



Cisco Support Website

The Cisco Support Website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies.

www.cisco.com/techsupport

Product and Technology Support Pages

Post-sales technical content – including configuration examples, tech notes, command references, feature guides, and other information – organized into two main sections:

- **Product Support** – Solutions for Cisco hardware and software product issues.
www.cisco.com/techsupport/products
- **Technology Support** – Solutions for issues with technologies enabled by Cisco products.
www.cisco.com/techsupport/technologies

Online Tools

Interactive online support tools and resources for configuration, design, and troubleshooting.

www.cisco.com/techsupport/tools

Download Software

Comprehensive source for downloads and software, including special file access and release information.

www.cisco.com/techsupport/downloads

Training Resources

Technical training through online presentations.

www.cisco.com/techsupport/training

Networking Professionals Connection

Online community where networking professionals share questions, suggestions, and information about networking solutions, products, and technologies.

www.cisco.com/discuss/networking

Highlights

Highlights of some of our most popular tools:

- **Software Advisor** – A comprehensive tool for determining compatibility and feature information for Cisco IOS® Software and Cisco Catalyst® Operating System software.
- **TAC Case Collection** – Interactively identifies and troubleshoots common hardware, configuration, and performance issues.
- **My Tech Support** – Personalized Webpage where users can customize links to their favorite sites and tools.
- **Output Interpreter** – This tool reports common and potential problems and provides suggested fixes, based on the output that you copy-and-paste from certain show commands.

Available at:

www.cisco.com/techsupport/tools

Order Cisco Services

Cisco offers a flexible suite of support services designed to meet your business needs and assist you in effectively managing network services required to maintain high-quality network performance while controlling operational costs.

To learn more about Cisco Technical Services, visit:

www.cisco.com/go/techservices

To purchase Cisco Technical Services, visit: www.cisco.com/en/US/ordering/or13/order_customer_help_high_level_listing.html



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Cisco Technical Services Resource Guide

Cisco Provides 24-Hour Award-Winning Technical Services for Cisco Products and Technologies



Cisco® Technical Services resources help to ensure that your Cisco products and network operate efficiently and benefit from the most up-to-date system and application software.

www.cisco.com/techsupport

Submitting Cisco Service Requests

Submit Severity 3 (S3) and Severity 4 (S4) service requests to the Cisco Technical Assistance Center (TAC) quickly with the online Cisco TAC Service Request tool.

www.cisco.com/techsupport/servicerequest

(available to registered Cisco.com users with valid service contracts)

For Severity 1 (S1) or Severity 2 (S2) issues, or if you do not have Internet access for S3 and S4 issues, submit service requests by telephone.

Cisco Worldwide Contacts:

www.cisco.com/warp/public/687/Directory/DirTAC.shtml

S1 and S2 issues causing severe network degradation and affecting your business operations are immediately routed to Cisco TAC engineers.

Information Needed to Create a Service Request

Whether submitting a service request online or by telephone, have the following information available:

- Service and support contract number and product serial number
- Network topology and explanation
- Output from show tech command (if applicable) and all other relevant output
- Description of problem and symptoms (only one problem description per service request)
- Software versions and types of equipment

Escalation

If you are not completely satisfied with the progress on resolving your service request, please contact your regional technical support center and ask to speak with the duty manager. Visit the following Website for a list of all regional phone numbers.

www.cisco.com/techsupport/contacts

Severity of Cisco Service Requests

- **Severity 1 (S1)** – An existing network is down or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2)** – Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3)** – Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4)** – You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Cisco Technical Services Newsletter



Cisco Technical Services Newsletter delivers timely information to your e-mail inbox about the latest enhancements to the documents and tools available on the Cisco Support Website. Subscribe today to keep up-to-date on these valuable Cisco resources.

www.cisco.com/techsupport/newsletter

Status of Cisco Service Requests

If you are a registered Cisco.com user with a valid service contract, use the online Cisco TAC Service Request tool to track progress or to update your service requests with notes and attached files.

www.cisco.com/techsupport/servicerequest

(available to registered Cisco.com users with valid service contracts)

- **Customer Updated** – A service request has been updated using the Cisco TAC Service Request tool.
- **Customer Requested Closure** – You requested that the service request be closed.
- **Cisco Pending** – Your Cisco TAC engineer is currently investigating the issue. No workaround has been identified at this time.
- **Close Pending** – Your Cisco TAC engineer has provided you with a solution that will solve your issue. Contact the assigned engineer if the problem has not been solved.
- **Customer Pending** – Your Cisco TAC engineer has requested information from you and is waiting for your response. No workaround has been identified.
- **Release Pending** – Cisco Development Engineering is reviewing the issue for a code fix that would resolve the issue; however, the software release with the fix is not yet available.
- **Service Order Pending** – Your Cisco TAC engineer has sent you a hardware replacement.

Service Order/RMA Status Tool

Enter your Service Order/RMA number, purchase order number, TAC service request number, TAC task, or “ship-to” ID and the status tool will provide an update on your service order/RMA.

www.cisco.com/techsupport/status

Service Availability Matrix

Use the Service Availability Matrix (SAM) to verify availability of logistics and field engineering services worldwide for SMARTnet®, SP-Base, Shared Support, and SmartSpares programs.

www.cisco.com/techsupport/sam

Cisco.com Login User ID Issues

ic-support@cisco.com