Cisco Live

Cisco Live is a powerful suite of browser-based support tools that allows Cisco customers to collaborate over the Internet with Cisco TAC engineers. Cisco Live features include:

- **Collaborative Web browsing via URL sharing**—Co-browse the Cisco TAC Web Site to find technical support information applicable to your case.

- **Collaborative Whiteboard**—Working with your Cisco TAC engineer, use a palette of networking icons, text, and shapes to create and save network topology diagrams.

- **Collaborative Telnet**—This SSL-secured Telnet applet allows you and your Cisco TAC engineer to view and interact with a Cisco network device for realtime, collaborative troubleshooting.

- **Collaborative Clipboard**—This SSL-secured interactive notepad allows you to type or paste large quantities of text, such as “show” command output, for your engineer to view or save in your case.

The next time you work with a Cisco TAC engineer, ask if your case would benefit from a Cisco Live collaboration session.
Opening Cisco TAC Cases

Open Priority 3 (P3) and Priority 4 (P4) cases quickly with the online Cisco TAC Case Open tool:
www.cisco.com/tac/caseopen
(available to registered Cisco.com users with a valid service contract)

For Priority 1 (P1) or Priority 2 (P2) issues, or if you don’t have Internet access for P3 and P4 issues, open your cases via telephone:

- Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
- EMEA: +32 2 704 55 55
- USA: 1 800 553-2447

P1 and P2 cases, which occur when severe network degradation impacts your business operations, are immediately routed to Cisco TAC engineers.

Escalation
If you are not completely satisfied with the progress toward resolving a particular case, please contact your regional TAC and ask to speak with the TAC duty manager. For a list of all regional phone numbers, please visit:
www.cisco.com/tac/contact

Information Needed to Open a Case

Whether opening a case via telephone or online, you will need to have the following information on hand:

1. Service and support contract number and product serial number
2. Network topology and explanation
3. Output from “show tech” command (if applicable) and all other relevant output
4. Description of problem and symptoms (only one problem description per case)
5. Software versions and types of equipment

Tracking and Updating Cisco TAC Cases

If you are a registered Cisco.com user with a valid service contract, you can use the online Cisco TAC Case Query tool to track the progress of your cases, or to update your cases with notes and attached files:
www.cisco.com/tac/casequery
(available to registered Cisco.com users with a valid service contract)

Case Statuses

CE-Pend—The Cisco TAC engineer assigned to your case is currently investigating the problem. No workaround has been identified at this time.

Close-Pend—The Cisco TAC engineer has provided you with a solution that will solve your issue. Contact the assigned engineer if you think the problem has not been solved.

Cust-Pend—The Cisco TAC engineer assigned to your case has requested information from you and is waiting for your response. No workaround has been identified at this time.

DE-Pend—The Cisco TAC engineer has submitted a request to Cisco Development Engineering for investigation.

Case Priorities

Priority 1 (P1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no impact to your business operations.

Cisco TAC Web Site

The Cisco TAC Web Site provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies:
www.cisco.com/tac

Cisco TAC Support Pages

Technical tips, configuration examples, Q&As, and other helpful information, organized into three main sections:

- Hardware Support, for issues with Cisco hardware products:
  www.cisco.com/tac/hardware
- Software Support, for issues with Cisco software products:
  www.cisco.com/tac/software
- Technology Support, for issues with technologies enabled by Cisco products:
  www.cisco.com/tac/technology

Cisco TAC Web Tools and Utilities

Interactive online support tools for configuration, installation, troubleshooting, and advanced site search:
www.cisco.com/tac/tools
(available to registered Cisco.com users with a valid service contract)

Cisco TAC Software Center

Comprehensive source for software, including downloads, special file access, and release information:
www.cisco.com/software
(available to registered Cisco.com users with a valid service contract)

Cisco TAC Training Resources

Technical training and online seminar offerings:
www.cisco.com/tac/training

Cisco TAC News Service

Updates about the technical documents and tools available on the Cisco TAC Web Site, delivered to you via e-mail in a monthly newsletter and periodic news flashes:
www.cisco.com/tac/newsletter