



Managing Technical Support

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Integration with Cisco TAC



Important

- Tech Support diagnostic files are generated locally at the endpoints and you cannot access them at any point. Intersight does not currently send any notifications about the Tech Support files or other case-related activities.
 - Connected TAC is available only for cases opened directly with Cisco TAC.
 - For partner support cases Connected TAC works as expected only if:
 - The partner opens a case on behalf of the Intersight user.(Or)
 - The partner has authorized Intersight users to open a case directly with Cisco TAC.
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You can create a Cisco TAC Service Request (SR) directly from Intersight by launching **Cisco Support Case Manager** for the following:

- **HyperFlex Clusters** from the table view and details view.
- **IWE Clusters** from the table view and details view.
- **Servers** from the table view and details view.
- **Fabric Interconnects** from the table view.

You can also open a Cisco TAC case from the Intersight Mobile App.

Before you open a case, please ensure that the following requirements are met:

- A valid service contract (entitlement) exists for the hardware.
- Your Cisco ID is associated with the service contract.

To open a Cisco TAC case:

1. Select a **HyperFlex Cluster**, or a **IWE Cluster**, or a **Server**, or a **Fabric Interconnect** from the corresponding table view and click the ellipsis (...) in the actions column on the right. You can also Open a TAC Case from the **Actions** menu on the **HyperFlex Cluster**, or **IWE Cluster**, or the **Server Details** page.
2. Select **Open TAC Case**. The Open a TAC Case window displays with the name and serial number of the selected HyperFlex cluster or server or Fabric Interconnect.
3. Click **Continue** to launch **Cisco Support Case Manager**. On the **Cisco Support Case Manager** UI, verify the auto-populated details of your case, add a description and a title for your TAC Case, and click **Submit**.

For detailed information about the Proactive Support workflow, configuring the advanced options, and opting out of proactive RMA, see [Proactive RMA for Intersight Connected Devices](#).

For the requirements and benefits of proactive RMA, see [Proactive Support Enable Through Intersight](#).

Tech Support Diagnostic File Collection

When you open a case with Cisco TAC, Intersight collects Tech Support diagnostic files to assist with an open support case. The data collected could include (but is not limited to) hardware telemetry, system configuration, and any other details that aid in active troubleshooting of the TAC case. Tech Support collection is allowed to occur regardless of data collection options you specify. However, this information is not collected arbitrarily, but only when you open a case against a system, requiring assistance with the system support.



Note The Tech Support diagnostic file collection is not supported for unclaimed Intersight managed device.

Account admin users can also submit tech-support collection request from the Tech Support Bundles page by clicking Add Tech Support Bundle and providing device's PID, serial number, and platform type.

To initiate the Tech Support diagnostic file collection for Intersight Managed FI attached devices, enter PID and serial number of the device, and then choose **Intersight Managed Domain** as the platform type in the **Add Tech Support Bundle** window.

- For IMM devices, the tech-support collection follows a best-effort strategy, where the collection includes all possible endpoint logs in a bundle.
- The final collection status appears **Completed** when at least one endpoint's logs get collected in the bundle.
- *The tech_support.log and peer_tech_support.log* files in the final tech-support bundle contain information about the missing endpoint logs and any collection failures.

The following table provides the combination of input that are required to initiate the Tech Support diagnostic file collection.

Tech Support Bundle Type	PID & Serial Number
Chassis	IOM-1, or IOM-2, or chassis
Fabric Interconnect (FI)	FI-A or FI-B

Tech Support Bundle Type	PID & Serial Number
Blade Server	Blade or adapters connected to blade

For Intersight Managed FI Attached devices, Tech Support diagnostic file collection is supported on the following endpoints:

- Blade BMC
- Blade adapter
- Blade chassis
- Fabric Interconnect
- IO modules
- Rack servers
- Rack server adapters
- Server Bundle
- Fabric Extender

