

# **SMARTnet Tools**

### **Service Contract Center (SCC)**

Cisco.com

### www.cisco.com/public/scc/

Cisco Packaged Services			
First Time Users:	Registered Users:		
A Cisco.com user id is required prior to registering your products with Cisco Packaged Services.	For new contract registrations or adding new products to existing contracts:		
Cisco.com Registration A Cisco.com user id is required prior to registering your products with Cisco Packaged Services.	Login to Packaged Services Registration  Renewing contracts: If you are renewing expiring products on your contract with Packaged Services, Login to SCC, access the install site of the products on your contract, then select "Renew Products with Packaged Services" to enter new token numbers.		

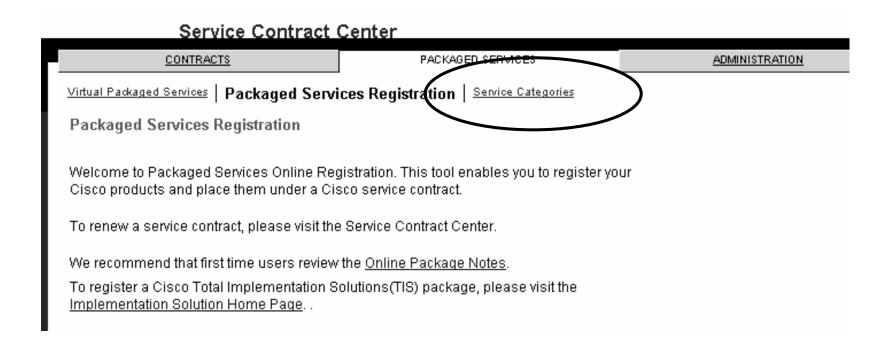
### Wo finde ich die richtige Servicekategorie?

Cisco.com

Cisco Packaged Services			
First Time Users:	Registered Users:		
A Cisco.com user id is required prior to registering your products with Cisco Packaged Services  Cisco.com Registration  A Cisco.com user id is required prior to registering your products with Cisco Packaged Services.	For new contract registrations or adding new products to existing centracts:  Login to Packaged Services Registration  Renewing contracts: If you are renewing expiring products on your contract with Fackaged Services, Login to SCC, access the install site of the products on your contract, then select "Renew Products with Packaged Services" to enter new token numbers.		

### **Category Finder**

Cisco.com



# **Category Finder**

Cisco.com

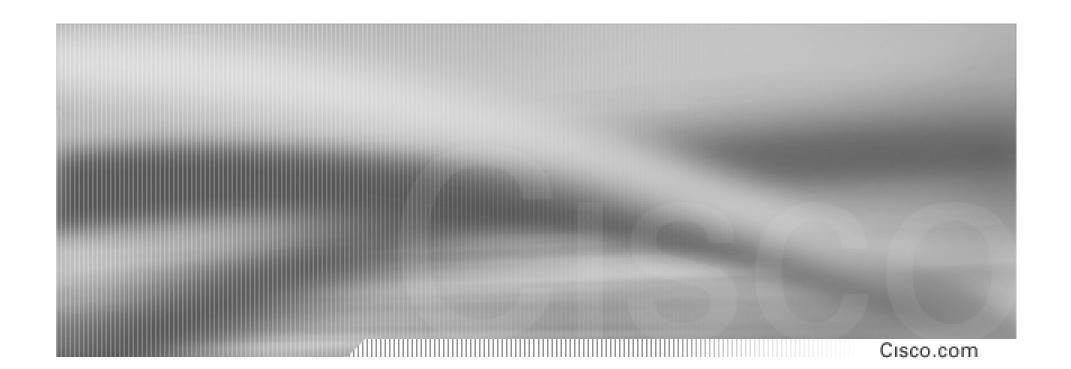
Service Cor	tract Center		
<u>CONTRACTS</u>	P.A	CKAGED SERVICES	<u>ADMINISTRATION</u>
Virtual Packaged Services   Packaged	Services Registration   Se	vice Categories	
Packaged Services Categorie	s:		
To determine which service catego category or enter a partial string an			products covered in a particular
Display a Service Category  Display all ca	ategories.		
Select One	▼		
Displa	y selected category		
Search by Product / Description			
Product Name			
Product Description			
Search			

## **Category Finder**

Cisco.com

### Packaged Services Categories:

Product Name	Product Description	Category
WS-C6509	Catalyst 6509 Chassis	17
WS-C6509-1300AC-RF	WS-C6509-1300AC REFURBISHED	17
WS-C6509-1300AC=	Catalyst 6509 Chassis w/ 1300W AC Power Supply	17
WS-C6509-2500AC-RF	WS-C6509-2500AC REFURBISHED	17
WS-C6509-2500AC=	Catalyst 6509 Chassis w/ 2500W AC Power Supply	17
WS-C6509-RF	WS-C6509 REFURBISHED	17
WS-C6509-S1	Catalyst 6509 Chassis, 1300W A/C PS and WS-X6K-SUP1-2GE	17
WS-C6509=	Catalyst 6509 Spare Chassis (One Power Supply Required)	17



# Wie verlängert man einen Servicevertrag?

# Vertragsverlängerung

Cisco.com

Contract Details			
Select a Task	ubmit		
2037452 S <b>Bill-To Information (20884915)</b> SOFTEXPRESS BLVD	Service Level  BMARTnet Onsite Premium 24x7x2 (C2P)  Contact 1  Name KATRIN MECKEL  Phone 49-6571-91140x  Email AKOLAR@SOFTEXPRESS.DE	Service Sales Represe Gaelle Seite Contract Label Contract Notes	ntative
GERMANY  Note: To see full details for covered products, inclu		Culti act Notes	
Site Name	Site Address	Earliest End Date	Site Label
BAVARIA FILM GMBH (Site Id : 20884914)	BAVARIAFILMPLATZ 7 GRUENWALD, 82031 GERMANY	06-OCT-2005	

## Vertragsverlängerung

Cisco.com

### Site Details

Renew Products with Packaged Services	Submit	
Select a Task		
Edit Site Address & Contact		
Save Site Label		
Save Site Notes		
Show Preduct Configuration		Site Label
Display Site Summary	remium 24x7x2(C2P)	
Renew Products with Packaged Services		,
Download Site	ENBERG CHRISTIAN	Site Notes
Edit Serial Number	6499x3527PR	
Edit Name/IP Address	TIAN.ASCHENBERG@BAVARIA-FILM.DE	
Add Products to Site	TIAN.AGORENDERO@BAVARIA-FIEW.DE	

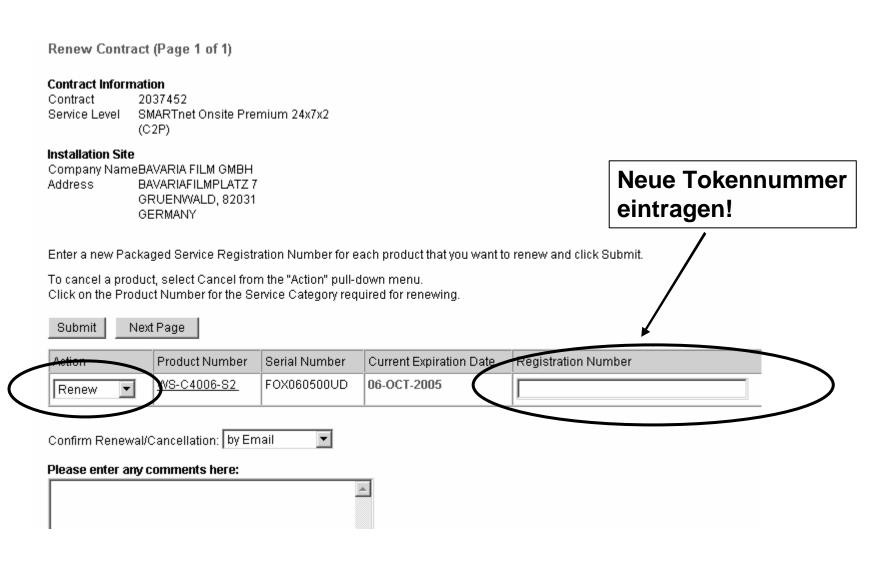
#### **Product Details**

Note: Products with an (\*) next to their end date have already been renewed.

Sel	lect	Product Number	Serial Number	Name/IP Address	Begin Date	End Date
		WS-C4006-S2	FOX060500UD		07-OCT-2002	06-OCT-2005

### Vertragsverlängerung

Cisco.com

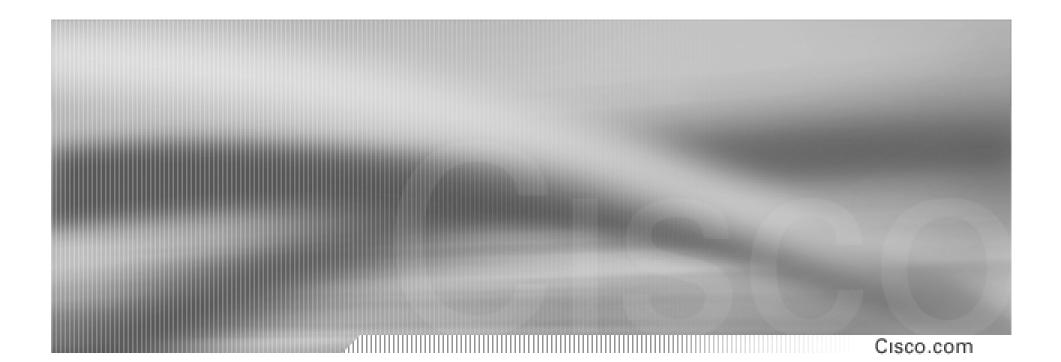


## **SMARTnet Registration HelpLine**

Cisco.com

- 1. Tel: 0044 / 191 555 77 50
- 2. Tel.: 0800/180 2409 (only G)
- 3. Pkg-help-euro@cisco.com

Europäische Helpline, mit deutschsprachigen Kontaktpersonen



# SMARTnet Service und Support Solution

**Thomas Schattenhofer Global Service Manager**