

Your New Service Request Process: Technical Support Reference Guide for Cisco IronPort Products

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Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system through the Cisco® Technical Assistance Center (TAC). This document covers the Cisco.com user ID registration process, how to contact technical support, as well as how to manage your service request online.

We want you to know that this is only a change in the process through which you receive technical support. We at Cisco are committed to delivering the same high level of quality service that you are accustomed to receiving.

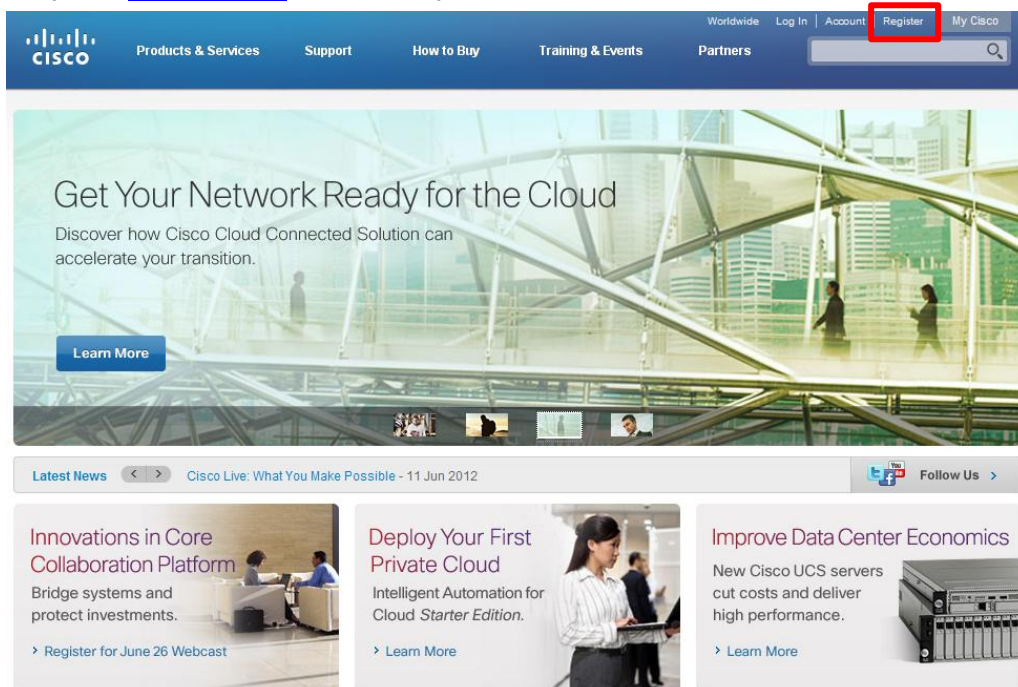
The Cisco TAC will allow you to:

- Open service requests (including RMAs and release keys) by phone, web, or email 24 hours a day, 365 days a year
- Download software updates (maintenance and minor releases) for your covered software
- Access Cisco's online support, including database of product and service information, service request tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Registration for a Cisco.com User ID

To contact Cisco Technical Support for questions or issues with your Cisco content security products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to page 10, as you do not need to reregister. To register for a Cisco.com user ID, go to the main Cisco webpage and follow the steps described below.

1. Navigate to www.cisco.com and click "Register."



- Fill out the information on the Cisco.com Registration form.

Welcome to Cisco
Cisco.com Registration

Complete this form to register for a Cisco Account. [Benefits of Registration](#)

Create an Account [Already have a Cisco Account?](#)

Choose language for this registration form: **English**

Automatically complete this form by signing in to:

Facebook or LinkedIn Google

* Required Field

Login Information

* Email Address We will use this e-mail address to verify your registration.

* Retype Email Address

* User ID Must be 9-50 characters without spaces, and must include at least one letter.

* Password Must be 8 or more characters and contain a combination of uppercase and lowercase letters (A-Z or a-z) and at least 1 number (0-9).

* Retype Password

Contact Information

* Will you provide business or home contact information?
 Business Home

* First Name

* Last Name

Job Role

Job Level

* Phone Number

* Company/Organization

* Country

* Address Line 1

Address Line 2

* City

State/Province/Region

* Zip/Postal Code

Security


Select secret questions and provide answers.

* Secret Question 1

* Secret Answer 1

* Secret Question 2

* Type the characters as they appear in the image below



Letters are not case-sensitive

Privacy and Product Information

Yes, I would like to receive communications from Cisco about products and services.

Yes, I would like to receive product and services information from companies that conduct business with Cisco.

I understand that Cisco will process and store information submitted in this form, including any updates, in accordance with the [Cisco Privacy Statement](#).

If you have questions or need further assistance, please email web-heb@cisco.com.

3. Upon clicking "Submit" on the first page, you will receive an email sent from Cisco. From the link provided in this email, you will be directed to this Cisco.com Registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.

Note: This step in the registration process for a Cisco.com user ID is critical.

The image shows a screenshot of an email and the corresponding Cisco.com Registration page. The email, titled "Cisco.com Registration: Action required", is from AdminSupport@cisco.com and dated Tuesday, June 5, 2012 1:34 PM. The email body contains the following text:

Thank you for your interest in [Cisco.com](#).

This registration process is designed to ensure your privacy and security on Cisco.com.

To activate your account, click on the link below. When your account is activated, basic registration is complete. Visit the Profile Manager at any time to update your profile and preferences or register for additional access rights.

Potential [Cisco Partners](#): You will need to complete additional [company registration](#) steps after you have confirmed your email address.

Activate Now:

http://tools.cisco.com/RPF/register/activate.do?id=Eazr92JT%2BCOETS8rTOusllkGIXTTdCI&locale=en_US

If you have any questions or need further assistance, send email to web-help@cisco.com.

Once you activate your account, it could take up to 15 minutes to become active. Once activated, if you cannot login, please try again after 15 minutes.

The screenshot also shows the Cisco.com website header with the Cisco logo and navigation links: Products & Services, Support, How to Buy, Training & Events, Partners, and My Cisco. The main content area displays "Welcome to Cisco" and "Cisco.com Registration". A highlighted box titled "Thank You for Registering" contains the following text:

Thank You for Registering

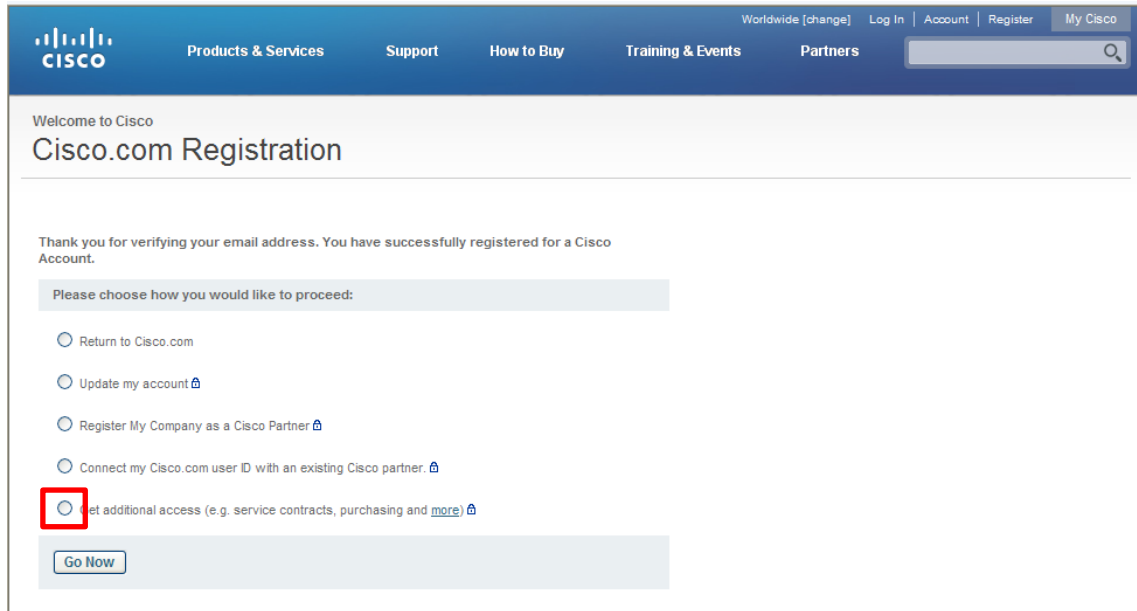
You must verify your email address to activate your Cisco Account.

An email has been sent to you at [redacted]. To complete registration, look for an email message from Cisco, and follow the link in the message to validate your email address.

Important Note for Cisco Partners : Additional registration steps are required once you have confirmed your e-mail address.

If you have questions or need further assistance, please email web-help@cisco.com.

4. You will need to select the "Get increased access to entitled areas of Cisco.com" radio button to view and manage your Service Contract online, then click "Go Now."



The screenshot shows the Cisco.com Registration page. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. A search bar is located on the right. Below the navigation bar, the page title is "Welcome to Cisco" followed by "Cisco.com Registration". A message states: "Thank you for verifying your email address. You have successfully registered for a Cisco Account." Below this, a section titled "Please choose how you would like to proceed:" contains five radio button options:

- Return to Cisco.com
- Update my account [↗](#)
- Register My Company as a Cisco Partner [↗](#)
- Connect my Cisco.com user ID with an existing Cisco partner [↗](#)
- Get additional access (e.g. service contracts, purchasing and [more](#)) [↗](#)

A "Go Now" button is located at the bottom of the form.

5. You will be directed to the Cisco.com Profile Manager. From there, select the ADDITIONAL ACCESS tab and the "Obtain Access to additional Service Contract(s)" link.

Welcome to Cisco

Cisco.com Profile Manager

[Overview](#)

[CONTACT](#) [ORGANIZATION](#) **[ADDITIONAL ACCESS](#)** [PREFERENCES](#) [PASSWORD MANAGEMENT](#)

Profile - Additional Access

From the list below you can access the applications you have registered for and in addition you can register to additional applications.

Your Current Access

Obtain Additional Access

[Service Access Management Tool Administrator Lookup](#)

[Add service contract numbers to profile for support access](#)

[Add Billing ID \(BID\) to profile for ordering or support access](#)

[Request for Software Download via Serial Number](#)

[Cisco Channel Partner or Authorized Reseller](#)

- Purchase Direct from Cisco
Requires: Valid Purchase or Sales Order Number and Customer Number
- Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner
Requires: PICA Registration Number and Verification Key
- You are a Cisco Certified Internetwork Expert [CCIE User]
Requires: CCIE Certification

6. Enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco authorized partner or distributor for your contract number. Partners can access their new contract numbers in the [Cisco Service Contract Center \(CSCC\)](#). If you have multiple service contract numbers, please separate them by commas.

If you have any problems with this web registration process, you may send an email to Cisco at web-help@cisco.com. If you are located in North America, you may call 1-800-553-2447 for assistance to reach Cisco's TAC support organization. For the rest of the world, it is recommended you consult the worldwide toll-free number list at www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html, and one of the support agents will assist you in completing the registration process.

Service Access Management Tool

The Service Access Management Tool is an application that enables Partners or Customer Administrators to determine which of their service contract numbers are present in Cisco.com user profiles. It is ideal for organizations that want to manage and associate multiple Cisco.com profiles.

By using the Service Access Management Tool, Cisco partners and customers can manage access to the services provided by their contracts (e.g., TAC support, hardware replacement). This management can be done either using Bill to ID or contract number. To manage access by Bill to ID, the Bill to ID must be in an individual's Cisco.com profile and selected (enabled) for support access. This will ensure that all the contracts under the Bill to ID can be utilized for service. To manage access by contract number, a contract number must be in an individual's Cisco.com profile in order for that individual to be able to obtain service.

Access the [Service Access Management Tool](#), training, and related content for more information.

Opening a Service Request by Phone

Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to Cisco worldwide contacts:

www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html

When you want to report a case, make sure you have the following information available:

- Cisco.com user ID
- Service contract number and serial number of the content security hardware appliance
- Business effect (case severity)

Cisco entitles customers by contract number and Cisco.com ID. You must know your Cisco.com user name and have the contract number of the product when you are calling for support.

Once the agent has all the appropriate information he/she will open a case, provide you with a case tracking number and route your case to a support engineer. They will contact you to provide technical assistance.

Defining the Severity of a Service Request

Severity 1 and 2 Service Requests must be opened by phone.

Severity 3 and 4 Service Requests should be opened online, but may be opened by phone.

- **Severity 1 (S1)** – shall mean reported Error(s) in Covered Software that causes all or substantially all of a system to be functionally inoperative severely affecting delivery to Customers and requiring immediate corrective action, regardless of time of day or day of the week.
 - Product and/or covered software are in operable for 100% of Customers
 - Loss of service >0.5% of Customers
- **Severity 2 (S2)** – shall mean reported Error(s) in covered products causing the loss of one or more major functions of the system, causing perceptible degradation or interruption of services delivery to Customers or seriously affecting Customer's ability to operate, administer, or maintain their system and requiring immediate attention. Urgency is less than Severity 1 situation because of a lesser immediate or impending effect on system performance, Customer's operation and revenue.
 - Management system failure
 - No backup is available
- **Severity 3 (S3)** – shall mean reported Error(s) in covered products disabling specific noncritical functions of the system that do not significantly affect delivery services to Customers. The lost or degraded functionality impairs Customer's ability to operate, administer, or maintain the system, but does not significantly affect services delivery to Customers.
 - System functionality or performance is reduced
 - System is working on backup
 - Loss of service <0.5 % of Subscribers

-
- **Severity 4 (S4)** – shall mean reported Error(s) in covered products which is an irritant only and has no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance.
 - Conditions that do not significantly impair the function of the system
 - Documentation
 - System enhancement/functionality request

Opening a Service Request by Web

The online service request management tool, called TAC Service Request Tool (TSRT), allows users to open a service request, assign a severity (level 3 or 4), receive information through the web or email, maintain and track service requests online, and upload files.

Using the TAC Service Request Tool

The Cisco.com TSRT will allow you to open a new service request. There are four main steps for opening a Service Request using TSRT:

1. Set up Service Request – enter Cisco.com user ID, assign severity, and so on
2. Describe Problem – capture the problem the customer is experiencing
3. Specify Product – verify the product is covered by a service contract
4. Finish – confirm information and edit accordingly

You can access the online service request tool using this link:

tools.cisco.com/ServiceRequestTool/create/launch.do

You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number and security hardware appliance serial number available with your Cisco.com ID.

1. Set Up Service Request.

Enter Cisco.com user ID.

Worldwide [change] | Logged In | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners

Support
TAC Service Request Tool -- New Request

HOME

TAC Service Request Tool -- New Request

1 Setup Request > 2 Describe Problem > 3 Specify Product > 4 Finish > | Help | Feedback

A "*" denotes a required field.

Cisco.com User ID

Please specify the Cisco.com User ID of the person to be listed as the contact for this service request.

Enter Cisco.com User ID: * [Cisco.com Registration and Lookup](#)

Continue Reset

Need help creating a service request? Try these options.

- View a brief tutorial. ([Flash](#) or [PDF](#))

Live Help
Powered by WebEx

Related Tools

- [Cisco Support Community Forum](#)
- [TAC Service Request Tool -- My Requests](#)
- [RMA Service Order Tools](#)
- [Dynamic Configuration Tool](#)


Evaluate the issue and enter your contact information. You may also add other email addresses to be included in the Service Request (SR) update notifications as well.

Evaluate Issue

Schedule Response: *

Next Available TAC Engineer *(Response within approximately one hour)*

At a Future Date & Time *(For severity level 3 & 4 only.)*
Contact will be made no more than one hour after:

Date  Time

Timezone

Extended Loss of Service?: *

Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)

No

Contact Information

Contact Name: Vivian Chen [Edit Profile](#)

Preferred Contact Method: *

E-Mail

Phone

Preferred E-Mail: *

From Profile:

Temporary E-Mail:

Preferred Phone Number: *

From Profile:

Temporary Number:

E-Mail Confirmation: *

No

Yes

Additional E-mails (CC):

2. Describe the problem. Give the description and select Technology, Sub Technology, and Type of Problem. The table below shows the Tech/Subtech combos for IronPort products.

Technology	Sub-Technology
Security: Email and Web	Cisco IronPort Beta
	Cisco IronPort Email Security Appliance C1x0
	Cisco IronPort Email Security Appliance C3x0, C6x0, X10x0
	Cisco IronPort Encryption Appliance
	Cisco IronPort Web Security Appliance X1x0
	Cisco IronPort Web Security Appliance S3x0, S6x0
Security: Management	Cisco IronPort Security Management Appliance: Email M1x0
	Cisco IronPort Security Management Appliance: Email M3x0, M6x0, M10x0
	Cisco IronPort Security Management Appliance: Web M1x0
	Cisco IronPort Security Management Appliance: Web M3x0, M6x0, M10x0

HOME | TAC Service Request Tool -- New Request | 1 Setup Request | 2 Describe Problem | 3 Specify Product | 4 Finish | Help | Feedback

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

Describe Problem: *

30000 characters remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: *

- Network Management CiscoWorks
- Optical Networking
- Other
- Physical Security and Building Systems
- Quality of Service (QoS) and Session Border Control (SBC)
- Router and IOS Architecture
- Routing Protocols (Includes NAT and HSRP)
- Security: Email and Web
- Security: Access Control - AAA and Policy Management
- Security: Management

Subtechnology: *

- Select One
- Cisco IronPort Beta
- Cisco IronPort Email Security Appliance C1x0
- Cisco IronPort Email Security Appliance C3x0, C6x0, X10x0
- Cisco IronPort Encryption Appliance
- Cisco IronPort Web Security Appliance S1x0
- Cisco IronPort Web Security Appliance S3x0, S6x0

Type of Problem: *

- Select One
- Interoperability
- Hardware DOA
- Hardware Failure
- Software Failure

Related Tools: Cisco Support Community Forum, TAC Service Request Tool -- My Requests, RMA Service Order Tools, Dynamic Configuration Tool

3. Specify the Product you need assistance with.

- Enter the *Serial Number*.

OR

- Enter the *Product Name or Description*.
- Enter contract number and select your contract type in the *Service Level* field.

Worldwide [change] | Logged In | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners

Support
TAC Service Request Tool -- New Request

HOME
TAC Service Request Tool -- New Request

1 Setup Request > 2 Describe Problem > 3 Specify Product > 4 Finish > Help | Feedback

Please Describe the product that you need assistance with below.

Serial Number : [Where do I find this?](#)

- OR -

Product name or description : Example: 7200 series router

Contract Number :

Service Level :

Installation Location :

Site Name :

City :

State/Province :

Country :

< Back Search

Related Tools
[Cisco Support Community Forum](#)
[TAC Service Request Tool -- My Requests](#)
[RMA Service Order Tools](#)
[Dynamic Configuration Tool](#)

4. Review the request details, and then submit the Service Request.

Worldwide [change] | Logged In | Account | About Cisco

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central

HOME
TAC Service Request Tool -- New Request

Support
TAC Service Request Tool -- New Request

Service Request Confirmation

Help | Feedback

You have successfully created service request #614997939.
A technical support engineer will contact you soon.

Optional Next Steps:

[Upload Files](#); Attach a device log or other files related to the problem. This may help us better understand the problem and reduce the response time.

[Update or Review the Service Request](#)

[Create Another Service Request](#)

TAC Recommended Solutions:

Other customers with similar symptoms may have been able to solve their problem using the following online troubleshooting tool.

[TAC Case Collection](#)

Related Tools
[Dynamic Configuration Tool](#)
[TAC Service Request Tool -- My Requests](#)
[RMA Service Order Tools](#)

Opening a Service Request by Email

Open new service requests by email using the Cisco support email address: tac@cisco.com. If you are opening a new service request, put "Email Security" or "Web Security" in the subject line of your email. This will help the agent processing the incoming email to determine the correct service request queue to route your support request.

Include the following information in your email:

- Company name
- Contact name
- Contact phone number
- Cisco.com User ID
- Contact email address
- Contract number and serial number
- Product type (e.g. Cisco Email Security Inbound, Cisco Web Security Essentials, Cisco Email Security Management, etc.)
- Business effect (service request severity – as defined above)
- Brief problem description
- Equipment location (e.g., address)
- Alternate contact name
- Alternate contact phone number

Providing this information will help expedite the processing of the service request through the Cisco TAC agent.

Once the agent has processed the email, he/she will open a service request and you will receive a service request number by email. A support engineer will contact you shortly regarding your service request.

Managing Your Service Request

After you have created your service request, you can view the status, update the SR notes, upload files, turn automatic updates on or off, and request case closure.

Navigate to www.cisco.com and click "Support," then select "[TAC Support Case Lookup](#)" from the "Contacts/Support Cases" tab.

The screenshot shows the Cisco Support and Downloads page. The top navigation bar includes links for Products & Services, Support, How to Buy, Training & Events, and Partners. The main content area is titled "Support and Downloads" and features three tabs: Product Support, Downloads, and Contacts/Support Cases. The Contacts/Support Cases tab is highlighted with a red box. Below this tab, there are sections for "My Open Support Cases", "Phone Contact Information", "Contacts and Support Cases", and "Other Product Contacts". The "Contacts and Support Cases" section contains an "Open a Case" button and a link to "TAC Support Case Lookup", which is also highlighted with a red box. The "Other Product Contacts" section lists various Cisco products and services. The page also includes a "Log In" button, a "Create a Cisco Account" link, and several "Your Support Site: Updates & Tips" sections.

Or you may go directly to: tools.cisco.com/ServiceRequestTool/query/

You may search by Service Request Number, Contract, Cisco.com ID, status, and so on.

1. You may view your service request by entering the SR number, your contract number, or your Cisco.com user name.

Support
TAC Service Request Tool -- My Requests

HOME Logged in as: [dbruning](#), Internal Employee [Help](#) [Feedback](#)

TAC Service Request Tool -- My Requests Search Your Service Requests [Help](#) [Feedback](#)

If this is your first time using this tool, you may wish to read the help page before getting started.

Search by Service Request Number

Enter Number: * Cisco Service Request Number
 Helpdesk Tracking Number

Advanced Search

A * denotes a required field

Search by* Contract Number [Find Contract](#)
 PICA ID
 Cisco.com User Name

Service Request Status* Open
 Closed
 Pending Customer Response

Creation Date All Dates
 From: Day Month Year To: 28 JUN 2012 (in GMT)

Contact: Last Name Phone

Country

Technology
Select One
ATM
Application Networking Services
Broadband Cable
Cisco Video
Collaboration and Conferencing
Contact Center Software
...



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