Agenda

- Introduction
- How to access?
- Conversations
- Help, Commands & Feedback
What is Support Assistant?

Cisco Support Assistant offers customers and partners a self-service experience for common case inquiries and basic transactions. It even has the ability to connect customers with case owners and duty managers.

Benefits

- Easy to access
- Easy to use
- Seamlessly connect to an Engineer
- No need to call 1-800
Self-Service Experience for TAC Engagements
Get Things Done Quicker Without Waiting in Queue

Get status
Case, Bug, RMA

Update
Update case, Upload files and Request update

Subscribe
Case summary updates, case severity and status changes

Connect
Engineer via Virtual Spaces, Virtual Meeting or Phone Callback

Initiate
Reassign, Schedule dispatch, Raise severity, Escalation, Close case, Add Contract

Be Proactive
Proactive TAC Alerts and Bug Applicability Check

Natural language and text commands
How to access?
Multiple ways to interact with the Bot

https://supportassistant.cisco.com

Support Case Manager

Virtual Spaces

Self-serve experience for TAC Engagements. Get things done quicker without waiting in queues.

Cisco Support Assistant: At-a-Glance

Get Started
Knowledge scope: Cases, Bugs and RMA Management

Chat right here

Chat in Webex App

Actions | Case | Created
--- | --- | ---
Ask the bot | 93956301 | 01/31/2023
🌟 | 693956300 | 01/31/2023

Hi there! I can help manage your cases.

Created in the context of a TAC case
Demo

YouTube
Support Case Manager
“Ask the bot” – Start the interaction in the context of a case
“Ask the bot” – Start the interaction in the context of a case
"Ask the bot" – Start the interaction in the context of a RMA
“Floating icon” – Start the interaction!
Chat in Webex

Click to create a 1:1 space with the bot.
Chat in Webex

1:1 Webex Space Created

To start interacting with the bot, login to the Webex app using one of the options below with your carunach@cisco.com account:

Note: Interaction with Cisco Support Assistant using Webex App is currently done using tac.connect@webex.bot.

Webex Desktop App  OR  Webex Web Client

You can download the app here.
Welcome Message Has Everything to Get Started

Hello! I can help you get case, bug and RMA details and connect with Cisco TAC. You can make the following requests in English language:

- my cases
- what is the status of (case number or bug number or rma number)

You can ask me to perform the following tasks:

- connect with engineer (case number)
- create a virtual space (case number)
- request an update for (case number)
- update the case (case number)
- raise severity (case number)
- requeue (case number)
- escalate (case number)
- close the case (case number)
- reopen the case (case number)

You can ask me to connect to support teams:

- connect to duo

I can help you manage cases that are opened from Cisco.com Support Case Manager. Currently, I can't open new cases or answer technical questions. Type "/list commands" to get a list of command requests and find details of supported features using the documentation and demo videos.
Webex Interface
Prerequisite

• **What** – The email address that is used to login to Webex **MUST** be the primary email address associated with your Cisco.com profile.
  
  https://rpfa.cloudapps.cisco.com/rpfa/profile/profile_management.do

• **Why** – To protect customer data.

• **How** – The email address of Webex user account is mapped to Cisco.com user-id. This user-id is used to authorize case, bug and RMA data access.
Prerequisite

If access to bots is disabled in your Webex site, please allow access to `tac.connect@webex.bot` and `ciscotacspark@webex.bot` for Cisco TAC interactions.
Steps to Get Started

• Login to https://supportassistant.cisco.com/.
• Click “Chat in Webex App” button.
• You will be invited to a 1:1 Virtual space. That’s it!

Note: The email address associated with your Cisco.com user ID will be used to create the 1:1 Webex space.
Steps to Get Started

1. Setting-up a 1:1 Webex Space with carunach@cisco.com

2. 1:1 Webex Space Created

3. To start interacting with the bot, login to the Webex app using one of the options below with your carunach@cisco.com account:

- Webex Desktop App

Note: Interaction with Cisco Support Assistant using Webex App is currently done using tac.connect@webex.bot.

OR

- Webex Web Client

You can download the app here.
Sample Questions

- who are you
- what is the status of 689644400
- status CSCtz27004
- 88238608
- /help
- connect me to engineer
- /feedback <message>
Web Interface
Steps to Get Started

- Login to [https://supportassistant.cisco.com/](https://supportassistant.cisco.com/)

- Click “Chat right here” button.
Sample Questions

• who are you
• what is the status of 690833877
• status CSCtz27004
• 88238608
• /help
• connect me to engineer
• /feedback <message>
Enhanced Web Interface with Clickable Intent
Conversations: Status view and Case Updates
Prioritized View of Your Cases

Cases that need my attention
1. (S3, 09/10/2022) 693098774 - CUBE SIP Profiles

Cisco pending cases
1. (S3, 10/25/2022) 690790352 - Need UCS server replacement
2. (S3, 01/24/2023) 690223946 - CUBE - Intermittent call disconnects
3. (S3, 01/31/2023) 690774441 - SDWAN Test Case

Cases that needs my confirmation to close
1. (S3, 10/11/2022) 692164600 - Need help with SIP profile troubleshooting.
Interim contact is displayed if the case owner is out of the office.

Note: External users can access the case data only if there are authorized. This requires the user to have the service contract used to open the case to be associated with their Cisco.com profile.

Adding the user’s email address in the CC Recipients field at the time of case open in Support Case Manager does not enable case data access.
Get Case Status: Proactive TAC Alerts

Device specific S1 and S2 Bugs detected from log files attached to the case (Experimental feature: Available for IOS XE, UCS, ASA, ISE WLC, NXOS, VCS-C, VCS-E, Jabber, UCCE)
Get Case Status: Proactive TAC Alerts

Recent High Impact issues observed in the Field and relevant to the product / solution handled in the case.

Trending Issues (Currently observed in the field)
- CSCvz89043
  Prevent SIP services from being blocked even if license usage ACK was not received
- FN - 72323
  Cisco IOS XE Software: QuoVadis Root CA 2 Decomission Might Affect Smart Licensing, Smart Call Home

Tool updates
- Log Advisor for CUBE
  Learn about Log collection best practices for common troubleshooting scenarios

Articles and Bulletin updates
- End of Support for the H.323 call control features in Cisco IOS XE Software
- Cisco IOS XE 17.5 release will be the last to provide support for H.323 features

Enter message (Use Shift + Enter to add a new line)
Get Case Status: Proactive TAC Alerts

Recent Tool updates that are relevant to the product / solution handled in the case

Proactive TAC Alerts

Trending Issues (Currently observed in the field)

- CSCoz89043
  Prevent SIP services from being blocked even if license usage ACK was not received

- FN - 72323
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  Cisco IOS XE 17.5 release will be the last to provide support for H.323 features
Get Case Status: Proactive TAC Alerts

Proactive TAC Alerts

**Trending Issues** *(Currently observed in the field)*
- CSCzx89043
  Prevent SIP services from being blocked even if license usage ACK was not received
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**Tool updates**
- Log Advisor for CUBE
  Learn about Log collection best practices for common troubleshooting scenarios

**Articles and Bulletin updates**
- End of Support for the H.323 call control features in Cisco IOS XE Software
- Cisco IOS XE 17.5 release will be the last to provide support for H.323 features

Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.
Get Case Status: Contextual Tasks

Customer is installing a new 3-node DNAC cluster in which each node is connected to a separate physical switch. Customers brought down one of the nodes and observed that high availability isn’t working.

**Current Status (Last updated on 19-Nov-2020, 04:26:42 PM UTC)**

Worked with the customer and corrected the VLAN configuration to get high availability working.

**Action Plan (Last updated on 19-Nov-2020, 04:21:40 PM UTC)**

Customer will perform additional tests and provide an update on 11/20. After successful confirmation, we can close the case.
Mark Cases as Favorite

You 12:09 PM
favorite 689629891

TAC Connect (bot) 12:09 PM
Case number 689629891 is added to favorites list!

You 12:09 PM
list favorite

TAC Connect (bot) 12:09 PM

List of cases marked as favorite

Cisco pending cases

- (S3, 10/30/2020) 689644400 - DNS DDoS Proactive Detection (Test case)
- (S3, 10/30/2020) 690206199 - Need help with video quality issues
- (S3, 10/31/2020) 689629891 - CUBE - Intermittent call disconnects

Update Favorites

Automatic notifications in Webex App when
1. Case status changes
2. Case severity changes
3. Problem description, Current Status or Action Plan is updated
Webex App Notifications for Favorite Cases

The status of 690774441 - "SDWAN Test Case" was changed from Customer Pending to Cisco Pending. Please use /list favorites to manage your case favorites subscription.

The severity of 690774441 - "SDWAN Test Case" was changed from 1 to 3. Please use /list favorites to manage your case favorites subscription.

690774441 - "SDWAN Test Case" has been updated. Please use /list favorites to manage your case summary subscription

**Current Status** (Last updated on 10-Jun-2023, 9:25:20 PM UTC)
ISR 4451 DNS configuration updated and system is able to communicate with vBond. 10-June-2023.
Get Status of Favorite Cases

Thank you for retrieving the status of your favorite cases.

**DNS DDoS Proactive Detection (Test Case)**

- **SR**: 6906444000
- **View case details in SCM or CSOne**

- **Severity**: 3
- **Status**: Customer Updated
- **Subscription**: sub-cisco.webex.com
- **Date Created**: 05-Aug-2020, 09:22:41 PM UTC (Days Open: 54)
- **Last Updated**: 29-Sep-2020, 12:02:36 PM UTC

- **Customer**: Cisco
- **Case Owner**: Chidambaram Arunachalam (carunach@cisco.com)
- **Case Owner Phone**: +1913826509
- **Case Owner Manager**: Marc Hollman (mholloma@cisco.com)
- **Manager Phones**: +1913927144

**Linked Bugs:**
- C96272404

**Latest Information from Case Notes:**

**Problem Description** (Last updated on 26-Sep-2020, 03:47:42 AM UTC)

Unexpected spike in DNS traffic to host 172.16.110.100 detected by Tetration Analytics Platform. Case was opened proactively to avoid any user impact.

**Current Status** (Last updated on 13-Sep-2020, 06:32:42 PM UTC)

Issue resolved and monitoring is in progress.

**Action Plan** (Last updated on 13-Sep-2020, 06:32:42 PM UTC)

1. Customer - Monitor the system for 1 week and provide confirmation that the policy is working well or report any related issues.
2. Customer - Upgrade software to NX OS 6.2(10)16 to be scheduled on 9/04. Monitor system stability.

**Resolution Summary** (Last updated on 26-Sep-2020, 03:47:42 AM UTC)

Issue was mitigated by rerouting DNS traffic from 10.x.x.x network to a blackhole and storing 10% in the data collection server. SON Controller policy to automatically detect...
Thank you! Let me retrieve the status for bug CSCiz7004.

**NVRAM correction when bad sectors found.**

**CSCiz7004**

- **Status**: Fixed
- **Product**: Cisco Nexus 7000 Series Switches
- **Severity**: Enhancement
- **Click here** to view known affected and fixed releases.

**Bug Release note:**

**Symptom:**
Supervisor-1 may log the following messages and report NVRAM Gold diagnostic failure:

- %KERN-2-SYSTEM_MSG: Invalid checksum for block 17 expected 0x304 got 0x384 - kernel
- %KERN-0-SYSTEM_MSG: NVRAM Error: (line 464) Invalid checksum for block 17 expected 0x304 got 0x384 - kext
- %DEVICE_TEST-STANDBY-2-NVRAM_FAIL: Module 5 has failed test NVRAM 20 times on device NVRAM due to error Bad blocks found on nvr
- %DIAGCLIENT-STANDBY-2-EEM_ACTION,SHUTDOWN: Test has been disabled as a part of default EEM action

**Conditions:**
NVRAM diagnostic test verifies that stored checksum matches the checksum computed for block contents. If there is a mismatch in checksum values, the condition is logged and test will be disabled after multiple consecutive failures.

**Workaround:**
NVRAM block failure may be a result of a single-event upset / bit-flip (transient condition). Prior to this enhancement, no error-correction is performed and the issue will only be cleared by reload of the affected supervisor.

**Details of this enhancement:**
This enhancement provides error correction for NVRAM data corruption caused by single-event upsets by replacing corrupted blocks with contents from mirrored copy in DRAM. The NVRAM Gold diagnostic will continue to log the initial checksum failure, but will perform a block rewrite that will prevent further test iterations from failing.

If multiple test failures occur for the same NVRAM block, a hard-failure may have occurred and a TAC case should be opened for RMA.
Get RMA Status

You 10:38 AM
801152201

Thank you! Let me retrieve the status for RMA 801152201

RMA 801152201: Service Order RMA API
- Status: Booked
- Case Number: 089028867
- Order Date: 2020-09-17
- Requested Ship Date: 2020-09-17
- Visit the Product Returns and Replacement page to view the shipment, tracking and return details

Acknowledgment Contact:
Shilpa Saun
ssaun@cisco.com
918067336057

Ship To Contact:
Darin Collins
darcoll@cisco.com
1245575916

Shipping address:
Darin Collins
CISCO SYSTEMS
2450 E PRESIDENT GEORGE BUSH HWY
RCDN9
RICHARDSON
TX
UNITED STATES

Tracking Details:
Tracking number: 1699394
Courier: Flash Logistics
Ship date: 2020-09-17

Field Engineer details are included here if available.

Track RMA Shipment using Search URL and Tracking number.
Get RMA Return Status

RMA 802294873
- Status: Closed
- Case Number: 693725859
- Order Date: 2022-06-10
- Visit the Product Returns and Replacement page to view the shipment, tracking and return details

Received Return Parts:
1. Part abc12345678 (ISR4451-X-AX/K9 received on 2022-06-15 12:09:14 UTC)

RMA 802530052
- Status: Booked
- Case Number: 694407555
- Order Date: 2022-10-13
- Visit the Product Returns and Replacement page to view the shipment, tracking and return details

Pending Return Parts:
Please return the following parts to Cisco by the given date. Use the Product Online Web Returns Tool to schedule pickups of parts for return to Cisco, and print shipping labels.
1. abc12345677 (ISR4451-X-AX/K9 by 2022-10-23 13:36:34 UTC)
Update a Case

Please enter the note details for the case 689644400 (DNS DDoS Proactive Detection (Test case)).

The problem reoccurred today and we have attached the logs

Submit  Cancel Request

Note: Use the Support Case Manager tool to upload files to the case. Alternate methods are described here.

Thanks! Successfully added the note to the case 689644400
Update a Case and Upload Files in Webex App

Would you like to use the case number 690833877? Please enter ‘Yes’ to use this case number or provide another case number.

Yes

Please enter the note details and upload files for the case 690833877 (DNS DDoS Proactive Detection (“Test case”)). If you would like to update a different case, please enter a new case number.

Privacy notice: As a user of this collaboration space you are in control of your data in this space and have the option to delete any of the data uploaded into the space. For more information, please visit the WebEx Help Center.

Uploading requested file

Uploading requested file

Thanks! Successfully added the note to the case 690833877. Please wait until I upload the file.

Add Participants to CC-list of the Case

You 9:09 PM
/add-participant ic2user4@gmail.com

Would you like to use the case number 689644400? Please enter 'Yes' to use this case number or provide another case number.

You 9:09 PM
yes

Sure. Let me check whether the participant can be added.

ic2user4@gmail.com has been added to the CC list.
Request Latest Update on a Case

Bot Notification to Engineer

Chidambaram Arunachalam, carunach@cisco.com has requested case owner to review and provide the latest update regarding the case 683752332. Please reach out to customer.
Provide Case Closure Confirmation

Sure. I will inform the case owner to close this case. Thanks!

Bot Notification to Engineer

carunach@cisco.com has requested to close the case 683752332.
Please take next steps. Thanks!
Get Case Status: ThousandEyes Case Summary

Problem Description is the initial email sent to support@thousandeyes.com by customer or the transcript of the initial chat session with ThousandEyes support engineer.

Prerequisite: External users must have their Cisco.com account and ThousandEyes account with the same primary email address.
Prerequisite: External users must have their Cisco.com account and Duo account with the same primary email address.
Proactive TAC Alerts
Proactive TAC Alerts Based on My Products of Interest

Product list determined based on cases opened in the last 12 months

Please choose the scope of the Proactive TAC alerts.

- Case
- Products of my interest

Proactive TAC Alerts based on the products of interest to you
(The product list was determined based on cases opened by you within the last 12 months)

**Cisco 4400 Series Integrated Services Routers**

*Trending Issues* (Currently observed in the field)
- FN - 72323
  - Cisco IOS XE Software: QoS/Ads Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home
- CSCsv90443
  - Prevent SIP services from being blocked even if license usage AOX was not received

*Tool updates*
- Log Advisor for CUBE
  - Learn about Log collection best practices for common troubleshooting scenarios
- Cisco Local Gateway Configuration Validator in Webex Control Hub
  - Quickly identify configuration related issues in Cisco Local Gateways and take remediation actions.

*Articles and Bulletin updates*
- Enroll Cisco IOS Managed Gateways to Webex Cloud
  - Learn how to install Gateway connector. This is a prerequisite for Cisco Local Gateway configuration validation in Webex Control Hub.
Conversations: Engineer Communication
Connect to Engineer - Phone Callback

Would you like to use the case number 690223946? Please enter "Yes" to use this case number or provide another case number.

Yes  Cancel

How would you like to connect with engineer?

Phone  Virtual Meeting  Cancel

Phone

Please enter a valid phone number with country code and without dashes (-). Example: 19191234567

Telephone Number:  +1  9193926009
Ext (Optional):  
Submit  Cancel

+19193926009

Thanks! let me check if the current case owner is available to call you. This will take about 4 minutes.

Engineer is available and will call you soon at +19193926009. Thanks!
Connect to Engineer – Join a Virtual Meeting

Would you like to use the case number 690223946? Please enter 'Yes' to use this case number or provide another case number.

Yes  Cancel

How would you like to connect with engineer?

Phone  Virtual Meeting  Cancel

Please provide the meeting details for the troubleshooting session:

Meeting URL
https://cisco.webex.com/meet/user1

Meeting Number
123456

Meeting Password
abc123

Submit  Cancel

Thanks! let me check if the current case owner is available to join the meeting. This will take about 3 minutes.

Engineer is available and will join the meeting. Thanks!
Connect to Engineer

Current time is **outside** Engineer’s working hours

Thanks! let me check if the current case owner is available to call you.

Current time is outside the case owner’s working hours (09:00 - 18:00 Monday - Friday EST).

Engineer is not available right now. Please leave a message to the engineer

Have a question about the workaround. Please callback.

Your message has been sent and the engineer will call back. If you need immediate assistance, please call Cisco TAC and request the case to be reassigned. Cisco TAC phone numbers: [https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html](https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html)
Connect to Engineer

Would you like to use the case number 690223946? Please enter "Yes" to use this case number or provide another case number.

Yes

How would you like to connect with engineer?

Phone

Please enter a valid phone number with country code and without dashes (-). Example: 19191234567

+19198290009

Thank you! Let me check if the current case owner is available to call you. This will take about 4 minutes.

Engineer is not available right now. Please leave a message to the engineer.

Testing

Your message has been sent and the engineer will call back. If you need immediate assistance, please request the case to be reassigned using the command "requeue 690223946".

Engineer isn’t available
Connect to Engineer

Engineer isn't available right now, but will callback in 15 / 30 / 60 minutes

You  8:10 AM
connect to engineer 689629891

What is your phone number? Please enter a valid phone number including the country code without the + or - signs. Example: 491701234567

You  8:10 AM
19193926009

Thanks! Let me check if an engineer is available to call you.

Engineer is not available right now and will call back in 15 minutes.
Connect to TAC Frontline

Select this option for non-case related questions.
Example: Contracts
Conversations: Virtual Spaces
Use Virtual Space as the Communication Preference

Communication preference has been changed from Email to Virtual Space. You will be invited to a Webex Teams virtual space in which you can interact with the case owner and share files related to this case.

Webex Virtual Space with case contacts and owner
Bot is automatically added to external virtual space

Bot performs tasks in the context of the TAC case associated with the external virtual space.
Automatic Diagnostics Data Collection Suggestions

Based on Tech: "Voice - Communications Manager Additional Apps and Plugins", SubTech: "Jabber (Mobile Devices) - Audio/Video Quality", & ProblemCode: "Error Messages, Logs, Debugs" selected while opening the case, here are steps to gather debug/techsupport logs and/or links to useful documentation.


How to upload:

Proactively collecting and uploading the technical support data allows the Cisco Technical Support team to begin investigating your Service Request more quickly and efficiently.

Hi Arun, Arun Arunachalam will be working with you on this case. Please find contact details below:

Name: Arun Arunachalam
Email address: carunach@cisco.com
Phone number: +1 919-392-6009
Virtual Space Features

- Case owners are added as moderator.
- Customers can add authorized participants using @TAC /add-participant <email-addr>
- Files up to 300MB can be shared in the space and are transferred to case.
- When the case is closed
  - All Cisco human participants are removed
  - Automatic import of text messages
  - Virtual space is deleted after 14 days
- Conversation Transcript is available in Support Case Manager
Customers can provide the requested information and change the case status to Cisco Pending.
Participant Authorization Checks

Email addresses in the CC-List of the case are automatically added to the Virtual space at the time of external space creation. Customer is informed of the list of participants who are in the CC-list but don’t have access to the case.

CiscoTAC.Spark (bot)  Sunday, 1:24 AM

Customer The participants <tac.rtpms+user2@gmail.com, ic2user1@gmail.com> that you are adding to the virtual space do not have access to this case and will be added to this space for troubleshooting purposes only. If you would like to provide access to this case please request the participants to follow Cisco's standard user registration/access request process.
Add Yourself to the Virtual Space If Authorized

Users can add themselves to the external virtual space if they are authorized to access the case.
Participant Authorization Checks

Case owner can add participants using “Add People” button in Webex app. Case owner is informed if the participant being added doesn't have access to the case.

CiscoTAC.Spark (bot)     Yesterday, 10:45 PM

Arun Arunachalam The participant ic2user3@gmail.com that you are adding to the virtual space does not have access to this case and will be added to this space for troubleshooting purposes only. If you would like to provide access to this case please request the participant to follow Cisco’s standard user registration/access request process.
Add Authorized Participants to the Virtual Space

Cisco employees who already have access to the case can add another participant. The new participant is allowed if they have case access.
Add Authorized Participants to the Virtual Space

Customers who already have access to the case can add another participant. If the new participant doesn’t have case access, they will be requested for explicit approval.
Conversation Messages

Support Case Manager
Details for Chidambaram Arunachalam (carunach)

Summary | Notes | Attachments | Virtual Spaces | View case in CSONe
Launch Webex Teams | ADD NOTES | ADD FILES | SAVE AS PDF

Cisco Internal

Actions | Virtual Space Title | Created Date
VIEW TRANSCRIPT | Cisco TAC Case: 690404206: Test case for Virtual Spaces | 11/30/2020 at 06:27:25

Virtual Space Transcript for case 687925946

2019-11-17 12:02:13 (GMT) carunach@cisco.com
Thanks!

2019-11-17 12:02:11 (GMT) carunach@cisco.com
This is a test case to test the View Transcript feature introduced in SCOM.

2019-11-17 12:01:55 (GMT) carunach@cisco.com
Ref:

2019-11-17 12:00:52 (GMT) ciscotacspark@webex.com
Welcome Chidambaram. Please use this virtual space to communicate with Chidambaram, the engineer assigned to your case. The engineer will review the information provided for the following customer symptom and will contact you shortly in this virtual space. Customer Symptom: Technology: Cisco and Hybrid Products Subtechnology: Collaboration Meeting Room (CMR) – Hybrid Problem Code: Configuration Assistance Product: N/A Product Family: N/A Software Version: N/A Router/Node Name: N/A Problem Details: Test case Engineer contact details: Name: Chidambaram Arunachalam Email address: carunach@cisco.com Phone number: +1 919 392 6008 Customer File Upload Guidelines: http://www.cisco.com/c/en/us/about/security-center/acs-customer-file-uploads.html Files shared in this space that are 200MB or less will automatically be available as case attachments. Use Cisco File Uploader to share large files: https://cisco.com/csc/index.html?requestID=687925946

Click “View Transcript”
Conversations: Case Handling Tasks
Raise Case Severity

You 2:28 PM
raise severity 683752332

I can increase the case severity. Please note that you are expected to be available for live troubleshooting of severely degraded network conditions impacting your business. Would you like to continue? Please respond with yes or no. Thanks!

You 2:28 PM
yes

What is your phone number? Please include the country code. Example: 491701234567.

You 2:28 PM
19193926009

Let me check the availability of the current case owner.

Engineer is not available. However, a Customer Service Representative will call you soon to increase the severity to S2 and to connect you to the next available engineer.
Requeue a Case

You 12/14/18, 1:28 PM
/requeue 684345515

I can check whether the current case owner is available to talk with you. Would you like me to check? Please type "Yes" or "No".

You 12/14/18, 1:28 PM
yes

Can the engineer call you at 19197447009? Please enter "Yes" to use this phone number or provide another phone number.

You 12/14/18, 1:28 PM
yes

Thanks! Let me check if the engineer is available to call you.

Engineer is available and will call you soon at 19197447009. Thanks!
Schedule Dispatch a Case

You 12:26 PM
request 689382051

Please select when you would like to request?
- Now
- Specific Time

If your case is requested, it will change ownership to different engineer. This may increase resolution time. Would you still like to request?
You 12:27 PM
you

Please select a specific date and time. If it’s the same day, choose a time slot that starts at least 1 hour ahead.
- Date
- 2020-06-15
- Time Slot
- 08:00 AM - 10:00 AM
- Time Zone
- America/New_York

Submit

Thank! Let me request the request.
Your case is set to be requested on 2020-06-15 during the time slot 08:00 AM - 10:00 AM hours, America/New_York. New engineer will contact you after the case is accepted.
An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use /raise-severity and /requeue commands. Would you still like to continue? Please enter 'Yes' or 'No'.

You 6:43 AM
Yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 6:43 AM
Lack of timely progress

How would you like the manager to contact you? Please enter 'email' or 'phone'.

You 6:44 AM
phone

Would you like to be called at 19197447009? Please enter 'Yes' to use this phone number or provide another phone number.

You 6:44 AM
yes

Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.

It looks like manager [joseman@cisco.com] is not available.
I'll contact a duty manager next. This may take up to 3 minutes.
Duty manager is available and will call you at 19197447009. Thanks!
An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use `raise-severity` and `requeue` commands. Would you still like to continue? Please enter ‘Yes’ or ‘No’.

You 6:51 AM
Yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 6:51 AM
Lack of timely progress

How would you like the manager to contact you? Please enter ‘email’ or ‘phone’.

You 6:52 AM
phone

Would you like to be called at 19197447009? Please enter ‘yes’ to use this phone number or provide another phone number.

You 6:52 AM
yes

Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.

It looks like manager @josemar@cisco.com is not available.
I'll contact a duty manager next. This may take up to 3 minutes.
It looks like Duty Manager is not available. I'll put you in contact with a Customer Service Representative who will call you shortly.
An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use raise-severity and requeue commands. Would you still like to continue? Please enter ‘Yes’ or ‘No’.

You 6:57 AM

Yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 6:57 AM

Lack of timely progress

How would you like the manager to contact you? Please enter ‘email’ or ‘phone’.

You 6:57 AM

email

Contacting the manager of the engineer assigned to this case.

Manager joselmar@cisco.com will reach you via email at carunach@cisco.com. Thanks!
Escalate a Case – Contact via Email

Manager is out of the office

An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you up to confirm and will provide follow-up. Use / escalate severity and / escalate commands.
Would you still like to continue?

Please provide the escalation reason. This will help the manager understand the situation better.

How would you like the manager to contact you?

Contacting the manager of the engineer assigned to this case.

Case owner’s manager (JoeSmir@cisco.com) is out of office.

I’ll contact a duty manager next. This may take up to 3 minutes.

Duty manager is available and will reach you via email at caronach@cisco.com. Thanks!

Enter message (Use Shift + Enter to add a new line)

Rate your experience: 🌟 🌟 🌟
The bot informs High Touch Operations Managers (HTOM) when a case is escalated by SP Advantage, TS Advantage or High Touch Expert Care customers.
Reopen a Case

Cases that are closed within the last 14 days can be reopened.

Sure. Let me check whether the case can be reopened.

This case can be reopened. Please provide the reason. This will help the engineer understand the situation better.

Problem reoccurred again and we have collected the logs this time.

Thanks. Let me reopen the case.

I have reopened the case and informed the current case owner. The case owner or the next available engineer will reach out to you on next steps.
Conversations: Bug Applicability Checks
Get Bug Status

Thanks! Let me retrieve the status for bug CSC0n75597. This may take a few seconds.

Cisco IOS XE Software HTTP Server Denial of Service Vulnerability

- **Status**: Fixed
- **Product**: cbr-8
- **Severity**: Severe(2)

Click [here](#) to view known affected and fixed releases.

Bug Release note

**Symptom:**
A vulnerability in the HTTP server code of Cisco IOS XE Software could allow an unauthenticated, remote attacker to cause the HTTP server to crash.

The vulnerability is due to a logical error in the logging mechanism. An attacker could exploit this vulnerability by generating a high amount of long-lived connections to the HTTP service on the
Contextual Task: Check Bug Applicability

https://tools.cisco.com/security/center/softwarechecker.x
See Vulnerable Products Section of the advisory for full details:
https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco--sa-20190925-httpserv-dosltyp

Workaround:
Please refer to the Security Advisory.

Further Problem Description:
Please refer to the Security Advisory.

PSIRT Evaluation:
The Cisco PSIRT has assigned this bug the following CVSS version 3 score. The Base CVSS score as of the time of evaluation is 5.3:
CVE ID CVE-2019-12659 has been assigned to document this issue.
Additional information on Cisco’s security vulnerability policy can be found at the following URL:

Click the task to get started
Check Bug Applicability: Upload Diagnostic Logs

The output of the following commands are required to check the applicability of CSCov75597. It is required to have the device prompt for each command in order to have the file processed correctly. Please enter the commands in the full form (no command abbreviations) as shown below in the device, collect the command outputs in a log file and upload it.

```
device# show version
device# show running-config
device# show inventory
```

![Completed]

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.
Check Bug Applicability: View Results and Options

The output of the following commands are required to check the applicability of CSCvn75597. It is required to have the device prompt for each command in order to have the file processed correctly. Please enter the commands in the full form (no command abbreviations) as shown below in the device, collect the command outputs in a log file and upload it.

device# show version
device# show running-config
device# show inventory

CSCvn75597-Applicable.txt • 6.64 KB • Completed
✓ Uploaded 100%
✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

CSCvn75597 is applicable to your device ISR4431/K9 running on IOS-XE 16.8.1.

Here are some possible options for you.

Software Upgrade View Advisory Summary View Fixed Releases View Additional Info Re-run Check

Enter message (Use Shift + Enter to add a new line)

Rate your experience
A vulnerability in the HTTP server code of Cisco IOS XE Software could allow an unauthenticated, remote attacker to cause the HTTP server to crash.

The vulnerability is due to a logical error in the logging mechanism. An attacker could exploit this vulnerability by generating a high amount of long-lived connections to the HTTP service on the device. A successful exploit could allow the attacker to cause the HTTP server to crash.

Cisco has released software updates that address this vulnerability. There are no workarounds that address this vulnerability.

This advisory is available at the following link:
https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco.sa-20180925-httpserv-dos

Here are some possible options for you.

Please consider upgrading to IOS-XE 17.6.3a. This software is a Cisco Suggested release and has the fix for CSCvn75597. Please consult with your partner or Cisco professional services team as needed.
Check Bug Applicability: View Fixed Releases

List of releases that have the bug fix based on information available in Known Fixed Releases field of CSCwn75597:

- 16.10.2
- Gibraltar-16.11.1
- Gibraltar-16.11.1a
- Gibraltar-16.11.1b
- Gibraltar-16.11.1c
- Gibraltar-16.11.1s
- Gibraltar-16.12.1a
- Gibraltar-16.12.1b
- Gibraltar-16.12.1c
- Gibraltar-16.12.1d
- Gibraltar-16.12.1e
- Gibraltar-16.12.1s

Please visit Software download page to download the software image.
List of Supported Bugs

Hello!
Thanks for taking the time to use me. Please find below the list of bugs supported for applicability check:

**Supported Bugs by Software**

**IOS XE**
- CScm75957 : Cisco IOS XE Software HTTP Server Denial of Service Vulnerability
- CScov11981 : Controller ends abnormally due to WND (AP name length greater and equal to 32 characters)
- CScov30708 : Controller stops sending RADIUS packets to the RADIUS server when accounting is enabled
- CScov89337 : Incorrect Source IP when resolving DNS
- CScov72284 : memory leak @ CCSP_SPL_CONTR
- CScov71141 : Cisco Catalyst 9800-80 Wireless Controller crashes due to a CPU hog in the RRM process
- CScov13018 : MS Teams interop: CUBE: Buffer or block SIP BYE message sent by CUBE on SIP REFER scenarios
- CScov30521 : QuoVadis root CA decommissioning Smart Licensing and Smart Call Home Functionality
- CScovb13784 : APs not able to join 9800 due to invalid path MTU in AP Join request
- CScovd47544 : C9105/C9120/C9130 Access Points manufactured starting in September 2022 may require code upgrades
- CScov89043 : Prevent SIP services from being blocked even if license usage ACK was not received
- CScovw74609 : LACP Configuration lost: channel-group X "mode active" gets removed on reload
- CScovd37092 : Cisco 2800, 3800, 4800, 1562, 6300 series AP: Slow TCP downloads, failing EAP-TLS in 8.10.181.0/17.3.6 SW
- CScovd94945 : Accounting Requests messages sent in a stream causes issues in the RADIUS server
- CScovw23507 : NACOM rule config is missing permit all rule which causes netconf query to fail and Device in PCF
- CScovw60171 : SIP call fails egress dial-peer uses "session server-group" and "sip options-keepalive"
- CScovd68682 : 9800 controller - Link down due to local fault

**AP IOS**
- CScovd80290 : Cisco IOS AP image validation certificate failed/expired, causing AP join issues.

**ASA**
- CScovn12864 : Failover time increased after upgrading to 9.7 or later
- CScov13177 : "show inventory" or "show environment" on ASA 5515/5525/5545/5555 shows up Driver/loctl error logs
- CScovm1317 : ASA may slowly leak memory when using NetFlow
Conversations: Contract Association
Add Contract To Your Cisco.com User Account Profile

Are you associating the contract to your user profile in order to open a TAC case right now?

No

Let me check whether this contract can be associated to your Cisco.com account

I wasn’t able to associate 200232664 with your Cisco.com account with username svorma1 which may be due to one of the following reasons:

Your request has been sent to the contract’s administrators for review. You will receive an email with the decision once processed. You may visit your Cisco.com profile at https://id.cisco.com to view the status of your request and send a message to the administrators, if needed.

If you need additional assistance, please send an email to web-help-sr@cisco.com with details. Thanks!
Add Contract To Your Cisco.com User Account Profile

Are you associating the contract to your user profile in order to open a TAC case right now?

Yes

Please click the "Open New Case" button in Support Case Manager (SCM) to open a TAC case. SCM will check if your Cisco profile is associated with the contract for the product needing support. If not, you will be provided the option to request association. If you still need further assistance, please contact web-help-sr@cisco.com.
Dialog Handling
Dialog Response Timeout

Bot waits for 10 minutes for a dialog response

You 3:05 AM
requeue 683752332

I can check whether the case owner is available to talk with you. Would you like me to check? It will only take about a minute.

NEW MESSAGES

You 3:15 AM

Hello

Bot

Looks like you are busy with something else. Let's chat later.

You 3:15 AM

Hello

Bot

Hello there!
An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use \texttt{raise-severity} and \texttt{requeue} commands. Would you still like to continue? Please enter ‘Yes’ or ‘No’.

You 9:21 PM

yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 9:21 PM

Testing

How would you like the manager to contact you? Please enter ‘email’ or ‘phone’.

You 9:22 PM

phone

What is your phone number? Please enter a valid phone number including the country code without the + or - signs. Example: 491701234567

You 9:22 PM

19197447009

Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.

It looks like manager ( ) is not available.
I'll contact a duty manager next. This may take up to 3 minutes.

You 9:22 PM

cancel

Escalate has been cancelled as requested.
Connect to Duo
Bot calls Duo support number, informs customer’s account ID to engineer and then connects to customer via callback.
Help, Commands
Q&A, Feedback
Hello! I can help you get case, bug and RMA details and connect with Cisco TAC. You can make the following requests in English language:

- my cases
- what is the case status (case number)
- what is the bug status (bug number)
- what is the rma status (rma number)

You can ask me to perform the following tasks:

- connect with engineer (case number)
- create a virtual space (case number)
- request an update (case number)
- update the case (case number)
- add participant (email address)
- raise severity (case number)
- requeue (case number)
- escalate (case number)
- close the case (case number)
- reopen the case (case number)
- add contract (contract number)

You can mark a case as favorites and get automatic notifications when the case summary (Problem Description, Current Status and Action Plan) gets updated:

- favorite (case number)
- list favorites
- status favorites

You can ask me to connect to support teams:

- connect to duo

You can ask me to check whether a bug is applicable to your device (supported bugs):

- check bug applicability (bug number)

I can help you manage cases that are opened from Cisco.com Support Case Manager. Currently, I can’t open new cases or answer technical questions. Type “/list commands” to get a list of command requests and find details of supported features using the documentation and demo videos.
**Command List**

- **/action-plan**: Sends the last note containing action plan
- **/add-contact**: Associate an active service contract to your Cisco.com user profile
- **/add-participant**: Add a participant email address to the cc-list
- **/bug**: Get list of bugs associated with TAC case
- **/cancel-feedback**: Give multi-line feedback about the case in a single message
- **/check-applicability**: Check applicability of a bug to your device
- **/clear** or **/reset**: Reset the conversation dialog
- **/close-case**: Request engineer to close case
- **/connect**: Connect to case owner of a case
- **/connect-due**: Connect to Due support
- **/create-space**: Create an external Webex virtual space for a case
- **/customer**: Get customer information associated with TAC Case
- **/description**: Get problem description for the TAC case
- **/escalate**: Escalate a case
- **/favorite**: Add a case to favorite list
- **/feedback**: Give multi-line feedback about the bot or a TAC case
- **/last-note**: Get the last note from the TAC case
- **/link**: Get link to the case in Support Case Manager
- **/list-cases**: View the prioritized list of your cases
- **/list-favorites**: List the favorite cases
- **/lowner**: Get case owner (TAC CSS) for TAC case
- **/notify-alerts**: Get critical issues, trending issues, tool updates, latest articles and bulletins in the context of a case
- **/raise-severity**: Raise the severity of a case
- **/reopen**: Re-open a case
- **/request-update**: Request engineer to provide the latest case update
- **/requeue**: Requeue a case
- **/return-status**: Get status of parts returned in the context of a RMA
- **/rma**: Get list of RMAs associated with TAC case
- **/status**: Get status of a case, bug or RMA
- **/status-favorites**: Status of favorite cases
- **/update**: Add a note to the TAC case
- **/updated**: Get the date on which the TAC case was last updated, and calculate the time since last update
Simple Case Management Related Q&A

You 8:12 PM
how to upload a file

Please use the Case File Uploader tool to upload attachments to a case. Alternate methods are described here.

You 8:12 PM
how to manage my profile

Please use the Profile management tool to perform the following tasks:
1. Update the primary email address
2. Associate a contract or subscription to your profile
If you run into any issues, please send an email web-sr-help@cisco.com.

You 10:18 PM
engineer is not assigned for 691720279

It takes about 15 minutes to a couple of hours for the case to be accepted depending on case severity and volume. Thanks for your patience!
Case Open Access Validation

When a user says that they can't open a case, the bot automatically validates user's Cisco.com profile and suggests steps to get access.

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Share Feedback

You 10:49 PM

/feedback demo worked great!

Thanks! Your feedback has been provided to my creators.

You 7:34 AM

/case-feedback The case was handled well

Thanks! I have updated the case with your feedback.

Bot Feedback

Case Feedback
Notifications
Latest Release-Notes in Web Interface

Red dot (if present) indicates new features and bug fixes!
Hello!
Thanks for taking the time to use me. Please find the latest Release notes below.

July 31, 2020
Enhancements:
- You can request a case to be re-opened if it was closed within the last 14 days.
- You can request a case to be schedule dispatched by specifying the date, time and time zone.
- Link to Release-notes is available in web interface.

Bug Fixes:
- Case title is missing in "my cases" response. This is applicable only for Webex Teams desktop clients.
- Concurrent requests of the same type (e.g. connect to engineer) must not be allowed.

June 28, 2020
Enhancements:
- Interact with me in the external virtual space associated with the TAC case.

June 26, 2020
Enhancements:
- You can request to be contacted via email for escalation follow-up.

Bug Fixes:
- %20 is displayed in Engineer and Manager phone number instead of space character.

May 28, 2020
Enhancements:
- Phone number input made easy in web interface!
- Case owner manager information is shown in case status response.
- The definition of case escalation is explained and confirmation obtained prior to escalation.
Automatic Release Notifications in Webex App

Notifications are sent during your local day time

You Yesterday, 5:24 PM
Hello!

I just got upgraded today. Please find Release-note details below:

Enhancements:
1. My creators have renamed me to Cisco Support Assistant. A short demo video is available here.
2. You can provide a custom reason when requesting a case to be closed.
3. Device specific Proactive TAC Alerts (critical issues applicable to your device) displayed in the context of a case are now extended to Cisco VCS Control, Cisco VCS Expressway and Cisco Jabber products.

Thanks for taking the time to use Cisco Support Assistant (formerly known as TAC Connect Bot)!
Unsubscribe Release Notifications

Please let me know the reason to opt-out from Release-note notifications.

I view the Release-notes page

Submit  Cancel Request

Thanks for letting me know! You will not receive Release-note notifications in the future.
Please visit Cisco.com page and contact support-assistant@cisco.com for questions and feedback.