

TAC Service Request Tool

The TAC Service Request tool allows you to create online service requests with the Cisco Technical Assistance Center (TAC). You can also query the history and status of the service requests, and update those service requests while they are open. This tool displays service request information for all open service requests, in addition to service requests that have been closed within the last 18 months. In addition, you may download or order software upgrades associated with your service contracts by using the Software Library and Product Upgrade tools.

To learn more about the TAC Service Request tool, go to <http://tools.cisco.com/ServiceRequestTool/create/launch.do> and select **Help** in the upper right corner.

Prerequisites

- Obtain a complete list of all applicable support contracts
- Requires a valid Cisco.com ID
- Confirm that your e-mail address is correct in your Cisco.com profile

Note: It is important to associate all your service contracts with your Cisco.com ID in order for you to receive complete access to support and services from Cisco. Please check with your Cisco service account manager to ensure that you have a complete list of all your service contracts.

Note: Partners participating in Cisco Shared Support Program or Collaborative Services programs can list up to five support contracts in their profile using this process. You are required to use the My Colleagues Tool Aggregate process to dynamically associate the remainder of your company's support contracts to your profile. For assistance, contact your administrator. Cisco can send an e-mail to your company's delegated administrator and request that they contact you.

Note: Shared Support and SIS98 partners use the Partner-Initiated Customer Access process to create access for their end-user customers to allow them to view details of TAC service requests.

- Shared Support and SIS98 end customers are allowed view-only access. They may not contact Cisco directly for support.
- Shared Support partners and SIS98 partners may use the Partner-Initiated Customer Access tool process to give their end customers access to download software from the Cisco.com Software Library.

Registration

- **Step 1.** Log into Cisco.com.
 - a. In your browser, type <http://www.cisco.com>. Select **Log In** in the upper right corner, and log in using your valid Cisco ID and password.
 - b. Select **Profile**.
- **Step 2.** To view contracts that are currently directly associated to your profile:
 - a. Under "Additional Access", select **Service Contract Owner**. This lists all support contracts currently associated to your profile.
- **Step 3.** To add additional support contracts to your profile:
 - a. Select **Additional Access**
 - Under "Obtain Additional Access", select **Obtain access to additional service contracts**.

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- **Step 4.** To create a support request where Cisco will evaluate and confirm association:
 - a. Go to **Request to Insert Service Contracts**
 - b. Enter support contract number(s)
 - c. Select **Submit**

- **Step 5.** You will receive notification by e-mail that the support contract associations have been completed. Support contract association can take up to 6 hours to complete.

If you have any difficulty completing this registration process, please open a support case at <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Links

Once your support contracts have been successfully associated to your profile, you may use the following links.

- TAC Service Request Tool: <http://tools.cisco.com/ServiceRequestTool/create/>
- Software Library Tool: <http://www.cisco.com/kobayashi/sw-center/>
- Product Upgrade Tool: <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>