



Opening a Cisco TAC Support Case for the Cisco Catalyst SD-WAN Cloud Infra team

Procedure

- Step 1** Go to <https://mycase.cloudapps.cisco.com/case>
- Step 2** Select **New Case** > **Products & Services** > **Open Case**.
- Step 3** Enter the appropriate entitlement information. You can use the serial number of a WAN Edge device for entitlement information.
- Step 4** Select **Next** and enter your case details.
- Step 5** Select **Technology** > **Search** and enter the appropriate Tech and Sub Tech keywords:
- Technology: SDWAN - Cisco-Hosted
 - SubTechnology: SDWAN Cloud Infra
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