



Your New Service Request Process: Technical Support Reference Guide for Tidal Software Products

September 2010





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Introduction

This document describes the procedure for obtaining Technical Support through our 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 service request 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 service requests by phone, web, or email 24 hours a day, 365 days a year
- Download software updates (maintenance and minor releases) for your covered Tidal software
- Access Cisco's online support, including database of product and service information, service request 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 Tidal software, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 2 below as you do not need to reregister. To register for a Cisco.com user ID, go to the main Cisco webpage (www.cisco.com) and follow the steps described below.

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

The screenshot shows the Cisco.com homepage. At the top right, there are links for "Worldwide [change]", "Log In", "Register" (circled in red), and "About Cisco". Below these is a search bar with the text "Search" and a "Go" button. A navigation menu contains "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", and "Partner Central". The main content area features a "Try WebEx Meetings Free" banner with a "Start 14-day Free Trial Now" button and a "View a Demo Now in Progress" button. To the right, there are sections for "Information for:" (with links for Small & Medium Business, Enterprise, Service Provider, and Home & Home Office) and "Quick Links" (with links for Partner Locator, Find a Service Provider, Security Center, Documentation, Career Opportunities, Investor Relations, Discussion Forums, and Human Network).

2. Fill out the information on the Cisco.com Registration form. If you already have a Cisco.com user ID, you may use the following link to associate your new contract number provided in the attached welcome letter:
http://tools.cisco.com/RPF/profile/additional_csm_contracts.do.


Worldwide [change] [Log In](#)

Solutions
Products & Services
Ordering
Support
Training & Events
Partner Central

HOME
Welcome to Cisco

Cisco.com Registration
Overview

Cisco.com Registration

Register here to gain access to Cisco tools and information.

* Required Field

Choose Language for this Form: *

English (For future communications you will need to select your language preference in the Profile Management tool)

First Name *	Last Name *
<input type="text" value="John"/>	<input type="text" value="Doe"/>
Company/Organization *	
<input type="text" value="Acme Co."/> <small>(You may choose to enter "None")</small>	
Address Line 1 *	Address Line 2
<input type="text" value="555 Main Street"/>	<input type="text"/>
City *	State/Province/Region *
<input type="text" value="San Francisco"/>	<input type="text" value="CA"/>
Country *	Zip/Postal Code *
<input type="text" value="UNITED STATES"/> <input type="button" value="v"/>	<input type="text" value="94115"/>
E-mail Address *	Re-enter E-mail Address *
<input type="text" value="jdoe@gmail.com"/>	<input type="text" value="jdoe@gmail.com"/>

(Valid e-mail address is required for registration confirmation.)

Business/Primary Phone Number

Country Code *	Number *	ext
<input type="text" value="1"/> <input type="button" value="v"/>	<input type="text" value="555-555-1212"/>	<input type="text"/>

[Locate country code](#)

Login Name *

(Must be between 9 and 50 characters, no spaces, contain at least one letter, and may contain numbers.)

Password *

(Your password must contain both upper and lowercase alphanumeric characters (a-z, A-Z, 1,2,3...), and must be at least eight characters long.)

Re-enter Password *

Choose a secret question 1 *

Secret Answer 1 *

Choose a secret question 2 *

Secret Answer 2 *

(Please select two secret questions and provide answers for each. Please do not use spaces.)

Fine Print

- Cisco will process and store information submitted using this form, including any updates, in accordance with the [Cisco Privacy Statement](#).
- Yes No
- Companies that conduct business with Cisco may contact me with product and services information.
- Yes No
- I may receive communications from Cisco (notification preferences may be changed in the Profile Management tool)
- Yes No

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.

Worldwide [change] Log In | Register | About Cis

Search

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME

Welcome to Cisco

Cisco.com Registration

Overview

Thank You for Registering

An email has been sent to you at joe@gmail.com. To complete registration, check your inbox for an email message from Cisco, and follow the link in the message to confirm your information.

Once you have completed this step you will gain basic guest access. Please visit the Profile Management tool at any time to update your profile and preferences, or to register for additional access rights.

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 increased access to entitled areas of Cisco.com” radio button to view and manage your Service Contract online, then click “Go Now.”

Worldwide [change] Log In | Register | About Cis

Search

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME

Welcome to Cisco

Cisco.com Registration

Overview

Basic Registration Complete

You have successfully registered with Cisco.com and have basic guest access through your Cisco.com ID.

Please choose how you would like to proceed:

Continue to Cisco.com

Register My Company as a Cisco Partner

Partner Self-Service

Connect my Cisco.com user ID with an existing Cisco partner.

Get increased access to entitled areas of Cisco.com

You may require additional levels of entitlement if you fall into one of the following categories:

- You are a Service Contract owner (May also have a contract to resell Cisco products). You will be requested to provide your contract number(s).
- Your company purchases directly from Cisco. You will need to provide a customer number and a valid purchase or sales order number.
- You are a customer of a Cisco Certified Partner and have Partner Initiated Customer Access (PICA). You will need to provide your PICA Registration Number and Verification Key.
- You are a CCIE

Go Now

5. You will be directed to the Cisco.com Profile Manager. From there, select the ADDITIONAL ACCESS tab and the “Obtain Access to additional Service Contract(s)” link.

Worldwide [change] Log In | Register | About Cis

Search Go

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME>Welcome to Cisco

Cisco.com Profile Manager Overview

Cisco.com Profile Manager

CONTACT ORGANIZATION **ADDITIONAL ACCESS** PREFERENCES PASSWORD MANAGEMENT

Profile - Additional Access

From the list below you can access the applications you have registered for and in addition you can register to additional applications.

Your Access

Obtain Additional Access

Obtain access to additional service contract(s)

Cisco Channel Partner or Authorized Reseller

Purchase Direct from Cisco
Requires: Valid Purchase or Sales Order Number and Customer Number

Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner
Requires: PICA Registration Number and Verification Key

You are a Cisco Certified Internetwork Expert [CCIE User]
Requires: CCIE Certification

Cancel Submit

6. Enter your Service Contract number(s) as provided on the attached Welcome Letter and click the “Submit” button.

Worldwide [change] Log In | Register | About Cis

Search Go

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME>Welcome to Cisco

Cisco.com Profile Manager Overview

Cisco.com Profile Manager

CONTACT ORGANIZATION **ADDITIONAL ACCESS** PREFERENCES PASSWORD MANAGEMENT

Request to insert Service Contract(s)

To request to insert Service Contract(s), please enter the necessary information below. If you do not know the Service Contract Number but need access please contact your Service Sales Representative or send an email to web-help@cisco.com.

Enter your service contract number(s) below. (Comma separated):

Service Contract Number

Service contract association process takes approximately six hours.

Cancel Submit

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.

Opening a Service Request 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
- 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 Service Request

Severity 1 and 2 Service Requests must be opened by phone.

Severity 3 and 4 Service Requests should be opened online, 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

Contacting Cisco TAC by Web

The online service request management tool, called TAC Service Request Tool (TSRT), allows users to open a service request, assign a severity (level 3 or 4), receive information through the web or email, maintain and track service requests online, and upload files.

Using the TAC Service Request Tool (TSRT)

TAC Service Request Tool (TSRT) on Cisco.com will allow you to open a new service request. There are four main steps for opening a Service Request using TSRT:

1. Set up Service Request – enter Cisco.com user ID, assign severity, and so on
2. Describe Problem – capture the problem the customer is experiencing
3. Specify Product – verify customer's product is covered by service contract
4. Finish – confirm information with customer and edit accordingly

You can access the online service request tool using this link:

<http://tools.cisco.com/ServiceRequestTool/create/launch.do>.

You will be required to log in with your Cisco.com ID and Password. Again, make sure that you have associated your Cisco.com ID with your new service contract number as listed in the attached welcome letter. (Refer to the registration process on page 2.)

1. Set Up Service Request.

Enter Cisco.com user ID.

Support

TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem 3 Specify Product

A "*" denotes a required field.

Cisco.com User ID

Please specify the Cisco.com User ID of the person to be listed as the contact for this service request.

Enter Cisco.com User ID: * [Cisco.com Registration and Lookup](#)

Need help creating a service request? Try these options.

- View a brief tutorial. ([Flash](#) or [PDF](#))

Evaluate the issue and enter your contact information. You may also add other email addresses to be included in the SR update notifications as well.

Evaluate Issue**Schedule Response: ***

Next Available TAC Engineer *(Response within approximately one hour)*

At a Future Date & Time *(For severity level 3 & 4 only.)*

Contact will be made no more than one hour after:

Date



Time

Timezone

Extended Loss of Service?: *

Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)

No

Contact Information**Contact Name:**

Vivian Chen [Edit Profile](#)

Preferred Contact Method: *

E-Mail

Phone

Preferred E-Mail: *

From Profile:

Temporary E-Mail:

Preferred Phone Number: *

From Profile:

Temporary Number:

E-Mail Confirmation: *

No

Yes

Additional E-mails (CC):

2. Describe the problem. Give the description and select Technology, Sub Technology, and Type of Problem.

Support
TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem 3 Specify Product

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

Describe Problem: *

30000 characters remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: *

Subtechnology: *

Type of Problem: *

Customer Activity

What were you doing when you experienced your problem *

Need help creating a service request? Try these options.
 - View a brief tutorial. ([Flash](#) or [PDF](#))

3. Specify Product. Note: If you have a serial number, then you do not need to specify product.

If you do not have a serial number, continue to fill in the product name/description, contract number, service level, and installation location.

Support
TAC Service Request Tool -- New Request

1 Setup Request > 2 Describe Problem > **3 Specify Product** > 4 Finish

Please Describe the product that you need assistance with below.

Serial Number : [Where do I find this?](#)

- OR -

Product name or description : Example: 7200 series router

Contract Number :

Service Level :

Installation Location :

Site Name :

City :

State/Province :

Country :

< Back Search

4. Review the request details, then submit the Service Request.

Support
TAC Service Request Tool -- New Request

Service Request Confirmation

You have successfully created service request #614997939
A technical support engineer will contact you soon.

Optional Next Steps:

[Upload Files](#): Attach a device log or other files related to the problem. This may help us better understand the problem and reduce the response time.

[Update or Review the Service Request](#)

[Create Another Service Request](#)

TAC Recommended Solutions:

Other customers with similar symptoms may have been able to solve their problem using the following online troubleshooting tool.

[TAC Case Collection](#)

Contacting Cisco TAC by Email

Open new service requests by email using the Cisco support email address: tac@cisco.com. If you are opening a new service request, put "Data Center Management and Automation" in the subject line of your email. This will help the agent processing the incoming email to determine the correct service request 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 Tidal Enterprise Scheduler)
- Business effect (service request 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 service request through the Cisco TAC agent.

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

Managing Your Service Request

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

1. Navigate to www.cisco.com and click "Support," then select "[Query TAC Service Request](#)."

The screenshot shows the Cisco Support website interface. At the top right, there are links for "Worldwide [change]", "Log In", "Account", "Register", and "About Cisco". Below these is a search bar with a "Go" button. A navigation menu contains tabs for "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", "Partner Central", and "My Cisco".

The main content area is titled "Support and Documentation" and is divided into several sections:

- Option 1: Select a Product Name**: A search box with the placeholder "Enter Product Name e.g. 6500 Switch or IP Routing" and a "Find" button. Below the search box is a list of product categories such as "Application Networking Services", "Cisco IOS and NX-OS Software", "Cisco Interfaces and Modules", "Collaboration", "Flip Video", "Home Networking (Valet and Linksys)", "Network Management", "Optical Networking", "Physical Security and Building Systems", "Routers", "Security", "Service Exchange", "Storage Networking", "Switches", "TelePresence", "Unified Computing", "Universal Gateways and Access Servers", "Video, Cable and Content Delivery", "Voice and Unified Communications", and "Wireless".
- Option 2: Select a Task**: A list of tasks including "Download Software", "Troubleshoot", "Install & Upgrade", "Maintain & Operate", "Configure", and "Design".
- Support for Home Products**: A section for home networking products, including "Linksys and Valet Home Networking" and "Flip Video Flip and Flipshare".
- Additional Support**: A list of additional support resources such as "Small Business Support Community", "Technical Services Newsletter", "Career Certifications", "Scientific Atlanta (SPVTG)", "Tidal Software", and "Cisco IronPort Customer Support New/Updated Support Documents".
- Documentation Resources**: A section for technical documentation, including "What's New in Technical Documentation", "Cisco Docwiki", and "Multimedia Documentation".
- Communities & Forums**: A section for the Cisco Support Community, encouraging users to ask questions and collaborate with technical peers. It also mentions a "Technical Documentation Ideas Forum".
- Tools & Resources**: A section for various tools and resources, including "Bug Toolkit", "Cisco Notification Service", "Software Advisor", "Command Lookup", and "See All...".
- Contact Cisco for Support**: A section with links for "Create TAC Service Request", "Query TAC Service Request" (circled in red), and "Email or Phone Technical Support".
- Support Location - Language**: A dropdown menu currently set to "Worldwide - English".

Or you may go directly to: <http://tools.cisco.com/ServiceRequestTool/query/>

You may search by Service Request Number, Contract, Cisco.com ID, status, and so on.

2. You may view your service request by entering the SR number, your contract number, or your Cisco.com user name.

Support

TAC Service Request Tool -- My Requests

Search Your Service Requests

If this is your first time using this tool, you may wish to read the help page before getting started.

Search by Service Request Number

Enter Number: *

 Cisco Service Request Number

 Helpdesk Tracking Number

Advanced Search

A *denotes a required field

Search by*

 Contract Number

[Find Contract](#)
 PICA ID

 Cisco.com User Name

Service Request Status*

 Open

 Closed

 Pending Customer Response

Creation Date

 All Dates

 From:

Day

Month

Year

To:

21

JUL

2010

(in GMT)

Contact:

Last Name

Phone

Country

Technology



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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