights For more information about how to purchase Crosswork Network Insights, please contact cni-sales@cisisco.com If you would like to Trial Crosswork Network Insights please contact us via email
If I am a Paid customer of BGPmon.net do I automatically get a Trial	No, A Trial request must be made via two methods 1) Via your Cisco Account representative or your Partner Channel representative. 2) Via an email to the cni-sales@cisisco.com We will be publishing a Trial Signup Form on Cisco.com to enable users to request a Trial.
Is Crosswork Network Insights the same as BGPmon	No, Crosswork Network Insights is different to BGPmon. We have made efforts to make the transition as smooth as possible however there may be some user experiences that differ. The new application has documentation online to help users follow the process for configuration of the new service. Whilst Crosswork Network Insights has similar features to BGPmon the application will diverge with new features and will continually be added to based on subscribers requirements. We are Cloud SaaS product and we aim to keep our customers satisfied.
What if I decide I do not want to move to Crosswork Network Insights	You need not take any action. If you would like to have your existing BGPmon.net account and data purged prior to End of Life please contact us at eol@bgpmon.net
Will my BGPmon.net identity be migrated to Crosswork Network Insights	No, BGPmon.net accounts and identity use a different system to Cisco Crosswork Network Insights. Subscribers will be notified by email on how to access any Paid, Trial or Free service for Crosswork Network Insights.
Will my BGPmon.net configuration be migrated to Crosswork Network Insights	No, BGPmon.net configuration is not compatible with Crosswork Network Insights. It should be noted that the new software does support a bulk IP Prefix import feature. The new service has an Express Configuration to help users initially get started. Users can also request help from their Cisco Customer Experience team if they have a direct relationship with Cisco. Users can raise help requests from within the application using the Support and Feedback feature, or alternatively can directly email ask-cni@cisisco.com for help in getting started.
What if I am a Paid customer of BGPmon.net can I move to Crosswork Network Insights	Support for existing paid BGPmon.net customers on Crosswork Network Insights will be made open on February 01, 2019 or unless otherwise advised on the BGPmon.net site. Access will be provided in the form of a 1 month trial. For more details please contact us on cni-sales@cisisco.com
What if I am a Free customer of BGPmon.net can I move to Crosswork Network Insights	Support for free customers on Crosswork Network Insights will be made open on August 31, 2019 or unless otherwise advised on the BGPmon.net site.
Will Free customers on BGPmon.net get the same service on Crosswork Network Insights	Crosswork Network Insights is not the same product as BGPmon.net. Free users of Crosswork Network Insights will be provided support for 5 prefixes per organization per existing BGPmon.net. The new application provides basic feature parity with BGPmon.net for the Free user tier.
Will PeerMon customers be supported on Crosswork Network Insights	Existing Free and Paid BGPmon.net PeerMon customers will be migrated to Crosswork Network Insights, should they choose to. Configuration and settings for PeerMon will not change and the customer need not reconfigure their existing PeerMon settings on their own routers. Support for existing Free PeerMon customers will be assured on the new platform when access is made available.
Will PeerMon configuration be supported on Crosswork Network Insights	Existing PeerMon configuration will be migrated to Crosswork Network Insights. BGPmon.net and Crosswork Network Insights will share this common infrastructure until otherwise advised.
Do I need an account on Crosswork Network Insights	No, Until August 31, 2019, Crosswork Network Insights will only support trial or new paid customers. We will provide paying BGPmon.net customers with a full feature 3 month Trial based on their existing subscribed IP Prefix count. If the customer chooses to not continue with a paid subscription to Crosswork Network Insights, the subscription will be down-graded to a free tier subscription and their configuration reset to default. Prior notice will be provided in the event of a subscription downgrade.
What Protocols does Crosswork Network Insights Support	BGP version 4, BMP will be supported in the near future (date yet to be committed)
Can I purchased Crosswork Network Insights as an on premise software tool	No, Crosswork Network Insights is only available as a Cloud SaaS offering.
Can I collect BGP from with my own network	Yes, however this feature is not yet available, ETA March 2020
Can I connect my Internet Peering Routers to Crosswork Network Insights	Yes, however this requires an email request to our support team, we are working on providing a Peering UI page that will automate this process shortly. ETA March 2020
Do you support NetFlow	Not yet, this is planned for future releases.
What notification methods do you support	We Support Email, SMS and Syslog File dump via AWS S3 storage, Webex Teams and Slack Channel. Other notification end points can we developed on request.
Is there a configuration migration for BGPmon Customers	No. Our Cisco Customer Experience teams can help if you are unable to migrate your requirements or if you need resourcing assistance.
Is there an automated migration path for BGPmon Customers	No, Migration for BGPmon customers is in two parts, a) configuration b) account and subscription Since Crosswork Network Insights is a new Cloud Service with no links to BGPmon, the customer will be required to go through a manual migration. Unlike BGPmon, the configuration of Crosswork Network Insights has been simplified with Policies to ease the configuration required across large numbers of IP prefixes.
Is there a manual migration path for paid BGPmon Customers	Yes, BGPmon customers will be permitted to use the new Crosswork Network Insights platform for the remainder of their BGPmon subscription. Customers who's BGPmon subscription has expired will be permitted to use a 1 month trail subscription. Please email cni-sales@cisisco.com for more information
Is there a price difference between BGPmon and Crosswork Network Insights	Yes, Please contact your Cisco Account Manager or Cisco Partner for more details on the pricing model. If you have any additional questions please contact cni-sales@cisisco.com .