

# Defining Technical Support for Cisco Building Broadband Service Manager

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## Introduction

This document describes the recommended levels of technical support for Cisco Building Broadband Service Manager (BBSM). These levels of technical support apply to these Cisco BBSM software versions:

Version 4.3	Version 4.4
Version 4.5	Version 5.0
Version 5.1	Version 5.2
Version 5.3	HotSpot 1.0

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## First Level Support

First level (end user) support handles issues with in-room connectivity. This includes, but is not limited to these:

- Functionality of:
  - ◆ Network Interface Card (NIC)
  - ◆ Cables
  - ◆ IP Address Acquisition
  - ◆ BBSM server visibility (such as ping)
  - ◆ In-room device
- Activity status on the BBSM server:
  - ◆ Reports page
  - ◆ Usage
  - ◆ Active ports
  - ◆ Room mappings

First level support does not troubleshoot the BBSM network. Remote access to the BBSM server, to switches, radios, and all devices not in the room should not be granted to this support level.

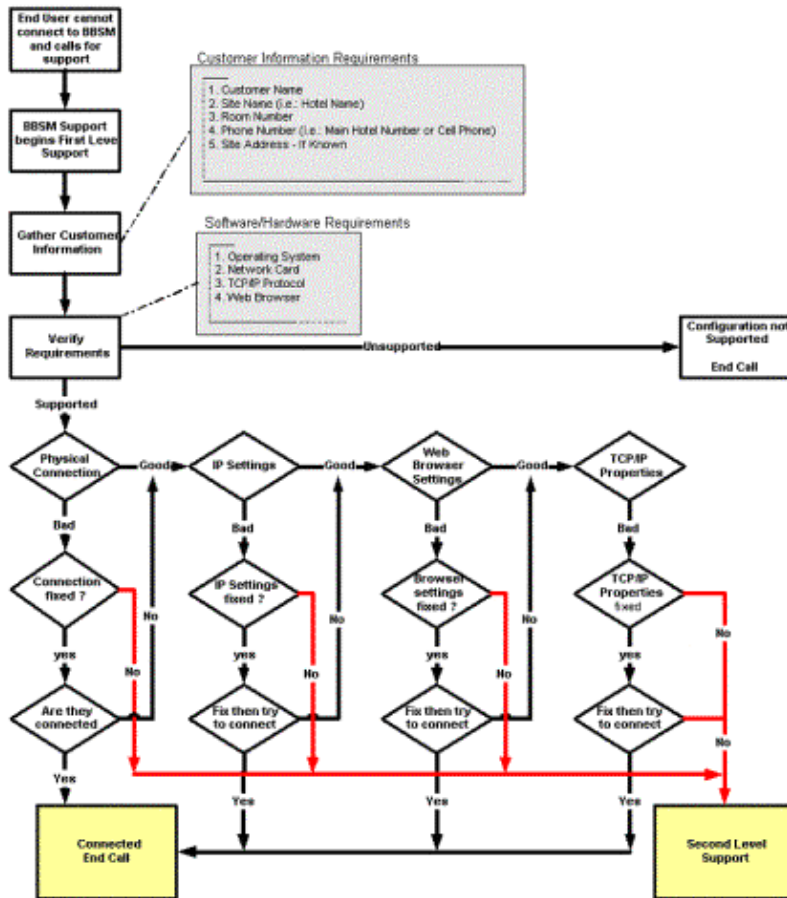
First level support calls should not last longer than 15 to 20 minutes. If a problem cannot be resolved within this time frame, the call must be escalated to second level support.

All troubleshooting steps and discoveries must be documented and provided to second level support when a call is escalated.

**Note:** 90 to 95 percent of first level support calls are not related to a problem with BBSM.

This diagram illustrates the first level support process flow.

## First Level Support Process



## Second Level Support

Second level support receives calls escalated by first level support. Second level support also handles all standard on-site BBSM network issues that have documented resolutions or patches. This includes the functionality of:

- Routers
- Servers
- Switching devices
- Switches
- Aironet radios
- End user hardware

Remote access to the BBSM server should be granted to second level support. Cisco does not recommend a specific software product for remote management of the BBSM server. The integrator or customer makes the decision to load remote access software on the BBSM server.

When a call has been escalated from first level support, the end user must not be required to repeat the troubleshooting steps and discoveries from the first level call.

## Third Level Support

All undocumented and non-standard issues raised by second level support, including the in-property BBSM network, are handled by third level support. Third level support does these:

- Discovers the root cause of the issue
- Implements the resolution
- Documents the issue and the resolution

After the issue and resolution are documented, first and second level support becomes responsible for handling the issue.

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## Related Information

- **BBSM Technical Tips**
  - **Technical Support – Cisco Systems**
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