



Your New Service Request Process: Technical Support Reference Guide for Starent Network Products

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Introduction

This document describes the procedure for obtaining technical support through our newly adopted case management system. This document covers the Cisco.com user ID registration process, how to contact technical support, and how to manage your service request online.

We want you to know that this is only a change in the process through which you receive technical support. We at Cisco are committed to delivering the same high level of quality service that you are accustomed to receiving.

The Cisco® Technical Assistance Center (TAC) will allow you to:

- Open service requests by phone, web, or email 24 hours a day, 365 days a year with the Cisco TAC
- Receive replacement of faulty hardware
- Access to Cisco's online support, including database of product and service information, service request tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Registering for a Cisco.com User ID

To contact Cisco Technical Support for questions or issues with your Starent equipment, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 2, because you do not need to reregister.

To register for a Cisco.com user ID, go to the main Cisco webpage (www.cisco.com) and follow these steps.

1. Navigate to www.cisco.com and click "Register."

The screenshot shows the Cisco.com homepage. At the top right, there are links for "Worldwide [change]", "Log In", "Register" (circled in red), and "About Cisco". Below these is a search bar with a "Go" button. A navigation menu contains "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", and "Partner Central". The main content area features a "Try WebEx Meetings Free" banner with a "Start 14-day Free Trial Now" button and a "View a Demo Now in Progress" button. To the right, there are "Information for:" and "Quick Links" sections. The "Information for:" section lists "Small & Medium Business", "Enterprise", "Service Provider", and "Home & Home Office". The "Quick Links" section lists "Partner Locator", "Find a Service Provider", "Security Center", "Documentation", "Career Opportunities", "Investor Relations", "Discussion Forums", and "Human Network".

- 2. Fill out the information on the Cisco.com registration form. If you already have a Cisco.com user ID, you may use the following link to link your new contract number provided in your welcome letter (see step 5 for further instructions): http://tools.cisco.com/RPF/profile/additional_csm_contracts.do.

CISCO Worldwide [change] Log In | Search

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME>Welcome to Cisco
Cisco.com Registration
Overview

Register here to gain access to Cisco tools and information.

* Required Field

Choose Language for this Form: *
English (For future communications you will need to select your language preference in the Profile Management tool)

First Name * John Last Name * Doe
Company/Organization * Acme Co. (You may choose to enter "None")
Address Line 1 * 555 Main Street Address Line 2 *
City * San Francisco State/Province/Region * CA
Country * UNITED STATES Zip/Postal Code * 94115
E-mail Address * jdoe@gmail.com Re-enter E-mail Address * jdoe@gmail.com
(Valid e-mail address is required for registration confirmation.)

Business/Primary Phone Number
Country Code * Number * ext
1 555-555-1212
[Locate country code](#)

Login Name * jdoe_test (Must be between 9 and 50 characters, no spaces, contain at least one letter, and may contain numbers.)
Password * Re-enter Password *
(Your password must contain both upper and lowercase alphanumeric characters (a-z, A-Z, 1,2,3...), and must be least eight characters long.)

Choose a secret question 1 *
What is the name of your first elementary/primary school? (3-20 characters)
Secret Answer 1 * Elmhurst

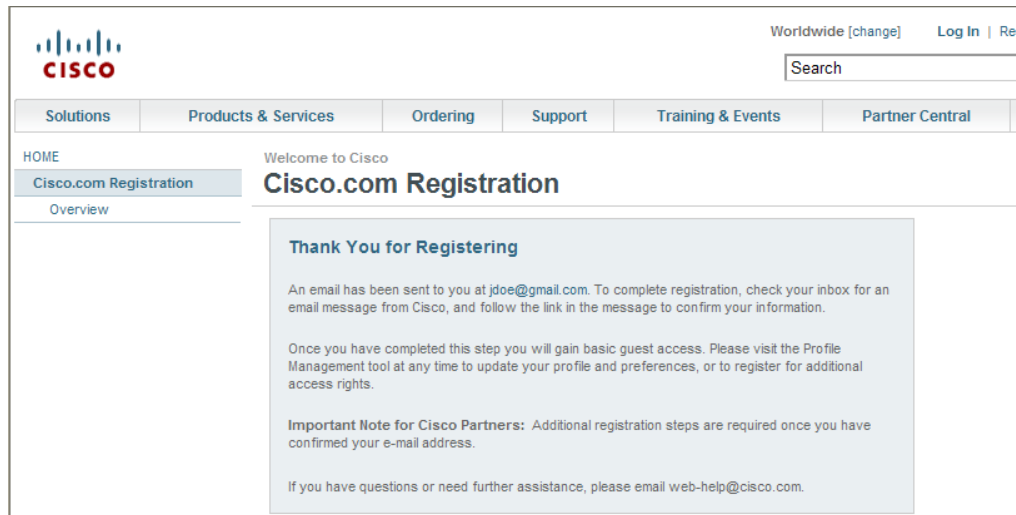
Choose a secret question 2 *
What is the name of your high school/secondary school? (3-20 characters)
Secret Answer 2 * Washington High
(Please select two secret questions and provide answers for each. Please do not use spaces.)

Fine Print
• Cisco will process and store information submitted using this form, including any updates, in accordance with the [Cisco Privacy Statement](#).
 Yes No
• Companies that conduct business with Cisco may contact me with product and services information.
 Yes No
• I may receive communications from Cisco (notification preferences may be changed in the Profile Management tool)
 Yes No

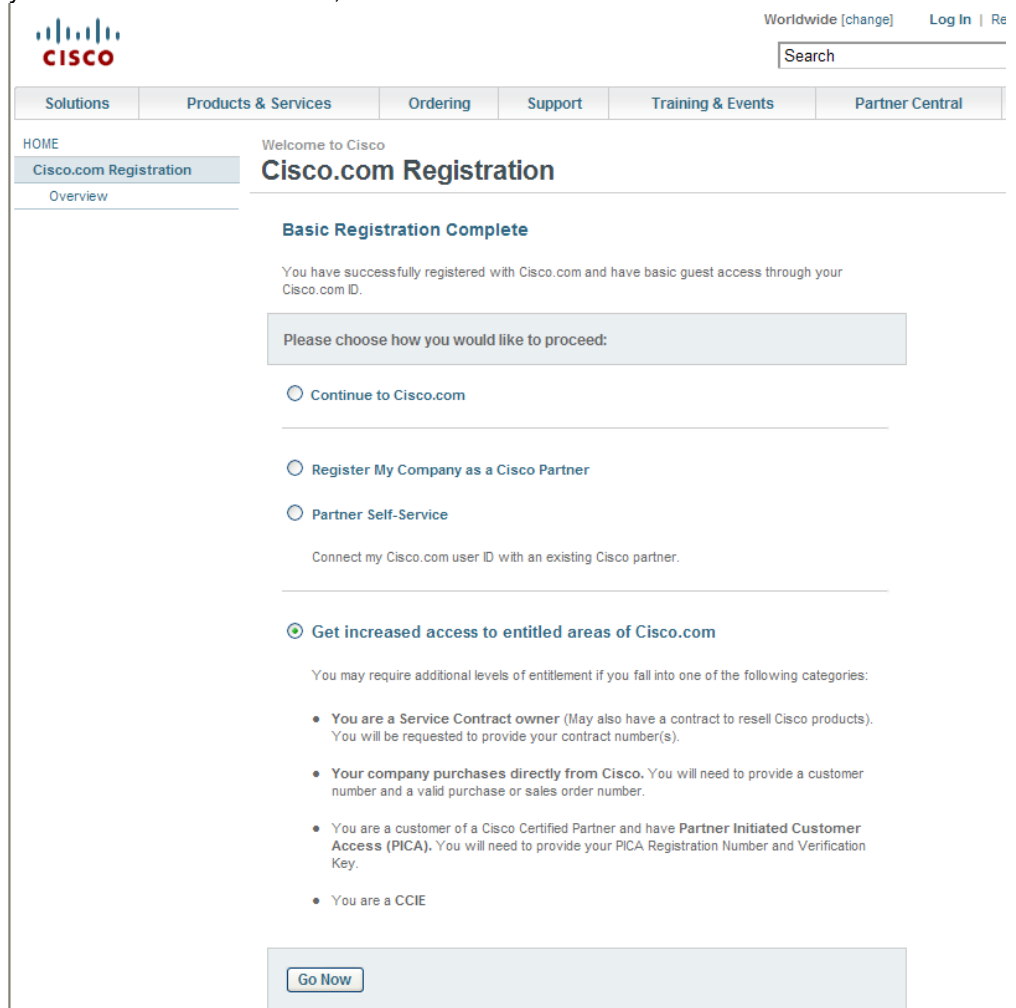
Submit Cancel

- Upon clicking “Submit” on the first page, you will receive an email from Cisco. The link provided in this email will direct you to the Cisco.com registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.

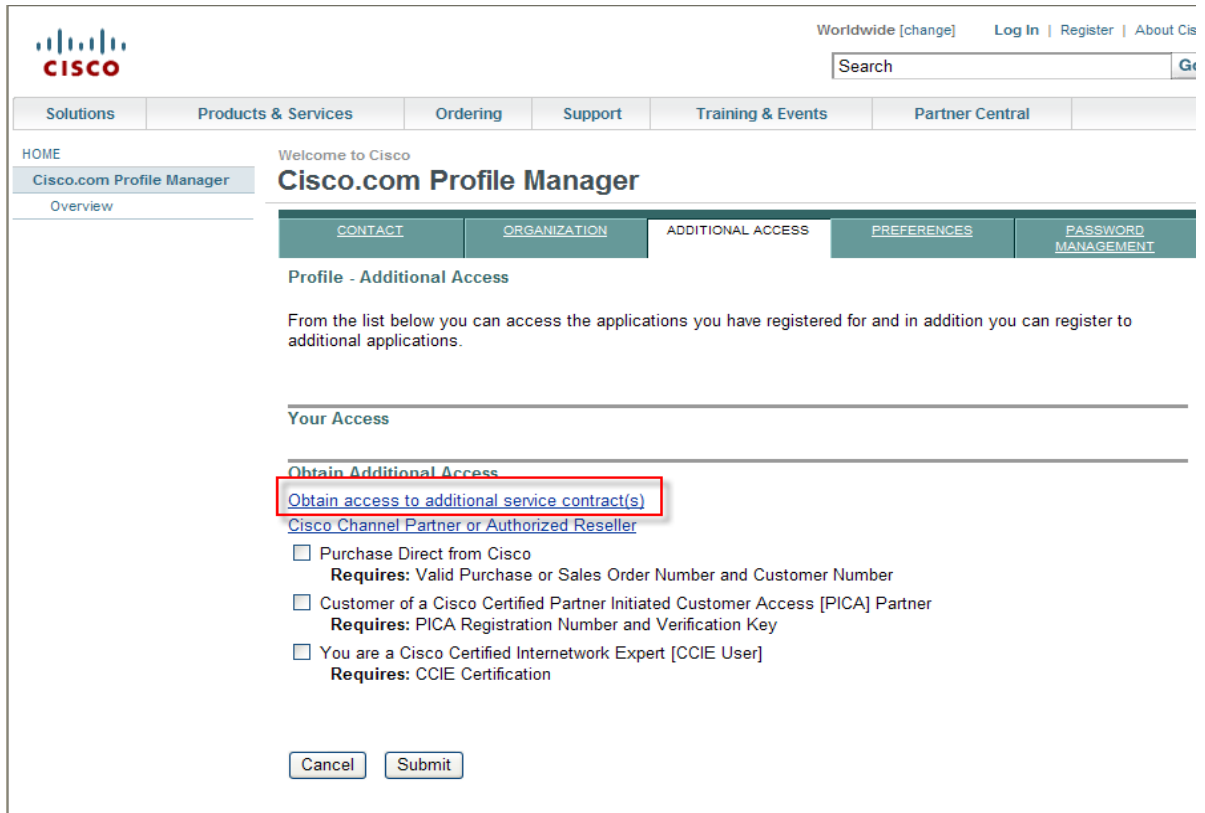
Note: This step in the registration process for a Cisco.com user ID is critical.



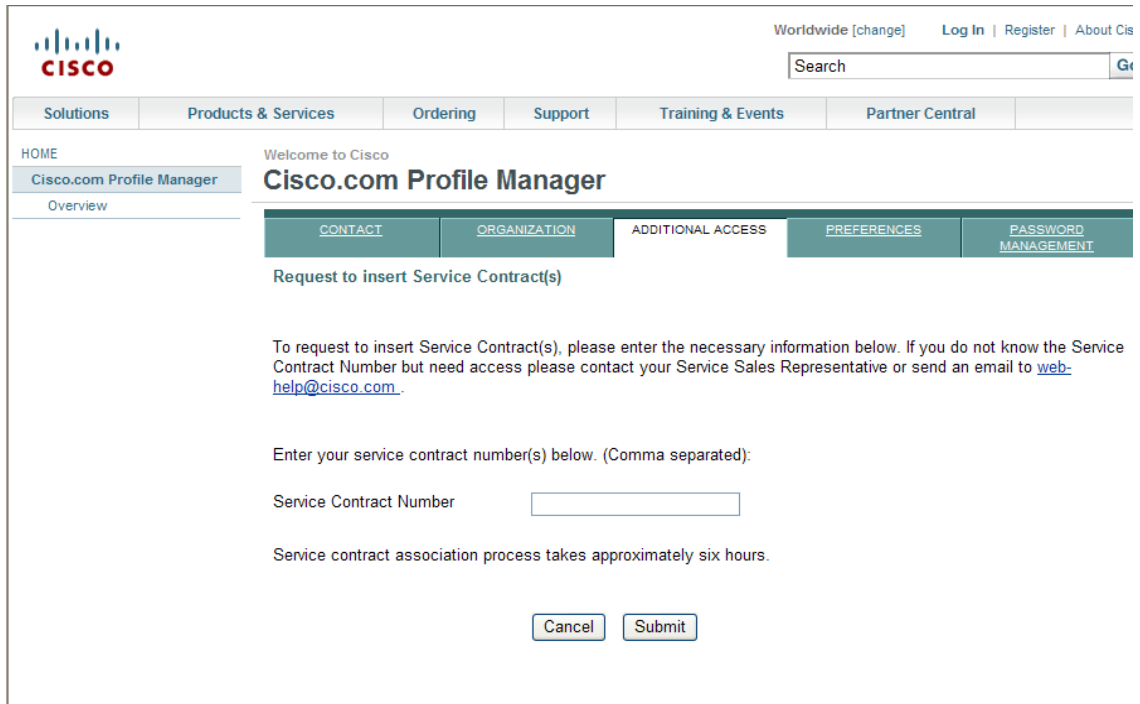
- Select the “Get increased access to entitled areas of Cisco.com” radio button to view and manage your service contract online, then click “Go Now.”



- You will be directed to the Cisco.com Profile Manager. From there, select the ADDITIONAL ACCESS tab and the "Obtain access to additional service contract(s)" link.



- Enter your service contract number(s) as provided in your welcome letter and click the "Submit" button.



If you have any problems with this web registration process, you may send an email to Cisco at web-help@cisco.com. If you are located in North America, you may call 800 553-2447 for assistance to reach Cisco's TAC support organization. For the rest of the world, it is recommended that you consult the worldwide toll-free

number list at www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html, and one of the support agents will assist you in completing the registration process. You will need your Cisco.com ID in order to access.

Opening a Service Request by Phone

Support Number

800 553-2447 (United States)

For a list of international support numbers, [click here](#).

When you want to report a case, make sure you have the following information available:

- Cisco.com user ID
- Contract number
- Business effect (case severity)
- Serial number

Cisco entitles customers by contract number and Cisco.com ID. You must know your Cisco.com user name and have the contract number of the product when you call for support.

After the agent has all the appropriate information, the agent will open a case, provide you with a case tracking number, and route your case to a support engineer. The support engineer will contact you to provide technical assistance.

Defining the Severity of a Service Request

Severity 1 and 2 service requests must be opened by phone.

Severity 3 and 4 service requests should be opened online, but may be opened by phone.

- **Severity 1 (S1)** shall mean reported error(s) in covered products that cause all or substantially all of a system to be functionally inoperative, severely affecting any services delivery to customers and requiring immediate corrective action, regardless of time of day or day of the week.
 - Product and/or covered products are inoperable for 100% of customers.
 - Loss of service >0.5% of customers.
- **Severity 2 (S2)** shall mean reported error(s) in covered products, causing the loss of one or more major functions of the system; causing perceptible degradation or interruption of services delivery to customers; or seriously affecting customer's ability to operate, administer, or maintain the system and requiring immediate attention. Urgency is less than for severity 1 situation because of a lesser immediate or impending effect on system performance, customer's operation, and revenue.
 - Management system failure.
 - No backup is available.
- **Severity 3 (S3)** shall mean reported error(s) in covered products, disabling specific noncritical functions of the system that do not significantly affect delivery of services to customers. The lost or degraded functionality impairs customer's ability to operate, administer, or maintain the system, but does not significantly affect services delivery to customers.
 - System functionality or performance is reduced.
 - System is working on backup.
 - Loss of service <0.5% of customers.

- **Severity 4 (S4)** shall mean reported error(s) in covered products that are irritants only and have no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance:
 - Conditions that do not significantly impair the function of the system
 - Documentation
 - System enhancement/functionality request

Contacting Cisco TAC by Web

The online service request management tool, called the TAC Service Request Tool (TSRT), allows users to open a service request, assign a severity (level 3 or 4), receive information through the web or by email, maintain and track service requests online, and upload files.

Using the TSRT

The TSRT on Cisco.com will allow you to open a new service request. There are four main steps for opening a service request using the TSRT:

1. Set up service request: Enter Cisco.com user ID, assign severity, and so on.
2. Describe problem: Capture the problem the customer is experiencing.
3. Specify product: Verify customer's product is covered by service contract. **Note: If you have a serial number, then you do not need to specify product.**
4. Finish: Confirm information with customer and edit accordingly.

You can access the online service request tool at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>.

You will be required to log in with your Cisco.com ID and password. (If you do not have these, refer to the registration process on page 3.

1. Set up service request.

Enter Cisco.com user ID.

The screenshot displays the Cisco TAC Service Request Tool (TSRT) interface for creating a new request. At the top, the Cisco logo is on the left, and 'Worldwide [change]' and a search bar are on the right. Below the logo is a navigation menu with tabs for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main content area is titled 'TAC Service Request Tool -- New Request' and features a progress bar with four steps: 1. Setup Request (active), 2. Describe Problem, 3. Specify Product, and 4. Finish. Below the progress bar, a note states 'A "*" denotes a required field.' The 'Cisco.com User ID' section includes a text input field and a 'Continue' button. A 'Reset' button is also visible. At the bottom, there is a link to 'View a brief tutorial (Flash or PDF)'.

Evaluate the issue and enter your contact information. You may also add other email addresses to be included in the service request update notifications.

Evaluate Issue

Schedule Response: *

Next Available TAC Engineer (Response within approximately one hour)

At a Future Date & Time (For severity level 3 & 4 only.)
Contact will be made no more than one hour after:

Date: Time:

Timezone:

Extended Loss of Service?: *

Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)

No

Contact Information

Contact Name: Vivian Chen [Edit Profile](#)

Preferred Contact Method: *

E-Mail

Phone

Preferred E-Mail: *

From Profile:

Temporary E-Mail:

Preferred Phone Number: *

From Profile:

Temporary Number:

E-Mail Confirmation: *

No

Yes

Additional E-mails (CC):

2. Describe the problem.

Give description and select technology, subtechnology, and type of problem.

1 Setup Request
2 Describe Problem
3 Specify Product
4 Finish

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

Describe Problem: *

30000 characters remaining

Additional Information:

Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: *

- ATM
- Application Networking Services
- Broadband Cable
- Cisco Video
- Collaboration and Conferencing
- Contact Center Software
- DSL
- Data Center Management and Automation
- Data Center and Storage Networking
- Dial-Access

Subtechnology: *

Select a Technology.

The following table shows the technology/subtechnology combinations for Starent products.

Technology	Subtechnology
Mobile Wireless (2G/3G/4G) and WiMAX	ASR5000 (PDSN, HA, EHA)
Mobile Wireless (2G/3G/4G) and WiMAX	ASR5000 (HSGW, eHRPD, ASN Gateway/ASNGW)
Mobile Wireless (2G/3G/4G) and WiMAX	ASR5000 (GGSN, SGSN, GPRS, UMTS, HSPA)
Mobile Wireless (2G/3G/4G) and WiMAX	ASR5000 (LTE, MME, PGW, SGW, ePDG)
Mobile Wireless (2G/3G/4G) and WiMAX	ASR5000 (Security Gateway/SeGW, Session Control Manager)
Mobile Wireless (2G/3G/4G) and WiMAX	InTracer/Element Management System/Web Element Manager (WEM)
Mobile Wireless (2G/3G/4G) and WiMAX	Starent Legacy (ST16, ST20, ST40)
Mobile Wireless (2G/3G/4G) and WiMAX	StarOS
Mobile Wireless (2G/3G/4G) and WiMAX	XT2/XT30
Mobile Wireless (2G/3G/4G) and WiMAX	L-ESS/R-ESS/GTPP Storage Server (GSS)

3. Specify product. Note: If you have a serial number, then you do not need to specify product.

If you do not have a serial number, continue to fill in the product name/description, contract number, service level, and installation location.

4. Review the request details and then submit your service request.

Contacting Cisco TAC by Email

Open new service requests by email using the Cisco support email address: tac@cisco.com. If you are opening a new service request, put "Mobile Wireless" in the subject line of your email. This will help the agent processing the incoming email to determine the correct service request queue to which to route your support request.

Include the following information in your email:

- Company name
- Contact name
- Contact phone number
- Cisco.com user ID
- Contact email address
- Contract number
- Serial number
- Product type (for example, ASR5000)
- Business effect (service request severity as defined earlier)
- Brief problem description
- Equipment location (for example, address)
- Alternate contact name
- Alternate contact phone number

Providing this information will help the Cisco TAC agent expedite the processing of the service request.

After the agent has processed the email, the agent will open a service request, and you will receive a service request number by email. A support engineer will contact you shortly regarding your service request.

Managing Your Service Request

After you have created your service request, you can view the status, update the service request notes, upload files, turn automatic updates on or off, and request case closure.

1. Navigate to www.cisco.com and click "Support," then select "Query TAC Service Request" under the "Contact Cisco for Support" box in the lower right of the webpage.

The screenshot shows the Cisco Support website interface. At the top, there is a navigation bar with links for 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', 'Partner Central', and 'My Cisco'. Below this is a search bar and a 'Go' button. The main content area is titled 'Support and Documentation' and is divided into several columns. The first column, 'Option 1: Select a Product Name', contains a search box and a list of product categories. The second column, 'Option 2: Select a Task', contains a list of tasks such as 'Download Software', 'Troubleshoot', 'Install & Upgrade', 'Maintain & Operate', 'Configure', and 'Design'. The third column, 'Support for Home Products', contains a list of support options for home products, including 'Linksys and Volet Home Networking' and 'Flip Video Flip and Flipshare'. A red circle highlights the 'Contact Cisco for Support' link in this section. The fourth column, 'Communities & Forums', contains a description of the Cisco Support Community and a link to 'Post your Technical Documentation feedback and ideas to the Technical Documentation Ideas Forum'. The fifth column, 'Additional Support', contains a list of additional support options, including 'Small Business Support Community', 'Technical Services Newsletter', 'Career Certifications', 'Scientific Atlanta (SP/VO)', 'Tidal Software', 'Cisco InPort Customer Support', and 'New/Updated Support Documents'. At the bottom of the page, there is a 'Support Location - Language' dropdown menu set to 'Worldwide - English'.

- 2. Or you may go directly to <http://tools.cisco.com/ServiceRequestTool/query/> and view your service request by entering the service request number, your contract number, or your Cisco.com user name.

HOME Support
TAC Service Request Tool -- My Requests **TAC Service Request Tool -- My Requests**

Search Your Service Requests
If this is your first time using this tool, you may wish to read the help page before getting started.

Search by Service Request Number

Enter Number: * Cisco Service Request Number
 Helpdesk Tracking Number

Advanced Search

A * denotes a required field

Search by * Contract Number [Find Contract](#)
 PICA ID
 Cisco.com User Name

Service Request Status * Open
 Closed
 Pending Customer Response

Creation Date All Dates
 From: Day Month Year To: 21 JUL 2010 (in GMT)

Contact: Last Name Phone

Country

Technology Select One



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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