

## FREQUENTLY ASKED QUESTIONS

# Trustwave Vulnerability Management is moving to the Trustwave Fusion platform

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This Frequently Asked Questions (FAQ) document is designed to address common questions related to the upgrade of your Trustwave Vulnerability Management (TVM) from the Trustwave TrustKeeper portal to the Trustwave Fusion platform.

**Q: Why is my Trustwave TrustKeeper account being upgraded to the Trustwave Fusion platform?**

**A:** Trustwave is proactively upgrading customers from the Adobe Flash Player based Trustwave TrustKeeper portal to our next generation, cloud-based Trustwave Fusion platform prior to the end-of-support date for Adobe Flash.

**Q: What are the benefits of the Trustwave Fusion platform?**

**A:** The [Trustwave Fusion](#) platform enables you to meet your needs today, but importantly enables you to meet your needs for tomorrow. Today, the platform powers our Security Testing Services (STS) and Managed Security Services (MSS) by delivering:

- Complete visibility and centralized control
- Support for multi-cloud and diverse environments
- Access to powerful threat intelligence
- Support for third party data and products
- Deep insights through advanced reporting

**Q: Where can I learn more about the new platform?**

**A:** You can learn more about the [Trustwave Fusion](#) platform via our website and/or [news release](#).

**Q: Is anything needed from me?**

**A:** No. Trustwave will handle upgrading your account. However, once your account upgrade is complete, you'll login to [Trustwave Fusion](#) to schedule your scans.

**Q: Will migration occur if I am in the middle of a scan?**

**A:** No, Trustwave will not upgrade your account until your scan is completed.

**Q: How will I know when the migration is complete?**

**A:** Upon completion of migration, you will receive a system-generated email notification of completed migration.

**Q: When can I start using the Trustwave Fusion platform?**

**A:** You can begin using the [Trustwave Fusion](#) platform when your data has been migrated and your account has been upgraded and provisioned. Once this occurs you will receive a system-generated email with instructions on how to access your Trustwave Fusion platform account.

**Q: Will I need to establish a new username and password for the Trustwave Fusion platform?**

**A:** No. You will be able to access the [Trustwave Fusion](#) platform using your existing username and password.

**Q Will I experience downtime with my scanning operations?**

**A:** Maybe. If you have an Internal Vulnerability Scanning (IVS) hardware, we will be upgrading those devices at the same time we upgrade your TrustKeeper account. Migration of IVS devices can take up to 24 hours.

**Q: What will happen to my reports from previous tests?**

**A:** Reports from your completed tests, dating back three years, have been transferred to the Trustwave Fusion platform and can be found inside the “Migrated” folder located in your “File Cabinet”. To access this folder login to the Trustwave Fusion platform, click on “Support”, “File Cabinet”, and select the “Migrated” folder from the drop-down list in the left-hand corner of the screen.

**Q: Will I have access to reports older than three years?**

**A:** Once your account has been migrated to the Trustwave Fusion platform you will have read-only access, and the ability to download older reports through December 31, 2020.

**Q: Where can I locate documentation for the Trustwave Fusion platform?**

**A:** Quick User Guide” is assessible by clicking “Support”, “File Cabinet”, and select the “Security Testing” folder on the left-hand side of the screen. This guide provides instruction on how to purchase projects and set up your tests immediately. Complete documentation is also available in the "Security Testing" folder.

**Q: Does the Trustwave Fusion platform offer the ability to chat live with support personnel?**

**A:** Yes. You will have the ability to initiate a support session via the Trustwave Fusion chat feature.

**Q: What is the upgrade schedule?**

**A:** Trustwave TVM customers will be upgraded in batches beginning in June 2020.

**Q: What if I have additional questions?**

**A:** If you have questions, need guidance, or any additional support please contact [TVMMigration2020@trustwave.com](mailto:TVMMigration2020@trustwave.com).