

Customer Experience Frequently Asked Questions for Exablaze Integration

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Introduction

Exablaze technical support and renewals management transitioned to Cisco tools and processes. This document provides answers to some of the most common questions regarding service offer integration, technical support and delivery, and renewals for Cisco Nexus and legacy Exablaze products.

Product and service offer integration

Q. How are the existing Exablaze products being mapped into the Cisco portfolio?

A. Table 1 shows how the Exablaze products are being mapped at Cisco.

Table 1. Mapping of Exablaze products to Cisco products

Exablaze Product Name	Cisco Product Name
ExaLink Fusion and ExaLink Hydra	Cisco Nexus 3550 Switches series
ExaNic	Cisco Nexus SmartNIC
ExaLINK and ExaNIC Firmware Development Kit (FDK)	Cisco Nexus FDK

Q. How are the Exablaze services being mapped into Cisco Customer Experience offers?

A. Exablaze services are being mapped to Cisco Customer Experience offers as shown in Table 2.

Table 2. Mapping of Exablaze services to Cisco services

Exablaze Service Offer	Cisco Services
Software License and Support	Cisco Embedded Solution Support for software
Hardware Support for Switches	Cisco Solution Support with Smart Net Total Care (default attached) Option to purchase Cisco Smart Net Total Care
Hardware Support for NICs	Cisco Smart Net Total Care
Software Support for FDKs	Cisco Embedded Basic Software Support (default attached) Option to purchase premium Cisco Embedded Enhanced Software Support

Cisco support services

Cisco Solution Support for software

Q. What is Cisco Solution Support for software?

A. Solution Support for software is included with the Nexus 3550 software subscription. No additional products or fees are required to receive these services with a software subscription. Solution Support helps maximize business outcomes, protects the customer's investment, and provides round-the-clock coverage from highly skilled engineers.

Q. What is included with Solution Support for software?

A. Solution Support for software provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Operating system software updates
- Centralized support from a primary point of contact
- Priority access and response from a solution expert
- Addresses Cisco and Solution Support Partner products
- Coordination between Cisco and Solution Support Partner product support teams
- Accountability for issue management and resolution

Refer to the [service description](#) and [website](#) for more detailed information on Solution Support for software.

Q. How are users notified of new software releases with Solution Support for software?

A. New releases are announced in product bulletins that are available through the [Cisco Notification Service](#). This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How does a customer obtain Cisco Nexus software updates with Solution Support?

A. Updates to the Cisco Nexus software is available via [Cisco Software Download Center](#). All customers gain access to these updates with the software support contract.

Cisco Solution Support with Smart Net Total Care

Q. What is Cisco Solution Support with Smart Net Total Care?

A. Cisco Solution Support with Smart Net Total Care is the recommended service for Cisco Nexus 3550. Solution Support is an essential element of Cisco Nexus as it helps customers maintain its performance, reliability, and return on investment.

Q. What is included with Cisco Solution Support with Smart Net Total Care?

A. Cisco Solution Support with Smart Net Total Care provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Current hardware replacement option: 2-hour, 4-hour, where available
- Operating system software updates
- Centralized support from a primary point of contact
- Priority access and response from a solution expert
- Addresses Cisco and Solution Support Partner products
- Coordination between Cisco and Solution Support Partner product support teams
- Accountability for issue management and resolution

Refer to the [service description](#) and [website](#) for more detailed information regarding Cisco Solution Support.

Cisco Smart Net Total Care

Q. What is Cisco Smart Net Total Care?

A. Cisco Smart Net Total Care is the recommended service for Cisco SmartNIC adapters. Smart Net Total Care gives customers access to a wealth of Cisco support tools and expertise, providing them with greater network availability and performance while reducing operating costs.

Q. What is included with Cisco Smart Net Total Care?

A. Cisco Smart Net Total Care provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Current hardware replacement option: 2-hour, 4-hour, where available
- Operating system software updates

Refer to the [service description](#) and [website](#) for more detailed information regarding Smart Net Total Care.

Cisco Basic Support for FDK

Q. What is Cisco Basic Support for software?

A. Basic Support for software is included with the Cisco Nexus FDK software subscription. No additional products or fees are required to receive these services. Support helps maximize business outcomes, protects the customer's investment, and provides support from highly skilled engineers.

Q. What is included with Basic Support for software?

A. Basic Support for software provides:

- Access to our online knowledge base, communities, and tools
- Operating system software updates
- Maintenance, minor, and major software release updates

Note: Basic support does not include troubleshooting or access to Cisco Technical Assistance Center

Refer to the [service description](#) for more detailed information regarding Basic Support.

Cisco Enhanced Support for Software

Q. What is Cisco Enhanced Support for software?

A. Enhanced Support for software may be purchased to complement the Basic support that is included with the Nexus FDK software subscription. Support helps maximize business outcomes, protects the customer's investment, and provides round-the-clock coverage from highly-skilled engineers.

Q. What is included with Enhanced Support for software?

A. Enhanced Support for software provides:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Operating system software updates
- Maintenance, minor, and major software release updates

Refer to the [service description](#) for more detailed information regarding Embedded Basic Support.

Service contract migration and renewals

Q. When will legacy Exablaze support agreements be migrated to Cisco's installed base?

A. Support agreement migration will be completed by February 10, 2021. Cisco Customer Experience will send email communications to customers and partners after data has been migrated.

Q. What service agreements will be migrated?

A. All active service agreements for hardware and software products will be migrated.

Q. How many service contract numbers will I receive?

A. Customers and partners will receive contract numbers based on the route-to-market and installed at locations. For example, if a customer purchased 3 products through one partner and all products are located in one location, the customer will receive 1 contract. If a customer has 3 products but purchased through 2 different partners, the customer will receive 2 contract numbers.

Q. Are my serial numbers going to be the same?

A. Yes, migrated service agreements will include the same serial numbers, so you can search your contracts by serial number if you desire.

Q. Are my service agreement contract numbers going to be the same?

A. No. You will be assigned new contract numbers for hardware, software, and software subscription support.

Q. How are service agreements renewed?

A. Customers will work with their partner and/or Cisco Customer Experience Renewals Manager to manage service renewals. Partners will use [CCW-R](#) to view, manage, and renew services that were migrated into Cisco's contracts and install base.

Cisco technical support

Q. When should customers and partners begin using Cisco support tools and processes?

A. Once data is migrated (February 10, 2021), Exablaze customer and partner should begin to use Cisco Technical Assistance Center (TAC) for support. Customers and partners will receive an email message from Cisco with the new contract numbers and instructions on how to get support through the Cisco TAC.

You may also access your contract numbers in CCW-R by following these steps.

1. Go to [CCW-R](#).
2. Click on the arrow in the Search box to select a search parameter (e.g., PAK/Serial Number, Product Name, Contract Bill to ID or Name, Instance Number, Contract Number)
3. Enter a corresponding value in the search field. Note: Enter just one value; Search does not accept multiple values.
4. If results are found, a Summary Details or Line Items screen is shown, depending on whether the results are single or multiple items, and whether the associated products are covered or uncovered.

Q. What is the Cisco TAC?

A. The Cisco TAC provides 24-hour, award-winning technical support services: 1) online through Support Case Manager; 2) by email; and 3) over the phone to all customers, partners, resellers, and distributors who hold valid Cisco service contracts.

Q. What service does the Cisco TAC offer?

A. The TAC provides service contract holders with:

- **Expert assistance.** The TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **Fast problem resolution.** The TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **A high level of knowledge.** The TAC offers depth and breadth of expertise with Cisco devices and operating system software.
- **Support 24 hours a day, 365 days a year in multiple languages.** By email, telephone, or online, the TAC is there when you need it.

Q. How does a customer or partner open a case with the TAC?

A. Customers and partners with an active service contract can open a case through Cisco.com. Customers or partners must have your **Cisco service contract number, a Cisco.com user ID, and software product family** when opening a case via the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to [Cisco Worldwide Contacts](#).

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. What do customers and partners need to open a TAC request?

A. To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your contract number to your Cisco.com user ID

Q. How do customers and partners get a Cisco.com user ID?

A. [Register](#) for a Cisco.com user ID and create a Cisco.com profile. A Cisco.com user ID will give access to the tools that will help customers and partners view, renew, and manage contracts, and open a support case.

Q. How do customers and partners associate the new Cisco Service Agreement Contract Number to their Cisco.com user ID?

A. Customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](#). From there, click the “Add Access” button, then select the “TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com” radio button on the pop-up screen, and then click “Go” to manage your Service Contract online. If you have multiple service contract numbers, please separate them by commas.

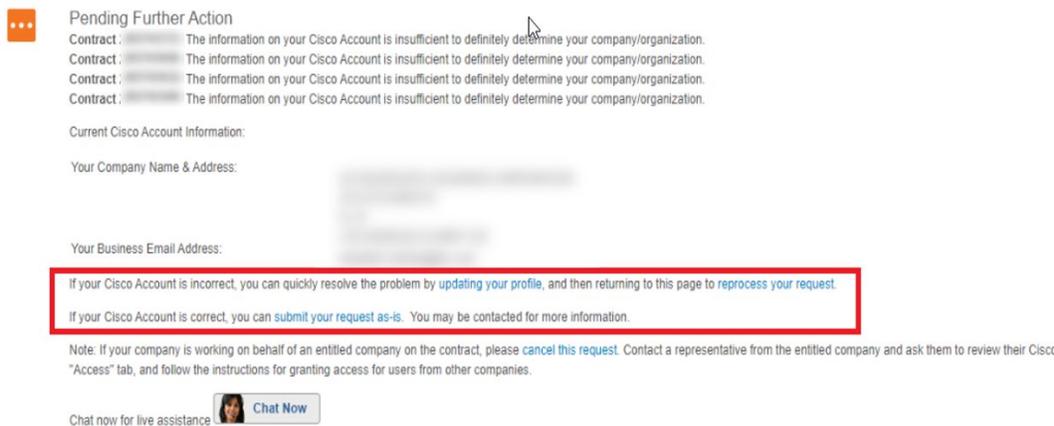
Q. What should customers or partners do if they have issues associating their new contract number to their Cisco.com user ID because the Bill-to name on the contract does not match the company name in the user’s profile?

A. If a customer or partner is trying to associate their contract number to their Cisco.com user ID and they get an error message that says “The information on your Cisco Account is insufficient to definitely determine your company/organization” they should try to do one of the 2 options that they are presented with in Figure 1.

- If your Cisco account is incorrect, you can quickly resolve the problem by [updating your profile](#), and then returning to this page to [reprocess your request](#).
- If your Cisco account is correct, you can [submit your request as-is](#). You may be contacted for more information.

If those two options don't work for you, send an email to web-help-sr@cisco.com and include your Cisco.com user ID and contract number and a note that explains how the two different company names are related (subsidiary, merger, name change, etc.)

Figure 1. Error Message when trying to associate a contract number to Cisco.com user ID



Q. How can customers and partners manage user access to their contracts?

A. The Service Access Management Tool is an application that enables partners or customer administrators to determine which of their service contract numbers are present in Cisco.com user profiles. It is ideal for organizations that want to manage and associate multiple Cisco.com profiles.

By using the Service Access Management Tool, Cisco partners and customers can manage access to the services provided by their contracts (e.g., TAC support). This management can be done either using Bill to ID or contract number. To manage access by Bill to ID, the Bill to ID must be in an individual's Cisco.com profile and selected (enabled) for support access. This will ensure that all the contracts under the Bill to ID can be utilized for service. To manage access by contract number, a contract number must be in an individual's Cisco.com profile in order for that individual to be able to obtain service. Access the [Service Access Management Tool](#), training, and related content for more information.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation. Online troubleshooting tools and support resources include:

- TAC case collection, which identifies and troubleshoots common problems
- My Tech Support, which offers a personalized web page with customized links
- Peer-to-peer online forums, which enable sharing with others in your industry
- Technical Support newsletter, which keeps you up to date and informed

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels may not be applicable across all market segments and technologies. Severity levels and escalation guidelines may also vary based on the existing applicable agreement.

- **Severity 1 (S1):** The network or environment is down, or there is a critical impact to business operations. The customer and Cisco will commit all necessary resources 24 hours a day to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network or environment is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. The customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of the network or environment is impaired, although most business operations remain functional. The customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** The customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests**, if the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the [Severity and Escalation Guide](#).

Q. What is the Cisco TAC Connect Bot?

A. TAC Connect Bot is a personal assistant that provides Cisco customers and partners with a self-service experience for common case inquiries and basic transactions. It has the ability to connect you with case owners and duty managers. You can access the bot from [Support Case Manager](#) and tacconnect.cisco.com.

For more information, visit the [Cisco TAC Connect Bot webpage](#). For questions and feedback contact us at tac-connect@cisco.com.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the [Cisco Warranty Finder](#).

Exablaze support portal resource

Q. Where will resources in the Exablaze support portal be found on Cisco.com?

A. Table 3 shows where to find Exablaze support resources on Cisco.com.

Table 3. Exablaze support portal resources on Cisco.com

Exablaze Resource	Cisco.com Location
Open Support Case	Cisco Support Case Manager
Software Downloads	Cisco Software Center
Documentation	Cisco Nexus 3550 Series product support page
	Cisco Nexus SmartNIC product support page

Additional information

Q. Where can I go for more information?

A. For more information visit:

- [Services and support for Exablaze acquisition](#)
- [Cisco Nexus 3550 Series](#)
- [Cisco Nexus SmartNIC](#)

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Asia Pacific Headquarters

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Singapore

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