Managed Security Testing Services Migration to Trustwave Fusion Platform FAQ

This Frequently Asked Questions (FAQ) document is designed to address common questions related to the migration from the Trustwave TrustKeeper platform to the Trustwave Fusion platform.

Q: Why am I being migrated from TrustKeeper 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: 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 you are provisioned. Once provisioning 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 be able to toggle between TrustKeeper and the Trustwave Fusion platform?

A: You will be able to toggle between TrustKeeper and the Trustwave Fusion platform without re-entering your credentials and by simply clicking one of the labeled icons.

Q: What will happen to my funds in TrustKeeper?

A: As a current TrustKeeper customer, your active subscription and funds were transferred to the Trustwave Fusion platform and are ready for use towards new projects in the Security Testing module.

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: What will happen to my enrollments that I already scheduled?

> **A**: Active engagements during the time of migration will remain in TrustKeeper until completed. We will also move unused tests of active enrollments to the new platform. They are available to you by clicking "Security testing", "Jobs", "Set up".

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

> **A:** A "Quick User Guide" is assessable by clicking "Support", "File Cabinet", and select the "Security Testing" folder on the left-hand corner 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: What if I have additional questions?

> **A:** To contact support, log into the Trustwave Fusion platform. Select "Support", "Tickets" and submit a ticket under the "Security Testing" category identifying the assistance required.