

How to Open a Cisco Support Case for CBD or CBD-Lite

Objective

The objective of this article is to show the steps involved in opening a case for Cisco Business Dashboard (CBD) or CBD-Lite related issues.

Applicable Devices

- CBD
- CBD-Lite

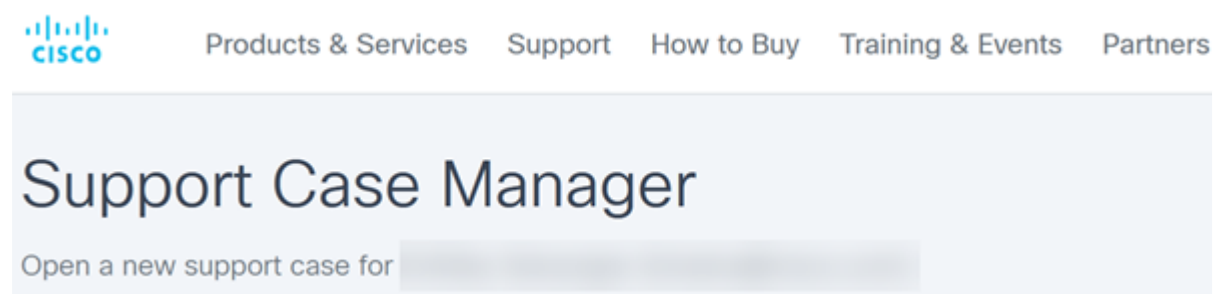
Introduction

If you are running into issues with CBD or CBD-Lite affecting management of your network, you must submit a case through the Cisco Support Case Manager.

Open a Support Case in Cisco Support Case Manager

Step 1

Navigate to the [Support Case Manager](#) webpage.



Step 2

Under *Bypass Entitlement*, select **Warranty**.

Bypass Entitlement



Step 3

In the *Serial Number* field, enter a serial number from one of the switches or other hardware that you're managing with CBD. Click **Next**.

Serial Number

Product Serial Number or VLN 1

2
Next Save draft and exit

Step 4

Select **Ask a Question / Warranty (S4)** and enter a case *Title* and *Description* that includes "Cisco Business Dashboard".

Severity ?

Critical Impact (S1) High Impact (S2) Moderate Impact (S3) Ask a Question / Warranty (S4) 1

Title

Cisco Business Dashboard issue 2

30/240 characters

Description

M↓ **B** *I* ~~S~~ “ ” ↵ | ☰ ☷ | 📄 | 🔗 | Headings ▾ Code ▾ | ↶ ↷

Cisco Business Dashboard 3

Step 5

Under *Suggested Technologies*, select **SB - Cisco Business Dashboard > Cisco Business Dashboard**. Alternatively, you can click on *Manually Select a Technology* to select CBD directly.

Technology

Suggested Technologies 

- SB - Cisco Business Dashboard > Cisco Business Dashboard
- AppDynamics > AppDynamics - Controller Discrepancies (Data /Limits / Metrics /Notifications)
- SB - Cisco Business Series Switches (CBS) > Cisco Business Series Switches (CBS250 Series, CBS350 Series)

————— OR —————

[Manually Select A Technology](#) 

Step 6

Choose the appropriate *Problem Area*, *Contact Information and Preference*, and other details.

Problem Area

Choose Problem Area

Device Name, SW Version, Customer Reference # & PICA ID ▼

Contact Information and Preference ?

Use RADKit for data collection

Preference

Business Phone Mobile Phone Email

Business Phone

+1 4 3

Mobile Phone

+1

Email

k com

Business Hours ?

Select one

Business Timezone

Select one

New Case Email Confirmation

Yes No

Case Notifications (Contact & CC List)


On Off

Step 7


Click **Submit** to open the case.

Preferred Contact Time

As Soon As Possible

Time in the Future 

TAC Standby

 Note: This check box indicates that a Cisco Engineer will be on standby, ready to engage, should assistance be required. This selection also requires a close-by date. If no assistance is required during the standby window, the case will be automatically closed by EOB on the selected closure date.



Conclusion

It is as simple as that to open a support case using the serial number of a hardware that you're managing with CBD.