

Support Case Manager

Support Case Manager (SCM) lets you open, view, and update your Cisco support cases from one location.

Landing Page

The screenshot shows the 'Support Case Manager' landing page. At the top left, there is a 'Tools & Resources' link and a 'Worldwide - English' dropdown menu. A prominent green button labeled 'Open New Case' is highlighted with a callout: 'Open a case'. Below this is a search bar for 'Case # or Tracking #'. The main content area has tabs for 'My Cases', 'All Cases', and 'Favorites'. A filter section allows users to 'Show My' cases, with checkboxes for 'Open Cases', 'Draft Cases', and 'Closed Cases'. A callout points to these filters: 'Use filters to search for cases opened by you or a colleague'. There are also dropdowns for 'Created In', 'Updated In', and 'All Dates'. A callout points to the 'Status' column header in the table below: 'Sort cases by column header'. The table lists two cases: one with Case Number 681268063 and Title 'Network Down', and another with Case Number 681267968 and Title 'SVO 06/08/2017'. A callout points to the 'Export Cases' link: 'Export search results'.

Step 1: Open a Case

The screenshot shows the 'New Support Case for SVO RMAOne (svorma1)' form. The process is divided into three steps: 'Check Entitlement', 'Describe Problem', and 'Review & Submit'. The 'Check Entitlement' step is active. Under 'Request Type', there are buttons for 'Diagnose and Fix', 'Request RMA', and 'Ask a Question'. A callout points to the 'Diagnose and Fix' button: 'Open a case in three steps'. Below this, there are two sections for finding products: 'Find Product by Serial Number' and 'Find Product by Service Contract'. The 'Find Product by Serial Number' section has a search input field with the example 'e.g. 456879054783' and a 'Search' button. A callout points to this section: 'Search for products by Serial Number, Virtual License Number, or Service Contract'. At the bottom, there are 'Next' and 'Save draft and exit' buttons.

Step 1.1: Search for Products by Service Contract

Tools & Resources

Support Case Manager

[<SCM Home](#) Having trouble creating a case? | [Help](#) | [Feedback](#)

New Support Case for SVO RMAOne (svorma1)

[Check Entitlement](#) | [Describe Problem](#) | [Review & Submit](#)

Request Type: **Diagnose and Fix** | [Request RMA](#) | [Ask a Question](#)

Find Product by Serial Number

Find Product by Service Contract

✓ There are 397 service contracts associated with this profile. ✕

Product Description: Site Name: Service Contract:

[Advanced Options](#) ▼

Showing 50 of 300 products for 97 service contracts

▲ 999 products found. Search is limited to 300 products. ✕

Search: (1 2 3 4 5 6)

Product Name	Product Description	Site Name	Site Address	Service Level	Service Contract
SM-S-BLANK	Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR	ROYAL BANK OF SC...	5 7 HERALDS WAY S... CHELMSFORD GB	CBNP	3382200

Apply criteria to your Service Contract search

Search for products within the search result set

Select your affected product from the list

Step 2: Describe Case Details

Tools & Resources

Support Case Manager

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New Support Case for SVO RMAOne (svorma1)

Check Entitlement **Describe Problem** Review & Submit

All fields are required unless marked as optional

Severity: Network Down (S1) Severely Degraded (S2) **Network Impaired (S3)** Ask a Question (S4)

Loss of Service: (optional) Extended loss of 15 seconds or more

Case Details

Title: 13 / 80 characters

Description: 79 / 32000 characters

Technology:

Problem Area:

Choose case severity

Provide a title and description

Select the Technology by searching here

Select the Problem Area that best matches your incident

Select Technology

- Security - Network Firewalls and Intrusion Prevention Systems
 - Adaptive Security Appliance (ASA) non-VPN problem
 - IP Phone Proxy for the ASA
 - Intrusion Prevention System (IPS) ASA Feature Set (software IPS module)
 - Intrusion Prevention System (IPS) ASA Security Service Module (AIP-SSM)
 - Sourcefire FirePOWER Services for ASA (SFR Modules)
 - User Identity Based Firewall (IDFW), Active Directory integration with ASA 8.4.2 and later
 - Virtual Adaptive Security Appliance (ASA1000V)

Technology Router and IOS-XE Architecture > IOS-XE Memory Leaks [change](#)

Problem Area:

Configuration	Installation
Error Messages, Logs, Debugs Software Failure	Error Messages, Logs, Debugs Software Failure
Operate	Upgrade
Error Messages, Logs, Debugs Software Failure	Error Messages, Logs, Debugs Software Failure

Contact Preference:

Type:

Mobile:

Business:

Use format e.g. 999999999

Step 2.1: Contact Preferences

Choose your preferred contact type

If necessary update your contact details, prepopulated based on your Cisco Account Preferences

Submit the case, review it, or save it as a draft

Contact Preference

Type: Mobile Business Phone **Email**

Mobile: Use format e.g. 999999999

Business: Use format e.g. 999999999 Ext:

Email: Send me an email confirmation

CC Recipients: (optional) 0 / 255 characters
Enter comma separated email addresses

[Update contact preferences in my Cisco Account ?](#)

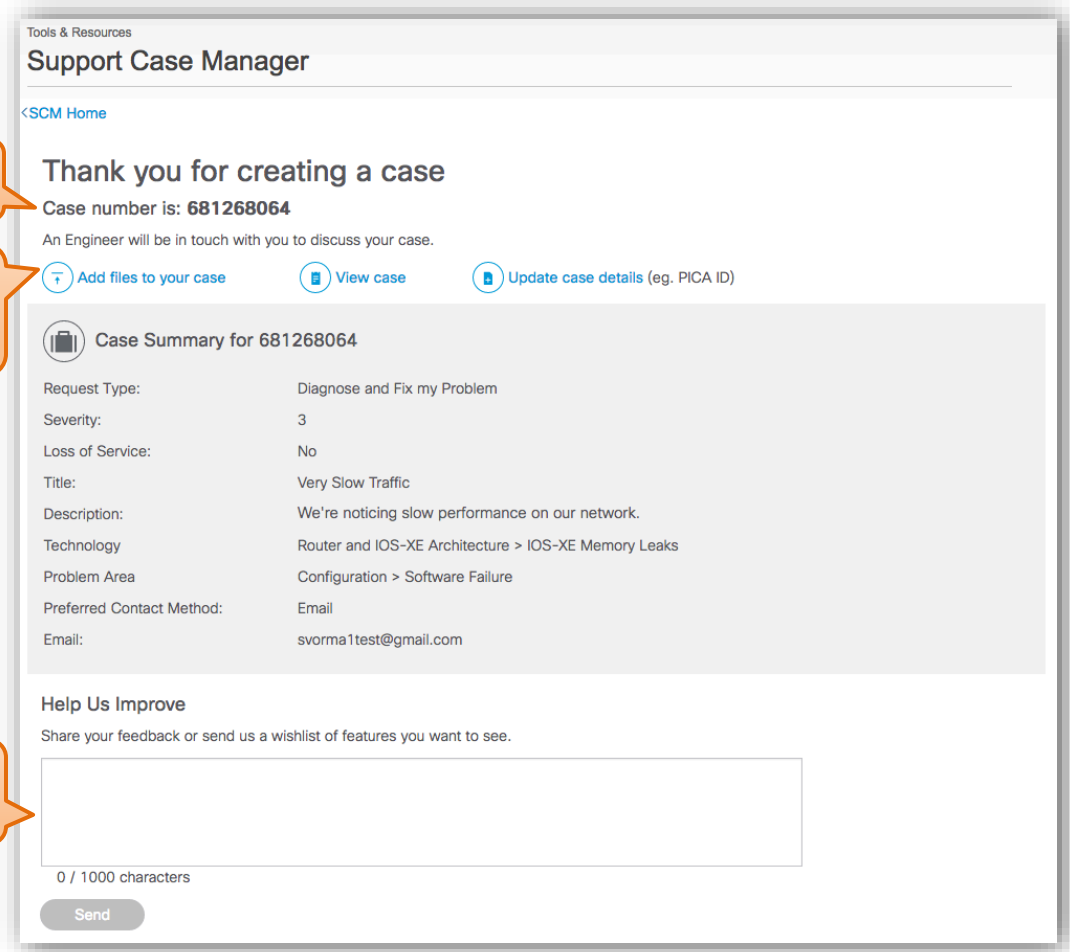
Submit Review Save draft and exit

Step 3: Case Opened

Get your case number

Attach supplemental files to your case

Provide feedback on the case opening process



The screenshot displays the 'Support Case Manager' interface. At the top, it says 'Tools & Resources' and 'Support Case Manager'. Below that is a navigation link '<SCM Home'. The main heading is 'Thank you for creating a case', followed by the case number '681268064'. A message states 'An Engineer will be in touch with you to discuss your case.' Below this are three buttons: 'Add files to your case', 'View case', and 'Update case details (eg. PICA ID)'. A section titled 'Case Summary for 681268064' contains the following details:

Request Type:	Diagnose and Fix my Problem
Severity:	3
Loss of Service:	No
Title:	Very Slow Traffic
Description:	We're noticing slow performance on our network.
Technology:	Router and IOS-XE Architecture > IOS-XE Memory Leaks
Problem Area:	Configuration > Software Failure
Preferred Contact Method:	Email
Email:	svorma1test@gmail.com

Below the summary is a 'Help Us Improve' section with the text 'Share your feedback or send us a wishlist of features you want to see.' and a text input field. At the bottom of the input field, it says '0 / 1000 characters' and there is a 'Send' button.