CISCO SERVICES QUICK REFERENCE GUIDE

OPENING AND MANAGING SERVICE REQUESTS

➔ Information Needed to Create a Service Request

When opening a Service Request, the following information will be requested:

- Cisco.com (CCO) User ID
- Product serial number (if applicable)
- Service contract number
- Description of problem and symptoms (only one problem description per service request)

➔ Create a Service Request

There are multiple ways to open a TAC Service Request. Note: Severity 1 (S1) and Severity 2 (S2) cases MUST be opened by telephone

- **Via the Web:** Request cases quickly using Cisco Support Case Manager. In order to open a case online, the contract must be properly associated to the CCO ID being used to make the request

    https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case

- **Via the Phone:**

    For US and Canada dial - 1 800 553 2447

- **Via Email:** Please include all relevant information (CCO ID, Contract, Serial Number and problem description) to ensure timely and proper routing of your case. Send email requests to:

    tac@cisco.com

➔ Set Severity of Cisco Service Requests

All cases are automatically opened at Severity 3, unless otherwise specified.

- **Severity 1 (S1)** – An existing network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

- **Severity 2 (S2)** – Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Note: When a S1 and S2 case is opened via the phone, there will be a live hand off to an available engineer

- **Severity 3 (S3)** – Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4)** – You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Note: S3 and S4 cases will be picked up by the next available engineer. Initial response is not immediate and can vary between 1 and 24 hours. If more immediate assistance is needed, you may call into TAC to have your case requeued. Your TAC engineer will always have his or her on duty hours listed in their email signature.

➔ Manage Service Requests

- Cisco Support Case Manager – all cases (including those in open, pending, or closed status) can be viewed and managed through this web portal

- Cisco Technical Support App – This mobile support app is available for both IOS and Android devices. It can be downloaded directly from the respective app stores

➔ Service Request Escalation Procedures

If you have an open Service Request and are not satisfied with the support you are receiving, there are multiple ways in which you can and should escalate your case.

- Ask the assigned Engineer to engage more resources
- Ask to speak to the Engineers' direct Manager
- Call TAC at 1-800-553-2447 and ask for the TAC Duty Manager
- Raise the severity level on the case – only if the business impact has raised
- Contact your Cisco Account Team

➔ Cisco.com (CCO) ID Registration and Support

In order to open cases or access contract information, a valid Cisco.com ID is required.

- To create a CCO ID account, go to the link below and fill in the requested information. Once this is complete, you will receive a registration email. Be sure to follow the included instructions to fully complete your registration.

    http://tools.cisco.com/RPF/register/register.do

- To access your account, go to http://www.cisco.com/ and click "Log In" at the upper right hand corner of the page.
- Once you are logged in, you can manage your account by clicking "Account" from the upper right hand corner of the page
- From there, use the "Profile Manager" to add contracts to your profile and adjust your communication preferences

➔ Associate Contracts to a CCO ID

All applicable contract numbers need to be associated to the respective CCO IDs in order to open service requests, download software or view contract information. You can add contracts to your profile any of the following ways:

- Request your Cisco Reseller to have the contracts associated
- Through the "Profile Manger" mentioned in the previous section
- Email the Cisco.com team at web-help@cisco.com – be sure to include your CCO ID and contract numbers

➔ RMA Information

- **Service Order/RMA Status Tool** - http://tools.cisco.com/support/serviceordertool/home.svo
- **DOA (Dead on Arrival) Equipment -** defined as not powering up when removed from the box. If you receive a DOA shipment, contact your Cisco Authorized Reseller to initiate a return authorization. Do not use a SMARTnet contract to obtain a replacement, as unit shipped to a customer may be refurbished.
- Through the "Profile Manger" mentioned in the previous section
- **Warranty Replacement -** Contact your Cisco Reseller for all Warranty information

Product	Technical Assistance Center (TAC) Telephone	Cisco.com Web Support	Software Upgrades	Hardware Replacement (Without Engineer)	Equipment Covered
SMARTnet	Unlimited	Full Access	OS	Next Business Day 4 hours, 5 or 7 Days a wk 2 Hours 7 Days a Week	All
SMARTnet Onsite	Unlimited	Full Access	OS	Next Business Day 4 hours, 5 or 7 Days a wk 2 Hours 7 Days a Week	All
Smart Foundation - SMBS	Within 1 Business Day from SMB TAC	Smart Foundation Portal	OS Minor Software Updates	Next Business Day Ship Where Available	Limited
Software Application Support (SAS)	Unlimited	Full Access	Software Application Support + Minor Updates	Not Applicable	Not Applicable
Software Application Support Plus Upgrades (SAU)	Unlimited	Full Access	Software Application Support + Major and Minor Upgrades	Not Applicable	Not Applicable

Cisco Service Contract Options

NOTE: For proper entitlement, please make sure all chassis and components/cards are listed by serial number on your contract.

- **SNT** (SMARTnet 8x5Xnbd) **SNTE** (SMARTNET 8x5x4) **SNTP** (SMARTnet 24x7x4) **S2P** (SMARTnet 24x7x2)
- **CS** (On-Site 8x5xnbd) **C4S** (On-Site 8x5x4) **C4P** (On-Site 24x7x4) **C42** (On-Site 24x7x2)
- **Smart Foundation-SMBS** (for limited products, OS Minor Software Updates)
- **ESW** (UC Software Support + Minor Upgrades) **UCSS** (UC Major Upgrades)
- **SAU** (Software Support +Major/Minor Upgrades) **SAS** (Software Support + Minor Updates)
- **IPS Support: SU1** (8x5xnbd) **SU2** (8x5x4) **SU3** (24x7x4) **SU4** (24x7x2) ** Includes Signature Updates
- **SU01** (On-Site 8x5xnbd) **SU02** (On-Site 8X5X4) **SU03** (On-Site 24x7x4) **SU04** (On-Site 24x7x2) ** Includes Signature Updates

   If you have questions regarding a service level not listed above, please contact your either your Cisco Reseller or Cisco Account Team for additional details.

USEFUL LINKS

Cisco Support Case Manager	https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case
Cisco Support Communities	https://supportforums.cisco.com/
CISCO TAC FAQs	http://www.cisco.com/web/services/ts/access/index.html
CISCO TAC Tools & Resources	http://www.cisco.com/kobayashi/support/tac/tools.shtml
Software Download Center	http://www.cisco.com/cisco/web/support/index.html#~shp_download
License Registration	http://www.cisco.com/go/license
License Questions	licensing@cisco.com
Cisco Service Contract Center	http://www.cisco.com/web/services/ordering/cscc/index.html
For access, contact your Cisco Reseller	
Product Upgrade Tool	http://www.cisco.com/upgrade/
Serial # Formats/Label Finder	http://tools.cisco.com/Support/CPI/index.do
End of Life Information	http://www.cisco.com/en/US/products/prod_end_of_life.html
Security Advisories, Responses & Notices	http://www.cisco.com/en/US/products/products_security_advisories_listing.html
Product Quick Reference Guide	http://www.cisco.com/go/qrg
Product & Technology Documentation	http://www.cisco.com/kobayashi/support/tac/documentation.html
Product Support & Sample Configurations	http://www.cisco.com/en/US/partner/products/hw/tsd_products_support_home.html
Reference Network Design Guides	http://www.cisco.com/go/srnd