

Cisco Systems Technical Assistance Center (TAC)

정 재 화

Cisco Korea TAC

12/11/2003

목차

Cisco.com

1. 시스코 서비스 소개
2. **Cisco TAC** 운영 개요
3. **Cisco TAC** 웹 사이트
4. **Cisco** 물류 운영 개요
5. **TAC Tips / Live** 데모

Cisco TAC

Module 1: 시스코 서비스 소개

시스코 서비스 소개

차별화된 점

Cisco.com



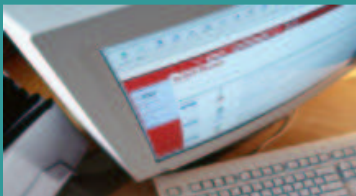
People:

- Cisco certifications (390+ CCIE's) / over 1,000 CSEs
- Distinguished engineers on TAC staff
- Depth of experienced-based networking knowledge
- Localized TAC



Processes:

- TAC case prioritization & distribution
- ISO Certified
- 24x7x365 support
- Hardware replacement processes (Local depot)



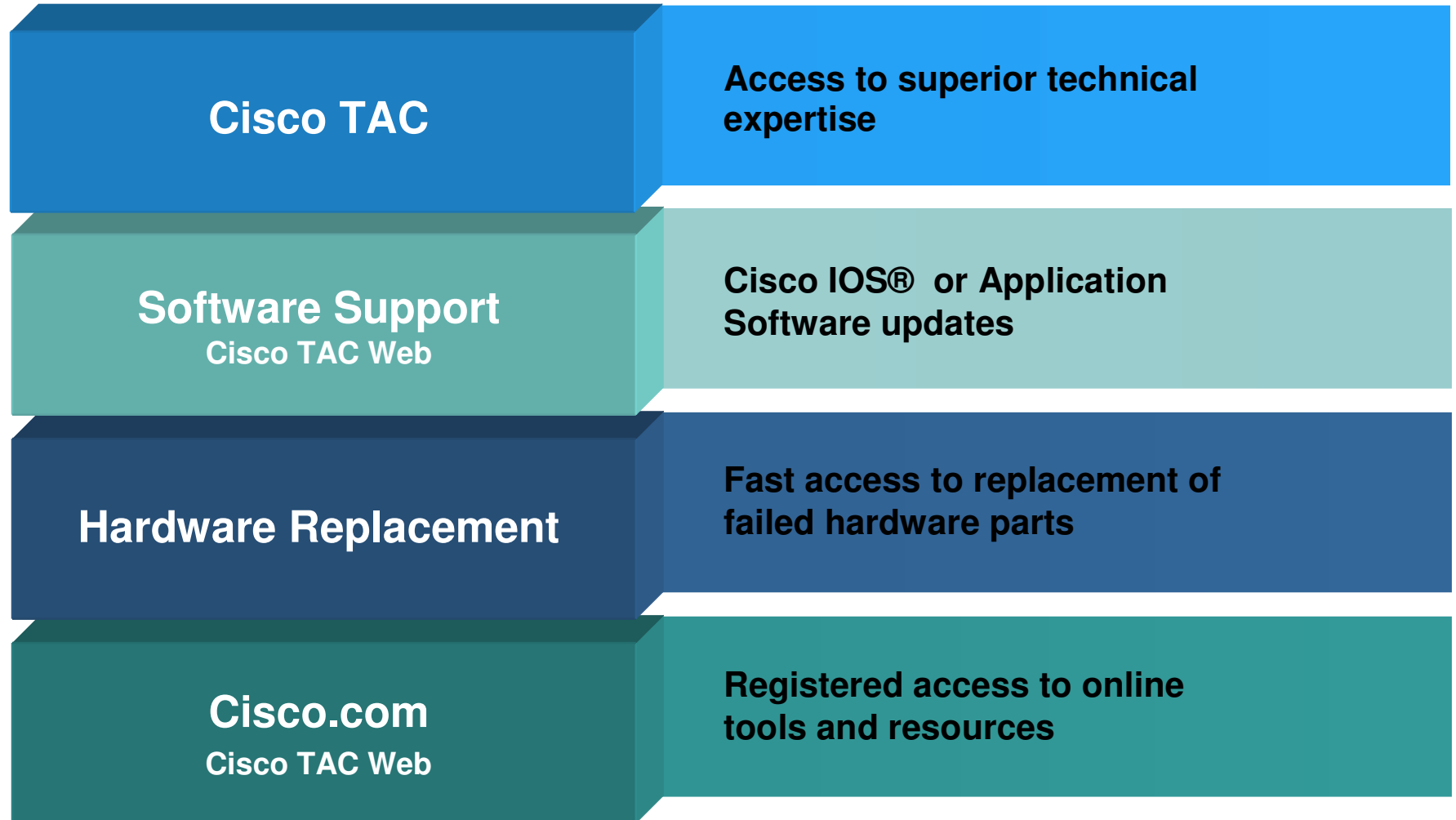
Tools:

- TAC Web tools on Cisco.com
- Software Release Preview Tool
- MLT (Machine Language Translation)

Cisco 기술지원 서비스

지원 요소들

Cisco.com



Cisco 기술지원 서비스

Cisco TAC 지원 내용

Cisco.com

Above and beyond break/fix support

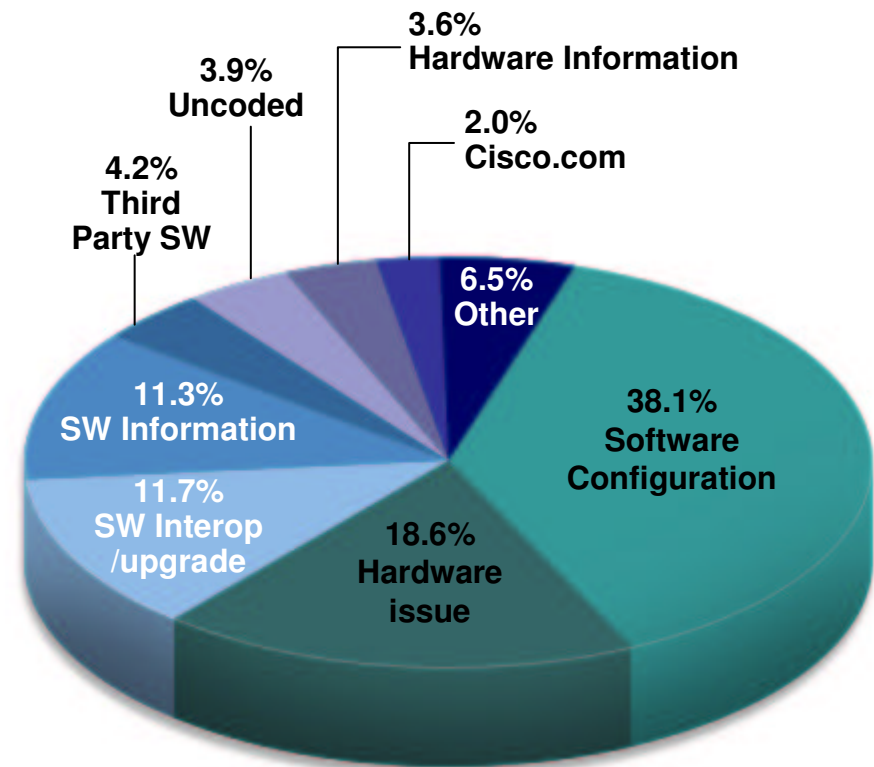
- **Direct Support from Vendor**
- **More than 50 percent of cases deal with complex network operation and management issues**

Advanced software configuration

Interoperability and upgrade questions

Third-party software configuration and interoperability

Hardware and software information



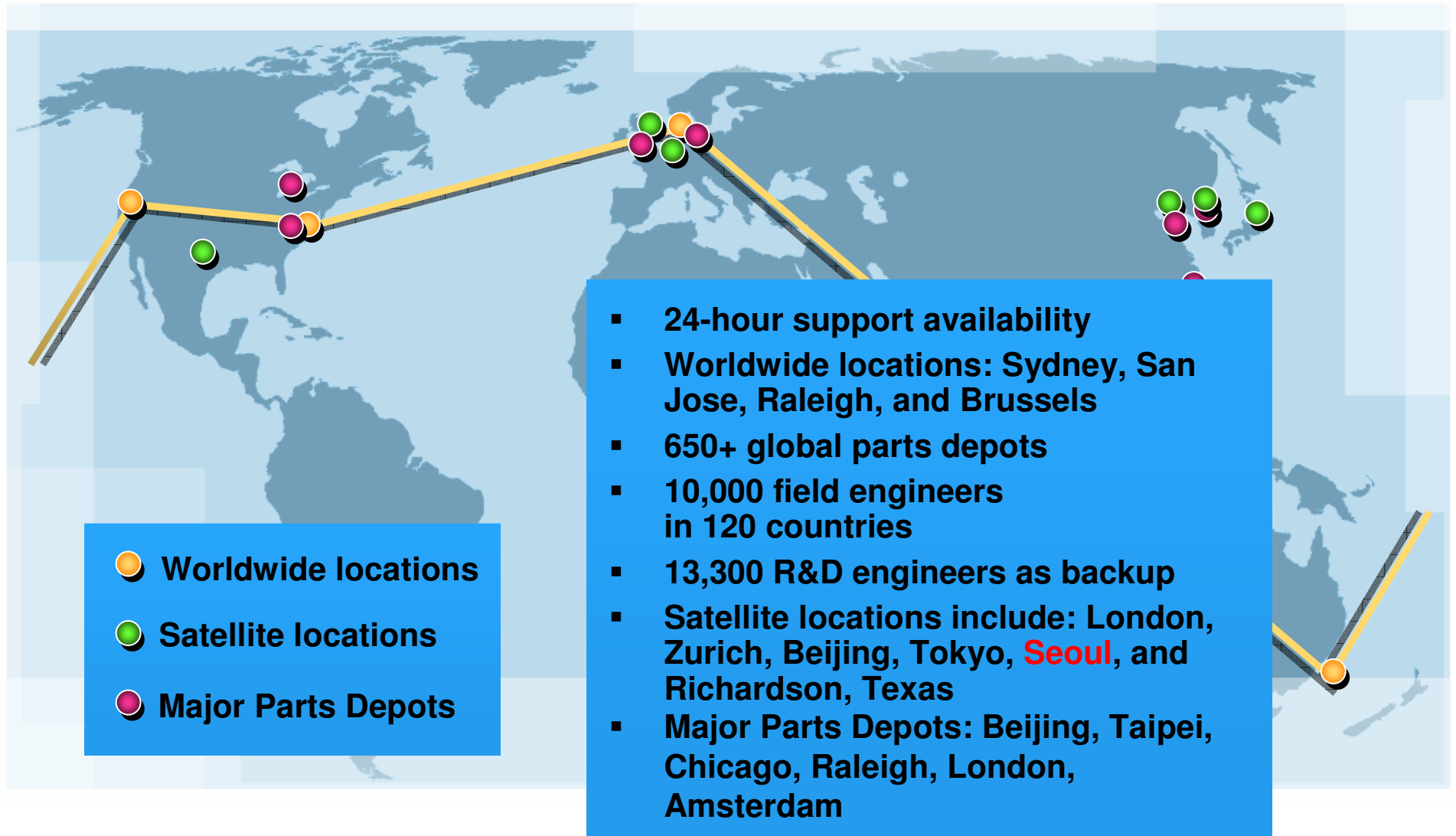
Cisco TAC

Module 2: Cisco TAC 운영 개요

Cisco TAC 운영 개요

전체 TAC 운영 현황

Cisco.com

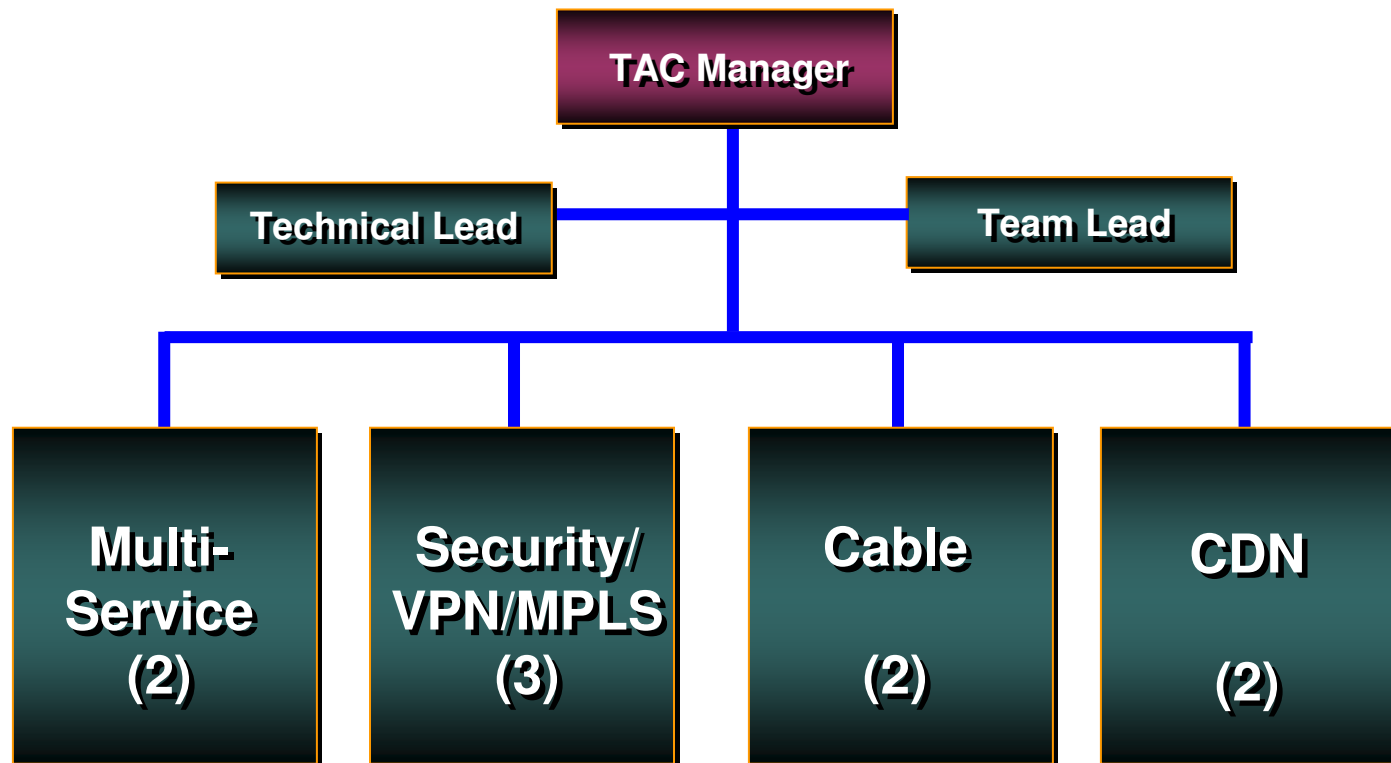


Cisco TAC 운영 개요

Korea TAC 조직

Cisco.com

- Total: 11 Engineers / 9 CCIEs (over 80%)
- Engineers with average of 6.7 of years industry experience
- Support in Korean and English
- Specialized 4 Teams based on Routing & Switching (Core)



Cisco TAC 운영 개요

Korea TAC 강점

Cisco.com

- **Local Language Support (Korean & English)**
- **Highly Experienced / Specialized Engineers**
- **Localized Culture (Focusing on Korean Customers Only)**
- **Systematic Problem Resolution (Kepner-Tregoe Method)**
- **Rapid Case Resolution (TRIP & DRIP Initiatives)**
- **Machine Language Translation for All TAC documents**
- **Local Depots in Seoul and Busan**
- **Local TAC Lab for case resolution and HW/SW Testing**
- **Based in Seoul**

Cisco TAC 운영 개요

Korea TAC 지원 시간

Cisco.com

- The time of call placement due to follow the SUN TAC procedures (Euro-TAC will follow)
- Korea TAC operates **from 9am to 5pm (Mon ~ Fri)**
from 10am to 4pm (Sat).

In other hours, customer can get TAC support from Global TAC.

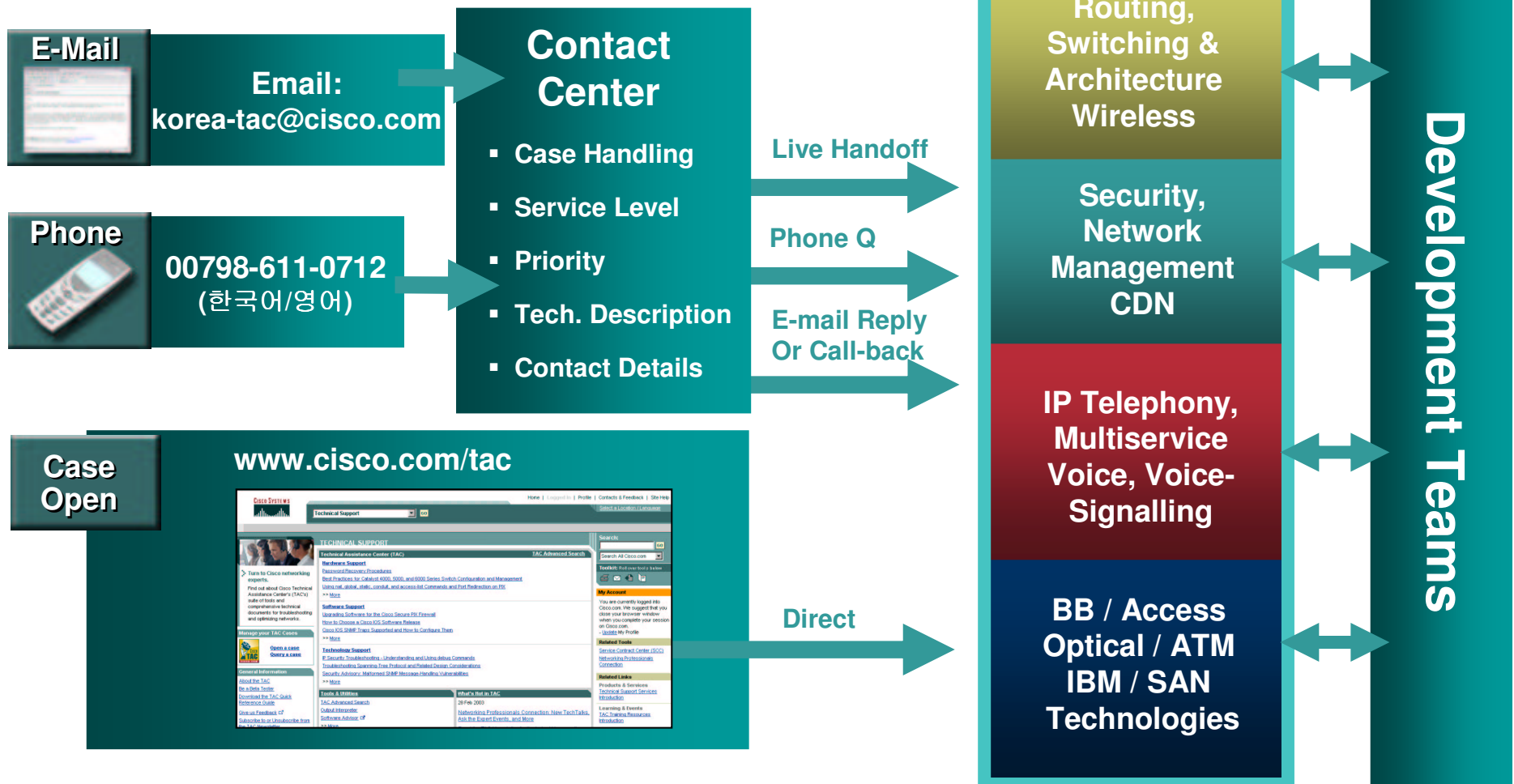
customer can use translation service (AT&T).

- Cases opened after Korea TAC shift hours can be requeued back to Korea TAC later.

Cisco TAC 운영 개요

Opening a Case

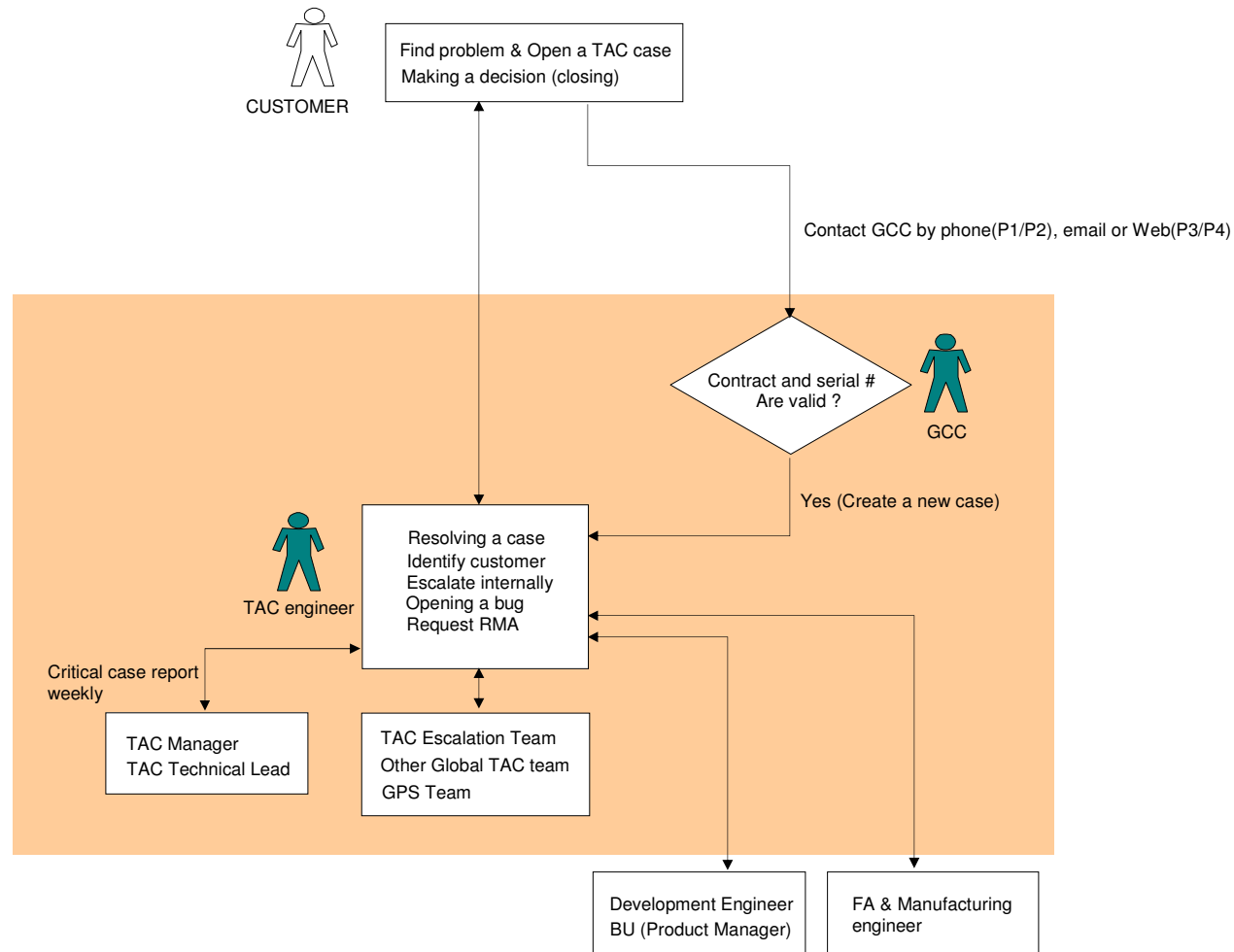
Cisco.com



Cisco TAC 운영 개요

Case 해결 과정 (SMARTnet)

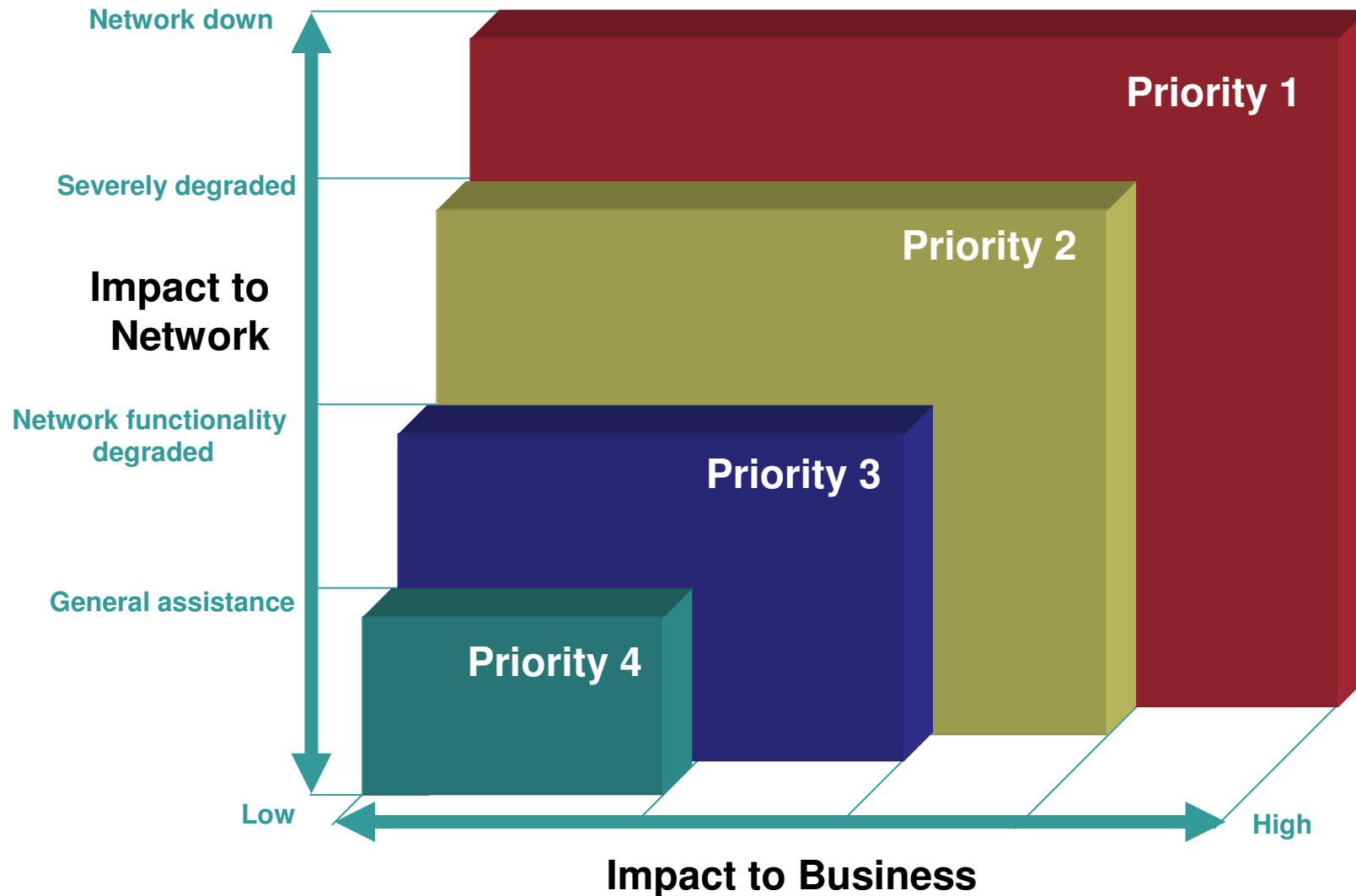
Cisco.com



Cisco TAC 운영 개요

Case 우선순위

Cisco.com



Cisco TAC 운영 개요

Case Escalation

Cisco.com

	Priority 1 Network Down	Priority 2 Severe Impact	Priority 3 Impaired Operations	Priority 4 General Assistance
1 Hour	TAC Manager			
4 Hours	TAC Director	TAC Manager		
24 Hours	VP Cust. Adv.	TAC Director		
48 Hours	President	VP Cust. Adv.		
72 Hours				TAC Manager
96 Hours			President	TAC Director
				TAC Manager

Cisco TAC 운영 개요

Duty Manager – 피드백

Cisco.com



TAC Duty Manager Responsibilities

Assess the problem

Assign additional resources if
necessary

How to contact the Duty Manager

Call the TAC: 00798-611-0712

Cisco TAC 운영 개요

TAC Labs

Cisco.com

- **\$650M+ Worldwide TAC laboratories**
- **Recreate and resolve customer issues**
- **Contains all Cisco products**
- **Access to all versions of Cisco software**
- **Utilize traffic generator to simulate traffic flows & synchronize virtual routers**



Cisco TAC

Module 3: Cisco TAC 웹 사이트
(www.cisco.com/tac)

Cisco TAC 웹 사이트

TAC Web을 통한 Case 해결

Cisco.com

- **75% of all TAC cases are solved online (MLT Project)**

240,000 cases solved online every month

- **1 million unique users per month**

135,000 registered users per month

872,000 guest users per month

- **12 million hits/page presentations per month**

700% increase since July 1999

- **500,000+ software downloads per month**

**Customer
Self-Sufficiency**

Cisco TAC 웹 사이트

Machine Language Translation

Cisco.com

Cisco - Catalyst 스위치 포트 분석기 (SPAN) 구성하기 - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address <http://www.cisco.com/MT/eval/ko/473/41.html> Go

Links CCO TAC CARE-DDTS Query Topic CSE Search Internal Document UniverCD Search Product Command Lookup 영어사전 Mofo Google

포트 반영 또는 포트 감시라고 불리는 SPAN(Switched Port Analyzer)의 기능은 장비 또는 다른 원격 감시 (RMON) 장치와 같은 네트워크 분석기로 분석하기 위한 네트워크 트래픽을 선택합니다. 먼저 SPAN은 상대적으로 Catalyst 계열 스위치의 기본적인 기능이지만 가장 최근에 발표된 CatOS는 굉장한 향상과 사용자에게 많은 새로운 가능성을 가져 왔습니다. 이 설명서는 SPAN 기능에 대한 보조 구성 소개서로 쓰여지지 않았고 대신 최근 구현된 SPAN의 기능을 소개하려고 합니다. 이 설명서는 다음과 같이 가장 일반적인 SPAN에 대한 질문에 답하려고 합니다.

- SPAN은 무엇이며 어떻게 구성됩니까?
- 사용 가능한 다른 기능들은 (특히 SPAN 동시 다중 세션) 무엇이며 그것을 작동하기 위한 소프트웨어 레벨을 무엇입니까?
- SPAN은 스위치의 성능에 영향을 줍니까?

시작하기 전에

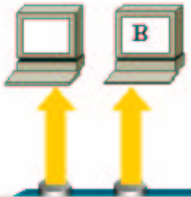
표기법

설명서 표기법에 대한 자세한 내용은 [Cisco 기술 팁 표기법\(Technical Tips Conventions\)](#)을 참조하십시오.

SPAN의 간략한 소개

SPAN은 무엇이며 왜 필요할까요? 스위치와 허브가 갖는 기초적인 차이점 때문에 SPAN 기능이 스위치에 도입되었습니다. 허브가 하나의 포트에 패킷을 수신할 때 그것의 복사 본을 내보내게 됩니다. 단 그것을 받은 곳은 제외합니다. 스위치를 부팅 시킨 후 스위치는 수신된 다른 패킷의 소스 MAC 주소를 근거하여 레이어 2 포워딩 테이블을 작성하기 시작합니다. 한 번 이렇게 포워딩 테이블이 작성되면 스위치는 MAC 주소로 목적지가 정해진 트래픽을 직접 해당 포트에 전달합니다.

예를 들면 호스트 A가 호스트 B에게 보낸 이더넷 트래픽을 포착하고자 하고 모두 허브에 연결되었다면 이 허브에 스니퍼를 부착시켜 다른 모든 포트가 호스트 A로부터 B 사이의 트래픽을 보게 됩니다.



이 기술적인 문제를 해결하기 위한 솔루션을 얻을 수 있었습니까?

☐ 예

☐ 아니오

본 문서의 Quality를 향상시키기 위해 가장 중요한 한가지를 제안하신다면 무엇이 되겠습니까?

(500자 이내)

전송

Done Internet

시작 Directory Inbox... Cisco... Clarif... Cisco... D:\WT... Micros... 401 A...

오전 11:00

Cisco TAC 웹 사이트

Case 관리 – Open/Status/Close

Cisco.com

Case Query Tool

Check the status of cases

Update cases with notes

Attach files to cases

View closed cases

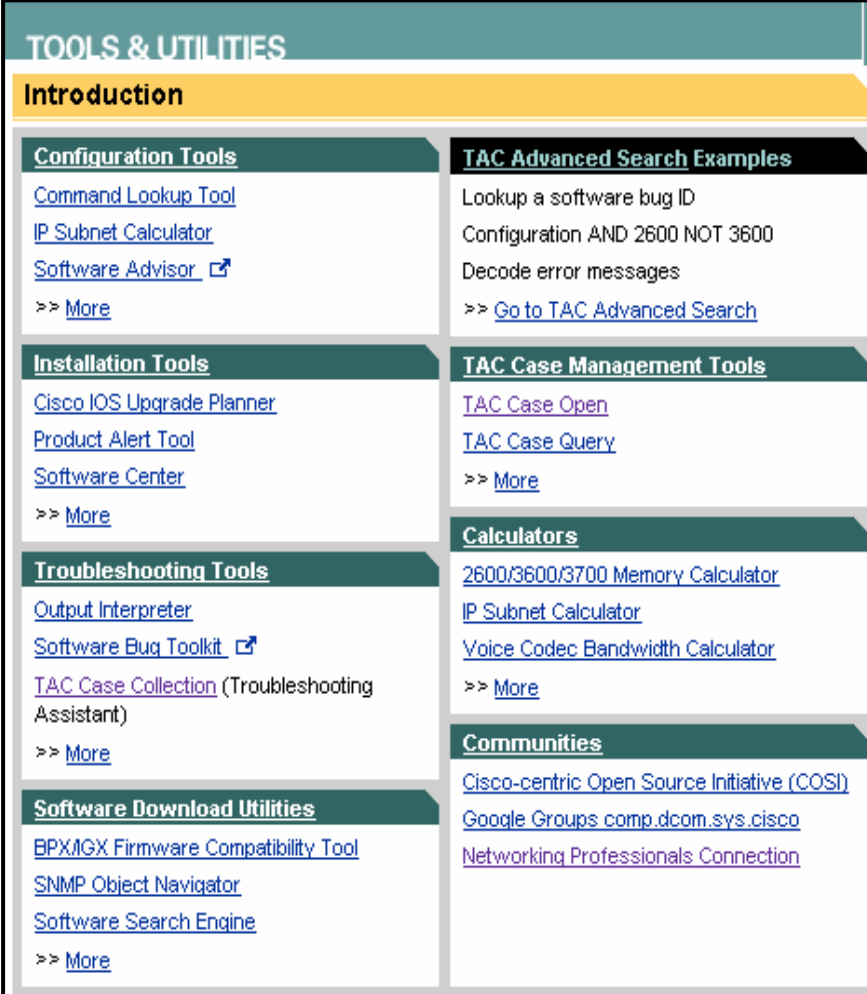


Cisco TAC 웹 사이트

유용한 온라인 Tools

Cisco.com

- **Configuration**
 - Software Bug Toolkit
- **Installation**
 - Product Alert Tool
- **Troubleshooting**
 - TAC Case Collection
 - Output Interpreter
- **Software**
 - Software Advisor
 - Cisco IOS Upgrade Planner
- **Calculators**
 - IP Subnet Calculator
 - Memory Calculator
- **Case Management**
 - Case Open, Case Query
 - Cisco Live
- **And many more**



The screenshot shows the 'TOOLS & UTILITIES' section of the Cisco TAC website. It features a yellow 'Introduction' banner at the top. Below this, there are several categorized tool lists:

- Configuration Tools:** Includes links for [Command Lookup Tool](#), [IP Subnet Calculator](#), [Software Advisor](#) (with an external link icon), and a [More](#) link.
- Installation Tools:** Includes links for [Cisco IOS Upgrade Planner](#), [Product Alert Tool](#), [Software Center](#), and a [More](#) link.
- Troubleshooting Tools:** Includes links for [Output Interpreter](#), [Software Bug Toolkit](#) (with an external link icon), [TAC Case Collection](#) (noted as a Troubleshooting Assistant), and a [More](#) link.
- Software Download Utilities:** Includes links for [BPX/IGX Firmware Compatibility Tool](#), [SNMP Object Navigator](#), [Software Search Engine](#), and a [More](#) link.
- TAC Advanced Search Examples:** Provides examples like 'Lookup a software bug ID', 'Configuration AND 2600 NOT 3600', and 'Decode error messages', followed by a [Go to TAC Advanced Search](#) link.
- TAC Case Management Tools:** Includes links for [TAC Case Open](#), [TAC Case Query](#), and a [More](#) link.
- Calculators:** Includes links for [2600/3600/3700 Memory Calculator](#), [IP Subnet Calculator](#), [Voice Codec Bandwidth Calculator](#), and a [More](#) link.
- Communities:** Includes links for [Cisco-centric Open Source Initiative \(COSI\)](#), [Google Groups comp.dcom.sys.cisco](#), and [Networking Professionals Connection](#).

Cisco TAC 웹 사이트

기술자료 찾기

Cisco.com

TAC Advanced Search

- Use TAC Advanced Search to search TAC documents and databases
- Search exclusively on technical support information (no sales or marketing information)

TOOLS & UTILITIES
TAC Advanced Search

Look in:

- ☒ [TAC Technical Documentation](#)
- ☐ [TAC Data Collections](#)
- ☐ all of [www.cisco.com](#)
- ☐ [NetPro search](#)

Find:

(use one or more of these fields)

with **all** of the words

with the **exact phrase**

with at **least one** of the words

without the words

Type of File:

- ☒ All TAC Document Types
- ☐ Case Studies
- ☐ Configuration Examples
- ☐ Field Notices
- ☐ Networking Solutions
- ☐ Password Recovery
- ☐ QandAs
- ☐ Security Advisories
- ☐ Tech Notes
- ☐ White Papers

Results per page:

- ☒ 10
- ☐ 25
- ☐ 100

Search

Cisco TAC 웹 사이트

장비별/기술별 자료

Cisco.com

Consolidated technical
content organized by:

Hardware Information

Software Installation

Software Configuration

Troubleshooting

Documentation

The screenshot shows the Cisco TAC website interface. At the top, there's a 'Technical Support' dropdown menu with a 'GO' button. Below this, the 'TECHNICAL SUPPORT' header is visible. A sidebar on the left contains a 'Turn to Cisco networking experts.' section with a description of the TAC suite, a 'Can't Find Your Answers?' section with a 'Request technical assistance by opening a case' button, and a 'General Information' section. The main content area displays a list of technical support articles under the heading '7200 Series Routers'. The list includes categories like Hardware Info, Software Installation, Software Configuration, Troubleshooting, Documentation, Training, and Life Cycle, each with a '+' icon. To the right of the list, there's a section titled 'Choose a subject category to view relevant documents' with links to 'Hardware Info' (48 articles), 'Software Installation' (17 articles), 'Software Configuration' (14 articles), 'Troubleshooting' (50 articles), and 'Documentation' (10 articles).

TECHNICAL SUPPORT

Technical Assistance Center (TAC)

[Hardware Support](#)

[Troubleshooting Router Crashes](#)

[Password Recovery Procedures](#)

[Using nat, global, static, conduit, and access-list Commands and Port Redirection on PIX](#)

TECHNICAL SUPPORT

7200 Series Routers

Choose a subject category to view relevant documents

Hardware Info (48 articles)

[Product Specifications](#)

[Modules](#)

[Hardware Installation and Configuration](#)

Software Installation (17 articles)

[Download Information](#)

[Software Features and Versions](#)

[Software Memory](#)

Software Configuration (14 articles)

[Software Samples and Tips](#)

[Software Configuration Tools](#)

Troubleshooting (50 articles)

[Known Problems](#)

[Troubleshooting Resources](#)

[Escalation Process](#)

Documentation (10 articles)

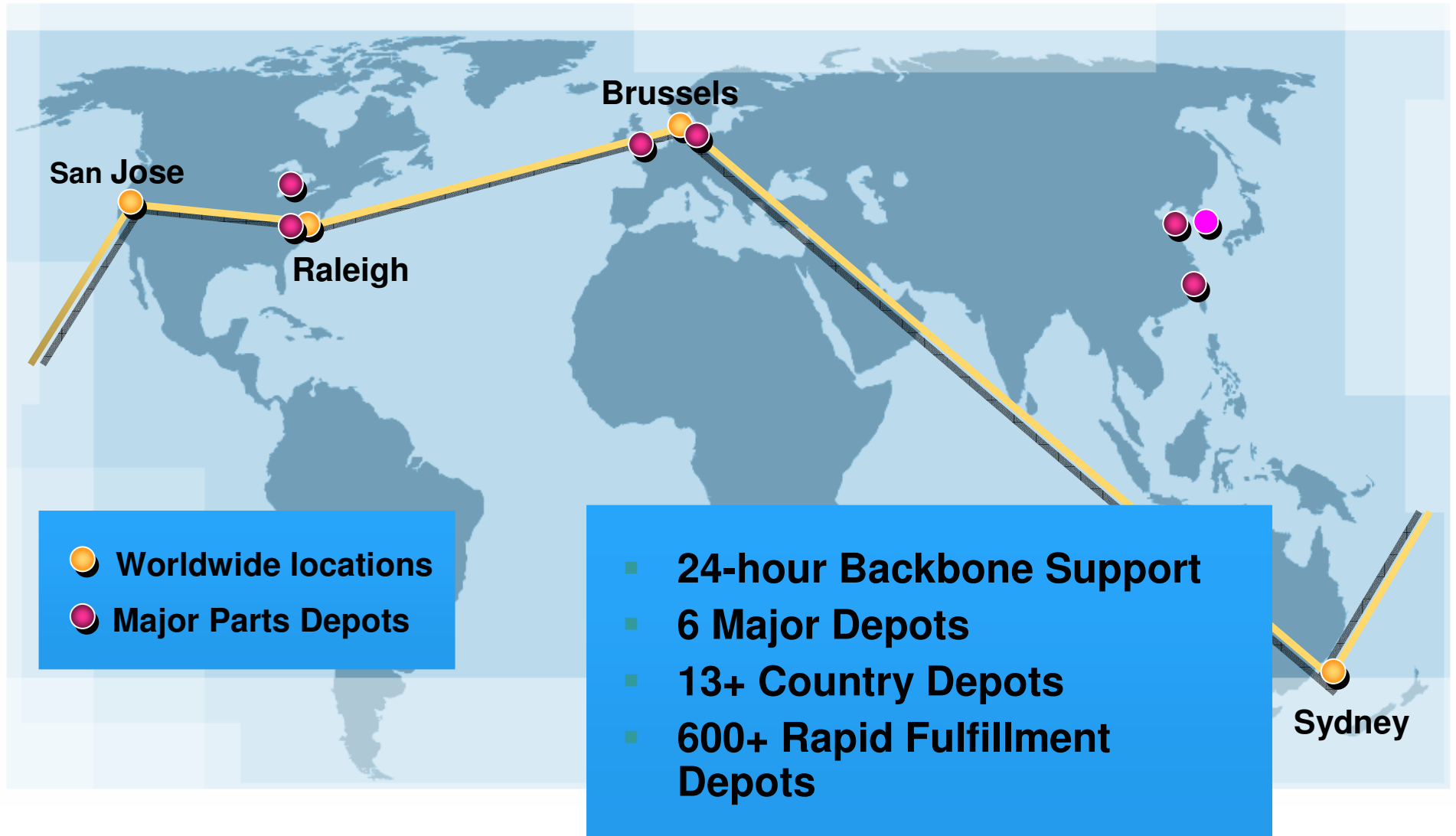
Cisco TAC

Module 4: Cisco 물류 운영 개요

Cisco TAC 물류 운영 개요

전체 물류 센터 현황

Cisco.com



Cisco TAC 물류 운영 개요

Cisco TAC 물류 지원

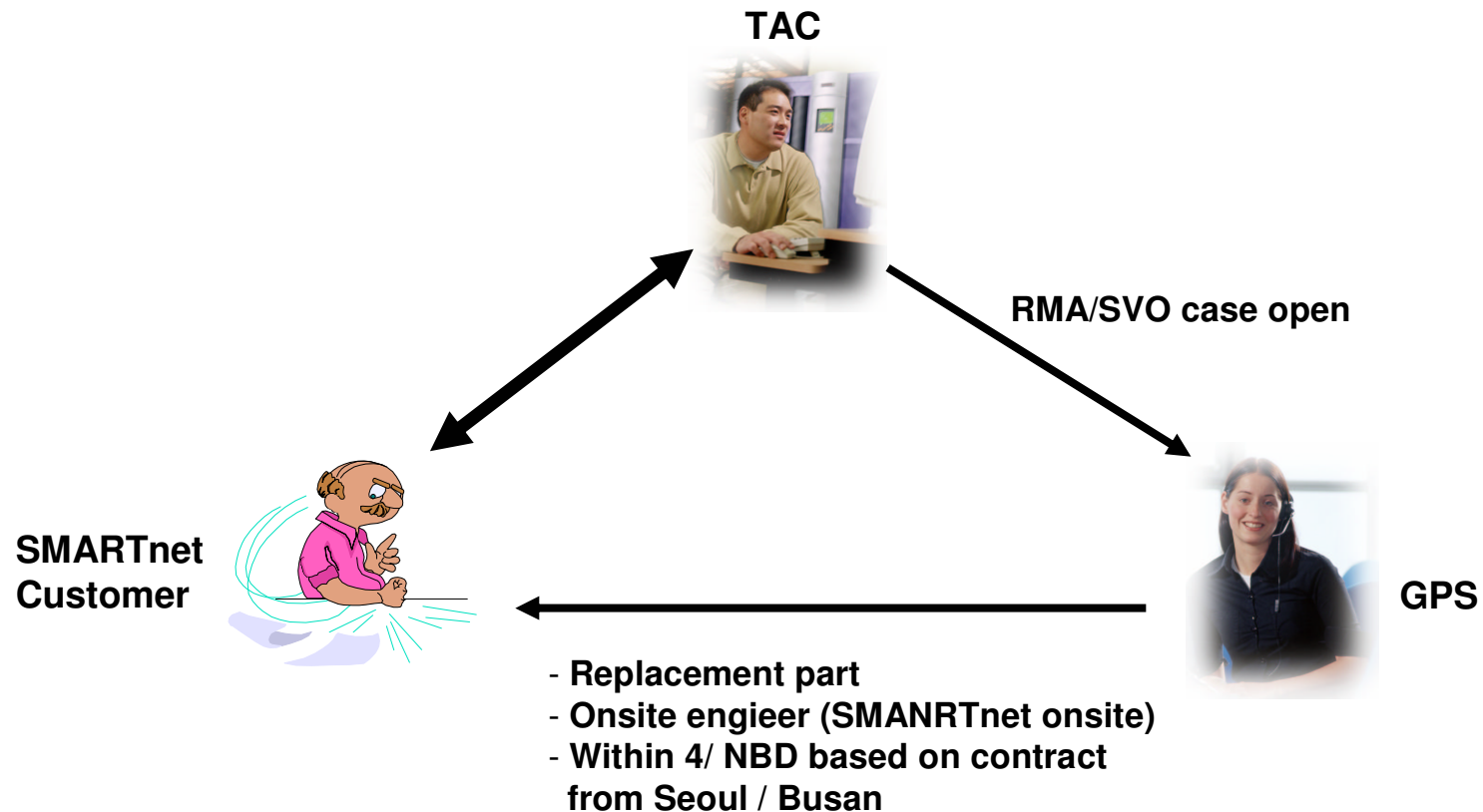
Cisco.com

- Geographic coverage into 120 countries
- 650 parts depots
- 98 percent material availability
- \$4B investment (KR- 5.7M / 6,000 units)
- Access to 10,000 onsite engineers (SMARTnet onsite required)
- 24 hour operation
- Six hardware replacement options from 2 hour to Next Business Day (NBD) delivery, based on service availability
- Korea also 8x5xNBD / 8x5x4 / 24x7x4 based on service contract

Cisco TAC 물류 운영 개요

RMA 프로세스 (SMARTnet)

Cisco.com



Cisco TAC

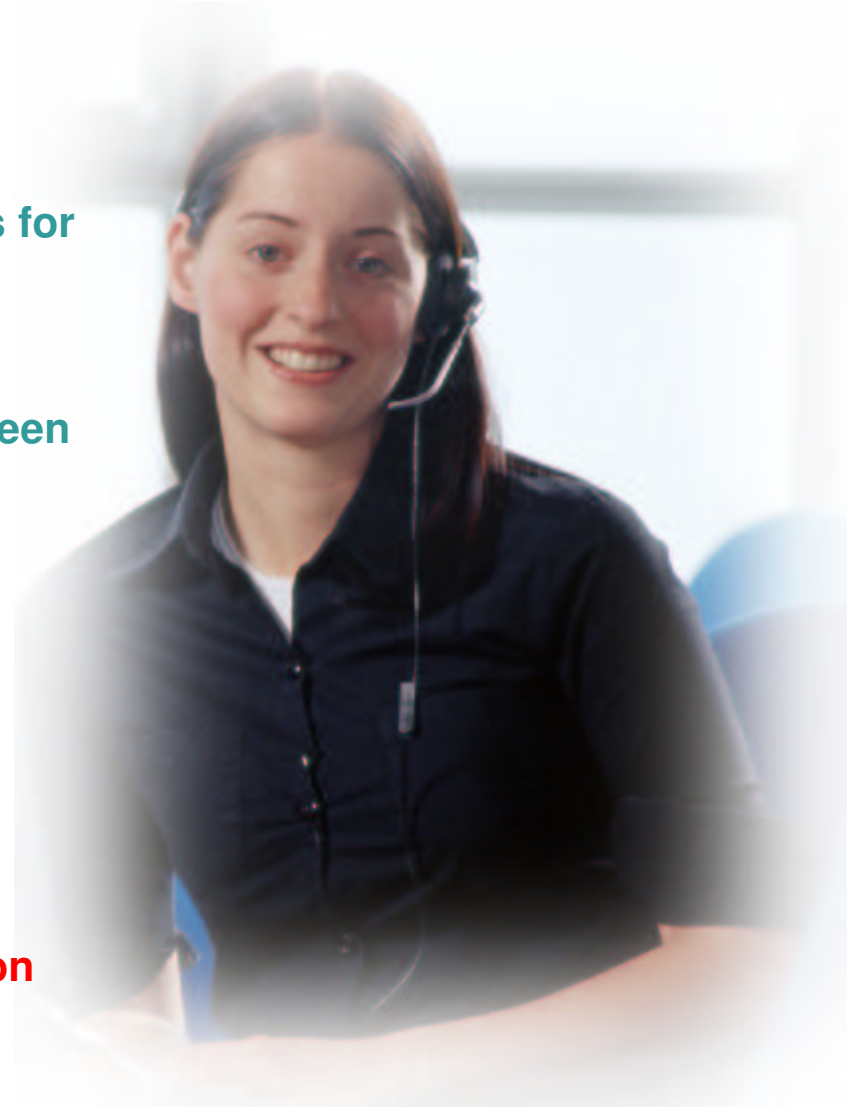
Module 5: TAC Tips

케이스를 열기 전에 ...

Cisco.com

Have the following information on hand:

- Contract number, name, and contact details for client site
- Problem description
- Brief history of the problem and what has been done
- Priority of the case
- Network topology (soft copy of up-to-date diagrams)
- Output of relevant “show” and “debug” commands
- Output of log messages
- **Remote access for faster problem resolution**



빠른 문제 해결을 위해 ...

Cisco.com



Present name consistently

Provide e-mail address

**Provide onsite contact
telephone number**

**Seek assistance earlier,
*not later***

**Communication is
Everything !!!**