



Welcome to the Cisco SMB Support Assistant Client

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Introduction

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Welcome to the Cisco SMB Support Assistant Client application ("the Client"). The Client feature is stored on your computer's hard drive and interacts with the Cisco SMB Support Assistant Portal ("the Portal") in launching the tools you need to install, troubleshoot, configure, or manage your devices.

While the Portal provides the knowledge base for your support functions, the Client runs the tools necessary to perform a particular task. Components within the Client include:

- Basic setup wizard to help you connect to and configure your Cisco devices
- Device database to help manage the devices in your network
- Diagnostic and device management utilities for your Cisco networking devices covered under contract
- Troubleshooting instruction for issues most commonly encountered in the SMB environment
- Access and links to the Portal for online documentation, resources, and Client updates
- Access and links to the Portal to open service requests online, purchase support contracts, and perform other service-related functions

If Cisco may contact you for more details or for future feedback opportunities, please enter your contact information:

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System Requirements

Your system must meet these requirements in order to run the Client application:

- Pentium III desktop PC or Pentium IV laptop PC with 600 MHz processor (or better) and 512 MB of RAM
- At least 20 GB hard disk suggested; the Client requires at least 75 MB of free disk space for initial installation
- Screen resolution of 1024 x 768
- Windows XP operating system or Windows 2000 Professional (PC or server) with SP2 or later
- Microsoft Internet Explorer 6.0 with SP1 or later

Take a few moments to review the range of helpful features provided by the Cisco SMB Support Assistant Client application. If you have any questions or need clarification, please visit the [Contacts & Feedback](#) page for support options.

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Cisco SMB Support Assistant

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Related Information

- [Cisco SMB Support Assistant Client Readme](#)
- [Install the Cisco SMB Support Assistant Client](#)