

MeetingPlace Service Request Creation with the TAC Service Request Tool

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Introduction

This document provides the steps required to create a Cisco MeetingPlace service request with the TAC Service Request Tool (TSRT).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

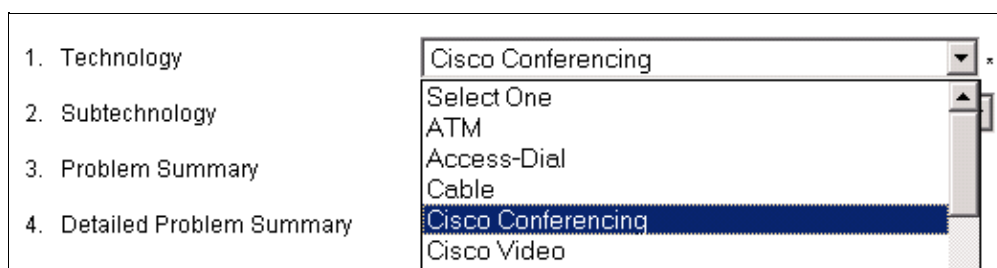
Conventions

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

Service Request Procedure

Complete these steps:

1. Access the TAC Service Request Tool (registered customers only).
2. Login with your Cisco.com username and password.
3. On the TAC Service Request Tool page, click the **Create a new TAC Service Request** link.
4. Fill in all the required fields (have an asterisk (*)) and other fields you feel are helpful.
5. From the 1. Technology drop-down list, select **Cisco Conferencing**.



6. From the 2. Subtechnology drop-down list, select the MeetingPlace Product.

2. Subtechnology	MeetingPlace Outlook	* required
3. Problem Summary	MeetingPlace Backup Gateway	
4. Detailed Problem Summary	MeetingPlace DMZ	
	MeetingPlace IM	
	MeetingPlace IP	
	MeetingPlace Notes	
	MeetingPlace Outlook	
	MeetingPlace SMTP	

7. From the 3. Problem Summary drop-down list, select the First Level problem summary.

3. Problem Summary	Troubleshooting	
4. Detailed Problem Summary	Select One	
	General Question	
	MP Outlook 4.3 Beta	
	New Install	
	Troubleshooting	
	Upgrades	

8. From the 4. Detailed Problem Summary drop-down list, select the Second Level problem summary.

4. Detailed Problem Summary	Select One	
	Select One	
	Canceling/Deleting a Meeting	
	Click to Attend Link	
	Installation	

9. Click **Next**.

10. You are now in the Solutions section. Links to MeetingPlace technical documentation are displayed on this page to assist with troubleshooting the issue before the case is opened.

11. When you click a documentation link, it opens the document in a new window. After you are finished, you can go back to the Solutions page and select either **Yes, I've solved my problem** or **No, I'd like to create a Service Request**.

12. Click **Next**.

13. Enter your Cisco.com username and click **Next**.

TAC Service Request Tool -- New Request

1. Problem Definition | 2. Solutions | 3. Contact Information | 4. Service Entitlement

Please specify the Cisco.com user ID of the person to be listed as the contact for this service request.

Cisco.com username [Cisco.com Registration and Lookup](#)

* required

Back Next

14. Verify your information, and select the Preferred Method of Contact. When finished, click **Next**.

TAC Service Request Tool -- New Request

1. Problem Definition 2. Solutions 3. Contact Information 4. Service Entitlement

Please specify how we should contact you for this service request.

First Name **Agnes** [Cisco.com Profile Manager](#)

Last Name **White**

Preferred Method of Contact Phone **E-Mail** * required

Preferred Phone Number

From my profile 1-408-5254548 [Update Permanent Phone Number](#)

Temporary number

Preferred E-Mail Address

From my profile agwhite@cisco.com [Update Permanent E-Mail Address](#)

Temporary address

Would you like an e-mail confirmation of this service request? Yes **No**

15. Enter either the Serial Number of your 8112, 8106, or PCI server or your contract number in the appropriate fields, then click **Next**.

TAC Service Request Tool -- New Request

1. Problem Definition 2. Solutions 3. Contact Information 4. Service Entitlement

Serial Number or Contract > Location of Product > Product Family > Product > Accept

If you have your product serial number enter it here. This will expedite your entitlement process.

Serial Number [Cisco Product Identification \(CPI\) Tool](#)

* shortcut

OR

If you do not have a serial number, select a contract number.

Contract Number

16. Verify your company name and address, and click **Accept**.

TAC Service Request Tool -- New Request

1. Problem Definition 2. Solutions 3. Contact Information 4. Service Entitle

[Serial Number or Contract](#) > Location of Product > Product Family > Product > **Accept**

If this information is correct please click Accept. To change this information, use the Edit links.

Serial Number **M00122** [edit](#)
 Contract Number **2377917: NCR CORPORATION - CS**
 Location of Product **1700 SOUTH PATTERSON BLVD WHQ, DAYTON, OH, US**
 Product Family **MTPLACE**
 Product **MP-8112-CHASSIS=**

17. Enter the problem description, details, and software version in the appropriate fields, and click **Next**.

Add Details > Confirmation > File Upload

Technology **Cisco Conferencing**
 Subtechnology **MeetingPlace IP**

Problem Summary
 Detailed Problem Summary

Service Request Title
required

Problem Details
required
29966 characters remaining

Software Version

Router/Node Name for the primary device on this service request

Helpdesk tracking # with your company

PICA ID

Helpdesk tracking # create date

End-Customer E-Mail ID

Is this service request associated with an interruption of service? Yes No * required

18. On the next screen verify your information and click **Submit**.

19. In the Additional Details section, if you have logs or attachments you would like to upload to the case, attach them here.

TAC Service Request Tool -- New Request

1. Problem Definition | 2. Solutions | 3. Contact Information | 4. Service Entitlement | 5. Add

AddDetails > Confirmation > **File Upload** Log

Use the fields below to upload up to three files at one time (totaling 20 MB) to your service request. Note: Files are uploaded encryption at this time. Click Next to continue.

If you have no files to upload, click Next.

File 1

File Name

Comments for TAC

File 2

File Name

Comments for TAC

20. Click **Next** at the bottom of the screen to finish processing your Service Request.
21. You will now receive a Service Request (SR) #.

TAC Service Request Tool -- New Request

Thank you!

Please Note:

You have created service request number **600067763**. A technical support engineer will contact you soon regarding this request.

Click [here](#) to update or check the status of your service requests.

Click [here](#) to create another service request.

22. After the case is opened, it is placed in the Oracle C3 system – WW–MP TAC queue. P3/P4 cases created via the web are given higher priority in the queue than cases called in via the phone.

Related Information

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