

Contact Cisco Secure Access Support Team

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Introduction

This document describes the steps needed to contact Secure Access Support Team as part of Technical Assistance Center (TAC).

How To Contact Secure Access Support Team

Contact Secure Access Support team if you have any type of questions or queries regarding Secure Access Product or it is integrated features.

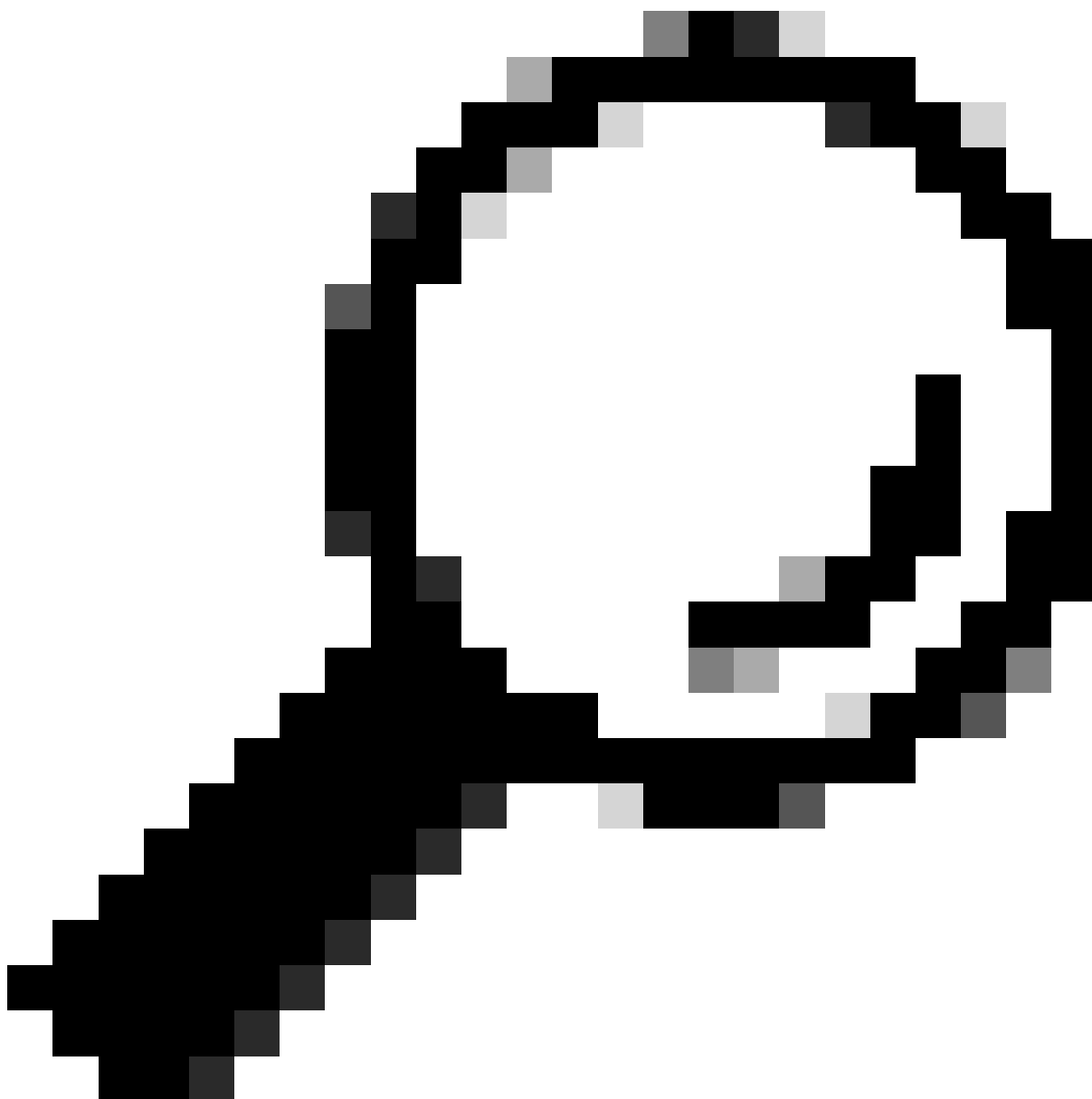
Step 1: Login to [Support Case Manager](#) tool.

Step 2: Click on Open New Case.

Step 3: Click on Open Case.

The screenshot displays the 'Support Case Manager' web interface. At the top, the user is logged in as 'Fuad Al Asouli (faldasoul@cisco.com)'. A blue box labeled 'Logged in Cisco Account' points to the user name. A green box with the number '1' highlights the user name. Below the user name, there is a message: 'Looking for Splunk support? To open a service or support case, you must have a Splunk account. If you don't have a Splunk account, register here or call: United States and Canada (1.855) SPLUNK.S or (1.855) 775.8657. Not in the US? Find your local office. Open a Splunk Technical Support Case or Open a Splunk OnDemand Service Case'. A green box with the number '2' highlights the 'Open New Case' button. A modal window titled 'Open a New Case for Support on Cisco Products and Services' is open, showing a list of categories: Products & Services, Webex, Software Licensing, Splunk, Fluidmesh / CURWB, and Trial Offer Support. A green box with the number '3' highlights the 'Open Case' button at the bottom of the modal.

Step 4: Locate your Secure Access subscription by selecting one of the options directly or search for (Secure Access) in the Product ID section.



Tip: Make sure you are logged in with account associated with support contract. a banner with number of associated contracts can show up under the (Find Product by Service Agreement) section.

Request Type

Diagnose and Fix
 Request RMA
 Ask a Question

Do not use the Serial Number option as this is a cloud product and have no serial number

Find Product by Serial Number

Find Product by Service Agreement

There are 1 service agreements associated with this profile.

Product Name (PN) | Product Description | Product Family | Site Name

Service Contract

Smart Account | Subscription Number

Virtual Account | #R Subscription Number

Advanced Options

Search

Search Results:

Product		Site		Service Agreement				
Name	Description	Product Family	Name	Address	Number	Smart Account	Sevi. Level	Usage Type
SA-SIA-ADV-K9	Cisco Secure Internet Access Advantage	SECAGDS						
SA-SPA-ADV-K9	Cisco Secure Private Access Advantage	SECAGDS						
SECURE-ACCESS-SUB	Cisco Secure Access Subscription	SECAGDS						

Next Save draft and exit

This banner indicates that this user is associated with Support Contract
If you do not see this banner, follow the steps described for associating contract with Cisco ID

Use this option and search for (Secure) to locate your subscription

Select one of the Subscription:
SA-SIA-ADV-K9: Secure Access for Internet Access
SA-SPA-ADV-K9: Secure Access for Private Access
SECURE-ACCESS-SUB: Secure Access for Internet and Private Access

Step 5: Click Next to move to next step.

Step 6: Enter your Support ticket details (Title and Description).

Note: [Cisco Severity and Escalation Guidelines.](#)

The screenshot shows a form with the following elements:

- Severity:** Radio buttons for Critical Impact (S1), High Impact (S2), Moderate Impact (S3) (selected), and Ask a Question / Warranty (S4).
- Loss of Service:** A checkbox for "Extended loss of 15 seconds or more".
- Title:** A text input field with the placeholder "Enter brief description" and a character count of "23/240 characters".
- Description:** A rich text editor with a toolbar (bold, italic, link, etc.) and a text area with the placeholder "Enter Detailed problem Description" and a character count of "34/32000 characters".

It's recommended to include organization ID in your problem description can be located in your login URL
<https://dashboard.sse.cisco.com/org/{orgId}/overview>

Step 7: Select Secure Access Technology and Sub-Technology.

Step 8: Choose Problem Area.

Technology

Suggested Technologies

LAN Switching > Cat9200

Cloud and Hybrid Products > Webex Joining a meeting

LAN Switching > Cat2960

OR

1

Selection required

Problem Area

Select Technology

2

Solution Support (SSPT - contract required)

3

4

Solution Support (SSPT - contract required) > Secure Access

Problem Area

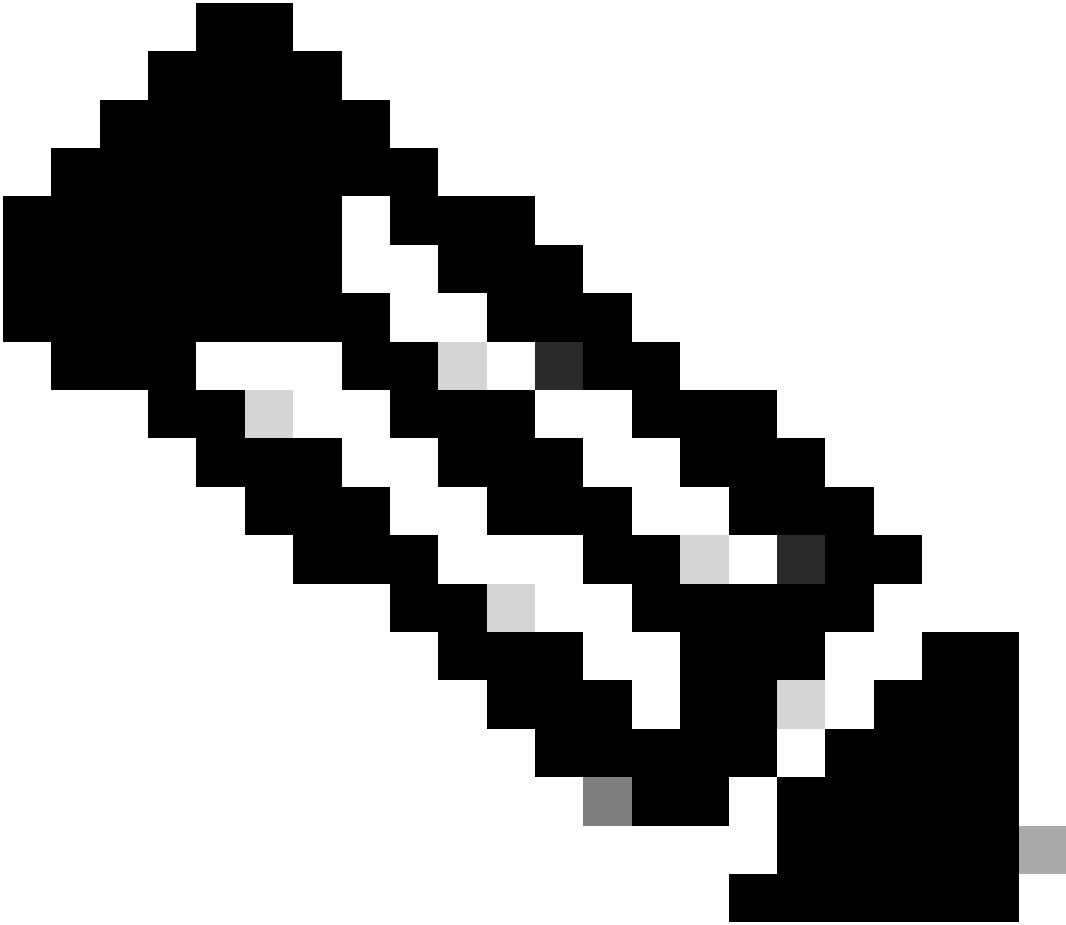
5

Problem Area 6

<p>CONFIGURATION</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Error Messages, Logs, Debugs <input type="radio"/> Configuration Assistance <input type="radio"/> Licensing 	<p>INSTALLATION</p> <ul style="list-style-type: none"> <input type="radio"/> Configuration Assistance <input type="radio"/> Error Messages, Logs, Debugs <input type="radio"/> Licensing
<p>OPERATE</p> <ul style="list-style-type: none"> <input type="radio"/> Error Messages, Logs, Debugs <input type="radio"/> Licensing 	<p>UPGRADE</p> <ul style="list-style-type: none"> <input type="radio"/> Configuration Assistance <input type="radio"/> Licensing <input type="radio"/> Error Messages, Logs, Debugs

Step 9: Add any additional CC list to be notified about this support ticket.

Step 10: Submit ticket.



Note: check your inbox for an email with support ticket confirmation, an initial email from support team can be received once an engineer is assigned to the ticket.

How To Contact Secure Access Support Team (Trial Account)

If you have a trial account for Prove of Concept (POC) or Prove of Value (POV), and you would like to open Support ticket with Cisco Support Team, check the instructions described in this section.

Step 1: Login to [Support Case Manager](#) tool.

Step 2: Click on Open New Case.

Step 3: Select Trial Offer Support.

Step 4: Search for Secure Access.

Step 5: Select Secure Access.

Step 6: Select Open Case.

Support Case Manager 1

Create and manage Support cases for Fuad Al Asouli (faldasoul@cisco.com) Logged in Cisco Account

Open New Case 2

- Products & Services
- Webex
- Software Licensing
- Splunk
- Fluidmesh / CURWB
- Trial Offer Support** 3

Open a New Case for a Current Trial Offer

Search Categories 4

Secure Access 5

Open Case 6

Step 7: Enter your Support ticket details (Title and Description).

Severity ●

Critical Impact (S1) High Impact (S2) Moderate Impact (S3) Ask a Question / Warranty (S4)

Loss of Service

Extended loss of 15 seconds or more

Title

Enter brief description

23/240 characters

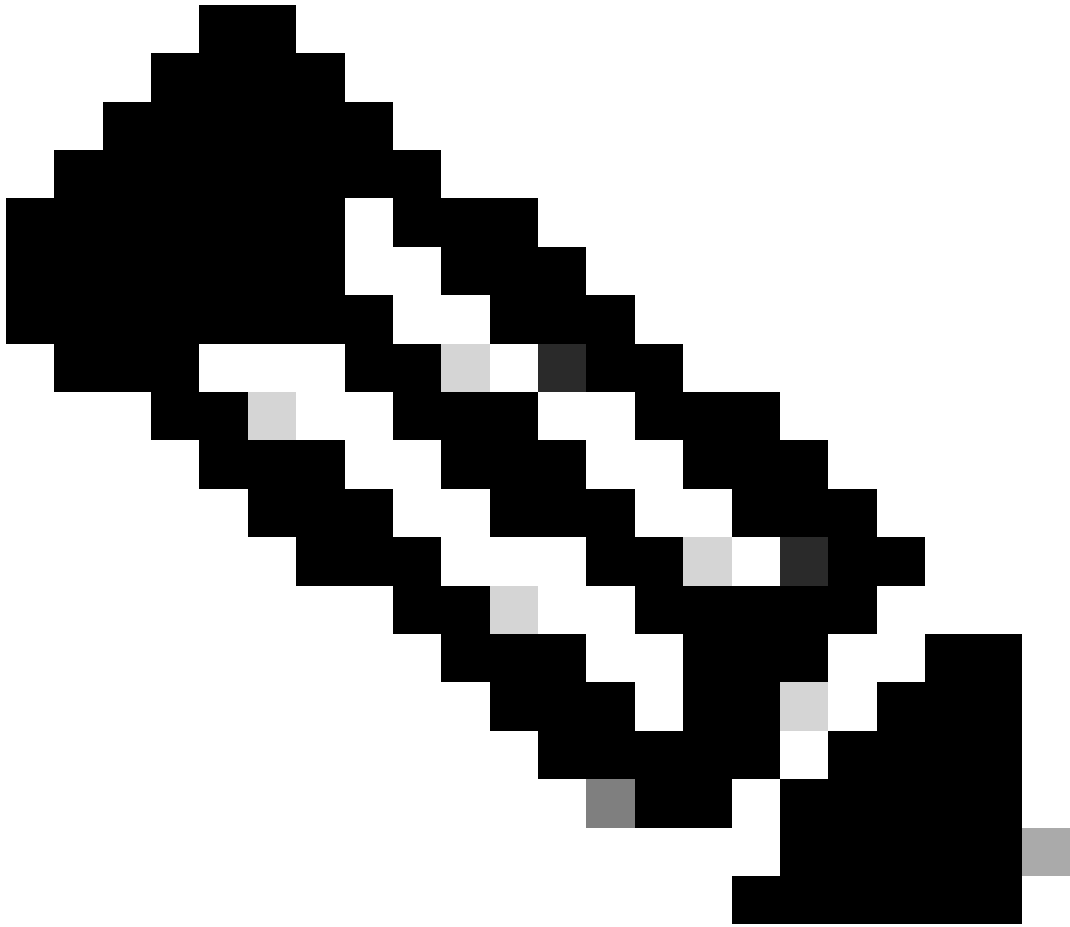
Description

Enter Detailed problem Description

34/32000 characters

It's recommended to include organization ID in your problem description can be located in your login URL

[https://dashboard.sse.cisco.com/org/\(orgid\)/overview](https://dashboard.sse.cisco.com/org/(orgid)/overview)



Note: [Cisco Severity and Escalation Guidelines.](#)

Step 8: Add any additional CC list to be notified about this support ticket.

Step 9: Submit ticket.



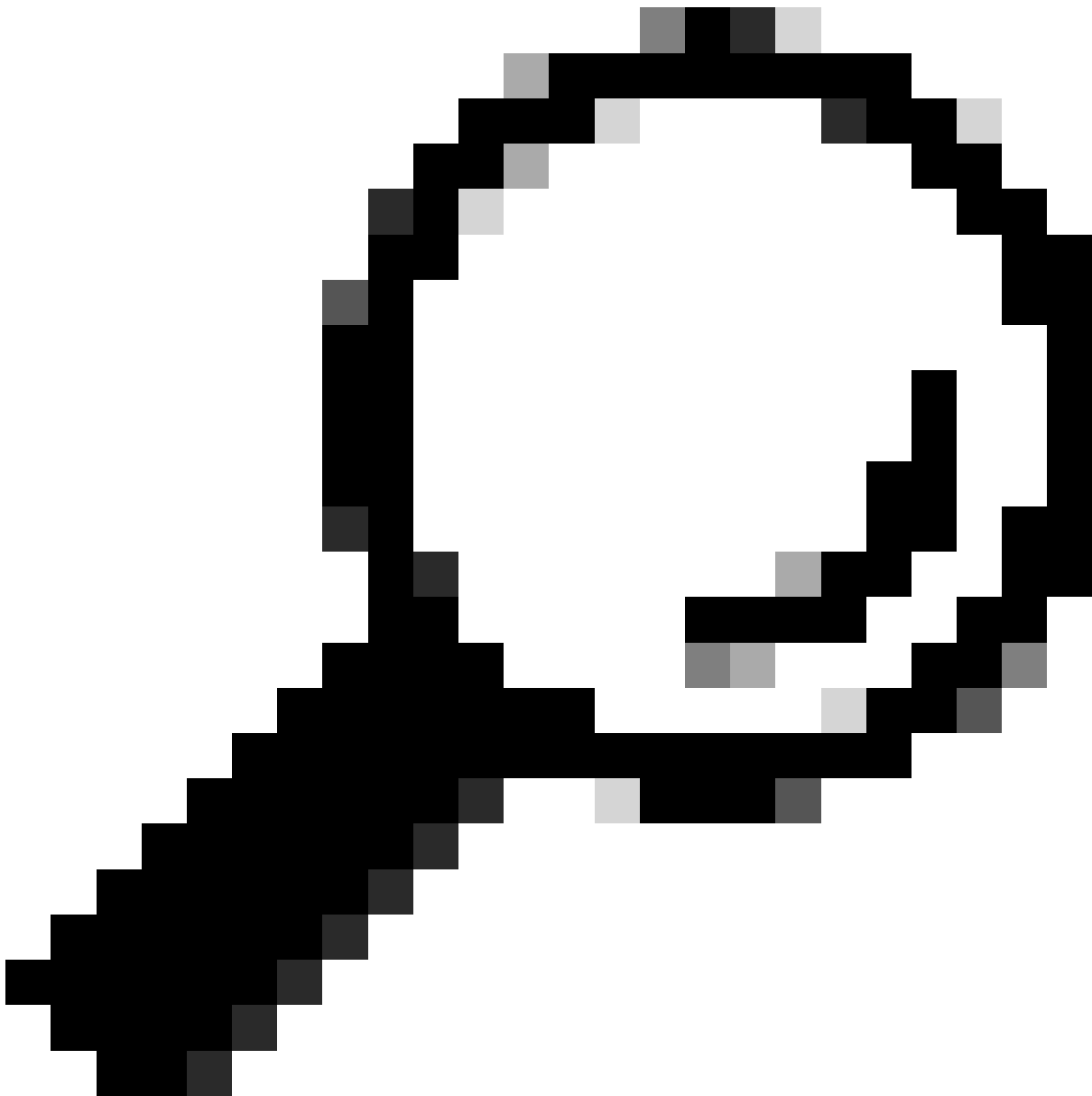
Note: check your inbox for an email with support ticket confirmation, an initial email from support team can be received once an engineer is assigned to the ticket.

Link Cisco Account To Service Contract

If you did the steps described and can not locate your Secure Access Subscription, you would need to associate your contract with your Cisco ID.

Do the steps described in this article to associate your Cisco ID with Contract: [How to Add a Cisco Service Contract Access to a Cisco.com Account](#)

Once the contract is associated, use the steps described in the previous sections of this article to open support ticket.



Tip: To locate your contract ID please contact your sales representative or partner who helped you in purchasing Cisco Secure Access

Troubleshoot and Collect Basic Information for Secure Access Support Team

While working on Cisco Secure Access, you can run into issues where you need to contact Cisco Support Team, or would like to perform basic investigation for the issue and try to go through the logs and isolate the problem. This article go over on how to gather the basic troubleshooting logs related to Secure Access. note that not all the steps apply to every scenario.

[Troubleshoot and Collect Basic Information for Secure Access Support Team](#)

Technical Services Resource Guide

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.

For more information about Cisco Support Service Level agreements please visit this article: [Technical Services Resource Guide](#)

Related Information

- [Troubleshoot and Collect Basic Information for Secure Access Support Team](#)
- [How to Add a Cisco Service Contract Access to a Cisco.com Account](#)
- [Technical Services Resource Guide](#)
- [Cisco Severity and Escalation Guidelines](#)
- [Support Case Manager](#)
- [Technical Support & Downloads - Cisco Systems](#)