



Support Guidance

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Support Case Creation

After the installation is completed, you must go through the digital onboarding process with the professional services engineer as part of the handover process. This will ensure that your system is covered under a Cisco Service Contract, and that your contract number and contact information are updated in the Cisco Service Contract System (CSCC).

There are three ways to open a Cisco support case:

- Contact TAC by Phone: [Cisco Worldwide Contacts](#)
- Contact TAC by Email: tac@cisco.com (additional language support in Worldwide contact link)
- Open Case through [Support Case Manager](#)

Support Case Manager

Support Case Manager (SCM) provides end-to-end case management functionality. To use SCM, you need the user ID and password of your Cisco profile, a valid service contract number, the serial number or virtual license number of the product that requires support, and a supported Internet browser. Supported browsers include Mozilla Firefox Versions 10 and later, Google Chrome Versions 20 and later, Safari Versions 5 and later, and the latest version of Microsoft Internet Explorer.

- To register for a Cisco user ID for SCM, open this url in your browser: <https://idreg.cloudapps.cisco.com/idreg/register.do>
- To request access to SCM, provide your Cisco user ID and contract number to web-help-sr@cisco.com

See [SCM At-A-Glance](#) for screenshots of this process.

Logging in to Support Case Manager

Procedure

- Step 1** Open this URL in your browser: <https://mycase.cloudapps.cisco.com>.
- Step 2** Enter the user ID and password of your Cisco profile, and click **Log In**.
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Opening a Case through Support Case Manager

Before you begin

Log in to Support Case Manager.

Procedure

- Step 1** On the home page, click **Open New Case** to advance to the **Entitlement** page.
- Step 2** In the **Find Product by Serial Number** field, enter the server or switch serial number.
This information is provided on the service contract.
- Step 3** Click **Search**.
- Step 4** In the list of search results, click the desired product for this case.
- Step 5** Click **Next**.
This brings you to the **Describe Problem** page. A severity is assigned based on the product type, contract and user permissions.
- Step 6** Enter the required case details such as **Title** and **Description** that summarizes the request. The **Title** accepts a maximum of 80 characters and **Description** accepts a maximum of 32,000 characters.
- Step 7** In the **Technology** field, click **Browse** to open the **Select Technology** window and search for **Azure Stack**.
- Step 8** Select **Azure Stack - (Solution Support Contract Required)** and click **Select**.
- Step 9** From the **Problem Area** drop-down list, select the appropriate failure.
- Step 10** Review the **Contact Preference** area. Contact information that you enter here overrides the default information and applies only to this case.
- Step 11** Click **Submit**.
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Based on your entitlement level a Cisco Solution Support engineer will contact you. Cisco Solution Support is the single point of contact for managing Cisco product issues and coordinating with the Microsoft Azure Stack support team.

Related Cisco Integrated System for Microsoft Azure Stack Hub Documentation

The complete list of all Cisco Integrated System for Microsoft Azure Stack Hub documentation is available at the following URL:

[Cisco Integrated System for Microsoft Azure Stack Hub](#)

