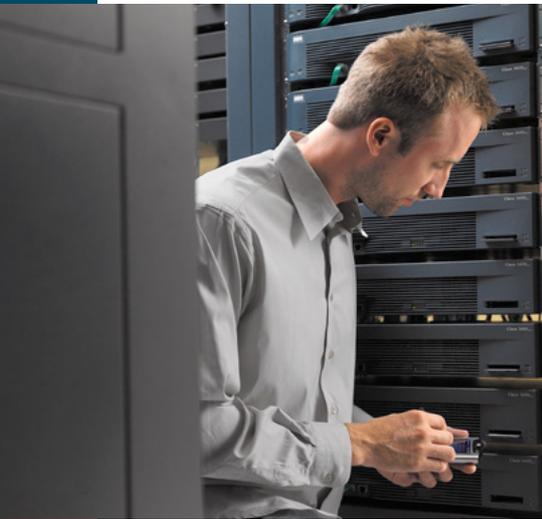




Cisco Global Technical Services Quick Start Guide

May 2012





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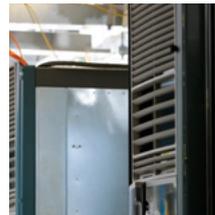
Congratulations on your purchase of a Cisco Technical Services contract!

This Technical Services Quick Start Guide is designed to help you quickly find the information you need to fully use the services to which you are entitled. These industry-leading services and support programs can help you proactively maintain network health and operations.

Please read the following information carefully and keep a copy of this guide for future reference. If you require additional information, please contact your Cisco account representative or Cisco reseller. You might want to complete the chart below for ease of reference.

Your Reseller*	
Your Contract Number	
Support Start Date	
Support End Date	
Your Local Technical Assistance Center Phone Number	

*If applicable.





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Cisco SMARTnet Service Entitlements Overview

Operating System Upgrades

Access both major and minor releases of Cisco® operating system software, through the web or as shipped media, to extend the life of equipment and maximize your Cisco technology investment.

Cisco Technical Assistance Center (TAC) Support

Obtain worldwide direct access to Cisco technical expertise, problem resolution support, and critical problem escalation 24 hours a day, 365 days a year.

Cisco Online Tools and Resources

Enjoy the benefits of registered access to the award-winning [Cisco Support website](#), which helps you resolve technical issues quickly. This is your one stop for product content, software downloads, forums, tools, and personalized features that remember more about what is important to you.

Advanced Hardware Replacement

Receive advanced replacement parts delivered to your chosen location in as little as two hours after determining that a replacement part is required. Exact delivery time is dependent upon local availability and the delivery options selected.

Registering as a New Cisco.com User

To begin using your Cisco service contract, you will need to register a Cisco.com user profile on Cisco.com. To register:

What you need:

- An email address that you will use for this account
 - A confirmation message will be sent to this e-mail address to activate your profile
 - This email address must be unique and cannot be associated with more than one Cisco.com profile
- Your service contract number(s)
 - You do not have to enter all service contract numbers at the same time; you can add additional service contracts to your profile later

If you do not know your service contract number or partner contract agreement number, contact Cisco customer service at (800) 553-6387 or (408) 526-7208; or send an email message to web-help@cisco.com. Be sure to include:

- Your organization name
- Address location
- Phone number
- Email address
- Any other important contact information



1. Go to <http://tools.cisco.com/RPF/register/register.do>.

Welcome to Cisco
Cisco.com Registration

HOME
Cisco.com Registration
Overview

Create an Account
Complete this form to register for a Cisco Account. Already have a Cisco Account? Please enter your information in English only.

* Required Field

Choose language for this registration form: English

Login Information

* Email Address We will use this e-mail address to verify your registration.

* Retype Email Address

* User ID Must be 9-50 characters without spaces, and must include at least one letter.

* Password Must be 8 or more characters and contain a combination of uppercase and lowercase letters (A-Z or a-z) and at least 1 number (0-9).

* Retype Password

2. Enter Login, Contact, and Security information as required and click **Submit**. If you have questions or need assistance, email web-help@cisco.com.
3. Your Cisco.com user profile will be activated within 24 hours of registration.
4. After you receive your Cisco.com user ID, register all products covered under this contract with the Cisco Service Contract Center at www.cisco.com/go/csc.
5. For a list of frequently asked questions and answers about Cisco.com registration, go to www.cisco.com/web/help/reg/faq_reg.html.

Updating Your Cisco.com User Profile

What you need:

Your Cisco.com login ID and password

What you can update:

- Update or reset your password and preferences
- Update your contact and organization data
- Request additional access for someone else within your organization
- Reset your password



To Change Your Cisco.com Profile

1. Log in to www.cisco.com and click **Account** in the top bar.
2. In the Profile Manager box, click **Go Now**.
3. Click the **Password Management** tab to reset your password.
4. Click the **Contact** tab to change the information in your profile.
5. Click the **Additional Access** tab to view your current access.
6. If you have different service levels for different devices, or have a Software Application Support/Software Application Support plus Upgrades (SAS/SASU) contract for software application support, click the **Additional Access** tab and click the link **Add service contract number to profile for support access**.

Service Contract Management

What you need:

- Cisco.com login ID and password
- Your Cisco service contract number

What you can do on the website:

- Verify your service entitlements
- Move products between service contracts
- Update your service contract with a new serial number after receiving a return materials authorization (RMA) replacement
- Verify service contract status for multiple serial numbers using the Serial Number Information Finder (SNIF) tool
- Verify contract summary
- Verify installed sites
- Download a full copy of your Cisco service contract

Viewing the Status and Service Contract Upgrades

1. Go to the Cisco Service Contract Center at www.cisco.com/go/csc.
2. Log in with your Cisco.com login ID and password. Click **Launch Tool**.
3. In the "Search CSCC" field, select **Contract Number** from the menu, enter your service contract number in the blank field, and click **Go**. A summary of the contract is displayed, to include covered site IDs, their respective last coverage date, and other important information. Following the links to each site, you can view the list of covered equipment at a chosen location.
4. If you need additional help managing your Cisco service contract, send an email to cs-support@cisco.com describing your issue.



Service Access Management Tool

Service contracts must be associated with a Cisco.com profile. A method for associating service contracts with Cisco.com profiles is a self-service tool called the Service Access Management Tool. This tool allows for delegating the process of service contract associations to administrators within your organization.

What you need:

- Cisco.com login ID and password
- Service contracts associated with your Cisco.com profile

What you can update:

- Associate contracts with your organization's individual Cisco.com profile
- Create groups of users to which contracts can be associated
- Associate all contracts under your Bill-To identifier with individual profiles or user groups
- View training videos on demand (VoDs) and materials
- Register for training

To access the Service Access Management Tool and related content, go to www.cisco.com/web/applicat/spptauth/serviceaccessmgmt.html.

Using Cisco Online Technical Support

Cisco online support should be your first stop for resolving technical issues quickly. The rich repository of content, software, personalized features, and forums can help you save time, reduce support costs, and enhance your service contract value.

- The [Cisco Support website](#) can act as your “technical support edge.” See content for your product model, download software for your devices, use tools to speed up key support tasks, open and track your support cases, and take advantage of personalized features that remember more about what is important to you. Use the website to get answers when you need them and to adopt proven practices that keep your network at peak efficiency.

To access the Cisco Support website, go to www.cisco.com/techsupport.

- The [Cisco Support Community](#) is your technical support forum for connecting with peers and Cisco experts. Share knowledge and insight through discussion threads, wiki documents, blogs, videos, and interactive webcasts. Stay in touch with community conversations through social media outlets like Facebook and Twitter.

To access the Cisco Support Community, go to supportforums.cisco.com.



Do You Have Your Service Contract Number?

Your service contract number is your unique identifier. This number, required when you contact Cisco for support cases, determines your entitlement to technical service support for parts covered under the contract.

Creating a Technical Assistance Center Support Case

For customers with current Cisco service contracts, Cisco provides technical support services 24 hours per day, seven days per week, on the web and over the phone.

What you need:

- Your Cisco service contract number
- Product serial number
- Chassis serial number
- Product model number and its hardware configuration
- Physical location of the product
- Severity level of the issue (see definitions in the following section, "Cisco Severity Level Definitions")

Providing Cisco with the following information will help expedite your case:

- Meaningful case title stating the problem accurately (permits assignment of the case to the appropriate technical resources)
- Description of the problem and symptoms (only one per support case)
- History of the problem and troubleshooting
- Network topology and explanation
- Output from "show tech" command (if applicable) and all other relevant output
- Software versions and types of equipment
- Relevant syslog/tacacs logs before the issue occurred

Three Ways to Get TAC Support

1 Email: tac@cisco.com

2 Online: <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>

3 Phone: For the contact number list, go to www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Where is your first stop for technical support?

The Cisco Support website is available 24 hours per day, 365 days a year and provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies.



Contacting the Cisco TAC

1. Contact the Cisco TAC by phone, email, or online with your support case issue. For a listing of Cisco TAC contacts, please visit www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

2. Set a severity level based on Cisco severity definitions (see below).

Note: Contact the TAC by phone for severity 1 and 2 support case issues.

Cisco Severity Level Definitions

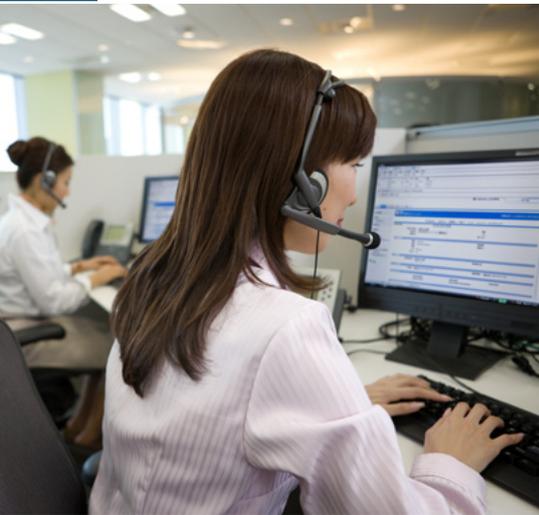
To help ensure that all support cases are reported in a standard format, Cisco has established support case severity definitions. Regardless of how you contact the TAC, you will be asked to assign a severity level to your request.

- **Severity 1 (S1):** Your network is “down” or there is a critical impact on your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during standard business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of your network is impaired, while most business operations remain functional. You and Cisco are willing to commit resources during standard business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Creating a Support Case Using the TAC Support Case Manager

The fastest way to create severity 3 and 4 support cases and submit them to the Cisco TAC is to use the online TAC Support Case Manager (formerly the TAC Service Request Tool). To use the TAC Support Case Manager:

1. Go to <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case> and log in with your Cisco.com login ID and password.
2. Click **New Case**.
3. Enter information as required, clicking **Next** as you progress through the support case. Note that selecting the Support Case Type defines some subsequent selections. For example, if you select Diagnose and Fix my Problem, the severity is automatically set to Severity 3.
4. During your process to open a support case, you can click **Save as Draft** to finish at a later time.
5. If you need help completing the support case, click the **Help** or **Chat Now** links at the top of the screen.



Using the TAC Support Case Manager with Premium Services

Cisco offers premium service packages that raise the level of personalization and interaction between you and our technical services organization. If you have purchased one of these premium services, you will notice an effect on support cases and support case management.

Premium services include:

- Cisco Focused Technical Support Services
- Cisco Remote Management Services

Cisco High-Touch Operations Management Service

Under the Focused Technical Support Services umbrella, Cisco High-Touch Operations Management Service provides access to a high-touch operations manager during normal business hours for your geography and time zone. The process to submit a support case using the TAC Support Case Manager remains essentially the same, except the high-touch operations manager will be automatically notified of your case. The high-touch operations manager will represent you within Cisco's various technical support organizations, help ensure proper focus and attention to your requests, and, as applicable, help drive service issues to a timely resolution.

Cisco High-Touch Technical Support Services

Also under the Focused Technical Support Services offering, Cisco High-Touch Technical Support provides 24-hour, seven-day-a-week access to a team of highly skilled, senior-level network specialists who are familiar with your networking environment.

To create a High-Touch Technical Support support case:

1. Go to <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case> or contact your local service representative for your local High-Touch Technical Support call center number.
2. If you call the Cisco TAC to open your support case, the agent will automatically route your call to the High-Touch Technical Support call center.
3. To open a case, the High-Touch Technical Support call center agent will ask for your contract number and basic Cisco.com profile information.
4. Your high-touch operations manager will be notified of your case automatically and will expedite issue resolution as appropriate.

Cisco Remote Management Services

With Cisco Remote Management Services, your network is continually monitored, and service issues are automatically communicated to the Cisco Remote Management Services team and populated in a support case. The team monitors the progress of your support cases to make sure appropriate resources are allocated to timely resolution.

Escalating a TAC Support Case

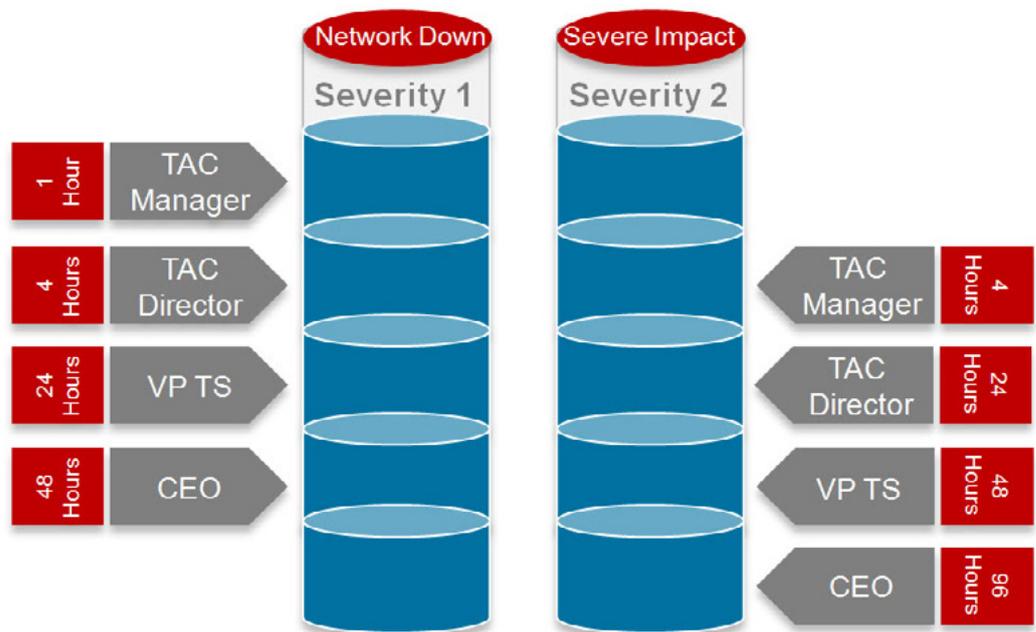


Cisco uses an automatic escalation process to make sure appropriate resources are applied to resolve support cases quickly and accurately. However, some common issues that can slow down a TAC support case include:

- Information about the problem is missing.
- The severity level was not set appropriately.
- Data, such as traces or logs, have not been forwarded to the engineer.
- The scope or time requirements are not well understood by the TAC engineer.
- The problem cannot be reproduced in the TAC lab.
- Access to the affected equipment for debugging purposes is not available.

As part of International Standardization Organization (ISO) standards for escalation process workflow, the Cisco TAC trouble-ticketing system sends you email alerts if there has been no activity, such as update or status change, on a support case for the time periods indicated in the following diagram.

Note: Severity 1 alert times are measured in calendar hours—24 hours per day, seven days per week. Severity 2 alert times correspond with standard business hours.



If you feel that progress on your support case or the quality of Cisco Services is not satisfactory, you can escalate the support case.



Cisco SMARTnet Service Contract Escalation

1. Contact the Cisco TAC by phone. Local phone numbers are available at www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.
2. Ask for the engineering or line manager.
3. Tell the responding manager you want to escalate your case.

High-Touch Operations Management Service Escalation

1. Contact your high-touch operations manager for help with any escalation during local business hours.
2. Ask your high-touch operations manager to escalate your request.

High-Touch Technical Support Service

During Normal Business Hours

1. Contact your high-touch operations manager.
2. Ask your high-touch operations manager to escalate your request.

Outside of Normal Business Hours

1. Contact the High-Touch Technical Support (HTTS) call center and ask for the HTTS duty manager.
2. Ask the HTTS duty manager to escalate your request.

Closing a Support Case

1. Go to <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case> and log in with your Cisco.com login ID and password.
2. In the Find field, enter your support case number or help-desk tracking number and press **Enter**. The support case opens.
3. From the Actions menu, select **Request Case Closure**. Briefly describe how the case was resolved and click **OK**.

Setting Up Smart Call Home

(Cisco SMARTnet and Cisco SP Base)

Smart Call Home is a powerful component of Cisco SMARTnet® Service that offers proactive diagnostics, real-time alerts, and personalized web-based reports on select Cisco devices.

To use Smart Call Home:

1. Check the Smart Call Home supported products list at www.cisco.com/go/smartcallhome. Click the link **list of supported products** in the section "Getting Started."



2. Download and install the appropriate operating system for your device and network in accordance with the Smart Call Home [supported products list](#).
3. Go to the Smart Call Home website at www.cisco.com/go/smartcallhome. In the Getting Started section, select your product to access the appropriate Quick Start Guide.
4. Configure and register your devices as instructed in the Quick Start Guide for your product.

Advanced Hardware Replacement: Return Materials Authorizations

To resolve a support case, the Cisco TAC engineer might determine that replacement of one or more hardware components is necessary. If so, the Cisco TAC engineer will arrange for a replacement part to be shipped to you. With a Cisco service contract, Cisco will dispatch a replacement part from a service depot.

What you need:

- Cisco.com login ID and password
- Your Cisco service contract number
- Product type and model number
- Software version
- Equipment location
- Serial number of each part that needs replacing

Shipping information:

If the shipping address is different from the address in the Cisco database, please move the product to the correct site address using the Cisco Service Contract Center at www.cisco.com/go/csc.

With your Cisco SMARTnet or SP Base contract, there are a variety of advanced replacement delivery timeframe options depending on the option your organization has chosen and the geographical location of your sites.

Creating an RMA Request

1. Open a TAC support case and then request an RMA with the Cisco engineer.
2. Provide the engineer with the following details:
 - Name
 - Contact phone number
 - Cisco.com user ID
 - Contact email address



- Service contract number
 - Type of service contract (for example, 2-hour or 4-hour part replacement)
 - Serial number
 - Product type (model number)
 - Software version
 - Company name
 - Equipment location (address)
 - Problem description
3. Write down the steps you took to confirm that this is faulty equipment and needs an RMA.
 4. The Cisco TAC engineer will confirm the case information you provided, validate the failure diagnostic, and create an RMA.
 5. The Cisco TAC engineer will give you an RMA reference number.
 6. Cisco will ship the RMA product to the location of the faulty product as it is listed in the Cisco database, which is based on your contract information. You may monitor the progress of your RMA by following the instructions in the “Tracking RMA Hardware Replacement Status” section of this document.

Note: For advanced hardware replacement, Cisco’s contractual response time begins at the time the Cisco TAC engineer creates the RMA.

After Receiving Your Replacement

1. After you receive your RMA product, close the case by logging in to <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>. Enter your support case number or help-desk tracking number and press **Enter**.
2. From the Actions menu, select **Request Case Closure**. Briefly describe how the case was resolved and click **OK**.

The screenshot displays the Cisco Service Support Case Management interface. At the top, there is a navigation bar with the Cisco logo and various menu items: Products & Services, Support, How to Buy, Training & Events, and Partners. Below the navigation bar, the page title is 'Support Service Support Case Management'. The main content area is titled 'Manage Support Cases' and shows a list of open cases. The selected case is 'TEST' with a status of 'Customer Pending'. An 'Actions' dropdown menu is open, showing options such as 'Actions', 'E-Mail Cisco engineer', 'Change CC list', 'Change notification settings', 'Change tracking number', and 'Request case closure'. The 'Request case closure' option is highlighted.



3. Update the new serial number to your contract.
 - a. Log in to the Cisco Service Contract Center at www.cisco.com/go/csc and search for the serial number of the faulty product that was replaced by the RMA.
 - b. In the Search field, choose **Serial Number/PAK number** from the menu, enter the serial number of the faulty product, and click **Go**.

Note: If you do not know the serial number, log into the Cisco Product Identification Tool at <http://tools.cisco.com/Support/CPI/index.do>. You can then search by product ID or model name, browse for a Cisco model, or copy and paste the output of a show command to identify the product.

- c. Check the box for the faulty product serial number.
 - d. From the Action menu, choose **Edit Serial Number/PAK Number on selected product(s)**, and click **Go**.
 - e. Enter the serial number of the replacement product and the RMA number and click **Validate**.
4. Ship the faulty product back to Cisco.

Dead on Arrival Replacements

Equipment that is damaged in transit or fails at first bootup is considered dead on arrival (DOA). If you purchased the product directly from Cisco, Cisco will replace the DOA product at no charge and ship the replacement part from our manufacturing center. If you have purchased Cisco equipment through a reseller, contact your reseller for replacement information.

To request a DOA replacement for purchases direct from Cisco:

1. Go to <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case> to open a technical support case and report the defective product.
2. After the Cisco TAC determines the product is DOA and eligible for new product, a Cisco customer service representative will submit an RMA.
3. After the RMA is received by Cisco's customer service team, it will be processed within 24 to 48 business hours. The Cisco customer service representative will create a replacement sales order.
4. Return the defective gear to the designated Cisco return depot within 30 days to avoid being invoiced for the replacement product. The RMA number should be included on all return packaging.
5. You can check the status of the replacement sales order using the Status Tool at <http://tools.cisco.com/qtc/status/tool/action/LoadLandingScreen>.

For more information about RMA and DOA replacements, go to www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WWRL_HOME.html.



Tracking RMA Hardware Replacement Status

After an RMA has been created, you can track its progress using the Service Order RMA Tool (SORT).

1. Log in to Cisco.com and then click **My Cisco**.
2. Click **Add Modules**.
3. Select the **SORT - Locate Order** module and add it to your workspace.
4. Click **See Workspace**. Find the **SORT - Locate Order** module and fill out the requested information to locate your order.

Returning a Failed Part to the Parts Depot

After you receive your replacement part, return the failed part within 30 days to avoid being charged for the new part. To return the faulty part:

1. Send the faulty part to Cisco at the address provided on the service order form. (All RMA returns should be shipped to Cisco's central logistics depot in your region.)
2. Return only the original failed parts. Do not return extra memory, accessories, or power supply cables.
3. Use the box and packaging material that Cisco used to ship the replacement part, including the original antistatic bags and wrapping.
4. Clearly mark the corresponding **RMA number** on the outside of the cartons and on shipping documents.

If you are unable to find the correct address or have any questions about returning faulty equipment, send an email to asset-recovery@cisco.com.

Cisco Software Support

What you need:

- Your Cisco.com login ID and password
- Service contracts associated with your Cisco.com profile

Software is available for download from the software section on Cisco.com at www.cisco.com/software. Eligibility for specific software images is based on:

- The specific products covered on your support contracts
- Association of your service contracts to your specific Cisco.com profile

If you are entitled to the requested software, you will be prompted to confirm the End User License Agreement (EULA) terms and conditions and provided a link to complete the download process.



Ineligibility for specific image requests could occur for any of the following reasons:

- You do not have a service contract covering the hardware to which the software applies.

Remedy: Contact your Cisco representative, partner, or reseller to ensure your product(s) are covered on a service contract. If you are unsure of your contract, locate a partner near you using the Partner Locator at <http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.

- You have a contract, but it is not associated to your Cisco.com profile.

Remedy: Associate contracts to your Cisco.com profile using the instructions found in Profile Manager at www.cisco.com/web/Downloads/SDS/unentitled_instructions.html. After submitting your additional contracts, verification and updates may take up to six hours to complete.

- You have a contract covering a specific product and the contract is associated with your Cisco.com profile, but you are still experiencing issues downloading the software.

Remedy: Email support at ent-dl@cisco.com for further assistance.

Downloading Software

(Cisco SMARTnet and SP Base)

Customers with Cisco SMARTnet or SP Base service contracts can download operating system software directly from the Cisco.com Software Center.

To download OS images:

1. Go to <http://www.cisco.com/go/software>.
2. Select the software product category.
3. Once you have selected a software product, download the required software.

A screenshot of the Cisco Software Center website. The page is titled "Download Software" and features a navigation menu at the top with links for "Products & Services", "Support", "How to Buy", "Training & Events", and "Partners". A search bar is located in the top right corner. The main content area includes a "Now Available" banner, a "Select a Product:" section with tabs for "Most Popular" and "My Download History", and a search input field. Below the search field, there is a breadcrumb trail: "Products > Switches > LAN Software". The page also displays a "Make a selection to continue" section with a list of recently used products, including "ATM Switches", "Blade Switches", "Cisco Catalyst 2800 Software", and "Cisco MicroBlade 1516 Software".



Downloading Software Application Services Software Using the Product Upgrade Tool

(SAS/SASU)

Unlike OS software, some Cisco software applications require direct purchase from Cisco or additional service contracts for download. If you are in doubt, attempt to download this software through the Software Center at www.cisco.com/go/software.

To upgrade non-OS software:

1. Go to <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>.
2. Enter the number of your SAS/SASU contract.
3. You will be guided through the five steps of the download process.

The screenshot shows the Cisco Product Upgrade Tool web interface. The top navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The main content area is titled 'How to Buy Product Upgrade Tool'. On the left, there is a 'HOME' and 'HOW TO BUY' menu with links for 'Product Upgrade Tool', 'News and Enhancements', 'User Guides', 'Questions and Answers', and 'Glossary'. The main section is 'Start Product Upgrade', which prompts the user to 'Enter Contract number and select method to upgrade'. It features a 'Contract Number:' input field and two radio button options: 'Guided' (selected) and 'Advanced'. The 'Guided' option is described as 'This method provides with step-by-step process to upgrade.' and the 'Advanced' option as 'Use this method if you know exactly which upgrade product to order.' A 'Continue' button is located below these options. At the bottom, there is a link to 'Browse All Upgradable Products' and a note to go to the 'PUT Support - Contact Info' page to contact the Customer Service Team about issues with Contract Upgrade Entitlements, support for issues with PUT Tool, or follow-up on Existing Upgrade Orders. On the right side, there are sections for 'Related Tools' (Customer Service Case Management Tool, Status Tool) and 'Related Links' (How to Buy, Contact Cisco Customer Service, Customer Service Contacts).



Activating Cisco Unified Communications Software Subscription

(Unified Communications Essential Operate Service)

For information about activating your Cisco Unified Communications Software Subscription, go to the [Cisco Unified Communications Software Subscription Activation Instructions](#).

Updating Signature Files

(Cisco Services for Intrusion Prevention Systems)

Cisco Services for the Intrusion Prevention System (IPS) includes:

- Notification of availability of updated signature files (requires subscription to Active Update Notification)
- Access to the signature file library and new signature files for each registered Cisco IPS solution
- Support for licensed operating system software for each registered Cisco IPS solution; software updates include maintenance, minor, and major releases

For detailed information on updating signature files, go to the [Obtaining Software](#) chapter of the *Configuring the Cisco Intrusion Prevention System Sensor Using the Command Line Interface 6.0* book.

Product End-of-Life

Products reach the end of their product lifecycle for a number of reasons. Market demands might change or the product might evolve as network technologies change. Cisco has established an end-of-life process to prevent surprises and to help ensure service continuity after products are no longer sold.

Customer Notification

Generally, Cisco provides six months' notice of the end-of-sale date for our products. These notices are published on Cisco.com. You can sign up to receive customized end-of-life notifications for the products you have purchased. Sign up at www.cisco.com/cisco/support/notifications.html. You can also sign up for the RSS feed for end-of-sale and end-of-life products at www.cisco.com/web/feeds/products/end_of_life_rss.xml.



Service Continuity

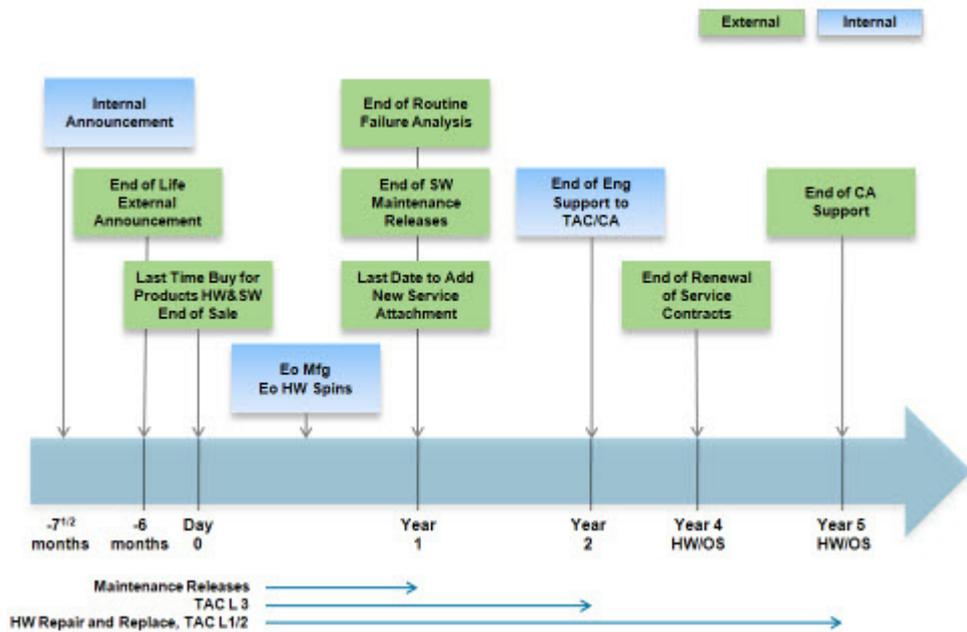
After a product's end-of-sale date, continued access to the Cisco Technical Assistance Center will be available for five years for hardware and operating system software issues and three years for application software issues.

Spare Part Availability

After a product's end-of-sale date, spares or replacement parts for hardware will be available for five years. We will provide spares and replacement parts in accordance with our RMA process.

Support

Support for end-of-life products is detailed in the following diagram.





Field Notices

Cisco publishes field notices to advise customers of potential issues that might affect specific hardware and Cisco IOS® Software products.

Each field notice gives details of the specific hardware and/or software components affected, a description of the problem encountered and symptoms, and, where appropriate, bug details and workarounds available to mitigate the impact of the problem.

- To receive product-specific advisements of publicly issued field notices, go to www.cisco.com/cisco/support/notifications.html and create an alert profile.
- To view previously published field notices for specific product families, go to www.cisco.com/public/support/tac/fn_index.html.

Product Security Incident Response Team Notifications

Cisco's Product Security Incident Response Team (PSIRT) helps improve your network security through resolution and prevention of security vulnerabilities in Cisco products, provides specialized support for customer security incidents, and represents Cisco in the incident response and product security communities.

Cisco's PSIRT distributes:

- Security advisories for security issues that directly affect Cisco products and required action to repair the Cisco product
- Security notices for issues that require a response to information posted to a public forum or recommendations to mitigate general problems affecting network stability

Go to www.cisco.com/en/US/products/products_security_advisories_listing.html to:

- Get more information about PSIRT's function and services
- Find the contact for reporting an Internet security attack
- Report a vulnerability for a Cisco product
- Subscribe to receive proactive notification of new security advisories

About This Guide

If you require additional information, or to ensure that you have the latest version of this guide, please contact your Cisco account representative or reseller.



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