

Technical Support Reference Guide for Cisco Multicloud Defense (formerly Valtix) Products

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Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system through the Cisco® Technical Assistance Center (TAC). This document covers the Cisco.com user ID registration process, how to contact technical support, as well as how to manage your support case online.

We want you to know that this is only a change in the process through which you receive technical support. We at Cisco are committed to delivering the same high level of quality service that you are accustomed to receiving.

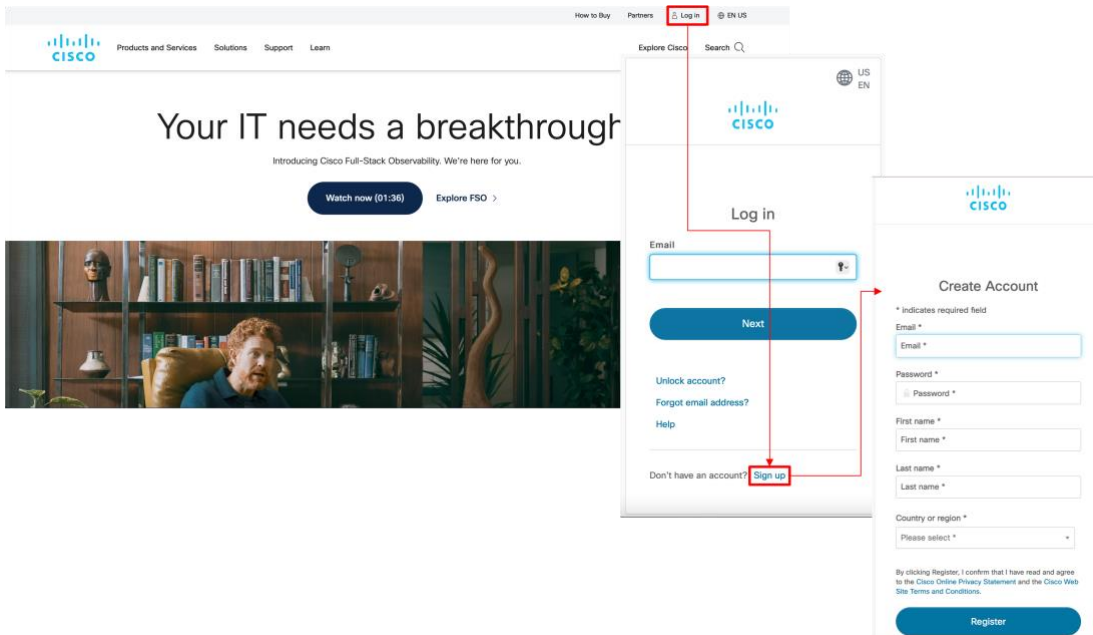
The Cisco TAC will allow you to:

- Open support cases by phone, web, or email 24 hours a day, 365 days a year
- Access Cisco's online support, including database of product and service information, support case tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Registration for a Cisco.com User ID

To contact Cisco Technical Support for questions or issues with your Cisco Security products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 4, as you do not need to reregister.

1. Navigate to www.cisco.com and click **Log in**. On the **Log in** screen, click **Sign up** to create your account.

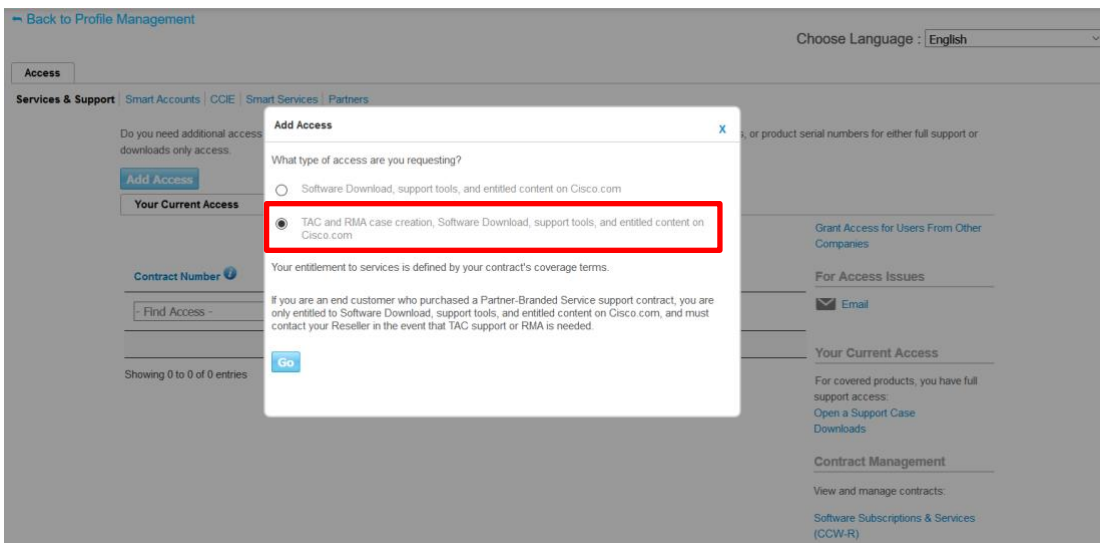
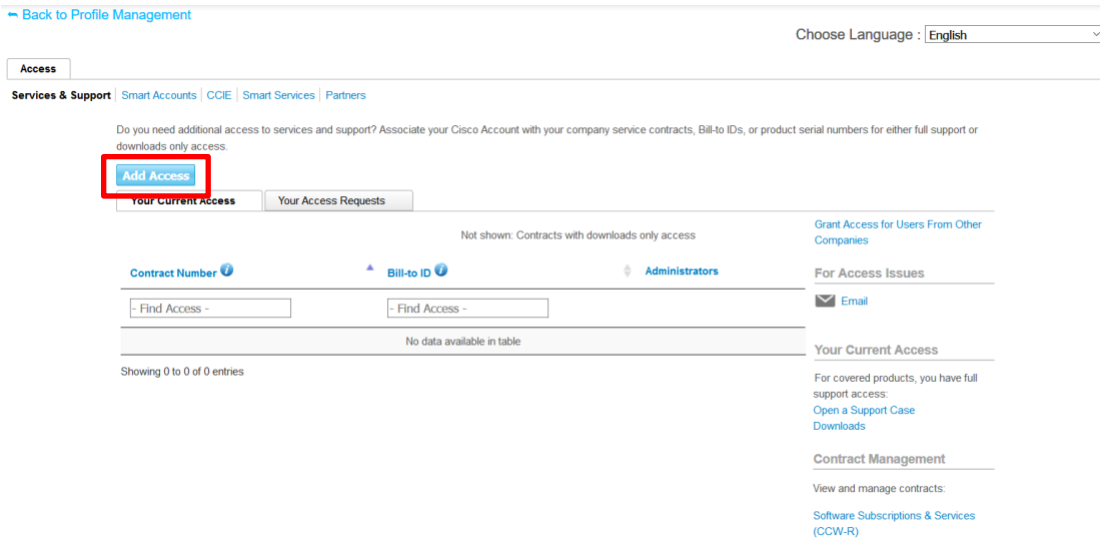


2. Fill out the information on the [Create Account form](#).
3. Upon clicking **Register** you will receive an email sent from Cisco. From the link provided in this email, you will be directed to the Cisco.com Registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.

Note: This step in the registration process for a Cisco.com user ID **is critical**. If you need help creating your Cisco.com user ID go to the [Create Account help page](#).

You will need to select "Associate your user ID" to update your Cisco Account Profile.

4. You will be directed to the [Cisco Account Profile](#). Click the **Add Access** button, then select the **TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com** radio button on the pop-up screen, and then click **Go** to manage your Service Contract online.



5. Enter your Service contract number(s). If you have multiple service contract numbers, separate them by commas.

In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.

Bill-to ID(s)

Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID.

OR

Specific Contract(s)

Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts.

By Service Contract Number(s)

OR

By Serial Number

All submitted requests will be reviewed by an administrator.

By clicking Submit you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#)

If you have any problems with this web registration process, you may send an email to Cisco at web-help-sr@cisco.com. If you are located in North America, you may call 1-800-553-2447 for assistance to reach Cisco's TAC support organization. For the rest of the world, it is recommended you consult the worldwide toll-free number list at www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html, and one of the support agents will assist you in completing the registration process.

If you are trying to associate your contract number to your Cisco.com user ID, and the Bill-to name on the contract does not match the company name in the user's profile, you may get an error message that says "The information on your Cisco Account is insufficient to definitely determine your company/organization." You should try to do one of the 2 options that are presented in the figure below.

- If your Cisco account is incorrect, you can quickly resolve the problem by **updating your profile**, and then returning to this page to **reprocess your request**.
- If your Cisco account is correct, you can **submit your request as-is**. You may be contacted for more information.

If those two options don't work, you may send an email to web-help-sr@cisco.com and include your Cisco.com user ID and contract number and a note that explains how the two different company names are related (subsidiary, merger, name change, etc.)

Pending Further Action

Contract: [redacted] The information on your Cisco Account is insufficient to definitely determine your company/organization.

Contract: [redacted] The information on your Cisco Account is insufficient to definitely determine your company/organization.

Contract: [redacted] The information on your Cisco Account is insufficient to definitely determine your company/organization.

Contract: [redacted] The information on your Cisco Account is insufficient to definitely determine your company/organization.

Current Cisco Account Information:

Your Company Name & Address: [redacted]

Your Business Email Address: [redacted]

If your Cisco Account is incorrect, you can quickly resolve the problem by **updating your profile**, and then returning to this page to **reprocess your request**.

If your Cisco Account is correct, you can **submit your request as-is**. You may be contacted for more information.

Note: If your company is working on behalf of an entitled company on the contract, please **cancel this request**. Contact a representative from the entitled company and ask them to review their Cisco "Access" tab, and follow the instructions for granting access for users from other companies.

Chat now for live assistance

Service Access Management Tool

The Service Access Management Tool is an application that enables Partners or Customer Administrators to determine which of their service contract numbers are present in Cisco.com user profiles. It is ideal for organizations that want to manage and associate multiple Cisco.com profiles.

By using the Service Access Management Tool, Cisco partners and customers can manage access to the services provided by their contracts (e.g., TAC support, hardware replacement). This management can be done either using Bill to ID or contract number. To manage access by Bill to ID, the Bill to ID must be in an individual's Cisco.com profile and selected (enabled) for support access. This will ensure that all the contracts under the Bill to ID can be utilized for service. To manage access by contract number, a contract number must be in an individual's Cisco.com profile in order for that individual to be able to obtain service. Access the [Service Access Management Tool](#), training, and related content for more information.

Opening a Support Case by Phone

Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to Cisco worldwide contacts:

www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html

When you want to report a case, make sure you have the following information available:

- Cisco.com user ID that has been associated to the service contract
- Service contract number
- Business effect (case severity)

Cisco entitles customers by contract number and Cisco.com ID. You must know your Cisco.com user name and have the contract number of the product when you are calling for support.

Once the agent has all the appropriate information he/she will open a case, provide you with a case tracking number and route your case to a support engineer. They will contact you to provide technical assistance.

Defining the Severity of a Support Case

Severity 1 and 2 Support Cases must be opened by phone.

Severity 3 and 4 Support Cases should be opened online or by email, but may be opened by phone.

- **Severity 1 (S1)** – shall mean reported Error(s) in Covered Software that causes all or substantially all of a system to be functionally inoperative severely affecting delivery to Customers and requiring immediate corrective action, regardless of time of day or day of the week.
 - Product and/or covered software are in operable for 100% of Customers
 - Loss of service > 0.5% of Customers
- **Severity 2 (S2)** – shall mean reported Error(s) in covered products causing the loss of one or more major functions of the system, causing perceptible degradation or interruption of services delivery to Customers or seriously affecting Customer’s ability to operate, administer, or maintain their system and requiring immediate attention. Urgency is less than Severity 1 situation because of a lesser immediate or impending effect on system performance, Customer’s operation and revenue.
 - Management system failure
 - No backup is available
- **Severity 3 (S3)** – shall mean reported Error(s) in covered products disabling specific noncritical functions of the system that do not significantly affect delivery services to Customers. The lost or degraded functionality impairs Customer’s ability to operate, administer, or maintain the system, but does not significantly affect services delivery to Customers.
 - System functionality or performance is reduced
 - System is working on backup
 - Loss of service < 0.5 % of Subscribers
- **Severity 4 (S4)** – shall mean reported Error(s) in covered products which is an irritant only and has no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance.
 - Conditions that do not significantly impair the function of the system
 - Documentation
 - System enhancement/functionality request

Opening a Support Case by Email

Open new support cases by email using the Cisco support email address: tac@cisco.com. If you are opening a new support case, include the product type as the subject line of your email; for example, "Multicloud Defense." This will help the agent processing the incoming email to determine the correct support case queue to route your support request.

Include the following information in your email:

- Company name
- Contact name
- Contact phone number
- Cisco.com User ID
- Contact email address
- Contract number
- Product type (e.g. Multicloud Defense)
- Business effect (support case severity – as defined previously)
- Brief problem description
- Equipment location (e.g., address)
- Alternate contact name
- Alternate contact phone number

Providing this information will help expedite the processing of the support case through the Cisco TAC agent.

Once the agent has processed the email, he/she will open a support case and you will receive a support case number by email. A support engineer will contact you shortly regarding your support case.

Opening a Support Case Online

The online support case management tool, called Support Case Manager (SCM), allows users to open a support case, assign a severity (level 3 or 4), receive information through the web or email, maintain and track support cases online, and upload files.

SCM allows you to create Cisco TAC support cases for issues covered under the terms of your Cisco support contract(s). At this time, SCM can assist you only with products currently covered by a Cisco service contract. If you would like assistance with a product that is not covered by a contract or is covered under warranty, contact the Cisco TAC by phone.

Before you use SCM, you must be logged in with your Cisco.com user ID and password, and your Cisco.com ID must contain all of your appropriate Cisco support contracts in order for you to access the services covered by those contracts. You can use the [Cisco Profile Manager](#) to associate all of your Cisco service contracts to your profile.

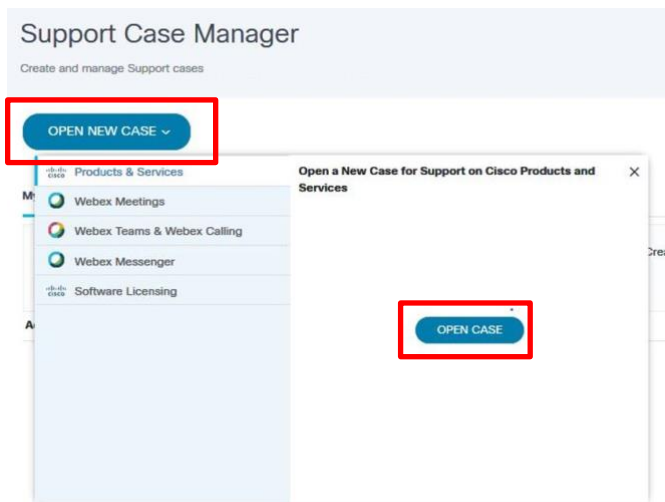
The main steps for opening a support case using SCM include:

1. Check Entitlement – verify the product is covered by a service contract
2. Describe the Problem – enter details about the product
3. Review and Submit Your Support Case – confirm information and edit accordingly

You can access the online support case tool using this link: mycase.cloudapps.cisco.com/case

You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number available with your Cisco.com ID.

To open a new support case, click on **Open New Case** and then click on **Open Case** in the pop up screen and then follow the instructions.



Check Entitlement

Identify the type of support case.

OPEN NEW CASE
Products & Services

Need help with your case? [Chat Now](#)

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Request Type

Diagnose and Fix Request RMA Ask a Question

Find Product by Serial Number

Find Product by Service Agreement

Product Name (PID) Product Description Product Family Site Name

Service Contract

Smart Account

Virtual Account

Subscription Number

Find Subscription Number

Advanced Options

Search

Complete these steps in order to open a support case:

1. Choose one of the Request Type options:
 - **Diagnose and Fix**
 - **Request RMA**
 - **Ask a Question**
2. Under **Find Product by Service Agreement**, enter the Service Contract number and click the SEARCH button to select for the product requiring support.

Note: At any time during the process, you can click the Save draft and exit link in order to save a draft of your support case. See the Save a Draft section in this document for the steps required to delete or continue submitting a saved support case.

Describe Problem

Identify the severity of the problem, loss of service (if applicable), case details and whether you would like the engineer to contact you. In addition, you can review and change your contact information.

OPEN NEW CASE
Products & Services

Need help with your case? [Chat Now](#)

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Severity **1**

Critical Impact (S1) High Impact (S2) Moderate Impact (S3) Ask a Question (S4) **2**

Loss of Service

Extended loss of 15 seconds or more **2**

Title **3**

0/240 characters

Description

0/32000 characters

Note: Files can be uploaded after case is created.

Technology

Cisco Suggestions **4**

OR

Manually Select A Technology **4**

1. Choose the severity from the Severity options. The Severity is automatically populated based on the type of support case:
 - Moderate Impact = Severity 3
 - Ask a Question = Severity 4 (must select this as the Request Type in the previous step)

NOTE: If you need to open a severity 1 or 2 network-down emergency support case, you must call the Technical Assistance Center (TAC) nearest you.

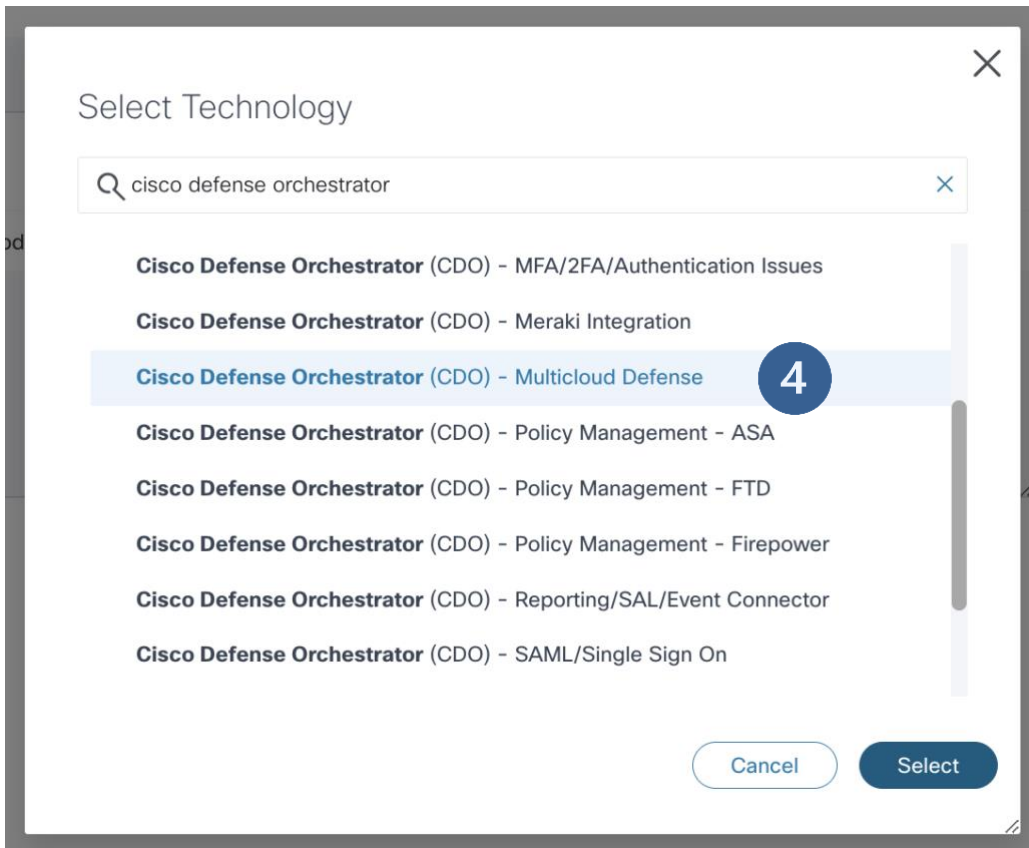
2. Check the box if users are experiencing a loss of service for more than 15 seconds.
3. Enter a Case Title and Description.

Keep these guidelines in mind when describing your problem:

- Include a meaningful case title that states the problem accurately. A meaningful title permits assignment of the case to the appropriate technical resources.
- Describe the problem and symptoms (only one per support case).
- Include a history of the problem and any troubleshooting steps you completed.
- Describe your network topology.
- Include any recent changes to your network or data center environment.
- Include output from the **show tech** command (if applicable) and all other relevant output.
- Include software versions and types of equipment.

4. Click on **Manually select a Technology** and select the Technology from the pop up menu.

- For Valtix choose the following technology and sub-technology category:
 - **Cisco Defense Orchestrator (CDO) → Multicloud Defense**



5. Select the Problem Area.

6. Click on the down arrow to provide optional **Additional Case Details** including

- Device Name
- Software Version
- Customer Reference Number
- PICA ID
- Tag

7

Contact Information and Preference

Preference

Business Phone Mobile Phone Email

Business Phone

+1

Mobile Phone

+1

Email

dbruning@cisco.com

18/80 characters

New Case Email Confirmation

Yes No

Case Notifications (Contact & CC List)

On Off

CC Recipients (optional)

Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com

0/1024 characters

8

Preferred Contact Time

As soon as possible

Scheduled Dispatch / Proactive Case

TAC Standby

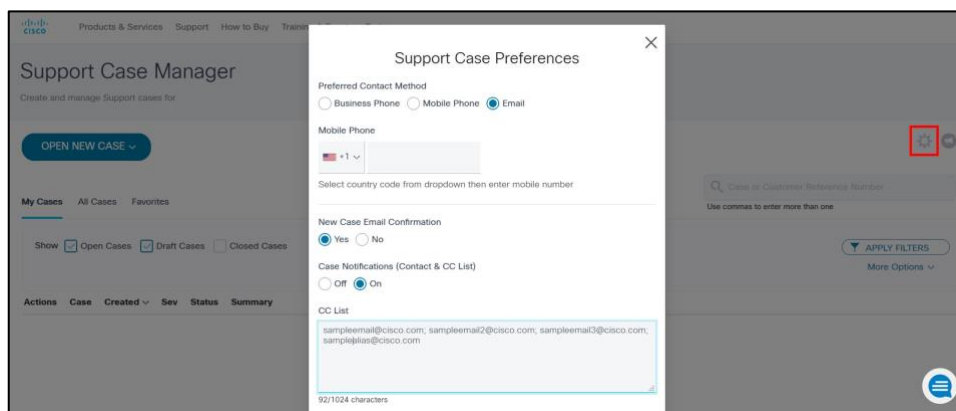
Note: This check box indicates that a TAC resource will be on standby, ready to engage, should assistance be required. This selection also requires a close-by date. If no assistance is required during the standby window, the case will be automatically closed by EOB on the selected closure date.

9 exit

Submit Review

- Review your contact information in the Contact Preference section. Your contact information is automatically provided based on the Cisco.com user name you used to log in to the tool.

To have an alias or a list of additional emails that are always copied on cases, you can set that in your Support Case Preferences. Click the **gear** icon on the Support Case Manager homepage. In the Support Case Preferences pop-up box, select the **On** radial button for **Cases Notifications (Contact & CC List)** and then add a list of email addresses into the **CC List** box.



- Select a Preferred Contact Time.
 - Check the TAC Standby box to have a TAC resource on standby, ready to engage, should assistance be required. This selection also requires a close-by date. If no assistance is required during the standby window, the case will be automatically closed by EOB on the selected closure date.
- Click **Review** to review your case before you submit.

Review & Submit

Review your information and submit your support case.

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Need help with your case? Chat Now

REQUEST TYPE Edit

REQUEST TYPE
Diagnose and Fix

DESCRIBE PROBLEM Edit

SEVERITY
3

LOSS OF SERVICE
No

TITLE
Sample Case Title

DESCRIPTION
Sample Case Description

TECHNOLOGY
Contact Center Software > UCCE/Contact Center Enterprise/ICM - AppDynamics (SaaS-based)

PROBLEM AREA
Configuration > Configuration Assistance

PREFERRED CONTACT METHOD
dbruning@cisco.com

EMAIL CONFIRMATION
Yes

CC RECIPIENTS

CASE ORIGIN
Web

Submit Case

1. Review the summary of your support case. If you need to update a section, click the **Edit** link.
2. Click **Submit Case**.

Your support case number will appear at the top of the page.

Save as Draft

During your process to open a support case, you can click the **Save Draft and Exit** link located at the bottom of the page in order to complete the process at a later time. When you click the Save Draft and Exit link, all information you entered is saved, and you are redirected to your open support cases page. Each saved draft has an expiration date, after which it will be automatically deleted.

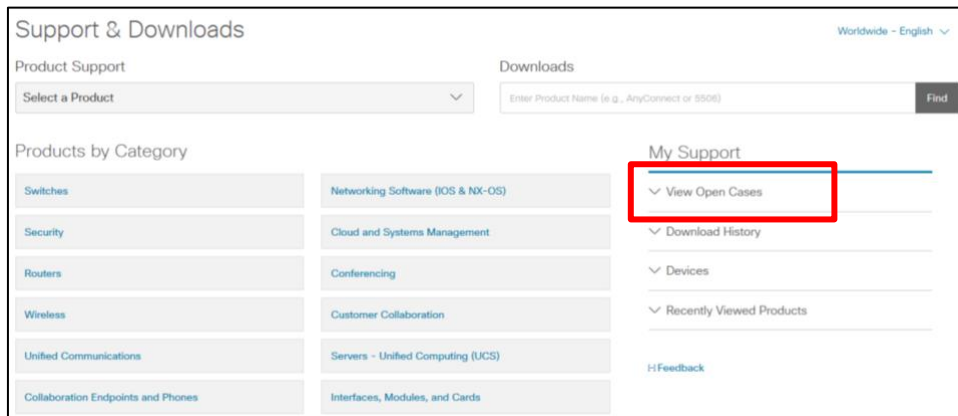
To continue submitting a saved draft, click the title of the support case.

To delete a saved draft, click the checkbox located next to the support case, and click the Delete button.

Managing Your Support Case

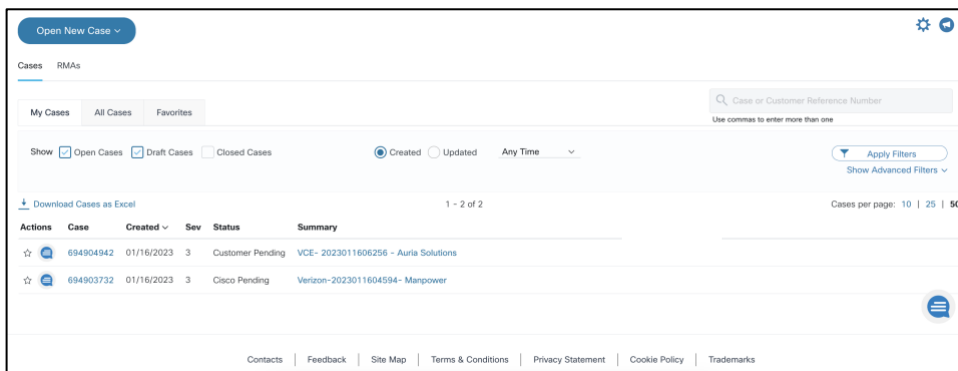
After you have created your support case, you can view the status, update the notes, upload files, turn automatic updates on or off, and request case closure.

Navigate to www.cisco.com/c/en/us/support/index.html and then select **View Open Cases** from the **My Support** menu. Or you may go directly to: mycase.cloudapps.cisco.com/case.

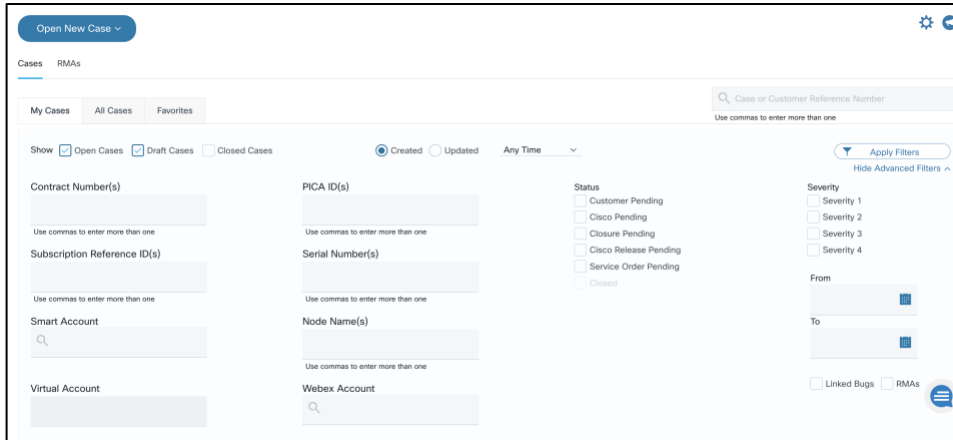


On your Support Case Manager home page, you can filter your support cases by the following options:

- Open Cases
- Draft Cases
- Closed Cases
- Show Advanced Filters



If you click **Show Advanced Filters** link under the **Apply Filters** button, additional fields appear.

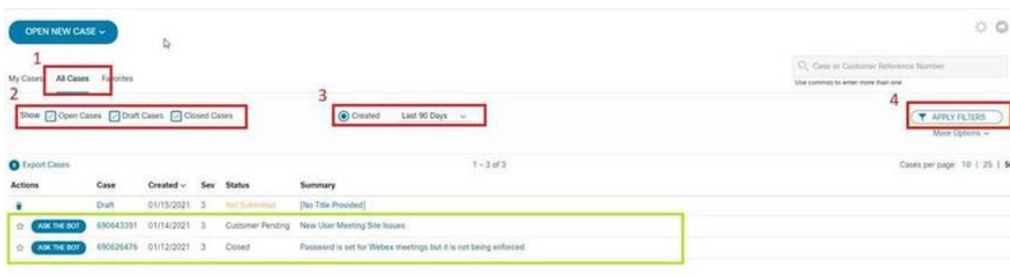


Select an option from the Filter menu and enter additional information in the remaining fields in order to further filter your support cases. Click **Apply Filters**.

- Contract Number
- Subscription Reference ID
- Smart Account
- Virtual Account
- PICA ID
- Serial Number
- Node Name
- Webex Account
- Status
- Customer Pending
- Cisco Pending
- Closure Pending
- Cisco Release Pending
- Service Order Pending
- Closed
- Severity
- Severity 1
- Severity 2
- Severity 3
- Severity 4
- From and To Date
- Linked Bugs
- RMAs

All co-workers from a customer or partner can see each other's cases in Support Case Manager as long as each user has associated the contract number to their Cisco.com user ID. From the Support Case Manager homepage follow these steps as shown below to see all cases.

- Step 1. Click **All Cases** tab
- Step 2. For **Show**, select **Open Cases**, **Draft Cases**, and **Closed Cases**
- Step 3. Set created date to **Last 90 days**
- Step 4. Click **Apply Filters**



TAC Connect Bot

TAC Connect Bot is a personal assistant that provides Cisco customers and partners with a self-service experience for common case inquiries and basic transactions. It can connect you with case owners and duty managers. You can access the bot from [Support Case Manager](#) and <https://tacconnect.cisco.com>.

TAC Connect Bot can perform the following tasks for existing open cases:

- Connect with an engineer (case number)
- Create a virtual space (case number)
- Request an update for (case number)
- Update the case (case number)
- Raise severity (case number)
- Requeue (case number)
- Escalate (case number)
- Close the case (case number)
- Reopen the case (case number)

For more information, visit the [Cisco TAC Connect Bot webpage](#). For questions and feedback contact us at tac-connect@cisco.com.

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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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