

Cisco DOD Services Guide

How to Open a TAC Service Request Using Your Services Full Coverage Contract



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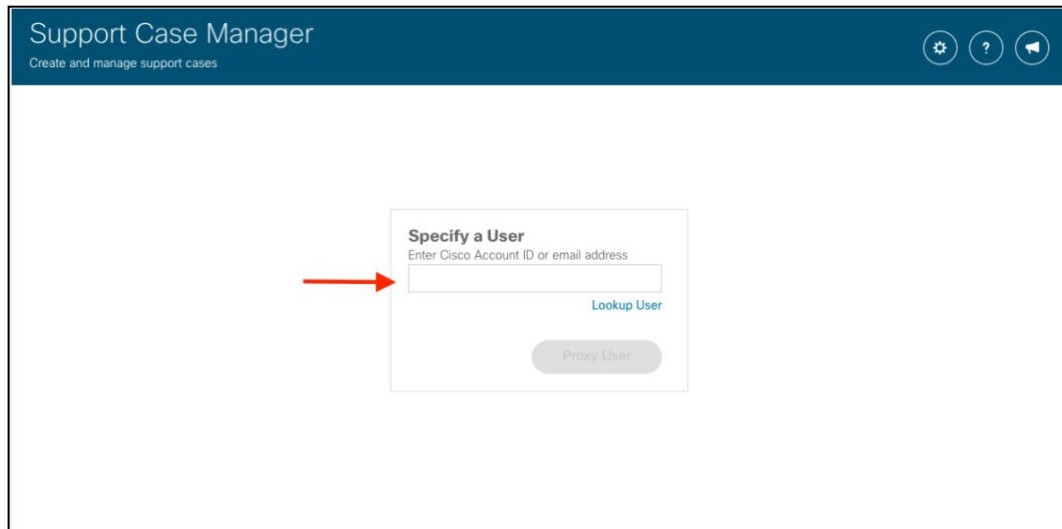
1. Introduction

This document provides Cisco Services First contract users with instructions for opening a Technical Assistance Center (TAC) service request using a Services Full Coverage contract.

Users can access the Support Case Manager (SCM) tool here: <https://mycase.cloudapps.cisco.com/case>.

2. Creating or Opening a Case

1. Navigate to <https://mycase.cloudapps.cisco.com/case> The screen below will be displayed:



The screenshot shows the 'Support Case Manager' interface. The header is dark blue with the text 'Support Case Manager' and 'Create and manage support cases'. In the top right corner, there are three icons: a gear, a question mark, and a speech bubble. The main content area is white and contains a dialog box titled 'Specify a User'. The dialog box has a text input field with the placeholder text 'Enter Cisco Account ID or email address'. Below the input field is a blue button labeled 'Lookup User' and a grey button labeled 'Proxy User'. A red arrow points to the input field.

2. Log in with your Cisco User ID. You may alternatively use the **email address** to which you are Cisco User account is associated.
3. Click "Open Case." (You will need to click "Open Case" a second time)
4. It is optimal to open the case by using the **"Find Product by Service Agreement"** Option.
(Using this option is best because it is a Services Full Coverage or "SFC" or Service First/Sweeps contract, which supersedes any warranties). This also means it is not required for you to have a Serial Number on contract to get support, if the device is not past Last Day of Support (LDOS).
You can check the status of the SN on the [SN Coverage Checker](#).
5. If you have more than one Contract Number (**Service Agreement**) you can type in the contract number in the field called **"Service Contract"**. You may alternatively use the **"arrow down"** (Drop-down) option on the right of this field to show all available contracts.

(See the following screenshots, step 5 on what this looks like in [Support Case Manager \(SCM\)](#)).

The screenshot shows the 'Support Case Manager' interface. At the top, there's a header with 'Support Case Manager' and 'yourcooID'. Below the header, there's a progress bar with three steps: 1. Check Entitlement, 2. Describe Problem, and 3. Review & Submit. The 'Request Type' section has three radio buttons: 'Diagnose and Fix' (selected), 'Request RMA', and 'Ask a Question'. There are two search options: 'Find Product by Serial Number' and 'Find Product by Service Contract'. The 'Find Product by Service Contract' option is highlighted with a red box and an arrow pointing to it. A red callout box contains the text: 'Use This Option (Not Find Product By Serial Number) to open the case'. Below the search options, there's a 'Bypass Entitlement' dropdown menu and two buttons: 'Next' and 'Save draft and exit'.

If you have more than one service agreement, you can use the drop down prior to searching:

The screenshot shows the 'Find Product by Service Agreement' section. It starts with a green checkmark and the text: 'There are 15 service agreements associated with this profile.' Below this, there's a table with columns for 'Product Name (PID)' and 'Product Description'. The 'Service Contract' field is highlighted with a red box, and a red arrow points to the dropdown arrow next to it. Below the 'Service Contract' field, there are 'Smart Account' and 'Virtual Account' fields. At the bottom, there's an 'Advanced Options' dropdown menu and a 'Search' button, which is circled in red.

6. You can enter **exact Product ID** in Product Name (PID) field shown below, **OR** general descriptive terms like **9300** in **Product Description**:

7. Enter the **Product ID** OR the **Product Name** Field and click **search**, you will see a list like the one below. Be sure to notice the “hardware product not found” options at bottom of screen---(select that line) and click “submit”. (You will have the option later to enter the SN).

Note: In the product description field, you should be able to enter general descriptive terms in the Product Description field (it does not have to be the exact name of the product).

Showing 6 of 6 Products filtered for: Product Description (9300), Service Contract (90348234) Clear Filters								
Search Results:								
Product				Site		Service Agreement		
Name	Description	Product Family	Name	Address	Number	Smart Account	Svc. Level	Usage Type
CR00-487-6	Catalyst 9300 48-port data only Network Advantage	CR00	CR00-0197046	7301 NORTH HIGGINS RD			NOT	ESS-AS
CR00-NA-0X	Catalyst 9300 8x 10GE Network Module	CR00	CR00-0197046	7301 NORTH HIGGINS RD			NOT	ESS-AS
CR00-NA-6-48	CR00 Network Advantage, 48-port license	CR00	CR00-0197046	7301 NORTH HIGGINS RD			NOT	ESS-AS
Hardware product not found. Continue without selecting a product.								
N900-4-2.2	Nexus 9500, 3200, 3000 Base NX-OS Software Ver 9.2.2	N900	CR00-0197046	7301 NORTH HIGGINS RD			NOT	ESS-AS
10000K9-10.2	Cisco Catalyst 9300 RE 10.12 LAMP/SA	CR00	CR00-0197046	7301 NORTH HIGGINS RD			NOT	ESS-AS

ypass Entitlement

Select one

Next Save draft and exit

You can use a **general description** in the “product description” field. **Examples:**


- IP Phone
- UCS
- Route Switch
- Adaptive Services Router or “ASR”
- ISR or “Integrated Services Router”
- Stack cables

NOTE: Regarding the example “generic” description language for the **Product Description** Field: Please note that the SNs of the devices and their product IDs you may use here is related to what shows in the entitlement list of gear (bottom of screen). For Example: Some customers can use “UCS” as a generic search, but for those who do not have any UCS devices on contract, this would not work, and would affect your ability to open the SR under this “Hardware Not Found” option. In this case, it is recommended you use -the exact product ID in the **Product ID** Field instead.

After you enter the general **Product Description** field, and click SEARCH, you should then see the **Hardware Not Found** option.

Choose (Hardware not Found) as shown above--then proceed with the next screen. As your service agreement is a Services First Contract, even products not listed on contract are still supported (if they are not past Last Day of Support).

The next screen allows you to now enter the Serial Number. (This helps TAC group your request by Tech and problem code **Please note, if you have no SN, you will need a product ID for this reason**). If you have the Serial Number, you will enter it here:

A screenshot of a software dialog box. The title bar reads "Product Serial Number or VLN" with a close button (X) in the top right corner. Below the title, there is a text input field containing the number "1234567". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

If you have chosen the Product ID option, (if the product is Software or Virtual Appliance) you would enter the term “**NonApplicable**” in the SN field. (Spell out the words with no spaces).

8. After you click OK (after entering Serial Number) the screen will refresh and you will be prompted to enter the details of the service request (This will include a title). Complete the desired fields.

Be sure to include any related information such as errors, details on what is needed, along with any/all user (emails) to be contacted by TAC engineers who will be working on this case.

9. When you have entered all the details of the Service Request here, **Click Submit**. The following screen should appear once your Service Request is created.

STATUS	SEVERITY	CREATED
Cisco Pending	3	12/22/2020

REQUEST TYPE	LOSS OF SERVICE
Diagnose and Fix my Problem	No

10. Please note that the SR # is now showing, now that your Service Request has been created, it has a uniquely assigned case number and will be routed to the next available engineer for support. The case will be queued to the next available Engineer, who will reach out to call or email (depending on your preferred method of contact).

3. Getting Help

If you still have issues opening the Service Request --or have any questions about support on your contract, please reach out to your HTOM by email.

Air Force – afhtom@cisco.com

Army – armyhtom@cisco.com

Marines – usmchtom@cisco.com

Navy – donhtom@cisco.com

DISA / JSP – hzanzi@cisco.com

DAU / DCAA / DMA / DoDEA / JSF - travrich@cisco.com

DCSA / DFAS / DLA / DTRA / NDU – mjowers@cisco.com

DeCA - jonleona@cisco.com / sarwalte@cisco.com

DPAA / DTIC - jlucien@cisco.com

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