



Cisco® Technical Services help to ensure that your Cisco® products and network operate efficiently and benefit from the most up-to-date system and application software. When you need technical assistance, you can resolve issues quickly using the resources and tools available through your Cisco Technical Services contract.

Severity Levels of Cisco Service Requests

To make sure your request is prioritized correctly, Cisco has established service request severity definitions. When you contact the TAC, you will be asked to assign your request a severity level.

- Severity 1 (S1): Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.
- Severity 2 (S2): Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit fulltime resources during normal business hours to resolve the situation.
- Severity 3 (S3): Operational performance of your network is impaired while most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Severity 4 (S4): You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Open a service request to talk to a Cisco Technical Assistance Center (TAC) engineer or use Cisco.com online resources to get technical information on demand.

Direct Access to Cisco TAC Engineers

Submit a Cisco Service Request

S1 or S2 Service Requests

For S1 or S2 issues, or if you do not have Internet access for S3 and S4 issues, contact the Cisco TAC by telephone to submit your service requests.

S3 or S4 Service Requests

Use the online Cisco TAC Service Request Tool to quickly submit S3 and S4 service requests:

www.cisco.com/techsupport/servicerequest

(Registered Cisco.com users with valid service contracts)

Three Ways to Get Support

- Email: tac@cisco.com
- Online: www.cisco.com/techsupport/servicerequest
- Phone Support: For a list of global contact numbers, go to: www.cisco.com/warp/public/687/Directory/DirTAC.shtml

TAC Phone Support:

Asia Pacific	+61 2 8446 7411
Australia	1 800 805 227
New Zealand	0800 44 6237
Europe	+32 2 704 5555
US/Canada	1 800 553 2447

Creating a Service Request Using the TAC Service Request Tool

The fastest way to create S3 and S4 service requests and submit them to the TAC is to use the online TAC Service Request Tool.

What you will need:

- Your Cisco Service Contract Number
- Product Serial Number and Chassis Serial Number
- Product Model Number and its hardware configuration
- Physical location of the product
- Severity Level of the Issue (see definitions)

The following information will help expedite your case:

- Meaningful case title stating the problem accurately
- History of the problem
- Network topology and explanation
- Output from “show tech” command (if applicable) and all other relevant output
- Software versions and types of equipment
- Relevant syslog/tacac logs before the issue occurred

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Cisco Support Website

Get Timely Information on Demand

Online Resources

Resolve technical issues quickly using the Cisco Support Website. Online documents and tools, software updates, access to the TAC Case Collection database and collaborative networking spaces make it easy to get the information you need. Over 80% of survey respondents claim that the Cisco Support Website has helped them solve technical issues,¹ compared to 44% industry average.² www.cisco.com/techsupport

Product and Technology Support Pages

Configuration examples, technical notes, command references, feature guides, and other information are organized into two main sections:

- Product Support: Solutions for Cisco hardware and software product issues. www.cisco.com/techsupportweb/psa/products
- Technology Support: Solutions for issues with technologies enabled by Cisco products. www.cisco.com/web/psa/technologies

Online Tools

In addition to calculators and software download utilities, use interactive online support tools and resources for configuration, design, troubleshooting, installation, assessment, and service request management. www.cisco.com/techsupport/tools

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Submit a Cisco Service Request (Continued)

Follow these steps:

1. Go to www.cisco.com/techsupport/servicerequest
2. Describe your issue
3. After you describe your issue, the TAC Service Request Tool will recommend resources for an immediate solution
4. If your issue is not resolved using these automatic solutions, your service request will be assigned to a Cisco TAC engineer
5. At the bottom of the Query screen, you may leave case notes. Please document relevant case events such as business impact, even if they are not purely technical in nature

Escalation

If you are not completely satisfied with the progress on resolving your service request, please contact your regional technical support center and ask to speak with the duty manager. Visit the following Website for a list of all regional phone numbers. www.cisco.com/techsupport/contacts

Status of Cisco Service Requests

You can use the online Cisco TAC Service Request Tool to track progress or to update your service requests with notes and attached files. www.cisco.com/techsupport/servicerequest

Status notations include the following:

- Customer Updated: A service request has been updated using the Cisco TAC Service Request Tool.
- Customer Requested Closure: You requested that the service request be closed.
- Cisco Pending: Your Cisco TAC engineer is currently investigating the issue. No work-around has been identified at this time.
- Close Pending: Your Cisco TAC engineer has provided you with a solution that will solve your issue. Contact the assigned engineer if the problem has not been solved.
- Customer Pending: Your Cisco TAC engineer has requested information from you and is waiting for your response. No workaround has been identified.
- Release Pending: Cisco Development Engineering is reviewing the issue for a code fix that would resolve the issue; however, the software release with the fix is not yet available.
- Service Order Pending: Your Cisco TAC engineer has sent you a hardware replacement.

Service Order/RMA Status Tool for Advance Hardware Replacement

During a TAC service request, if it is necessary to replace a hardware component, the Cisco TAC will arrange for the correct component to be shipped to you from a Service Depot.

To track the status of your replacement part, enter your Service Order/RMA number, purchase order number, TAC service request number, TAC task, or "ship-to" ID and the status tool will provide an update on your service order/RMA. www.cisco.com/techsupport/status

Service Availability Matrix

Use the Service Availability Matrix (SAM) to verify availability of logistics and field engineering services worldwide for SMARTnet®, SP-Base, Shared Support, and SmartSpares programs. www.cisco.com/techsupport/sam

Cisco.com Login User ID Issues

ic-support@cisco.com

Get Timely Information on Demand (Continued)

Some of our most popular tools are:

- Software Advisor: A comprehensive tool for determining compatibility and feature information for Cisco Operating System software.
- TAC Case Collection: Interactively identifies and troubleshoots common hardware, configuration, and performance issues.
- My Tech Support: Personalized Webpage where you can customize links to your favorite sites and tools.
- Output Interpreter: This tool reports common and potential problems and provides suggested fixes, based on the output that you copy-and-paste from specific show commands.

Download Software

Confirm software compatibility, investigate hardware and software issues, download specific applications or updates, and access a comprehensive database of release information. You can also link to other software-related technical support.

www.cisco.com/techsupport/downloads

Training Resources

Expand your technical skills and stay current on the latest technology advances through online technical training presentations and live and recorded online Cisco Technical Support Seminars. Acquire the advanced skills of Cisco TAC engineers in networking fundamentals, IP routing, LAN switching, and voice on the Cisco Learning Connection Website. www.cisco.com/techsupport/training

Connect and Collaborate with Networking Professionals

Share questions, suggestions, and information about networking solutions, products, and technologies with users, in real time, around the globe, on the Cisco Support Wiki. <http://supportwiki.cisco.com>

Join discussion threads and Ask the Expert events at www.cisco.com/go/netpro

Cisco Technical Services Newsletter delivers timely information to your email inbox about the latest enhancement to the documents and tools available on the Cisco Support Website. Subscribe today to keep up-to-date on these valuable Cisco resources. www.cisco.com/go/tsnews

- 1 2007 TS Web Walker Survey
- 2 2006 SSPA Benchmark Survey

Order Cisco Services

Cisco offers a broad range of award-winning support services designed to maintain high-quality network performance while controlling operational costs.

To learn more about Cisco Technical Services, visit: www.cisco.com/go/techservices

To purchase Cisco Technical Services, visit:

www.cisco.com/en/US/ordering/or13/order_customer_help_high_level_listing.html