



Cisco Support Resources

Read this chapter for Cisco support resources if you need assistance or further information about the switch.

Before You Begin

Use the diagnostic tools ([Chapter 4, “Monitoring”](#)) and troubleshooting features ([Chapter 5, “Troubleshooting”](#)) to help you solve switch and network problems.

The other Catalyst Express 500 switch documents might also provide the information that you seek. See the [“Switch Documentation Set” section on page xiii](#).

Chapter Topics

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Support Links from the Device Manager Online Help

The device manager online help includes a Support window with links to Cisco support resources. To display this window, click **Help** from the device manager tool bar, and then click **Support** from the online help menu.

Figure B-1 Support Window

Support

Click the support resource that best meets your needs:

Catalyst Express 500 Switch Documentation	Documentation set for the switch
Cisco.com	Cisco Systems website
Cisco Small and Medium-Sized Businesses (SMBs) Solutions	Cisco SMB networking solutions to implement safe and secure intelligent information networks
Cisco Networking Professionals Connection	Cisco networking chat forums, such as Getting Started with LANs and LAN, Switching and Routing , for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies
Cisco SMB Support Assistant Portal	Cisco technical support center specifically for Cisco SMB channel partners

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Cisco Small and Medium-Sized Businesses (SMBs) Solutions

Cisco SMB Class Solutions give your employees secure, reliable, and convenient access to the information they need, whether they are located in the main office, at a remote office, at home, or on the road.

You can access the Cisco SMB Class Solutions website at this URL:

http://www.cisco.com/en/US/netsol/ns339/networking_solutions_small_medium_sized_business_home.html

Cisco Networking Professionals Connection

Cisco Networking Professionals Connection is the gathering place for Networking Professionals to share questions, suggestions, and information about networking solutions, products, and technologies. These chat forums—**Getting Started with LANs** and **LAN, Switching and Routing**—discuss topics that can help you use the switch.

You can access the Cisco Networking Professionals Connection website at this URL:

<http://forum.cisco.com/eforum/servlet/NetProf?page=main>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco SMB Support Assistant provides service and support for the Catalyst Express 500 switches and other Cisco networking products. Cisco SMB Support Assistant offers simple-to-use Portal and Client applications, 8 hours a day, 5 days a week TAC support, and Advanced Replacement Next Business Day. If you do not hold a valid Cisco service contract, please contact your reseller.

SMB Support Assistant Portal and Client

The Cisco SMB Support Assistant Portal and Client applications are management tools designed specifically for SMBs. This secure portfolio of tools helps you access information and inventory as well as providing device management and technical support tools for covered Cisco networking devices.

The Cisco SMB Support Assistant Portal (*Portal*) is the online tool, serving as the how-to arm and starting point for a particular task. It is specifically designed to offer self-help and support for products covered by Cisco SMB Support Assistant.

The Cisco SMB Support Assistant Client (*Client*) is the application stored locally on your computer hard drive and can be installed much like common Windows-based programs. It runs the tools for performing particular tasks and interacts with the Portal in launching the support functions.

The Portal and Client are available 24 hours a day, 365 days a year, at this URL:

<http://tools.cisco.com/Support/SMBSA/Login.do>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

If you cannot successfully resolve an issue through the self-help tools, click the Open Service Request option in the Portal and fill out the online form. This will immediately submit the request to the Cisco SMB Technical Assistance Center (Cisco SMB TAC). Requests can be submitted at any time, 24 hours a day, 365 days a year. A Cisco SMB TAC engineer will then respond to the request within 1 business day during normal business hours.

If your issue is not resolved by using the recommended resources, your service request is assigned to a Cisco TAC engineer. To open a service request by telephone, use one of these numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and

troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

■ Obtaining Additional Publications and Information