

Your New Service Request Process: Technical Support Reference Guide for Cisco SD-WAN 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.

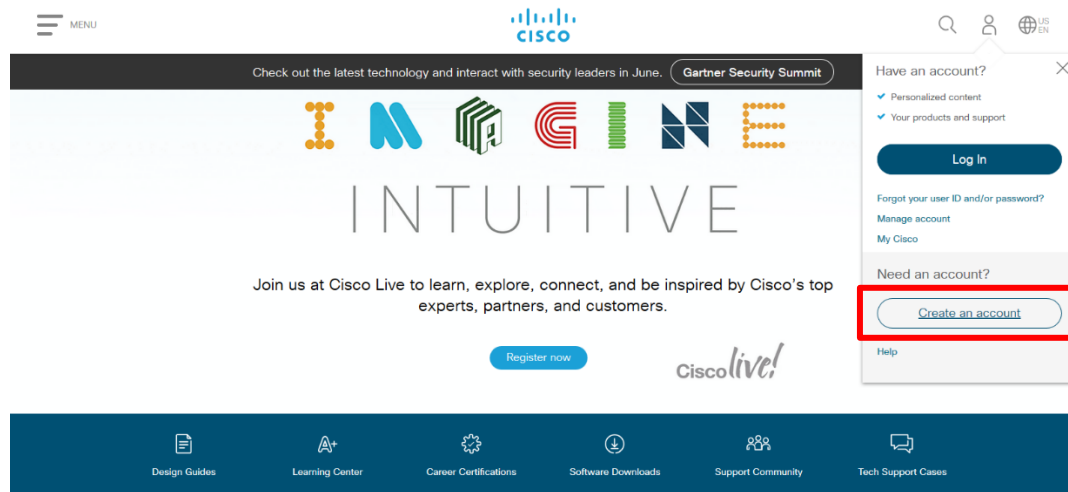
The Cisco TAC will allow you to:

- Open support cases by phone, web, or email 24 hours a day, 365 days a year
- 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 SD-WAN 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 "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.

- 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.

The screenshot shows the Cisco Account Profile page. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. A search bar is on the right. Below the navigation bar, the page title is "Cisco Account Profile". There are tabs for Contact, Role Details, Access, Preferences, and Security. The "Access" tab is selected. Below the tabs, there is a section titled "Services & Support" with links for CCIE, Smart Services, and Partners. A message asks if the user needs additional access to services and support, with a link to "your current access". A red box highlights the "Add Access" button. Below this, there are sections for "Your Current Access" and "Your Access Requests". There are also search fields for "Contract Number" and "Bill-to ID", and a "Grant Access for Users From Other Companies" link.

The screenshot shows the Cisco Account Profile page with the "Add Access" dialog box open. The dialog box has a title "Add Access" and a close button (X). It asks "What type of access are you requesting?" and has two radio button options: "Software Download, support tools, and entitled content on Cisco.com" and "TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com". Below the options, there is a note: "Your entitlement to services is defined by your contract's coverage terms." and a paragraph: "If you are an end customer who purchased a Partner-Branded Service support contract, you are only entitled to Software Download, support tools, and entitled content on Cisco.com, and must contact your Reseller in the event that TAC support or RMA is needed." There is a "Go" button at the bottom of the dialog box. The background page is dimmed.

5. 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(s). Partners can access their new contract numbers in [Cisco Commerce Workspace-Renewals \(CCW-R\)](#). If you have multiple service contract numbers, separate them by commas. If you don't know your service contract number, you can enter the serial number of any product covered by your service contract.

Welcome to Cisco

Request Full Support Access

[Help](#)

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)

Enter service contract number(s) if you have it

OR

By Serial Number

If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.

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@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 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 SD-WAN." 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 SD-WAN, Cisco vEdge, Cisco vBond Orchestrator, 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.

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:

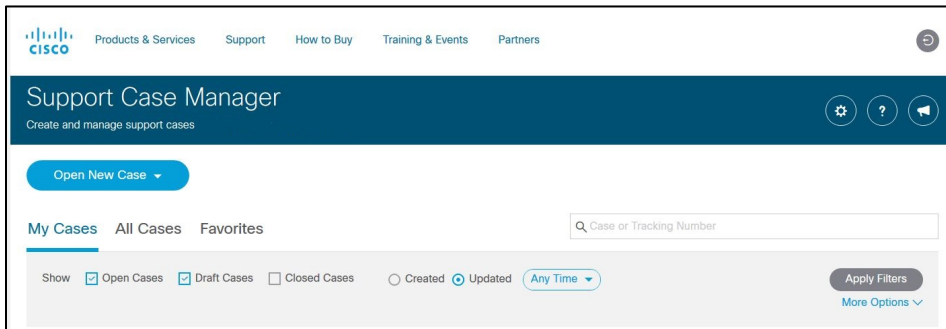
1. Check Entitlement – verify the product is covered by a service contract
2. Describe the Problem – enter details about the product
3. Submit Your Support Case – confirm information and edit accordingly

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

mycase.cloudapps.cisco.com/case

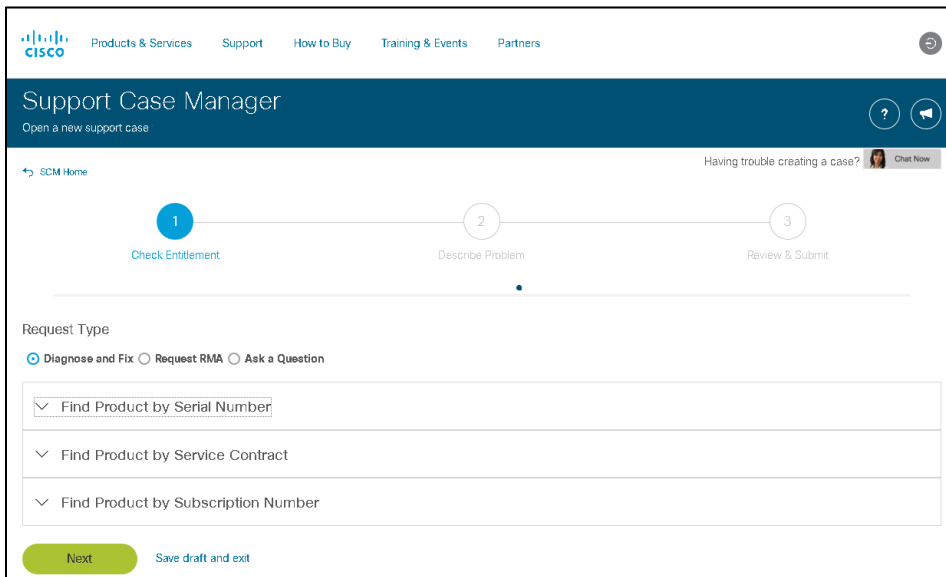
You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number available with your Cisco.com ID.

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



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.
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.

Technology
Select a Technology...

Problem Area
Choose problem area...

Additional Case Details ▾

Contact Information and Preference •

Business Phone edit

Mobile Phone edit

Email edit

Email Confirmation
 Yes No

CC: Recipients (optional)
eg: name2@cisco.com, nam

0/255 characters

Enter email addresses separated by semicolon

Submit Review Save draft and exit

Select Technology

4

▼ **Software Defined Wide Area Networking (SDWAN)**

- PnP Portal - Serial number Missing
- SDWAN Cloud Infra
- SDWAN Security (ZBF, IPS, IDS, AMP, URL Filtering)
- Serial file SDWAN License
- cEdge (ASR/ISR)
- vAnalytics
- vBond - ZTP, Control Connections
- vEdge (100, 1000, 2000, 5000)
- vManage - Templates, Deep Packet Inspection (DPI)
- vSmart - Overlay Management Protocol (OMP), Policy

Select Cancel

-
4. Click on “Select a Technology” and select the Technology from the pop up menu.
 - For Cisco SD-WAN products choose one of the following technology and sub-technology categories:
 - **Software Defined Wide Area Networking (SDWAN) ➤ PnP Portal – Serial number missing**
 - **Software Defined Wide Area Networking (SDWAN) ➤ SDWAN Cloud Infra**
 - **Software Defined Wide Area Networking (SDWAN) ➤ SDWAN Security (ZBF, IPS, IDS, AMP, URL Filtering)**
 - **Software Defined Wide Area Networking (SDWAN) ➤ Serial file SDWAN License**
 - **Software Defined Wide Area Networking (SDWAN) ➤ cEdge (ASR/ISR)**
 - **Software Defined Wide Area Networking (SDWAN) ➤ vAnalytics**
 - **Software Defined Wide Area Networking (SDWAN) ➤ vBond - ZTP, Control Connections**
 - **Software Defined Wide Area Networking (SDWAN) ➤ vEdge (100, 1000, 2000, 5000)**
 - **Software Defined Wide Area Networking (SDWAN) ➤ vManage - Templates, Deep Packet Inspection (DPI)**
 - **Software Defined Wide Area Networking (SDWAN) ➤ vSmart - Overlay Management Protocol (OMP), Policy**
 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.

The screenshot shows the Cisco Support Case Manager interface. 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. Below this is a dark blue header for 'Support Case Manager' with a sub-header 'Open a new support case'. A progress bar indicates three steps: 1. Check Entitlement, 2. Describe Problem, and 3. Review & Submit (the current step). The main content area is divided into sections: 'Request Type' with a dropdown menu showing 'Diagnose and Fix my Problem' and an 'Edit' link; 'Describe Problem' with fields for Severity (3), Loss of Service (No), Title (Sample Case), and Description (Sample Description), each with an 'Edit' link; and 'Technology' (WAN > vBond - ZTP, Control Connections (Viptela)) and 'Problem Area' (Installation > Password Recovery) with a 'Preferred Contact Method' dropdown set to 'EMAIL >'. A green 'Submit Case' button is at the bottom.

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.

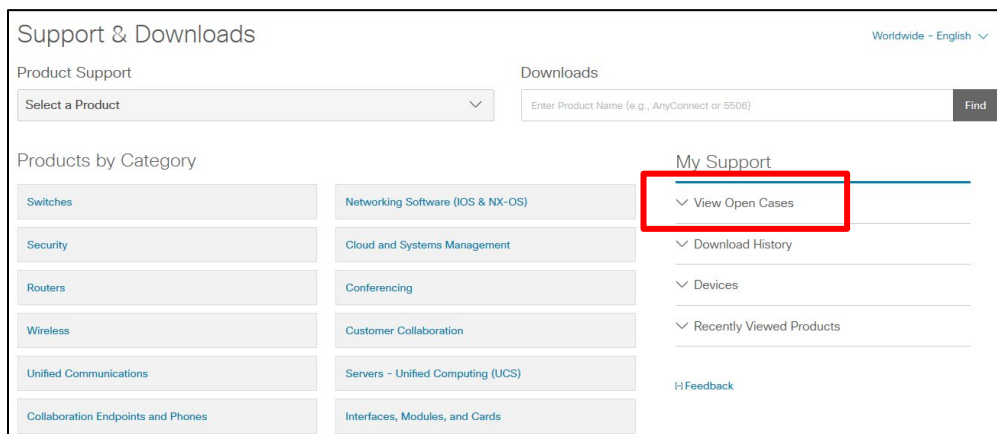
To continue submitting a saved draft, click the title of the support case.

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.

The screenshot shows the Support Case Manager interface. At the top, there's a header with 'Tools & Resources' and 'Support Case Manager'. A language dropdown is set to 'Worldwide - English'. Below the header, there's a search bar for 'End User CCO ID:' with a 'Continue' button and a 'Look up user' link. There are also links for 'Help' and 'Feedback'. A green 'Open New Case' button is on the left, and a search bar for 'Case # or Tracking #' is on the right. The main content area has tabs for 'My Cases', 'All Cases', and 'Favorites'. Below the tabs, there are filter options: 'Show My' (with a dropdown), 'Open Cases' (checked), 'Draft Cases' (checked), and 'Closed Cases' (unchecked). There are also radio buttons for 'Created In' and 'Updated In', and a date range dropdown set to 'All Dates'. Below the filters, there's an 'Apply Filters' button and a 'Show Advanced Filters' link. The 'Including Cases:' section shows 'Open, Draft' and an 'Export Cases' link. A table with columns 'Case Number', 'Title', 'Status', 'Severity', and 'Date Updated' contains two rows. The first row is 'Not Submitted' with title 'Test Case', status 'Draft', severity '4', and date '15-Jun-2017'. The second row is '682514371' with title 'Test Case', status 'Close Pending', severity '3', and date '14-Jun-2017'. At the bottom right of the table, it says '2 rows'.

Case Number	Title	Status	Severity	Date Updated
<input type="checkbox"/> Not Submitted	Test Case	Draft	4	15-Jun-2017
<input checked="" type="checkbox"/> 682514371	Test Case	Close Pending	3	14-Jun-2017

Here are the available options:

- Open Cases
- Draft Cases
- Closed Cases
- Advanced Filter

If you click Show Advanced Filter link, additional fields appear.

The screenshot displays the 'Support Case Manager' interface. At the top, there's a header with 'Tools & Resources' and 'Worldwide - English'. Below that, a search bar contains 'chris.harrison74' with a 'Continue' button and a 'Look up user' link. A 'Help' link and a 'Feedback' icon are also present. A green 'Open New Case' button is on the left, and a search bar for 'Case # or Tracking #' is on the right. The main area has tabs for 'My Cases', 'All Cases', and 'Favorites'. Below the tabs, there are filter options: 'Show My' with checkboxes for 'Open Cases', 'Draft Cases', and 'Closed Cases'; 'Created In' and 'Updated In' with radio buttons; and 'All Dates' with a dropdown. The 'Filter By' section includes dropdowns for 'Status' and 'Severity', and checkboxes for 'Linked Bugs' and 'RMAs'. There are input fields for 'Contract Number', 'PICA ID', 'Serial Number', and 'Node Name', each with a placeholder and instructions. Below these are 'From Date' and 'To Date' fields with calendar icons. A 'Clear Filters' button is on the right. At the bottom, there are 'Apply Filters' and 'Hide Advanced Filters' buttons, and a note 'Including Cases: Open, Draft'. An 'Export Cases' link is also visible. The table below has columns for 'Case Number', 'Title', 'Status', 'Severity', and 'Date Updated', and shows '0 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 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 Date



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