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."

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.

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.

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."

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.

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

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

[Continue] [Reset]

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.

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: •

```
ATM
Application Networking Services
Broadband Cable
Cisco Video
Collaboration and Conferencing
Contact Center Software
DSL
Data Center Management and Automation
Data Center and Storage Networking
Dial-Access
```

Subtechnology: •

```
Select One
Tidal Enterprise Orchestrator / Horizon
Tidal Enterprise Reporter
Tidal Enterprise Scheduler
Tidal Enterprise Transporter
Tidal Intelligent Automation
Tidal Performance Analyzer
Tidal Transaction Analyzer
```

Type of Problem: •

```
Select One
```

Customer Activity

What were you doing when you experienced your problem •

Please select a value ⇕

< Back   Continue   Reset

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.

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

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."

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

                         [Search]

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   [Select One   ▴]

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