

Your New Service Request Process: Technical Support Reference Guide for Cisco EnergyWise Suite (formerly JouleX) Products

December 2013

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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
- Download software updates (maintenance and minor releases) for your covered software
- 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 EnergyWise Suite products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 5, as you do not need to reregister.

1. Navigate to www.cisco.com and click "Register."



2. Fill out the information on the Cisco.com Registration form.

Welcome to Cisco
Cisco.com Registration

Complete this form to register for a Cisco Account. [Benefits of Registration](#)

Create an Account [Already have a Cisco Account?](#)

Choose language for this registration form: **English**

Automatically complete this form by signing in to:

Facebook or LinkedIn Google+

* Required Field

Login Information

* Email Address We will use this e-mail address to verify your registration.

* Retype Email Address

* User ID Must be 9-50 characters without spaces, and must include at least one letter.

* Password Must be 8 or more characters and contain a combination of uppercase and lowercase letters (A-Z or a-z) and at least 1 number (0-9).

* Retype Password

Contact Information

* Will you provide business or home contact information?
 Business Home

* First Name

* Last Name

Job Role

Job Level

* Phone Number

* Company/Organization

* Country

* Address Line 1

Address Line 2

* City

State/Province/Region

* Zip/Postal Code

Security


Select secret questions and provide answers.

* Secret Question 1

* Secret Answer 1

* Secret Question 2

* Type the characters as they appear in the image below



Letters are not case-sensitive

Privacy and Product Information

Yes, I would like to receive communications from Cisco about products and services.

Yes, I would like to receive product and services information from companies that conduct business with Cisco.

I understand that Cisco will process and store information submitted in this form, including any updates, in accordance with the [Cisco Privacy Statement](#).

If you have questions or need further assistance, please email web-hep@cisco.com.

3. Upon clicking “Submit” on the first page, you will receive an email sent from Cisco. From the link provided in this email, you will be directed to this 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.

The image shows a screenshot of an email and the corresponding Cisco.com Registration confirmation page. The email, titled "Cisco.com Registration: Action required", is from AdminSupport@cisco.com and dated Tuesday, June 5, 2012 1:34 PM. The email body contains the following text:

Thank you for your interest in [Cisco.com](#).

This registration process is designed to ensure your privacy and security on Cisco.com.

To activate your account, click on the link below. When your account is activated, basic registration is complete. Visit the Profile Manager at any time to update your profile and preferences or register for additional access rights.

Potential [Cisco Partners](#): You will need to complete additional [company registration](#) steps after you have confirmed your email address.

Activate Now:

http://tools.cisco.com/RPF/register/activate.do?id=Eazr92JT%2BCOETS8rTOusllkGIXTTdCI&locale=en_US

If you have any questions or need further assistance, send email to web-help@cisco.com.

Once you activate your account, it could take up to 15 minutes to become active. Once activated, if you cannot login, please try again after 15 minutes.

The screenshot also shows the Cisco.com website header with navigation links: Worldwide [change], Log In, Account, Register, My Cisco, Products & Services, Support, How to Buy, Training & Events, Partners, and a search bar. Below the header, the page displays "Welcome to Cisco" and "Cisco.com Registration". A light blue box contains the following text:

Thank You for Registering

You must verify your email address to activate your Cisco Account.

An email has been sent to you at [redacted]. To complete registration, look for an email message from Cisco, and follow the link in the message to validate your email address.

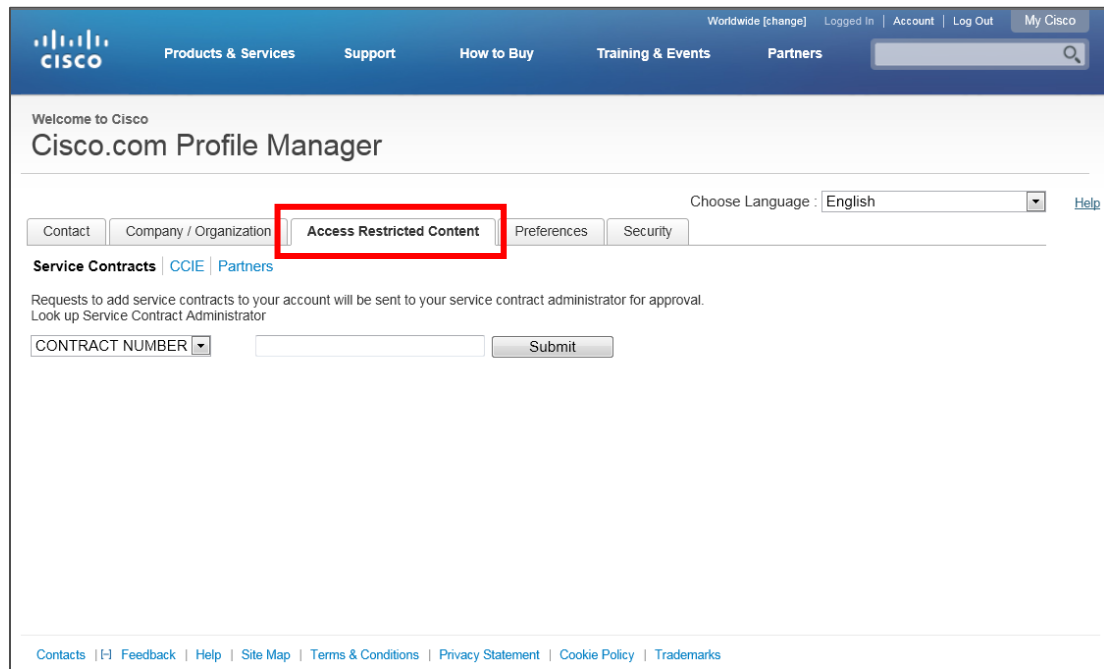
Important Note for Cisco Partners : Additional registration steps are required once you have confirmed your e-mail address.

If you have questions or need further assistance, please email web-help@cisco.com.

4. You will need to select the “Get additional access (e.g. service contracts, purchasing and more)” radio button to view and manage your Service Contract online, then click “Go Now.”

The screenshot shows the Cisco.com Registration page. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. A search bar is located on the right. Below the navigation bar, the page title is "Welcome to Cisco" followed by "Cisco.com Registration". The main content area contains a message: "Thank you for verifying your email address. You have successfully registered for a Cisco Account." Below this message is a section titled "Please choose how you would like to proceed:" with five radio button options: "Return to Cisco.com", "Update my account", "Register My Company as a Cisco Partner", "Connect my Cisco.com user ID with an existing Cisco partner", and "Get additional access (e.g. service contracts, purchasing and more)". The "Get additional access" option is highlighted with a red square. At the bottom of this section is a "Go Now" button.

5. You will be directed to the [Cisco.com Profile Manager](#). From there, select the “Access Restricted Content” tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco authorized partner or distributor for your contract number. Partners can access their new contract numbers in the [Cisco Service Contract Center \(CSCC\)](#). If you have multiple service contract numbers, please separate them by commas.



If you have any problems with this web registration process, you may send an email to Cisco at web-help@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.

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 Web

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.

Note: If you have a Service Access Management Administrator, you can ask them to make sure that all of your service contracts are associated with your Cisco.com user ID. If you are unsure of your contract number(s), your Cisco Partner, Reseller, or Service Account Manager can provide you with a complete list of your service contracts.

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

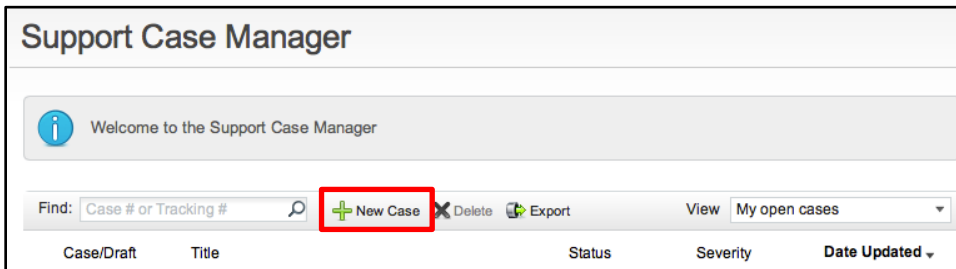
1. Identify Type of Support Case and Verify Contact Information – enter Cisco.com user ID, assign severity, and so on
2. Specify Associated Service Contract – verify the product is covered by a service contract
3. Describe the Problem – enter details about the product
4. Provide Shipping Information – if you select “Replace my Product” as the support case type
5. Attach Files – help diagnose your problem more quickly
6. Submit Your Support Case – confirm information and edit accordingly

You can access the online support case tool using this link:

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

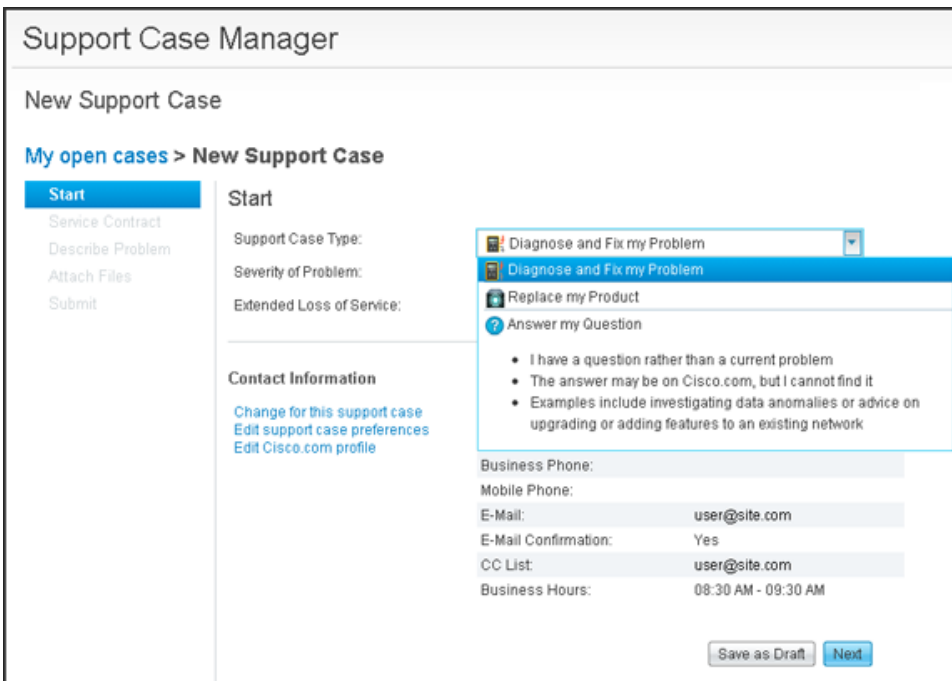
You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number available with your Cisco.com ID.

To open a new support case, click on **+ New Case** and then follow the instructions below.



Identify Type of Support Case and Verify Contact Information

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



Note: At any time during the process, you can click the Save a Draft button (shown in the image above) 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.

Complete these steps in order to identify the type of support case and verify your contact information:

1. Choose one of the following options from the Support Case Type drop-down list.
 - **Diagnose and Fix my Problem**
 - **Replace my Product**
 - **Answer my Question**

-
2. Choose the severity from the Severity of Problem drop-down list. The Severity of Problem drop-down list is automatically populated based on the type of support case:

- Diagnose and Fix my Problem = Severity 3 – Network Impaired
- Replace my Product = Severity 3 – Network Impaired
- Answer my Question = Severity 4 – Normal Response Time

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

3. Choose one of the following values from the Extended Loss of Service drop-down list:

- **No:** There is no extended loss of service. (Default)
- **Yes:** Users are experiencing a loss of service for more than 15 seconds.

The Extended Loss of Service drop-down list does not appear if you selected **Answer my Question** from the Support Case Type drop-down list.

4. Review your contact information in the Contact Information section. Your contact information is automatically provided based on the Cisco.com username you used to log in to the tool. You can click the links located beneath Contact Information heading in order to make changes:

- Click **Change for this support case** in order to change your contact information for this specific support case.
- Click **Edit support case preferences** in order to edit your contact information preferences for all support case requests.
- Click **Edit Cisco.com profile** in order to edit your profile.

5. Click **Next** to continue.

Specify Associated Service Contract

Enter the Product Serial Number and click on “Search.” For software products enter the Service Contract number or other information to search for the product requiring support.

Support Case Manager

New Support Case

[My open cases](#) > **New Support Case**

- Start
- Service Contract**
- Describe Problem
- Attach Files
- Submit

Service Contract

Please identify the service contract that entitles you to submit a support case.

Search by Product Serial Number:

Search by Other Information:

Service Contract: Site Name:

Service Level: City:

Product Name: State/Province:

Country:

Search Results

Product Name	Prod. ID	Contract	Level	Site Name	Site Address
Please provide search criteria above					

1. Choose the service contract for this product using one of these options:
 - Search by Product Serial Number
 - Search by Other Information
2. Select a product from the Search Results table.
3. Click **Next**.

Describe the Problem

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.

The screenshot shows the 'Support Case Manager' interface for creating a 'New Support Case'. The page title is 'Support Case Manager' and the sub-header is 'New Support Case'. A breadcrumb trail reads 'My open cases > New Support Case'. On the left, a navigation menu includes 'Start', 'Service Contract', 'Describe Problem' (highlighted), 'Attach Files', and 'Submit'. The main form area is titled 'Describe Problem' and contains the following fields:

- Case Title:** Router Crash
- Case Description:** Router crashes
- Product:** Router and IOS Architecture > Router or Line Card reloads on the 12000 Se
- Problem Area:** Installation > Hardware Failure

Below these fields is a 'Troubleshooting' section with three sub-sections:

- Problem Occurred On:** A date and time selector showing 'Time: [] AM'.
- Describe Any Troubleshooting Done:** A large text area.
- Describe Recent Environment Changes:** A large text area.

At the bottom right of the form are three buttons: 'Save as Draft', 'Back', and 'Next'.

Complete these steps in order to describe the problem:

1. Enter the following required information:
 - Problem title
 - Problem description
 - Product
 - For Cisco EnergyWise products select **Other > Energywise – Power Management (JouleX)**
 - Problem Area
2. Enter optional information in the remaining fields (as described in the guidelines above) to help expedite your support case.
3. Click **Next**.

Provide Shipping Information

This step is available only if you selected **Replace my Product** as the support case type.

Support Case Manager

New Support Case

[My open cases](#) > **New Support Case**

- ✓ Start
- ✓ Service Contract
- ✓ Describe Problem
- Shipping Information**
- Attach Files
- Submit

Shipping Information

* Company Name:

* Address:

Mail Stop:

* City:

* State/Province:

* Zip Code:

* Country:

* Contact Name:

* Phone:

* E-Mail:

Acknowledgement

Cisco.com ID:

Name:

Phone:

E-Mail:

Delivery Options

P.O.Number:

Sales Order#:

Comments for person receiving shipment:

Special shipping instructions:

On the Shipping Information page, the default mailing address and contact information are populated from your service contract profile. You can add additional information in the **Acknowledgement** and **Delivery Options** sections. Once you enter the necessary information, click **Next**.

Attach Files

You can attach files that might help diagnose your problem more quickly. This step is available only if you selected **Diagnose and Fix my Problem** or **Replace my Product** as the support case type.

The screenshot shows the 'Support Case Manager' interface for a 'New Support Case'. On the left, a navigation menu includes 'Start', 'Service Contract', 'Describe Problem', 'Attach Files' (highlighted), and 'Submit'. The main area is titled 'Attach Files' and contains instructions: 'Please attach any files that may help to diagnose your problem more quickly.' and 'You have a topology diagram in your preferences: TEST_TOPOLOGY.img Edit'. Below this is a table with columns for 'File Name', 'Type', 'Description', and 'Date'. The table is currently empty, displaying 'No File Attachments'. At the bottom of the main area is an 'Attach Files' button. At the bottom right of the entire form are three buttons: 'Save as Draft', 'Back', and 'Next'.

Complete these steps in order to attach files:

1. Click the **Attach Files** button, and select your files.

After you select your files, the files appear with the status as *Upload Pending*.

2. Click Next to upload these files.

The Type and Description fields in the first row contain a prompt to click the fields to add more information about the file. Click the Type field to trigger a drop-down list with a set of attachment types. In the Description field, you can type a brief description of the file.

3. Once the files show the status of Uploaded, click **Next** to continue.

Submit Your Support Case

Review your information and submit your support case.

Support Case Manager

New Support Case

[My open cases](#) > **New Support Case**

- ✓ Start
- ✓ Service Contract
- ✓ Describe Problem
- ✓ Attach Files
- Submit**

Finish

Case Information [Edit](#)

Case Type:	Diagnose and Fix my Problem
Severity:	S3-Network Impaired
Loss of Service:	No

Case Description [Edit](#)

Title:	Router Crash
Description:	Router crashes
Support Community:	
Product:	Router and IOS Architecture > Router or Line Card reloads on the 12000 Series Internet Router
Problem Area:	Installation > Hardware Failure
Tracking Number:	
Device Name:	
Software Version:	

1. Review the summary of your support case. If you need to update a section, click the **Edit** link located next to the section heading.
2. Click **Submit** in order to submit your support 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 as Draft** button located at the bottom of the page in order to complete the process at a later time. When you click the Save as Draft button, 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.

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, put "Cisco EnergyWise" in the subject line of your email. 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. Cisco EnergyWise Management for Data Center, etc.)
- Business effect (support case severity – as defined above)
- 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.

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 and click "Support," then select "[Open or View Cases](#)" from the "Contacts/Support Cases" tab.

The screenshot shows the Cisco Support and Downloads interface. At the top, there are navigation tabs: "Product Support", "Downloads", "Contacts / Support Cases" (highlighted with a red box), and "Services". A language dropdown menu is set to "Worldwide - English". Below the tabs, the "Contacts and Support Cases" section is active, featuring a button labeled "Open or View Cases" (also highlighted with a red box). To the right, the "My Open Support Cases" section contains a table with columns for Case, Status, Severity, Title, and Updated. The table is currently empty, with a message stating: "If you have a valid Cisco support contract, your recent support cases will be displayed here. Don't have a Cisco support contract? [Learn more](#) about the benefits." Below the table, there is a link for "Ordering and Contract Management". On the left side of the page, there are links for "RMA Return Instructions" and contact information for "Enterprise and Service Provider Products", "Small Business Products", and "Home Products".

Or you may go directly to: tools.cisco.com/ServiceRequestTool/scm/mgmt/case

On your Support Case Manager home page, you can filter your support cases using the View menu.

The screenshot shows the 'Support Case Manager' interface. At the top, there is a welcome message: 'Welcome to the new Support Case Manager! We are looking forward to your feedback. Please click [here](#) if you prefer the old interface for a limited time.' Below this is a search bar with the text 'Find: Case # or Tracking #' and buttons for '+ New Case', 'X Delete', and 'Export'. To the right of the search bar is a 'View' dropdown menu currently set to 'Advanced Filter'. A secondary dropdown menu is open, showing options: 'My open cases', 'My 'customer pending' cases', 'My RMA's', 'My cases pending bug fix', 'My draft cases', 'My closed cases', and 'Advanced Filter'. Below the menu is a table of cases with columns for 'Case/Draft', 'Title', 'Status', and 'Seve'. The first row is highlighted in blue and has a 'Not Submitted' status. The table contains 24 rows of data, with a '246 rows' indicator at the bottom right.

Case/Draft	Title	Status	Seve
<input checked="" type="checkbox"/> Not Submitted	Router Crash	Draft	3
<input type="checkbox"/> 624123456	CDMA failed to reconnect	Customer Up...	3
625082799	3G module counter cause if_index_get slot failed	New	3
624612173	show led CLI causes system to reload	Customer Up...	3
<input type="checkbox"/> 624234567	Unencrypted config files are present in bootflash on the New	New	3
624859363	SNMP version needs upgrading	Customer Up...	1
624862059	Install all is failing to upgrade WPA module for fw	Cisco Pending	1
<input type="checkbox"/> 624345678	show logging last <1-9999> fails to display correctly	Customer Up...	3
<input type="checkbox"/> 624456789	CGR using GSM Cellular network loses connectivity	Cisco Pending	4
<input type="checkbox"/> 624567890	Calabria: Can't force to configure full-duplex mode for	Cisco Pending	3
<input type="checkbox"/> 625123456	Unexpected CGR reload during periodic notification	New	3
624869237	CGR clock shifts randomly	Customer Up...	3
<input type="checkbox"/> 625234567	Pings do not go through Cellular after Netstack processNew	New	3
624869521	Syslog displays restart issued from install all but does	Customer Up...	3
<input type="checkbox"/> 625345678	SNMP server (SNMPd) should not be enabled	New	3
624868971	Install all failed with Operation failed.	Customer Re...	3
624869941	NX-OS roles cannot execute all necessary CLI	Customer Up...	3
624869439	IKEv2 can only receive messages of up to 2048 byte	Cisco Pending	1
624869461	AAA user max-sessions does not work properly	Customer Re...	3
624865375	TrustPt not being copied correctly in scale tunnels test	Cisco Pending	2

Here are the available options:

- My open cases
- My 'customer pending' cases
- My RMAs
- My cases pending bug fix
- My draft cases
- My closed cases
- Advanced Filter

If you select the Advanced Filter option, additional fields appear.

Support Case Manager

Welcome to the new Support Case Manager! We are looking forward to your feedback. Please click [here](#) if you prefer the old interface for a limited time.

Find: Case # or Tracking # + New Case X Delete Export View: **Advanced Filter**

Filter: Go Clear Filter

Case #	Title or Description	Status	Severity	Date Updated
624	connect	Draft	3	12-JUN-2013
624	er cause if_index_get slot failed	Customer Up...	3	12-JUN-2013
624	ises system to reload	Customer Up...	3	11-JUN-2013
624	fig files are present in bootflash on the New	New	3	11-JUN-2013
624	eds upgrading	Customer Up...	1	10-JUN-2013
624	g to upgrade WPAN module for fw	Cisco Pending	1	10-JUN-2013
624	t <1-9999> fails to display correctly	Customer Up...	3	07-JUN-2013
624	Cellular network loses connectivity	Cisco Pending	4	07-JUN-2013
624	ce to configure full-duplex mode for	Cisco Pending	3	07-JUN-2013
625	: reload during periodic notification	New	3	07-JUN-2013
624	randomly	Customer Up...	3	07-JUN-2013
625	hrough Cellular after Netstack process	New	3	06-JUN-2013
624	estart issued from Install all but does	Customer Up...	3	06-JUN-2013
625	MPd) should not be enabled	New	3	06-JUN-2013
624	ith Operation failed.	Customer Re...	3	05-JUN-2013
624869941	NX-OS roles cannot execute all necessary CLI	Customer Up...	3	05-JUN-2013
624869439	IKEv2 can only receive messages of up to 2048 byte	Cisco Pending	1	30-MAY-2013
624869461	AAA user max-sessions does not work properly	Customer Re...	3	29-MAY-2013
624865375	TrustPt not being copied correctly in scale tunnels test	Cisco Pending	2	29-MAY-2013

246 rows

Select an option from the Filter menu, and enter additional information in the remaining fields in order to further filter your support cases. Here are the Filter menu options:

- All Cases
- All Open Cases
- Bill to ID
- Creator Cisco.com ID
- Creator Last Name
- Creator Phone Number
- Date Created
- Date Updated
- Device Name
- PICA User ID
- Product
- Related Bugs
- Related RMAs
- Service Contract Number
- Severity
- Status
- Title or Description



Americas Headquarters
Cisco Systems, Inc.
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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Printed in USA

12/13