

Unified Communications CD Software Request Cases FAQ

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Introduction

This document covers the most frequently asked questions (FAQs) on how to obtain Cisco Unified Communications Product CDs when Service Requests are created.

Note: Customers often open Service Requests. The requests are routed to the Cisco Technical Support backbone, by default. However, Cisco Technical Support does not provide service for this type of request. This document provides guidelines on how to handle these types of Service Requests.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Primary Issues

Q. I just received a new Cisco CallManager/Unity Server and the CDs are missing or defective. What should I do?

A. See the solution based on these scenarios:

◆ **The server is ordered directly from Cisco Systems, Inc.**

◇ The Customer/Partner should contact a Customer Service Representative (CSR) by calling 1-800-553-6387, or by e-mailing cs-support@cisco.com. Customer Service generates a mis-ship order with a new Sales Order number. The Sales Order number is tracked on Cisco.com with the help of the Status Tool (registered customers only).

◇ Before the customer contacts a CSR, the customer should have their Sales Order number available.

◆ **The server is ordered through a Partner or Sales Representative.**

The Customer should contact the Sales Representative who placed the order. This representative may be a Cisco Partner. The Partner/Sales representative then sends the CDs or works with the Cisco CSR.

◆ **How can Cisco Technical Support assist the customer if a Service Request is opened and they attempt to acquire Unified Communications build CDs?**

If a customer purchases the server through a Cisco Partner, Unified Communications Technical Support attempts to conference in the particular Cisco Partner, Cisco SE, or Account Manager to try and resolve the issue. However, Technical Support does not have the ability to provide CDs to customers.

◇ **How should this be handled if the customer is a Partner and wants the CDs immediately?**

Direct the customer to their Cisco SE or AM if they do not want to go to the Customer Service Representative. After the item is ordered, they can contact Customer Service to have the order expedited.

Q. I just received my new server for my existing network. I need the latest Operating System CD or Platform CD. How do I get it?

A. See the solution based on these scenarios:

◆ **The new server replaces the same type of server in an existing cluster.**

◇ If the customer has a Cisco Software Application Support Plus Upgrades (SASU) contract, refer them to the Product Upgrade Tool (PUT) (registered customers only) .

◇ If the CDs are not offered through the PUT tool, then use the RMA replacement CDs. Refer to Cisco 7800 Series Media Convergence Servers for Cisco CallManager required part numbers. All Cisco CallManager part numbers include the required operating system and other included foundational software (Microsoft SQL Server, DC Directory, and so forth.).

◆ **The new server is an addition to the current cluster or an upgraded server.**

Inform the customer that there is a cost associated with this and the appropriate software must be ordered.

Q. How do I get the latest full version CDs of a specific product?

A. Refer the customer to the Product Upgrade Tool (PUT) (registered customers only) .

The customer is required to enter their Cisco Software Application Support Plus Upgrades (SASU) contract number and request the CD/CD set. If the customer does not have a SASU contract, they must purchase the upgrade from Cisco Sales.

See the Product Upgrade Tool section for further details.

Q. What do I need to do if I have lost my CDs or need another set?

A. Refer the customer to the Product Upgrade Tool (PUT) (registered customers only) .

The customer is required to enter their Cisco Software Application Support Plus Upgrades (SASU) contract number and request the CD/CD set.

See the Product Upgrade Tool section for further details.

Q. What do I do if I received my CD set, but it does not have the leaflet attached with the Product Keys?

- ◆ Verify the purchase/upgrade for these CDs by checking the Sales Order on the Cisco Status Tool. If the customer did properly purchase the upgrade, then the customer is entitled to those keys and Cisco provides the keys to the customer. Refer to the IP Telephony Application Product Keys for further information on Cisco CallManager/Personal Assistant/Cisco Emergency Responder/Cisco Conference Connection/IPCC Express Keys.
- ◆ For Cisco Unity CD Keys, Technical Support must get the Sales Order and the PAK number that is sent to the customer when the server/software is purchased. These are the specific keys that the customer needs to have in order to install Cisco Unity. These product keys are given to the customer once there is confirmation of the purchase.

- ◇ Unity CD Keys
- ◇ Exchange 5.5/Message Store 5.5 (all languages)
- ◇ Exchange 2000/Message Store 2000 (all languages)
- ◇ SQL 2000/Data Store 2000 (English, French and Japanese Only)
- ◇ SQL 2000/Data Store 2000 (German only)
- ◇ Windows 2000 Standard (English, French and DUE only)
- ◇ Windows 2000 Standard (Japanese only)
- ◇ Windows 2000 Advanced Server (all languages)

Status Tool

Q. Where is the Status Tool located?

A. The Status Tool is located here (registered customers only) .

Product Upgrade Tool

Q. How do you use the Product Upgrade Tool (PUT)?

- ◆ The customer must have a valid Cisco Software Application Support Plus Upgrades (SASU) contract.
- ◆ The specific product must be listed in the contract by a part number.
- ◆ The part number is then mapped over to the actual upgrade part number.
- ◆ The PUT generates a sales order. The order is fulfilled through manufacturing.

Q. If the part/CD set I need does not show up as an available option through the Product Upgrade Tool (PUT), but I believe I purchased a Cisco Software Application Support Plus Upgrades (SASU) contract for the product, whom do I contact?

A. You must contact your Service Sales Representative (SSR). In order to locate your SSR, complete these steps:

1. Log in to Cisco Service Contract Center.
2. Enter the contract number in the **Search CSCC** field at the top right corner of the screen.

3. Click **Go**.

4. The account SSR appears on the Contract Summary Details screen.

The SSR verifies the purchase and then adds the needed part number to the contract. The upgrade is offered through the Product Upgrade Tool (PUT) within a few minutes.

Q. If an upgrade is urgently needed for the next day, what can Cisco Technical Support do to help?

A. Only the Customer Service Representative (CSR) expedites orders. Call your CSR at 1-800-553-6387 for information on how to expedite orders. Cisco Technical Support does not expedite orders.

CD Upgrade Part Numbers

Q. What are the different CD upgrade part numbers?

A. Upgrade part numbers are available through the Product Upgrade Tool (registered customers only). If you do not see your product upgrade listed in the tool or you have problems obtaining upgrade software, contact Customer Service or your local account manager. **Cisco TAC cannot provide support on obtaining product upgrades.**

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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