

Cisco Service and Support Processes

Introduction

The purpose of this document is to provide customers with best practice tips and resources available to effectively and independently use Cisco® service and support processes.

Cisco Technical Assistance Center (TAC), Return Material Authorization (RMA), Dead on Arrival (DOA), and Software Licensing

Activity	Best Practice Tips	Resources Available
<p>Access Cisco TAC</p>	<p>To access Cisco technical support:</p> <ol style="list-style-type: none"> 1. Obtain a Cisco.com user ID (if you do not already have one). 2. Link your new contract number to your Cisco.com user ID before contacting the TAC. <p>Note: If you have a large number of contracts to link, use the Service Access Management Tool (SAMT).</p> <p>Detailed instructions on creating a Cisco.com user ID and opening TAC requests are included in the “Your New Service Request Process: Technical Support Reference Guide for Cisco FirePOWER Series” document.</p> <p>For help associating your Cisco.com user ID to your contract, send an email to web-help-sr@cisco.com. Be sure to include your Cisco.com user ID and contract number.</p>	<ul style="list-style-type: none"> • Your New Service Request Process: Technical Support Reference Guide for Cisco FirePOWER Series Products • Service Access Management Tool

Activity	Best Practice Tips	Resources Available
Open a TAC request	<p>Contact the TAC for help with:</p> <ul style="list-style-type: none"> • Technical support for products • RMAs/DOAs • Software licensing/release keys <p>When opening a support case, have the following information available:</p> <ul style="list-style-type: none"> • Cisco.com user ID • Company name • Contract • Serial number or software product family • Severity • Problem description • Details on the troubleshooting steps you have taken and the respective outcome • Output from show tech command, if applicable, and all other relevant output <p>Note: Reference “Sourcefire” when opening a case. This will enable agents to more quickly recognize and address your issue.</p>	<ul style="list-style-type: none"> • Technical Assistance Center
Obtain service contract numbers	<p>Contact your Cisco authorized partner or Cisco account representative.</p> <p>Note: Your serial numbers remain the same.</p>	
Associate multiple bids or contracts	<p>To associate multiple bids or contracts for TAC entitlement purposes, use the Service Access Management Tool to manage access to the services provided by your contracts (for example, TAC support, hardware replacement). It is ideal for organizations that want to manage and associate multiple Cisco.com profiles. This management can be done either using the bill-to ID or contract number.</p> <p>To manage access by bill-to ID, the bill-to ID must be in your Cisco.com profile and selected (enabled) for support access. To manage access by contract number, a contract number must be in your Cisco.com profile to obtain service.</p>	<ul style="list-style-type: none"> • Cisco Service Access Management Tool

Activity	Best Practice Tips	Resources Available
Technical support escalation process	If you are not satisfied with the progress of your support case, escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.	<ul style="list-style-type: none"> • Severity and Escalation Guide
Get software license and option keys	<p>To obtain software license and option keys for new software or share active licenses, use the Cisco Product License Registration Tool. You must have your product activation key (PAK) code (sent by Cisco by email) when accessing this website.</p> <p>To retrieve your existing Sourcefire licenses, follow the steps found in the Cisco Support Community.</p>	<ul style="list-style-type: none"> • Product License Registration Tool • Cisco Support Community
Software licensing and activation issues (license registration portal troubles, moving licenses, missing control licenses)	Contact the Cisco Global Licensing Operations (GLO) team by opening a service request with the TAC or submit your request directly to licensing@cisco.com . When submitting a request, include the product name, your contact information, and your Cisco.com user ID and indicate if the request is for a new product license or to modify an existing license.	<ul style="list-style-type: none"> • Licensing Guide
Download software	<p>Cisco software updates are available for download from Cisco.com for registered customers linked to a service agreement contract.</p> <p>To download Cisco Security software from Cisco Software Central, select Download Software and then choose Security.</p> <p>For firewalls, choose Firewalls, then choose Firewall Management and then choose Cisco FireSIGHT Management Center or Cisco FireSIGHT Management Center Virtual Appliance.</p> <p>For IPS, choose Intrusion Prevention System (IPS), choose IPS Appliances, and then choose Sourcefire FirePOWER 8000 Series Appliances or Sourcefire FirePOWER 7000 Series Appliances or Sourcefire NGIPS Virtual Appliance.</p>	<ul style="list-style-type: none"> • Cisco Software Central

Activity	Best Practice Tips	Resources Available
Get an RMA for defective products	<p>Customers receive a return materials authorization (RMA) for defective products. After a customer or partner has a service request open with the TAC, an RMA will be initiated according to the case resolution procedures. Orders will be managed and fulfilled through Cisco Global Service Supply Chain Logistics. Review the return material authorization document for RMA procedures and instructions.</p> <p>The RMA status page will include a link to the Product Online Web Return (POWR) Tool, which can be used to see if the RMA type qualifies for free pickup or for further instructions.</p>	<ul style="list-style-type: none"> • Return Material Authorization Document • Product Online Web Return (POWR) Tool
Return a product for credit	To return a product that was incorrectly shipped or if you received shipment after it was canceled, contact customer service and follow the process on the Cisco Commerce Return portal.	<ul style="list-style-type: none"> • Cisco Commerce Returns <ul style="list-style-type: none"> ➤ Click Start Return Request • Cisco Customer Service
Dead on arrival (DOA) criteria and process	<p>The DOA criteria are as follows:</p> <ul style="list-style-type: none"> • DOA is defined as a new product that fails at initial power-up. • The DOA process is separate from any warranty programs. • DOAs must be claimed within three months of the ship date to the partner. • Products must have been purchased directly from Cisco. Purchases from a distributor (that is, not directly from Cisco) must be returned to the entity from which they were purchased. • The customer must provide the serial number and purchase order/sales order for the purchase. <p>The DOA request process:</p> <ol style="list-style-type: none"> 1. Contact the Cisco TAC to report the defective product. 2. After the TAC has determined the product 	<ul style="list-style-type: none"> • Return a Product webpage

	<p>to be DOA and eligible for new product, a request for a replacement will be submitted. The replacement will be invoiced against your original purchase order.</p> <ol style="list-style-type: none"> 3. Standard lead time to ship a replacement product is two to five business days, because new products are made to order and are not in-stock items. 4. The replacement product can take 2 to 10 days to arrive after shipment because transit time varies by location. 5. Credit will be issued after the DOA product is physically returned to Cisco's designated location. 	
<p>Sign up for Cisco Notification Services</p>	<p>All software release notes and end of sale and end or life announcements will come from Cisco using 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, about critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.</p> <p>Note: You must sign up for the Cisco Notification Service to receive these notifications.</p>	<ul style="list-style-type: none"> • Cisco Notification Service

Cisco Support Resources

Tool/Process	Self-Service Support Resource
Service and support for Sourcefire integration	www.cisco.com/web/services/acquisitions/sourcefire.html
Cisco Technical Assistance Center (TAC)	www.cisco.com/cisco/web/support/index.html
Cisco Support Case Manager	tools.cisco.com/ServiceRequestTool/scm/mgmt/case
Cisco worldwide contacts	www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html
Cisco Severity and Escalation Guide	www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf
Cisco Service Access Management Tool	www.cisco.com/web/applicat/spptauth/index.html
Cisco Service Availability Matrix	tools.cisco.com/apidc/sam/search.do
Cisco product license registration	www.cisco.com/go/license
Cisco Software Central	software.cisco.com
Cisco Notification Service	www.cisco.com/cisco/support/notifications.html
Cisco Commerce returns	apps.cisco.com/Commerce/returns
Return material authorization	www.cisco.com/c/en/us/td/docs/rma/3582.html
Cisco Security Services	www.cisco.com/go/services/security
Cisco Security (Sourcefire) Support Community	supportforums.cisco.com/community/12183446/sourcefire



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