Technical Support Reference Guide for Cisco DNA Spaces

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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 Collaboration 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 "Create an account."
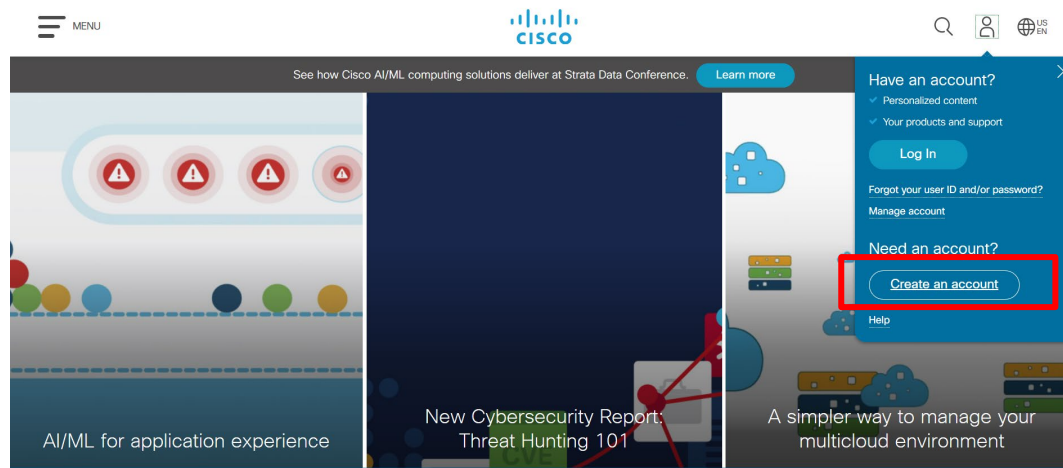
2. Fill out the information on the Cisco.com Registration form.
3. Upon clicking "Submit" you will receive an email sent from Cisco.   From the link provided in this email, you will be directed to the Cisco.com Registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.

   Note: This step in the registration process for a Cisco.com user ID is critical.

   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.
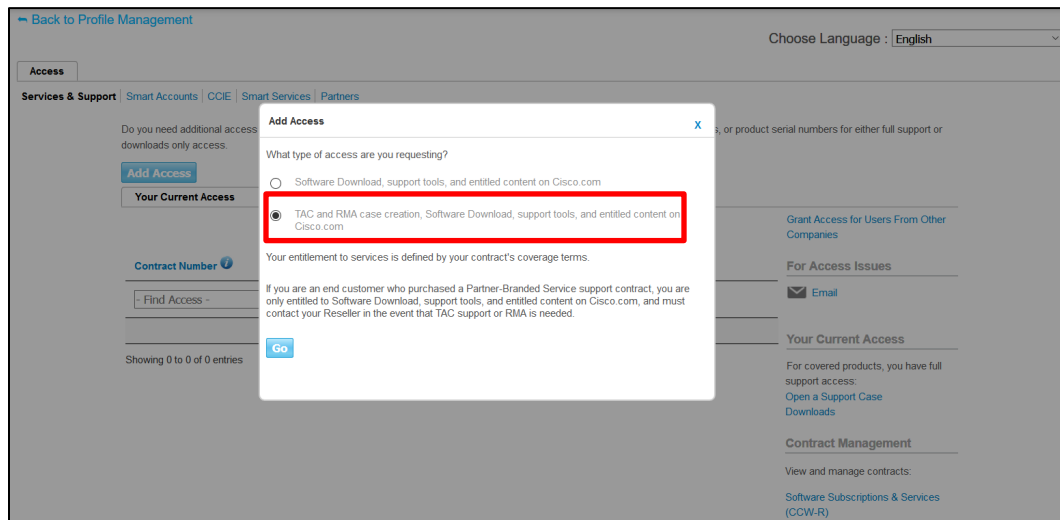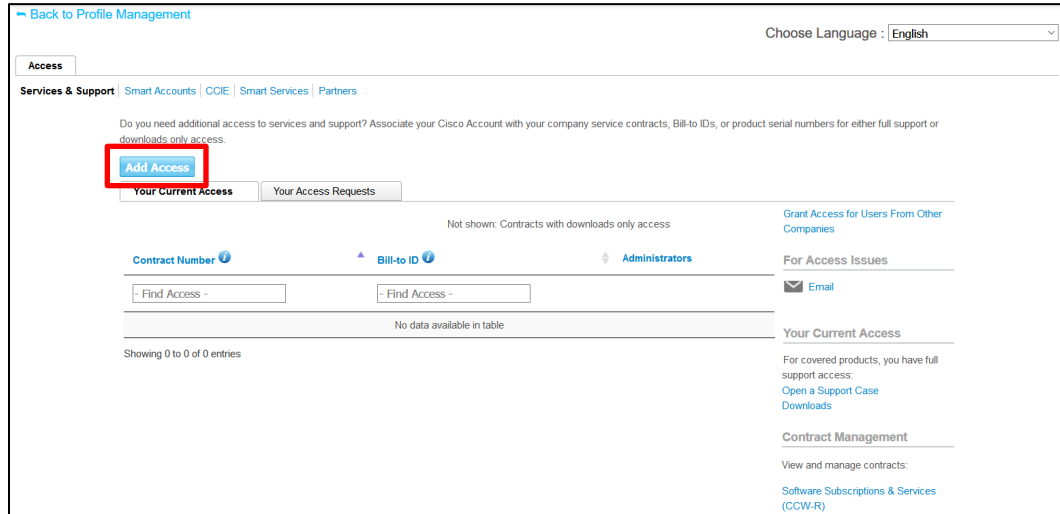
5. Enter your Service contract number(s). If you don't know your contract number(s), you can contact your Cisco authorized partner. Partners can access their contract numbers in [Cisco Commerce Workspace-Renewals (CCW-R)](). If you have multiple service contract numbers, separate them by commas.

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 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.

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.

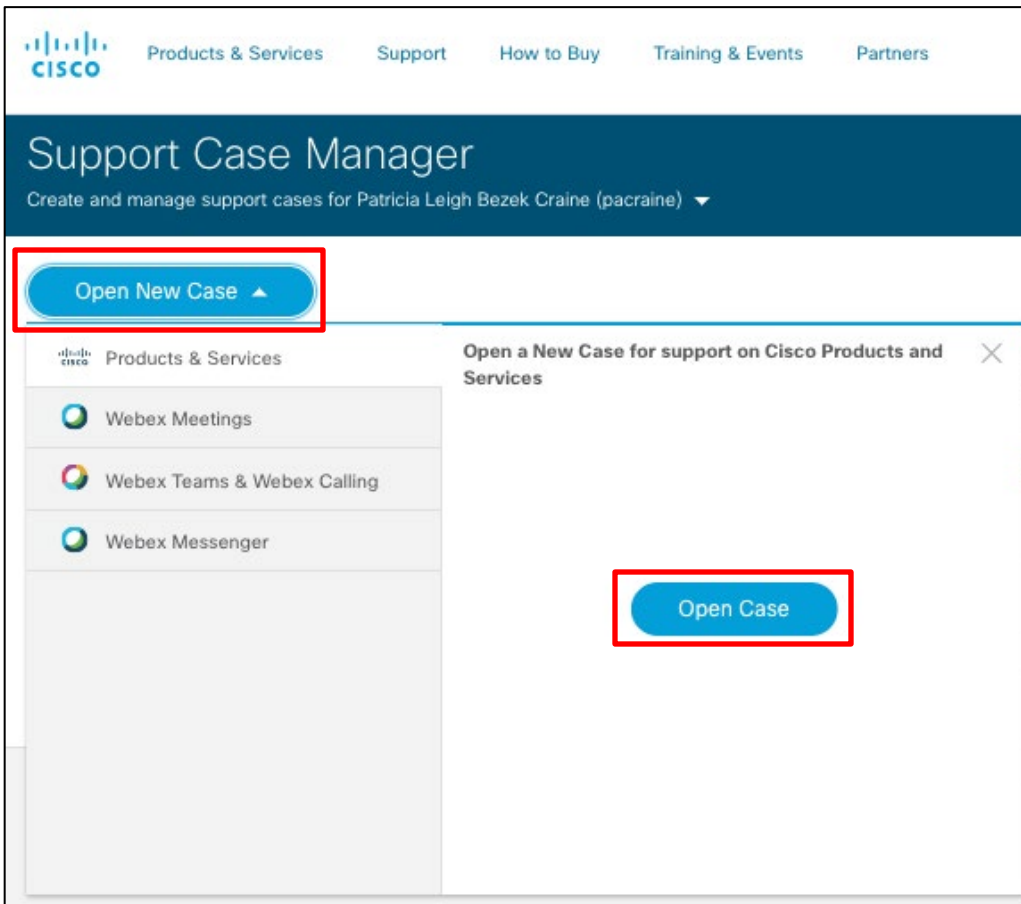The main steps for opening a support case using SCM include:

1. Check Entitlement – verify the product is covered by a service contract
2. Describe the Problem – enter details about the product
3. 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.

Check Entitlement

Identify the type of support case.

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. For hardware products enter the Product Serial Number and click on "Search." For software products enter the Service Contract number or product description to search for the product requiring support. If you have a Smart Account you can enter your Product Subscription Number.

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.

1. Choose the severity from the Severity options. The Severity is automatically populated based on the type of support case:

   - Diagnose and Fix = Severity 3 – Network Impaired
   - Request RMA = 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.

2. Check the box if users are experiencing a loss of service for more than 15 seconds, if applicable.

3. Enter a Case Title and Description.

   Keep these guidelines in mind when describing your problem, if applicable:

   - 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 Cisco DNA Spaces choose the following technology and sub-technology categories**:**
  o **Wireless ➢ Cisco DNA Spaces (Excludes Cisco DNA Center)**

5. Select the Problem Area.

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

7. Click **Review** to review your case before you submit.

Review & Submit

Review your information and submit your support case.

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

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 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.
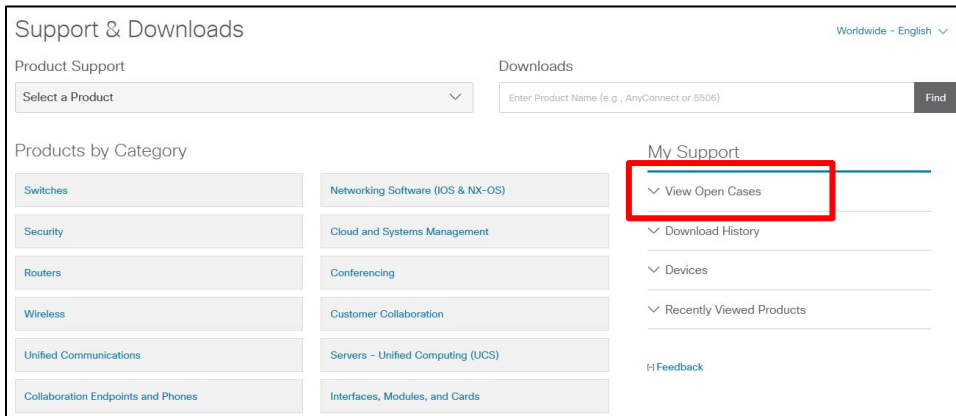
On your Support Case Manager home page, you can filter your support cases.
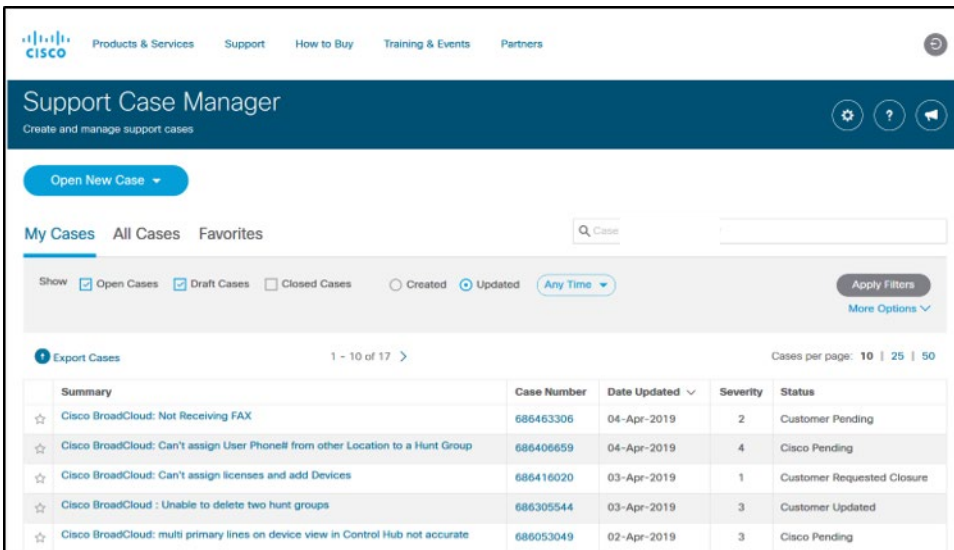
Here are the available options:

- Open Cases
- Draft Cases
- Closed Cases
- More Options

If you click More Options link, 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. Here are the Advanced Filter menu options:

- Status
    - New
    - Customer Pending
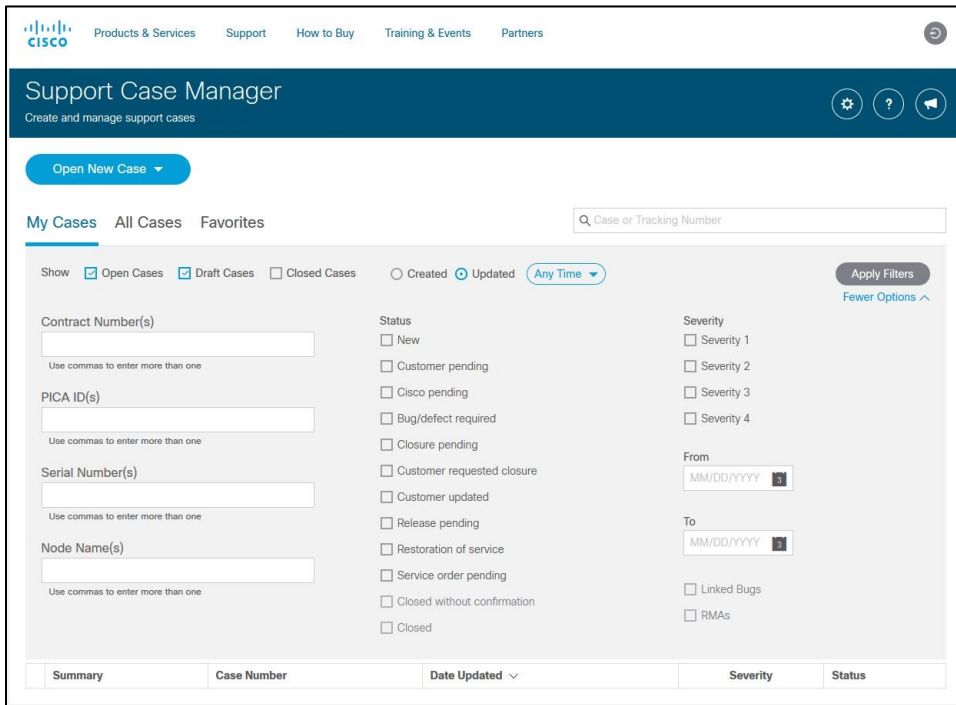   - Cisco Pending
    - Bug/Defect Required
    - Closure Pending
    - Customer Requested Closure
    - Customer Updated
    - Release Pending
    - Restoration of Service
    - Service Order Pending

- Severity
    - Severity 1
    - Severity 2
    - Severity 3
    - Severity 4
- Linked Bugs
- RMAs
- Contract Number
- PICA ID
- Serial Number
- Node Name
- From and To Date

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, "Cisco DNA Spaces." 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 DNA Spaces, 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.