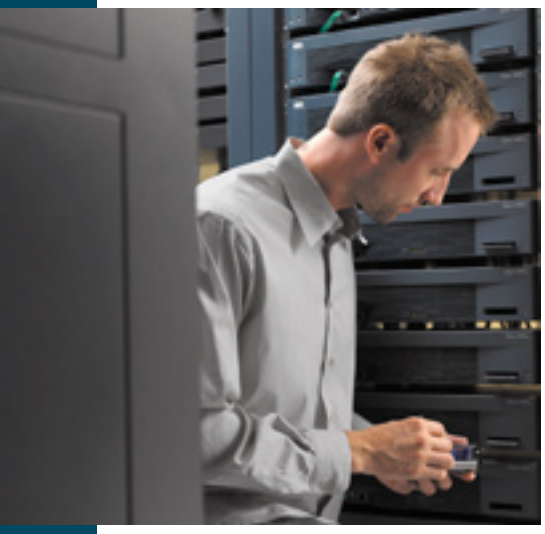
Cisco Global Technical Services
Quick Start Guide

May 2008



Cisco Global Technical Services Quick Start Guide

Congratulations on your purchase of a Cisco® Technical Services contract!

This Technical Services Quick Start Guide is designed to help you quickly find the information you need to fully utilize your service entitlements and maximize your investment in Cisco internet working products through the industry's leading service and support program.

Please read the following information carefully and keep a copy of this guide for future reference. If you require additional information, please contact your Cisco account representative or Cisco reseller.

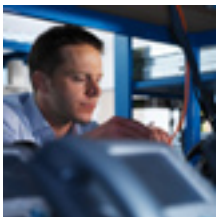


Table of Contents

Registering as a New Cisco.com User 4

Updating Your Cisco.com User Profile 6

Service Contract Management – Service Contact Center 6

Create a Technical Assistance Center Request 8

Cisco Severity Level Definitions 9

Creating a Service Request Using the TAC Service Request Tool 9
- SMARTnet Contract 9
- High Touch Operations Management Service 10
- High Touch Technical Support 11

Escalating a TAC Service Request 12
- SMARTnet 13
- High Touch Operations Management 13
- High Touch Technical Support Service 13

Closing a Service Request 13

Setting up you Smart Call Home Alert (Cisco SMARTnet and Cisco SP Base) 14

Advance Hardware Replacement – Return Material Authorizations 15

Creating an RMA Request 16

Dead on Arrival (DOA) Replacements 18

Tracking RMA Hardware Replacement Status 19

Returning a Failed Part to the Parts Depot 19

Cisco Software Support 20

Downloading OS Images (SMARTnet & SP Base) 20

Downloading Software Applications Services Software using the Product Upgrade Tool 21

Activating Cisco Unified Communications Software Subscription 22

Customer Notification Process 23

Product "End of Life" Announcements 23

Field Notices 24

Product Security Incident Response Team (PSIRT) Notifications 24

About this Guide 24

Registering as a New Cisco.com User

What you will need:

- E-mail address that you will use for this account (a confirmation message will be sent to this e-mail address to activate your profile)
  - This e-mail address must be unique and cannot be associated with more than one Cisco.com profile
- Your service contract number(s)
  - You do not have to enter all service contract numbers at the same time; you can return to Cisco.com and add other service contracts to your profile later.

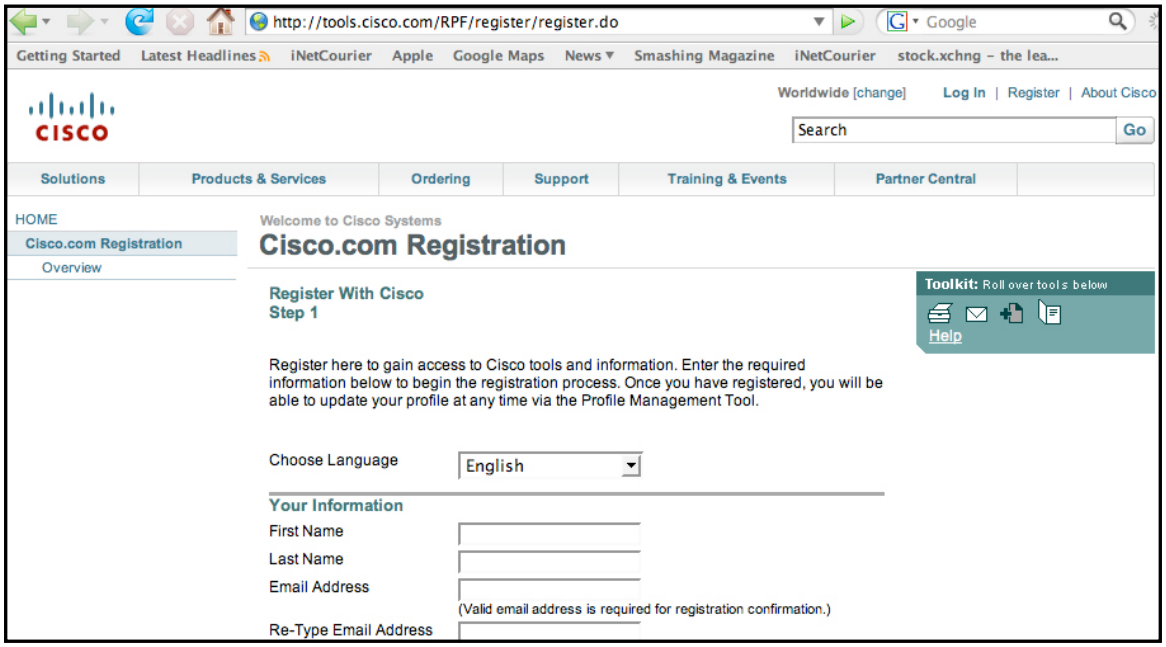
What if I do not know my organization's service contract or partner contract agreement number?

- You can contact your service contract sales representative directly or send an e-mail message to web-help@cisco.com and ask what contract or service contract number should be used for your Cisco.com registration.
  Be sure to include:
  - Your organization name
  - Address location
  - Phone number
  - E-mail address
  - Any other important contact information

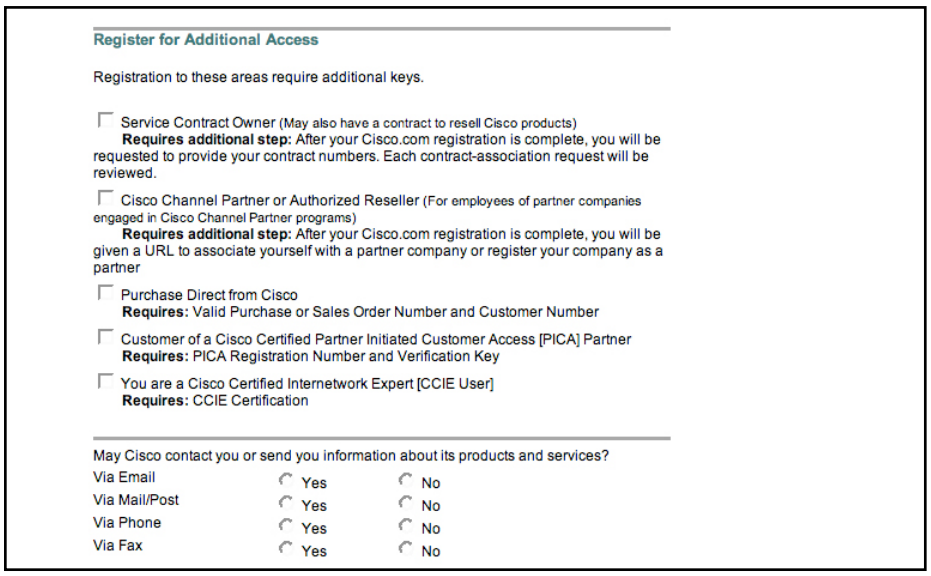
To begin using your Cisco service contract, you will need to register a Cisco.com user profile on Cisco.com.

To register on Cisco.com:

1. Go to http://tools.cisco.com/RPF/register/register.do.



2. Select the box that identifies you as a service contract holder, a partner employee, a direct purchaser, a partner-provided Partner-Initiated Customer Access (PICA) customer, or a CCIE®.



Register for Additional Access

Registration to these areas require additional keys.

☐ Service Contract Owner (May also have a contract to resell Cisco products)
Requires additional step: After your Cisco.com registration is complete, you will be requested to provide your contract numbers. Each contract-association request will be reviewed.

☐ Cisco Channel Partner or Authorized Reseller (For employees of partner companies engaged in Cisco Channel Partner programs)
Requires additional step: After your Cisco.com registration is complete, you will be given a URL to associate yourself with a partner company or register your company as a partner

☐ Purchase Direct from Cisco
Requires: Valid Purchase or Sales Order Number and Customer Number

☐ Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner
Requires: PICA Registration Number and Verification Key

☐ You are a Cisco Certified Internetwork Expert [CCIE User]
Requires: CCIE Certification

May Cisco contact you or send you information about its products and services?

Via Email	○ Yes	○ No
Via Mail/Post	○ Yes	○ No
Via Phone	○ Yes	○ No
Via Fax	○ Yes	○ No

3. Your Cisco.com user profile will be activated within 24 hours of registration.
4. Once you have obtained your Cisco.com user ID, register all products covered under this contract with the Service Contract Center by going to www.cisco.com/public/scc.
5. For a list of questions and answers for Cisco.com registration, go to www.cisco.com/web/help/reg/faq_reg.html#PR2.

Updating Your Cisco.com User Profile

What you will need:

- Cisco.com logon ID and password

What can I update?

- Your password or preferences
- Your contact or organizational data
- Request additional access for someone else within your organization
- Reset your password

To change your Cisco.com profile:

1. Log on to www.cisco.com and click the link ,"Profile" in the top right bar.
2. If you have different service levels for different devices, or have a Software Application Support/Software Application Support plus Upgrades (SAS/SASU) contract for software application support, go to the Obtain additional access section and click the link Obtain access to additional service contract(s).
3. To reset your password, send an empty e-mail to cco-locksmith@cisco.com from the e-mail address you provided at registration. Cisco will send a new random password to your e-mail address.

Service Contract Management: Service Contact Center

What you will need:

- Your Cisco service contract number
- Cisco.com logon ID and password

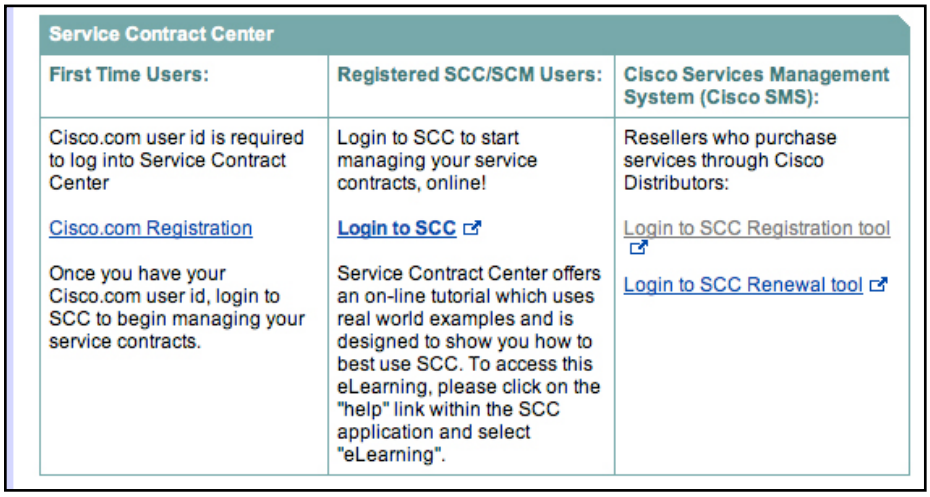
What can I do on this Website?

- Verify your service entitlements
- Move products between service contracts
- Update your service contract with a new serial number after a return materials authorization (RMA) replacement
- Verify service contract status for multiple serial numbers using the SNIFF tool
- Verify contract summary
- Verify installed sites
- Download a full copy of your Cisco service contract

Viewing the Status and Service Contract

To get started:

1. Go to Service Contract Center at www.cisco.com/public/scc/.
2. Click "Login to SCC" in the middle of the page.



Service Contract Center

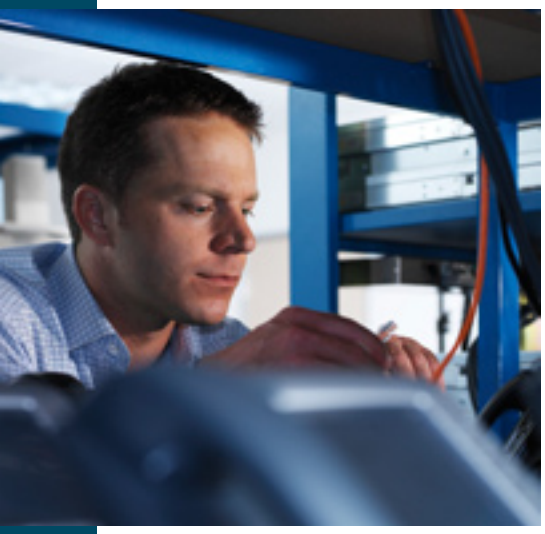
First Time Users:	Registered SCC/SCM Users:	Cisco Services Management System (Cisco SMS):
Cisco.com user id is required to log into Service Contract Center Cisco.com Registration Once you have your Cisco.com user id, login to SCC to begin managing your service contracts.	Login to SCC to start managing your service contracts, online! Login to SCC Service Contract Center offers an on-line tutorial which uses real world examples and is designed to show you how to best use SCC. To access this eLearning, please click on the "help" link within the SCC application and select "eLearning".	Resellers who purchase services through Cisco Distributors: Login to SCC Registration tool Login to SCC Renewal tool

3. On the new screen, enter your service contract number and click the „Go" button to see the summary of the contract.

The results will display covered site IDs, their respective last coverage date, and other information. Following the links to each site, you see the list of covered equipment at the chosen location.

What if I still need help managing my Cisco service contract?

- Send an e-mail to cs-support@cisco.com describing your issue.



Do you Have Your Service Contract Number?
Your service contract number is your unique identifier entitling you to technical service support for each part covered under the contract and is needed when contacting Cisco for service requests.

Creating a Technical Assistance Center Service Request

For customers with current Cisco service contracts, Cisco provides technical support services 24 hours per day, 7 days per week, on the Web and over the phone.

What you will need

- Your Cisco service contract number
- Product serial number
- Chassis serial number
- Product model number and its hardware configuration
- Physical location of the product
- Severity level of the issue (see definitions on the next page)

Providing Cisco with the following will help expedite your case:

- Meaningful case title stating the problem accurately (permits the assignment of case to the appropriate technical resources)
- History of the problem
- Network topology and explanation
- Output from "show tech" command (if applicable) and all other relevant output
- Software versions and types of equipment
- Relevant syslog/tacac logs before the issue occurred

The Cisco Technical Support Website

www.cisco.com/techsupport provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies.

The Cisco Technical Support Website is available 24 per day, 365 days per year.

To contact the TAC:

1. Contact the TAC by phone, e-mail, or online with your service request issue.
2. Set a severity level based on Cisco severity definitions.
3. If you feel that adequate forward progress or the quality of Cisco Services is unsatisfactory, you may escalate the issue by asking for the TAC duty manager.

Three Ways to Get Support

1 E-mail: tac@cisco.com
2 Online: http://tools.cisco.com/ServiceRequestTool/create/
3 Phone: For the contact number list, go to; www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Cisco Severity Level Definitions

To help ensure that all service requests are reported in a standard format, Cisco has established service request severity definitions. No matter how you contact the TAC, you will be asked to assign your request a severity level.

- **Severity 1 (S1):** Your network is "down" or there is a critical effect on 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 operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit fulltime resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of your network is impaired, while most business operations remain functional. You and Cisco are willing to 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.

Creating a Service Request Using the TAC Service Request Tool

Cisco SMARTnet Contract

The fastest way to create S3 and S4 service requests and submit them to the TAC is to use the online TAC Service Request Tool. To use the TAC Service Request Tool:

1. Go to www.cisco.com/techsupport/servicerequest.
2. Describe your issue.
3. After you describe your issue, the TAC Service Request Tool will recommend resources for an immediate solution; and live chat is also available.
4. If your issue is not resolved by these automated solutions or live chat, your service request will be assigned to a Cisco TAC engineer.
5. At the bottom of the query screen, you are given the option to leave case notes. Please use this to document relevant case events such as business effects, even if they are not purely technical in nature.

High-Touch Operations Management Service

The Cisco High-Touch Operations Management Service provides access to a high-touch operations manager (HTOM) during normal business hours for your geography and time zone.

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4. If your issue is not resolved by these automated solutions or live chat, your service request will be assigned to a Cisco TAC engineer.
5. At the bottom of the query screen, you are given the option to leave case notes. Please use this to document relevant case events such as business effects, even if they are not purely technical in nature.
6. Your HTOM will automatically be notified of your case and will help to resolve your issue, if applicable.
7. If your TAC case is Severity 1 or Severity 2, please contact the Cisco TAC directly by phone.

High-Touch Technical Support

With Cisco High-Touch Technical Support (HTTS), you have 24x7 access to a team of highly skilled, senior-level network specialists who have an intimate understanding of your networking environment.

To create a High-Touch Technical Support service request:

1. Go to www.cisco.com/techsupport/servicerequest; or contact your local service representative for your local High-Touch Technical Support Center number.
2. Your issue will automatically be routed to the High-Touch Technical Support Center.
3. Your high-touch operations manager will be notified of your case automatically and will work to resolve it, as appropriate.

Are there situations when I should not use TAC Service Request Tool?

- **Yes. For S1 or S2 service requests –**if your production network is down or severely degraded—or if you do not have Internet access, contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help minimize the effects on your business operations.

Can I attach files additional files to a TAC service request after opening the original request?

- **Yes. Send an e-mail message to attach@cisco.com,** with your nine-digit service request number in the subject line. Your e-mail text and the attachments to the e-mail will be added to the case.

Where can I go for more information?

- For a listing of Cisco TAC contact information, please visit www.cisco.com/techsupport/contacts.

Escalating a TAC Service Request

How can I escalate a TAC service request?

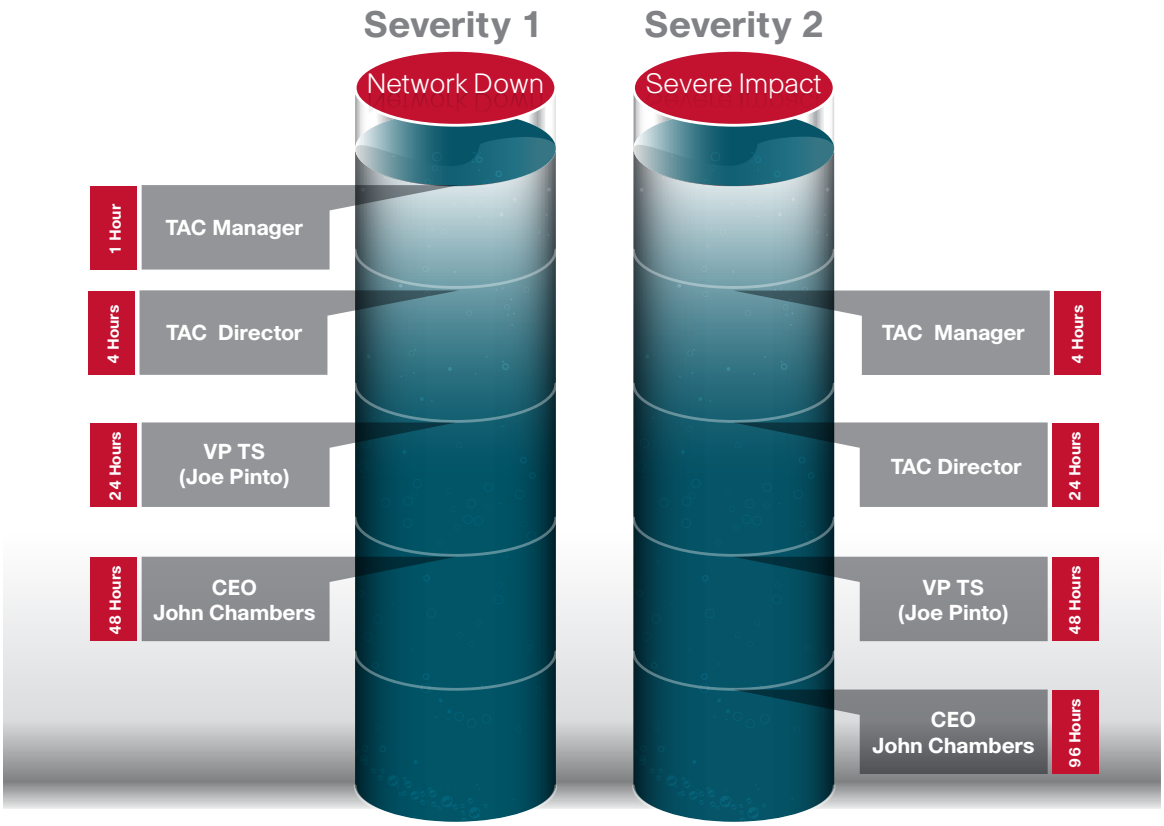
Cisco implements an automatic escalation process to make sure that the appropriate resources are applied to resolve the service request in an accurate and timely manner.

Common issues that can slow down the resolution of a TAC service request include:

- The problem cannot be reproduced in the TAC lab
- Information about the nature of the problem is still missing
- The scope or time requirements are not well understood by the TAC engineer
- Data such as traces or logs has not been forwarded to the TAC engineer
- Access to the affected equipment for debugging purposes is not available
- The severity of the problem was not set at the appropriate level.

As part of International Standardization Organization (ISO) standards for escalation process workflow, the TAC trouble ticketing system will send you e-mail alerts notifying you if there has been no activity (update or status change) on a service request for the following periods.

Note: Severity 1 alert times are measured in calendar hours –24 hours per day, 7 days per week. Severity 2 alert times correspond with standard business hours.



If you feel that progress on your service request or the quality of Cisco Services is not satisfactory, Cisco encourages you to escalate the service request. To escalate the service request:

Cisco SMARTnet Contract

1. Contact the TAC by phone and ask for the TAC duty manager. For TAC phone numbers, visit www.cisco.com/warp/public/687/Directory/DirTAC.shtml.
2. Ask for the duty manager.
3. Tell the duty manager you want to escalate your request.

High-Touch Operations Management

1. Contact your high-touch operations manager.
2. Ask your high-touch operations manager to escalate your request.

High-Touch Technical Support Service

During Normal Business Hours

1. Contact your high-touch operations manager.
2. Ask your high-touch operations manager to escalate your request.

Outside of Normal Business Hours

1. Contact the High-Touch Technical Support (HTTS) Center and ask for the HTTS duty manager.
2. Ask the HTTS duty manager to escalate your request.

Closing a Service Request

How do I close a TAC service request?

1. Log on to www.cisco.com/techsupport/servicerequest.
2. On the Service Request Query Webpage, mark the checkbox “Close Service Request.”

Setting Up Your Smart Call Home Alert

(Cisco SMARTnet and Cisco SP Base)

Smart Call Home is a powerful component of Cisco SMARTnet® Service that offers proactive diagnostics, real-time alerts, and personalized Web-based reports on select Cisco devices. It is available on the Cisco Catalyst® 6500 platform with Cisco IOS® Software Release 12.2(33)SXH or later and on Cisco 7600 Series Routers with Cisco IOS Software Release 12.2(33)SRC or later.

To begin using Smart Call Home:

1. **Download and install the appropriate release:**
   1. Cisco Catalyst 6500 Series: Cisco IOS Software Release 12.2(33)SXH: www.cisco.com/public/support/go/cat6000-sup-ios.html
   2. Cisco 7600 Series Routers: Cisco IOS Software Release 12.2(33)SRC: www.cisco.com/public/sw-center/Routers.shtml
2. **Use the appropriate Quick Start Guide:**
   1. Cisco Catalyst 6500 Series: www.cisco.com/en/US/services/ps2827/ps2978/ps7334/networking_solutions_products_genericcontent0900aecd8063cae1.pdf
   2. Cisco 7600 Series Routers: www.cisco.com/warp/public/437/services/smartcallhome/docs/Call-Home_to_SCH_config_7600.GetStarted.2.pdf
   3. Configure your device and register for Smart Call Home.

For more information, go to the Smart Call Home Website at www.cisco.com/en/US/products/ps7334/serv_home.html.

Advance Hardware Replacement: Return Materials Authorizations

During a TAC service request, it might be found that replacement of one or more hardware components is necessary. In this case, the Cisco TAC engineer will arrange for a replacement part to be shipped to you. With a Cisco service contract, Cisco will dispatch a replacement part from a service depot.

With your Cisco SMARTnet or SPBase contract, there are a variety of advanced replacement delivery timeframe options depending on the option your organization has chosen and the geographical location of your sites.

What you will need:

- Cisco.com logon ID and password
- Your Cisco service contract number
- Product type and model number
- Software version
- Equipment location
- Serial number of each part that needs replacement

Shipping information:

- If the shipping address is different than the one in the Cisco database, please move the product to the correct site address using the Service Contract Center Website: http://www.cisco.com/public/scc/.

Creating an RMA Request

Customer Steps

1. Open a TAC service request and then request an RMA with the engineer.
2. Provide the engineer with the following details:
   - Name
   - Contact phone number
   - Cisco.com user ID
   - Contact e-mail address
   - Service contract number
   - Type of service contract (for example, 2-hour or 4-hour part replacement)
   - Serial number
   - Product type (model number)
   - Software version
   - Company name
   - Equipment location (address)
   - Problem description
3. Write down the steps you took to confirm that this is faulty equipment and needs an RMA.

Cisco Steps

1. The TAC engineer will confirm the case information you provided, validate the failure diagnostic, and create an RMA.
2. The TAC engineer will give you the RMA reference number.
3. Cisco will ship the RMA product to the location which is attached to the faulty product in the Cisco database (based on the information in your contract).

Customer Follow up Steps

1. Once you have received your product, close the case by logging on to www.cisco.com/techsupport/servicerequest and marking the checkbox “Close Service Request” on the Service Request Query Webpage.
2. Go to www.cisco.com/public/scc/, and update the Service Contract Center (SCC) database with the serial number of the new product you received.
3. Select the faulty product serial number and click “Edit Serial Number.”

Where can I find the serial number?

- Log on to the Cisco Product Identification Tool: http://tools.cisco.com/Support/CPI/index.do.
- Use one of the following methods to locate your product:
  - Search by product ID or model name
  - Browse for Cisco model
  - Copy and paste the output of show command to identify the product
- Indicate the reason for change by changing the RMA number.
- Ship the faulty product back to Cisco.

When does the clock start for advanced hardware replacement?

- For advanced hardware replacement, Cisco's contractual response time begins after you have requested an RMA and the Cisco TAC engineer has created the RMA.

Can I monitor the progress of the RMA?

- Yes. Once you have created your RMA and you have the RMA number, you can monitor the progress of it by going to http://tools.cisco.com/serviceordertools/svostatus.

Dead on Arrival Replacements

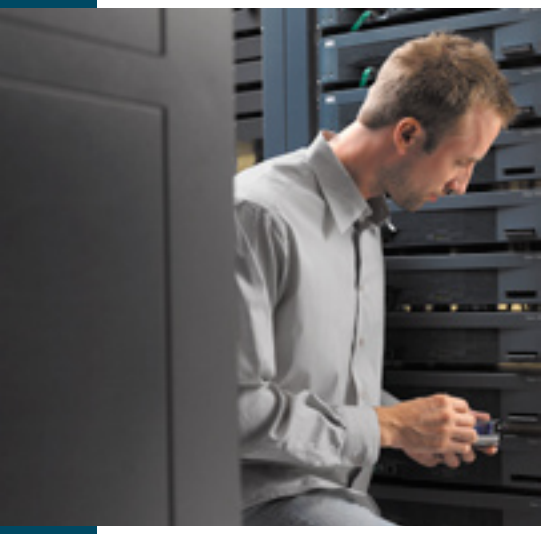
New equipment that is damaged in transport or fails at first boot up or shortly after is considered as dead on arrival (DOA).

If you have purchased the product directly from Cisco, Cisco replaces DOA products at no charge and ships the replacement part from our manufacturing center. If you have purchased through a reseller, contact your reseller for further information.
DOA products are returned to Manufacturing, and a replacement request is created.

To request a DOA replacement:

1. Go to http://tools.cisco.com/ServiceRequestTool/create/ to open a technical service request to report the defective product.
2. Once the TAC has determined the product to be DOA and eligible for new product, a Cisco customer service representative will submit an RMA.
3. Once the RMA is received by Cisco's customer service team, it will be processed within 24 to 48 business hours.
4. The Cisco customer service representative will create a replacement sales order.
5. Return the defective gear to the designated Cisco return depot within 30 days to avoid being invoiced for the replacement product. The RMA number should be included on all return packing.
6. You can check the status of the replacement sales order by the Status Tool: http://tools.cisco.com/qtc/status/tool/action/LoadLandingScreen.

For more information on RMAs and DOA replacements, go to www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WWRL_HOME.html#2.



Tracking RMA Hardware Replacement Status

Once an RMA has been created, to track its progress:

1. Go to http://tools.cisco.com/serviceordertools/svostatus/query.do.
2. Verify that the field "Ship Date" in the section "Replacement Parts" is populated.
3. If the "Ship Date" field is empty, verify the field "Status" in the section "Summary" at the top of the screen. If the RMA status is "Hold," you can contact a Cisco service supply chain agent, using the contact phone numbers at the bottom of the Webpage.
4. If the replacement part is sent by a courier that uses a Web packet tracking system, the packet track record is displayed at the bottom of the RMA status Webpage in the section "Replacement Parts."

Returning a Failed Part to the Parts Depot

After you have received your replacement part, it is important to promptly send back the failed part within 30 days; otherwise you might be charged for the new part. To send the faulty part back:

1. Send back the faulty part to Cisco at the address provided on the service order form. (All RMA returns should be shipped to Cisco's central logistics depot in your region.)
2. Ship back only the same parts that you received. (Do not return extra memory, accessories, or power supply cables.)
3. Use the same box and packaging material that Cisco used to ship you the new replacement part, including the original antistatic bags and wrapping.
4. Clearly mark the corresponding RMA number on the outside of the cartons and on shipping documents.

Where can I go for more information about returning the product?

- If you are unable to find the correct address or have any questions on how to return faulty equipment, please send an e-mail to asset-recovery@cisco.com.

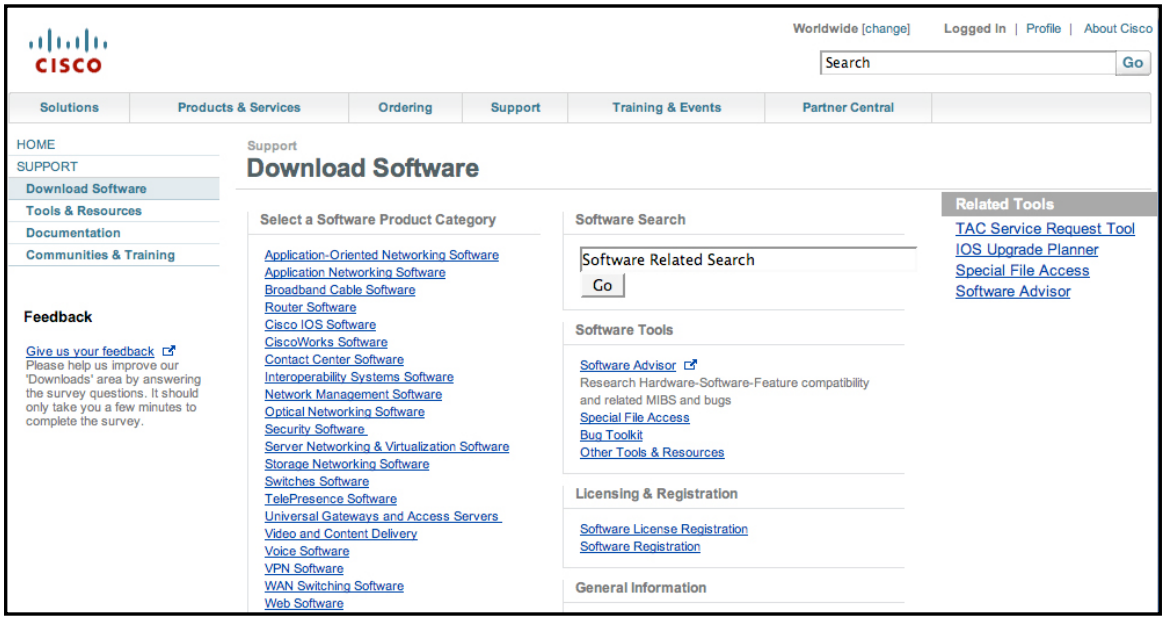
Cisco Software Support

Downloading Operating System Images (Cisco SMARTnet and SP Base)

Customers with Cisco SMARTnet or SP Base service contracts can download operating system software directly from the Cisco.com Software Center: www.cisco.com/kobayashi/sw-center.

To download OS images:

1. Go to www.cisco.com/kobayashi/sw-center.
2. Select the software product category.
3. Once you have selected a software product category, proceed to download the required software.

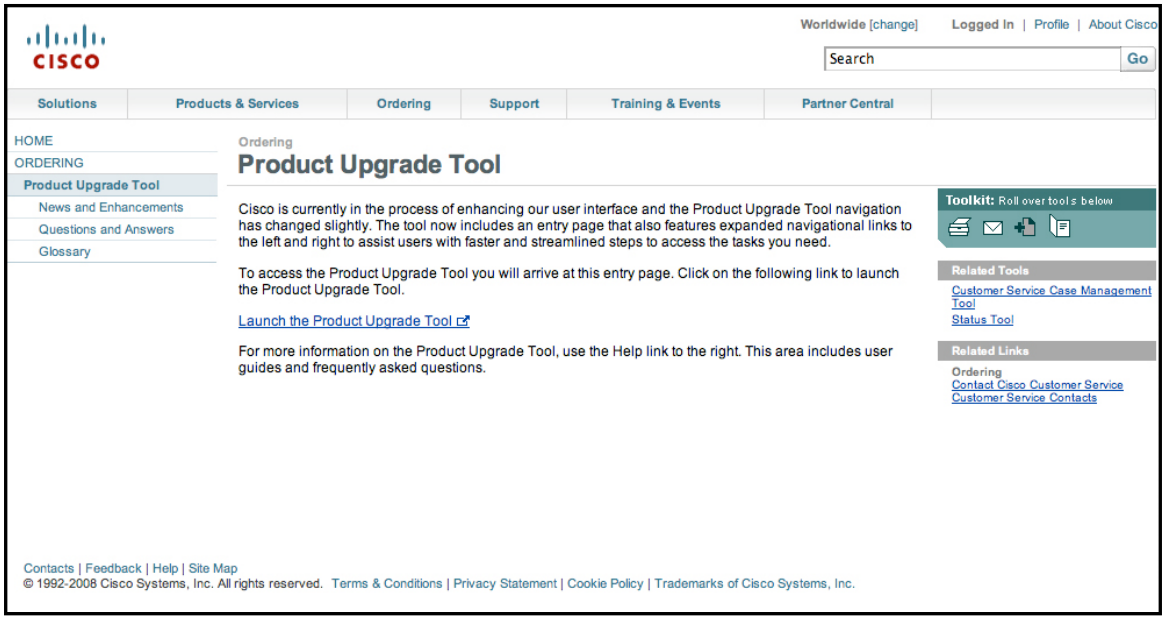


Downloading Software Application Services Software Using the Product Upgrade Tool (SAS/SASU)

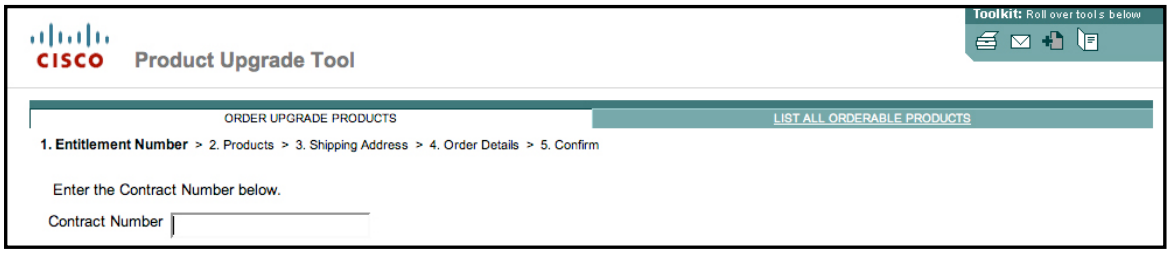
Unlike OS software, some Cisco software applications require direct purchase from Cisco or additional service contracts for download. If in doubt, try to download this software through the Software Center (refer to section on the previous page).

To upgrade non-OS software:

1. Go to http://tools.cisco.com/gct/Upgrade/jsp/index.jsp.



2. Click the link that states “Launch the Product Upgrade Tool.”



3. Enter the number of your corresponding SAS/SASU contract, and you will be guided through the five steps of the download process by the Product Upgrade Tool.

Activating Cisco Unified Communications Software Subscription

(Unified Communications Operate Services)

How can I activate my Cisco Unified Communications Software Subscription?

- For information about activating your Cisco Unified Communications Software Subscription, go to www.cisco.com/en/US/solutions/collateral/ns340/ns394/ns165/ns737/net_brochure0900aecd805f0aa1.pdf.

Updating Signature Files

(Cisco Services for Intrusion Prevention Systems)

Cisco Services for Intrusion Prevention Systems (IPSs) include:

- Notification of availability of updated signature files (requires subscription to Active Update Notification)
- Access to the signature-file library and new signature files for each registered Cisco IPS solution
- Support for licensed operating system software for each registered Cisco IPS solution; software updates include maintenance, minor, and major releases

For detailed information on updating signature files, go to www.cisco.com/en/US/docs/security/ips/6.0/configuration/guide/cli/cliObtSW.html#wp1049590.

Customer Notification Process

Product End-of-Life Announcements

Products reach the end of their product lifecycle for a number of reasons – for example, market demands might change or the product might evolve as network technologies change. Cisco has established an end-of-lifecycle process to prevent surprises and to help ensure service continuity after products are no longer sold.

Six-Month Notice

Generally, Cisco provides six months' notice of the end-of-sale date of our products. This notice is published on the Cisco Website. You can sign up to receive customized end-of-life notifications for the products you have purchased.

Service Continuity

After a product's end-of-sale date, continued access to the Cisco Technical Assistance Center (TAC) will be available 24 hours a day, seven days a week for five years for hardware and operating system software issues and three years for application software issues.

Spare Part Availability

After a product's end-of-sale date, spares or replacement parts for hardware will be available for five years. We will provide spares and replacement parts in accordance with our RMA process.

Software Support

Software support for end-of-sale products is detailed in the following table.

Software Support for End-of-Sale Products

Term	Support
1st Year after End of Sale	Cisco will provide bug fixes, maintenance releases, workarounds, or patches for critical bugs reported using the TAC or Cisco.com Website.
2nd to 3rd Year after End of Sale (Application Software)	Cisco will provide bug fixes, maintenance releases, workarounds, or patches for application software. It might be necessary to use a software upgrade release to correct a reported problem.
2nd to 5th Year after End of Sale (Operating System Software)	Cisco will provide bug fixes, maintenance releases, workarounds, or patches for operating system software. It might be necessary to use a software upgrade release to correct a reported problem.

How can I be alerted to products reaching their end of life?

- To sign up for End-of-Sale and End-of-Life Product Alerts, go to www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

Field Notices

Cisco may publish field notices to advise customers of potential issues that may affect specific hardware and Cisco IOS Software products in use at customer sites.

Each field notice gives details of the specific hardware and/or software components affected, a description of the problem encountered and symptoms, and, where appropriate, bug details and workarounds available to mitigate the impact of the problem.

- To receive product-specific advisements of publicly issued field notices, go to the following Webpage and create an alert profile: www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.
- To view previously published field notices for specific product families, go to www.cisco.com/public/support/tac/fn_index.html.

Product Security Incident Response Team Notifications

The mission of Cisco's Product Security Incident Response Team (PSIRT) is to help customers improve their network security through resolution and prevention of security vulnerabilities in Cisco products, to provide specialized support to handle customer security incidents, and to represent Cisco in the incident response and product security communities.

Cisco's PSIRT distributes the following type of information:

- Security advisories are provided for security issues that directly affect Cisco products and action is necessary to repair the Cisco product.
- Security notices are provided for issues that require a response to information posted to a public forum or recommendations to mitigate general problems affecting network stability.

Go to www.cisco.com/en/US/products/products_security_advisories_listing.html to:

- Get more information about PSIRT's function and services
- Find the contact to whom you can report an Internet security attack
- Report a vulnerability for a Cisco product
- Subscribe to receive proactive notification of new security advisories

About this Guide

If you require additional information, or to help ensure that you have the latest version of this guide, please contact your Cisco account representative or reseller.

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CAGLB004/0408/EN/1/R ROTL_6645_MAY 2008