How to open a Cisco Solution Support service request online

September 2020

Get ready to open a case

Before you need to open a Cisco® Solution Support service request, follow these steps so you're prepared to get help quickly.

Establish your CCO ID

Create a CCO ID and associate it with your Solution Support contract. To verify or update a current ID, email web-help-sr@cisco.com.

Create a test case

Familiarize yourself with the process by creating a test case. Use "Test Solution Support" as the case title and "Test" as the problem description.

Bookmark Support Case Manager

Save Support Case Manager in your tool bar for easy location when you're ready to get help.

1 Go to Support Case Manager on Cisco.com.

2 Click "OPEN NEW CASE."

3 Click "OPEN CASE" in the pop up box.

Support Case Manager **1**

Create and manage Support cases

OPEN NEW CASE ⌄ **2**

cisco **Products & Services**
🔵 Webex Meetings
🔴 Webex Teams & Webex Calling
🔵 Webex Messenger
cisco Software Licensing

My

A

Open a New Case for Support on Cisco Products and Services ✕

ny Time ⌄

OPEN CASE **3**

4   Choose your request type.

5   For Solution Support service requests, click "Find Product by Service Agreement." Click "Next."

Note: You do not need to formally isolate your issue to a specific product in order to open a Solution Support service request. Simply open a service request on a product covered by Solution Support in your solution that you think may be involved in the issue.

Note: Throughout the process, you can click "Save draft and exit" and revisit your service request to complete it at a later time.

Support Case Manager

Open a new support case for Jonathan Even (jon.even1)

🏠 〉   OPEN NEW CASE
Products & Services

① Check Entitlement   **②** Describe Problem

Request Type **4**

🔘 Diagnose and Fix   ⚪ Request RMA   ⚪ Ask a Question

∧ Find Product by Serial Number

Product Serial Number or VLN   **SEARCH**

☐ Search for other Open cases for this Serial Number

∨ Find Product by Service Agreement **5**

NEXT   Save draft and exit

6a **If you have less than 30 service agreements**, they will appear in the "Service Contract" pull down menu; select the relevant agreement from this list.

7a Products associated with your selected service agreement will appear at the bottom of the screen; select the product you think is involved in your issue. Click "Next."

✓ There are 22 service agreements associated with this profile. ✕

Product Name (PID)

Product Description

Site Name

Service Contract **6a**

94119418 - (SNTP,C4P)
94763181 - (ANYSL)
95463179 - (SNTP)
95968312 - (ECMU,SNTP,SSTCB)
200278585 - (ECMU,C4P,SNTP,SNTP,SNT,SAS,SW,C4S,S...
200423252 - (ECMU,SNTP,SSTCB,SSTC)
200508710 - (SNT,SSSNP,SNTP,ECMU,SSTC,C4P)
200517121 - (SNT)

Smart Account

Virtual Account

Advanced Options ⌄

SEARCH

There are **22 service agreements** and **1707 products** associated with this profile. The first **500** products are displayed below. To view more products, use the above search fields or Advanced Options to narrow results.

Search Results: 〈 1 2 3 4 5 6 7 8 9 10 〉 **7a**

| Product | | Site | | Service Agreement | | | |
Name ⌃	Description	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	ASSOCIATED WHOLESALE GROCERS	3201 E DIVISION ST	200278585		C4P	
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	ASSOCIATED WHOLESALE GROCERS	4805 CAMPBELL DR	200278585		C4P	

NEXT   Save draft and exit

6b   **If you have more than 30 service agreements**, you will need to manually enter your service contract.

7b   Products associated with your selected service contract will appear at the bottom of the screen; select the product you think is involved in your issue. Click "Next."

There are 52 service agreements associated with this profile.   ✕

6b

Product Name (PID)	Product Description	Site Name	Service Contract
			200508710

Smart Account			Subscription Number

Find Subscription Number⬈

Virtual Account

Advanced Options ⌄

SEARCH

Showing **86** of **86** Products filtered for: **Service Contract (200508710)**   **Clear Filters**

To view a different set of products, use the search fields and Advanced Options above. To filter the products in the results set, use the Search Results field below.

Search Results: ‹ 1 2 ›

7b

Product		Site		Service Agreement			
Name ⌃	Description	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
ACI-N9KDK9-14.0	Nexus 9500 or 9300 ACI Base Software NX-OS Rel 14.0	ASSOCIATED WHOLESALE GROCERS	17501 W 98TH ST	200508710		SSSNP	
ACI-N9KDK9-14.0	Nexus 9500 or 9300 ACI Base Software NX-OS Rel 14.0	ASSOCIATED WHOLESALE GROCERS	500 KANSAS AVE	200508710		SSSNP	
APIC-CLUSTER-M3	APIC Cluster - Medium Configurations (Up to 1200 Edge Ports)	ASSOCIATED WHOLESALE GROCERS	17501 W 98TH ST	200508710		SSSNP	

NEXT   Save draft and exit

8 Choose your severity level.

   Note: Solution Support customers have the option to open severity 1-4 cases online.

9 Under "Title," indicate "SOLUTION SUPPORT [technology area]."

   Example: "SOLUTION SUPPORT SD-WAN"

10 Use as much space as necessary to describe your issue. The more detail the better. Upload photos, screen grabs, case logs, or any other relevant documentation you may have.

OPEN NEW CASE
Products & Services

🏠 ＞

① Check Entitlement ──────────── ② Describe Problem

8

Severity ❓
○ Network Down (S1)   ○ Severely Degraded (S2)   ● Network Impaired (S3)   ○ Ask a Question (S4)

Loss of Service
☐ Extended loss of 15 seconds or more

Title **9**

SOLUTION SUPPORT [technology area]

27/240 characters

Description **10**

7/32000 characters

☐ Enable Markdown ❓

Technology
[CISCO SUGGESTIONS] ❓

11 Click "Manually select a Technology."

12 Indicate "Solution Support" in the search field in the pop up box. Select your technology solution. Click "Select."

7/32000 characters

☐ Enable Markdown ❓

Technology

Suggested Technologies ✓
○ Cisco DNA - Software-Defined Access > Cisco DNA Center - Infrastru
○ XR-Routing-Platforms > ASR 9000 Series Routers
○ Other > Other

Manually select a Technology... **11**

Problem Area
Choose problem area...

Additional Case Details ▾

Contact Information and Preference ❓

Preference
○ Business Phone   ○ Mobile Phone   ⦿ Email   ○ Virtual Space (via Webex Teams)

Business Phone
🇺🇸 +1 ⌄ | 9132881726 | 2881726

Mobile Phone
🇺🇸 +1 ⌄ |

✕

Select Technology

🔍 Solution support | ✕   **12**

Solution Support (SSPT - contract required)

Azure Stack - (**Solution Support** Contract Required)

Bandwidth and Management Suite - (**Solution Support** Contract Required)

Cisco Enterprise Network Function Virtualization (ENFV, NFVIS, ESA app, ENCS) (**Solution Support** Contract Required)

Cisco IWAN Solution (**Solution Support** Contract Required)

Cisco Kinetic for Cities-CKC (**Solution Support** Contract Required)

Cisco Network Function Virtualization Infrastructure (NFVI/CVIM/MDC) (**Solution Support** Contract Required)

Cisco SAP HANA Solution - (**Solution Support** Contract Required)

SELECT   CANCEL

13 Click "Problem Area."

14 Choose from the problem areas in the pop up box. Click "Select."

15 "Additional case details" are optional.

7/32000 characters

☐ Enable Markdown ❓

Technology

Suggested Technologies ⊙
◯ Cisco DNA – Software-Defined Access > Cisco DNA Center - Infrastru
◯ XR-Routing-Platforms > ASR 9000 Series Routers
◯ Other > Other

◉ Data Center and Storage Networking > Cisco Network Assurance Engi

Problem Area **13**

Choose problem area... **15**

Additional Case Details ▾

Contact Information and Preference ❓

Preference

◯ Business Phone   ◯ Mobile Phone   ◉ Email   ◯ Virtual Space (via Webex Teams)

Business Phone

🇺🇸 +1 ⌄   9132881726   2881726

Mobile Phone

🇺🇸 +1 ⌄

14 Problem Area ✕

CONFIGURATION
Software Failure
Configuration Assistance
Error Messages, Logs, Debugs

INSTALLATION
Software Failure
Configuration Assistance
Error Messages, Logs, Debugs

OPERATE
Software Failure
Error Messages, Logs, Debugs

UPGRADE
Software Failure
Configuration Assistance
Error Messages, Logs, Debugs

SELECT   CANCEL

16 Indicate your contact preference, which will be the primary method for communicaiton with the Solution Support engineer. Provide phone numbers and an email as back up communication methods.

Note: Solution Support customers have the option to choose Virtual Space (via Webex Teams) for efficient, real-time communications and document sharing with Cisco engineers.

17 Indicate whether or not you want to receive an email confirming receipt of your servcie request.

Problem Area
Operate > Error Messages, Logs, Debugs   change

Additional Case Details ▼

16

Contact Information and Preference ❓

Preference

◯ Business Phone   ◯ Mobile Phone   ◯ Email   ⦿ Virtual Space (via Webex Teams)

ⓘ Note: You will be invited to a virtual space in Webex Teams after the case has been created. The engineer will join the space after taking ownership.

Business Phone

🇺🇸 +1 ∨ | 9132881726 | 2881726

Mobile Phone

🇺🇸 +1 ∨ |

Email

jon.even@awginc.com

19/80 characters

17

New Case Email Confirmation

⦿ Yes   ◯ No

Case Notifications (Contact & CC List)

◯ On   ⦿ Off   ◯ On with notes

CC Recipients (optional)

Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com

18 Indicate whether or not you want to receive ongoing case notification emails to track case progress (this is in addition to the contact you have with the Solution Support engineer via your primary contact preference).

19 Indicate others in your organization who should be included in case notifications (optional).

20 Indicate the best time to receive contact from a Cisco engineer.

21 Select from the pull down menu the best method of contact by a Cisco engineer.

22 Click "Submit," **OR**, if you want to review your selections prior to submission, click "Review."

New Case Email Confirmation

◉ Yes ◯ No

Case Notifications (Contact & CC List) **18**

◯ On ◉ Off ◯ On with notes

CC Recipients (optional) **19**

Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com

0/1024 characters

Best time to contact customer **20**

◉ As soon as possible

◯ Scheduled Dispatch

Case Origin

Select one ∧ **21**

Select one

Phone

Email

Chat

s created.

SUBMIT REVIEW Save draft and exit **22**

23 If clicking "Review," verify your submission and make any corrections by clicking "Edit."

24 Click "Submit."

Your case will be assigned to a Solution Support engineer. Severity 1 and 2 cases receive a 30-minute response objective. Severity 3 and 4 cases are prioritized over product support cases of the same severity.

① Check Entitlement   ② Describe Problem   ③ Review & Submit

23

📝 **REQUEST TYPE**   Edit

REQUEST TYPE
Diagnose and Fix

CONTRACT NUMBER
200508710

🖳 **DESCRIBE PROBLEM**   Edit

SEVERITY
3

LOSS OF SERVICE
No

TITLE
Solution Support - Testing

DESCRIPTION

24

SUBMIT   REVIEW   Save draft and exit

Thank you for choosing Solution Support

If you have any questions about opening a Solution Support service request, contact us at 1-800-553-2447.

Cisco
Customer Experience