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

Ask a Question

Get a Response

Customers and Partners

Cisco Support Assistant
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.

Get Started
Knowledge scope: Cases, Bugs and RMA Management

Get Started

Use @Support to interact with the bot in virtual spaces created in the context of a case

Historical cases:

- **Case #93956301**
  - Created: 01/31/2023
  - **Ask the bot**

- **Case #693956300**
  - Created: 01/31/2023
  - **@Support**

Hi there! I can help manage your cases.

Use @Support to interact with the bot in virtual spaces created in the context of a 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!

Support Case Manager
Create and manage Support cases for Arun Arunachalam (arunachal@cisco.com) →

Open New Case  

Cases  RMAs

My Cases  All Cases  Favorites

Show  Open Cases  Draft Cases  Closed Cases

Created  Updated  Last 30 Days  

Download Cases as Excel  1 - 1 of 1  Cases per page: 10 | 25 | 50

683956300  01/31/2023  3  Cisco Pending  DNS DDoS Proactive Detection (Test case)
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

TAC Connect (bot) - 6:27 PM

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

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
- Webex Web Client

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

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/

- 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 Intents
Conversations: Status view and Case Updates
Prioritized View of Your Cases

Thanks! Let me retrieve the cases for user ID tacfaststart@gmail.com

**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 need 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

Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.

Proactive TAC Alerts

Critical Issues (Applicable to devices in your network. Please consult with your partner or Cisco professional services teams as needed.)
- CSCuc93800
  - [C240M5]:- Kernel panic due to snmp-subagentd during stress
  - Device ID: ABC12345678
  - Issue detected on: 29-Sep-2022, 04:04:33 PM UTC

Trending Issues (Currently observed in the field)
- Field Notice: FN - 70432
  - Improved Memory RAS Features for UCS M5 Platforms - Software Upgrade Recommended
- Field Notice: FN - 70595
  - UCS Servers Might Fail to Boot if Memory Errors Occur During Boot - Software Upgrade Recommended
- Field Notice: FN - 72301
  - M5 Server BIOS POST Hang With 2x Memory Refresh Rate - BIOS/Firmware Upgrade Recommended
- Field Notice: FN - 70545
  - SSD Will Fail at 40,000 Power-On Hours - BIOS/Firmware Upgrade Recommended

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, UCCX)
Get Case Status: Proactive TAC Alerts

Recent High Impact issues observed in the Field and relevant to the product / solution handled in the case.
Get Case Status: Proactive TAC Alerts

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

Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.

Proactive TAC Alerts

Trending Issues (Currently observed in the field)
- CSCox89043
  Prevent SIP services from being blocked even if license usage ACK was not received
- FN - 72323
  Cisco IOS XE Software: QuoVadis Root CA 2 Decommission 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

Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.

Proactive TAC Alerts

**Trending Issues** *(Currently observed in the field)*
- CSCox89043
  Prevent SIP services from being blocked even if license usage ACK was not received
- FN - 72323
  Cisco IOS XE Software: QuoVadis Root CA 2 Decommission 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

Recent Articles and Bulletins that are relevant to the product / solution handled in the case
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

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 statuses of your favorite cases.

DNS DDoS Proactive Detection (Test case)
- 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, 12:02:38 PM UTC
- Customer: Cisco
- Case Owner: Chidambaram Arunachalam (carunach@cisco.com)
- Case Owner Phone: +91938265039
- Case Owner Manager: Marc Hollman (mhollman@cisco.com)
- Linked Bugs:
  - CSCou27004

**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 172.18.193.100 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)S16 is 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
Get Bug Status

Thank you! Let me retrieve the status for bug CSCrz27004.

NVRAM correction when bad sectors found.

CSCrz27004

- Status: Fixed
- Product: Cisco Nexus 7000 Series Switches
- Severity: Enhancement (B)
- 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 cksum for block 17 expected 0x304 got 0x384] kernel
- %KERN-0-SYSTEM_MSG: [NVRAM Error: (line 464) invalid cksum for block 17 expected 0x304 got 0x384]

- %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
- %DEVICE_TEST-STANDBY-2-EEM_ACTION_HM_SHUTDOWN: Test has been disabled as a part of default EEM action

Conditions:
NVRAM diagnostic test verifies that stored cksum matches the cksum computed for block contents. If there is a mismatch in cksum 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 or 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

Thank you! Let me retrieve the status for RMA 801152201

**RMA 801152201: Service Order RMA API**
- **Status:** Booked
- **Case Number:** 089928867
- **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:**
Shikha Saun
ssaun@cisco.com
918067336057

**Ship To Contact:**
Darin Collins
darcol@cisco.com
12145575916

**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)

Return Parts Details

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

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

You 1:38 PM
update case

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

You 1:38 PM
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.

You 1:40 PM

Uploading requested file

Thanks! Successfully added the note to the case 690833877. Please wait while 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!

close case 687405514

Bot Notification to Engineer

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

Prerequisite: External users must have their Cisco.com account and Duo account with the same primary email address.
Get Case Status: Umbrella Case Summary

Prerequisite: External users must have their Cisco.com account and Umbrella account with the same primary email address.

Please select the type of case:

- Due
- Umbrella

Test case 2
SR or Case #: 1635796
View case details in Umbrella Support Ticket Portal

Status: closed
Date Created: 24-Aug-2023, 10:13:04 AM UTC (Days Open: 0)
Date Closed: 24-Aug-2023, 10:30:23 AM UTC
Customer Contact Name: tacfasttest@gmail.com
Support Phone Number: https://umbrella.cisco.com/support

Latest Information from Case Notes:

Problem Description
Hi Team,

This is the second case for testing case summary functionality via Cisco Support Assistant.
Proactive TAC Alerts
Proactive TAC Alerts Based on My Products of Interest
Proactive TAC Alerts Based on My Products of Interest

Product list determined based on cases opened by you in the last 12 months.
Proactive TAC Alerts Based on My Products of Interest

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

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: QuagValix Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home
- CSCOd99043
  - Prevent SIP services from being blocked even if license usage ACX 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

Virtual Meeting

Please provide the meeting details for the troubleshooting session:

Meeting URL:
https://ciscowebex.com/meet/user1

Meeting Number:
123456

Meeting Password:
abcd12

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

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

Current time is outside Engineer’s working hours
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

+19193260009

Thank! 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".
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
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

Customer File Upload Guidelines:
Files shared in this space that are 300MB or less will automatically be available as case attachments. Use CSC File Uploader to share large files:
https://cway.cisco.com/csm/index.html?requestId=696169484

Conversation Transcript:
The transcript of this virtual space is available in Support Case Manager and can be downloaded as a pdf file even after the case is closed. Please click "View Transcript" button in the following link to view and download the transcript:
https://mycase.cloudapps.cisco.com/696169484/summary

Support Assistant 9/16/23, 10:06 AM
Hello! I can help you get case details and connect with Cisco TAC. You can make the following requests in English language:

• @Support what is the status
• @Support change status to cisco pending
• @Support add participant (email address)
• @Support connect with engineer
• @Support create a virtual space
• @Support request an update
• @Support update the case
• @Support escalate
• @Support raise severity
• @Support requeue
• @Support close the case

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 "Get command list" to get a list of command requests and find details of supported features using the documentation and democases.

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

**Cisco TAC Case: 690611893 : Test case - Diagnostics suggestion integration**

<table>
<thead>
<tr>
<th></th>
<th>People (6)</th>
<th>Content</th>
<th>Schedule</th>
<th>Add +</th>
</tr>
</thead>
</table>


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.

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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.

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

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

carunach@cisco.com has been added to the external virtual space associated with 690774441.

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

Customer (@gmail.com)  Yesterday, 10:54 PM
TAC add participant ic2user3@gmail.com

TAC Connect (bot)  Yesterday, 10:54 PM
Customer, Sure. Let me check whether the participant can be added.
Customer, ic2user3@gmail.com doesn't have access to this case. Hence it will require your explicit approval to add the user to this virtual space for troubleshooting purposes. Please enter 'Yes' or 'No' to approve / disapprove. Thanks!

Customer (@gmail.com)  Yesterday, 10:54 PM
TAC yes
CiscoTAC.Spark (bot) added IC2 User3 to this space. Yesterday, 10:54 PM

CiscoTAC.Spark (bot)  Yesterday, 10:54 PM
Customer 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.

TAC Connect (bot)  Yesterday, 10:54 PM
Customer, ic2user3@gmail.com has been added to the 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.
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 12:28 PM
requeue 699382051

Please select when you would like to requeue?

- Now
- Specific Time

If your case is requeued, it will change ownership to different engineer. This may increase resolution time. Would you still like to requeue?

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
2020-08-15

Time Slot
08:00 AM - 10:00 AM

Time Zone
America/New_York

Submit

Thankst let me know the requeue.

Your case is set to be requeued on 2020-08-15 during the time slot 08:00 AM - 10:00 AM hours, America/New_York. New engineer will contact you after the case is accepted.
Escalate a Case – Contact via Phone

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 [josemax@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!
Escalate a Case – Contact via Phone

You 6:51 AM
escalate 687405514

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 josemar@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 in the background. The manager will talk to you and then you can continue as normal.

Would you still like to continue?

Yes

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

Lack of timely progress

How would you like the manager to contact you?

Email

- Contacting the manager of the engineer assigned to this case.
- Case owner's manager (jsenior@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 carunoch@Cisco.com. Thanks!
Escalate a Case – Contact via Email

Manager is OOO and DM isn’t available

- How would you like the manager to contact you?
  - Contacting the manager of the engineer assigned to this case.
  - Case owner’s manager (josefmart@cisco.com) is out of office.
  - I’ll contact a duty manager next. This may take up to 3 minutes.
  - Duty Manager is not available. I have informed the Duty Manager Team. The next available DM will reach you via email at carunach@cisco.com.

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
Thanks! Let me retrieve the status for bug CSCvn75597. This may take a few seconds.

**Cisco IOS XE Software HTTP Server Denial of Service Vulnerability**

**CSCvn75597**

- **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-dos\tvp

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 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.
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-20190925-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 CSCvm75597. Please consult with your partner or Cisco professional services team as needed.

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

- CSCom75957 : Cisco IOS XE Software HTTP Server Denial of Service Vulnerability
- CSCovv11981 : Controller ends abnormally due to WNCD (AP name length greater and equal to 32 characters)
- CSCovz30708 : Controller stops sending RADIUS packets to the RADIUS server when accounting is enabled
- CSCovv9337 : Incorrect Source IP when resolving DNS
- CSCov72294 : memory leak @ CCSIP_SPI_CONTR
- CSCovv71141 : Cisco Catalyst 9800-80 Wireless Controller crashes due to a CPU hog in the RRM process
- CSCovv13018 : MS Teams interop: CUBE: Buffer or block SIP BYE message sent by CUBE on SIP REFER scenarios
- CSCovv00521 : QuoVadis root CA decommission impacting Smart Licensing and Smart Call Home Functionality
- CSCovb13784 : APs not able to join 9800 due to invalid path MTU in AP Join request
- CSCovc47544 : C9105/C9120/C9130 Access Points manufactured starting in September 2022 may require code upgrades
- CSCovv9043 : Prevent SIP services from being blocked even if license usage ACK was not received
- CSCovv74609 : 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
- CSCovv59495 : Accounting Requests messages sent in a stream causes issues in the RADIUS server
- CSCovv23507 : NACM rule config is missing permit all rule which causes netconf query to fail and Device in PCF
- CSCovv6171 : SIP call fails egress dial-peer uses "session-server-group" and "sip options-keepalive"
- CSCovc88682 : 9800 controller - Link down due to local fault

**AP IOS**

- CSCovd80290 : Cisco IOS AP image validation certificate failed/expired, causing AP join issues.

**ASA**

- CSCovv12684 : Failover time increased after upgrading to 9.7 or later
- CSCov81778 : "show inventory" (or) "show environment" on ASA 5515/5525/5545/5555 shows up Driver/ioctl error logs
- CSCovd81327 : 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.

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.

You  3:15 AM
Hello

Bot
Hello there!
Cancel In-Progress Requests

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  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
Connect to Duo Support

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-assign: 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
- close-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-notes: 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
- open: Set case owner (TAC CSS) for TAC case
- proactive-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 RMA's 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.
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.
Notifications
Red dot (if present) indicates new features and bug fixes!
Latest Release-Notes in Web Interface

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 29, 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](https://www.cisco.com) and contact [support-assistant@cisco.com](mailto:support-assistant@cisco.com) for questions and feedback.