

Sovereign Support Case Manager

SovSCM External User Guide

Updated October 2025

Agenda

- Logging Into SovSCM
- Navigating SovSCM
- Opening a New Case
- Managing & Resolving Existing Cases

Logging In & Navigating SovSCM

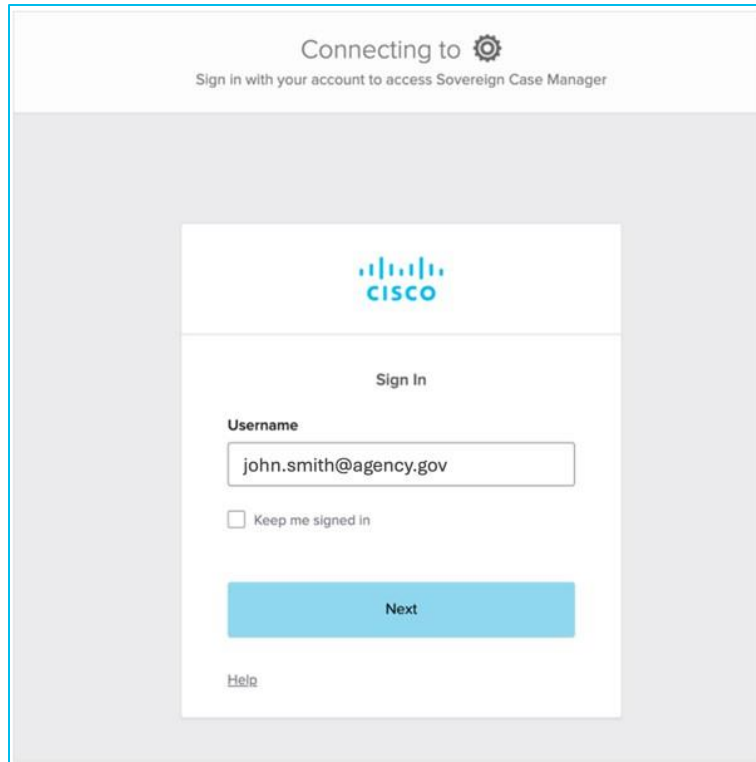
Introduction to SovSCM

This guide describes the steps needed to gain access to Sovereign Support Case Manager (SovSCM) and how to open and manage a case with Cisco Sovereign technical support.

Designed specifically for our Cisco sovereign customers, the SovSCM tool enables secure case management through enhanced security features. It utilizes Okta for single sign-on (SSO) capabilities, allowing access via a Bring-Your-Own-Identity-Provider (BYO IdP) model.

Logging into SovSCM

1. Navigate to SovSCM: <https://mycase.frmod.cisco> (*not a typo! no .com*)
2. In the **Username** field, type your email address (e.g., john.smith@agency.gov) and click **Next**, as shown below:

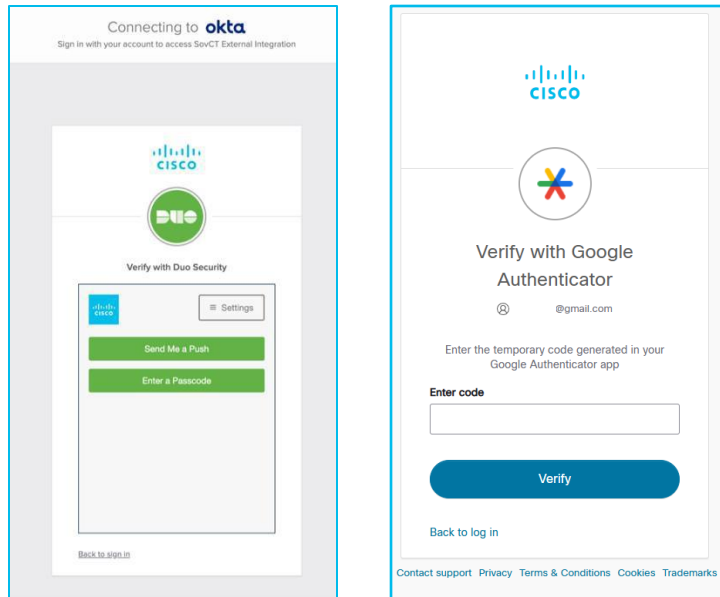


The screenshot shows a web interface for logging into the Sovereign Case Manager. At the top, it says "Connecting to" with a gear icon and "Sign in with your account to access Sovereign Case Manager". Below this is a white box containing the Cisco logo and the text "Sign In". Under "Sign In", there is a "Username" label and a text input field containing "john.smith@agency.gov". Below the input field is a checkbox labeled "Keep me signed in". At the bottom of the white box is a blue button labeled "Next". A "Help" link is visible at the very bottom of the white box.

Note: the email/credentials are the same you would use for logging into cisco.com

Logging into SovSCM

3. Enter your **Password** and click **Verify**.
4. *Optional:* If 2FA is configured on your Cisco.com profile: Log in via Duo or Google Authenticator as shown below by following the prompts on the screen:



Note: 2FA is optional but strongly recommended if it is possible with your organization.

Tip: You can manage your 2FA settings at [Cisco.com > Login > Manage Profile](#) > Security > Multi-Factor Authentication (MFA) > ON/OFF

3. After authenticating, you are logged into SovSCM.

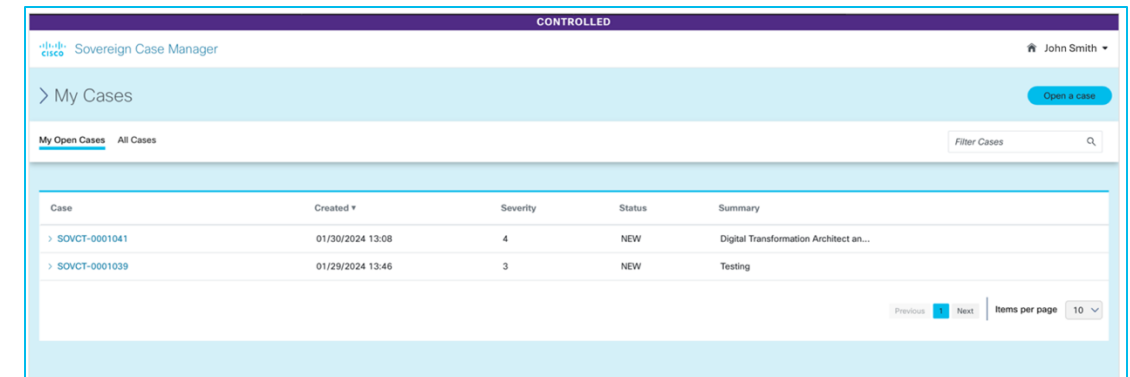


Navigating My Cases

After logging into SovSCM, the homepage loads a view of My Cases. From this page, you can perform the following tasks:

- Create a new case using the **Open a case** button
- View your open cases in the **My Open Cases** tab
- Review all the cases you have submitted, regardless of status, in the **All Cases** tab

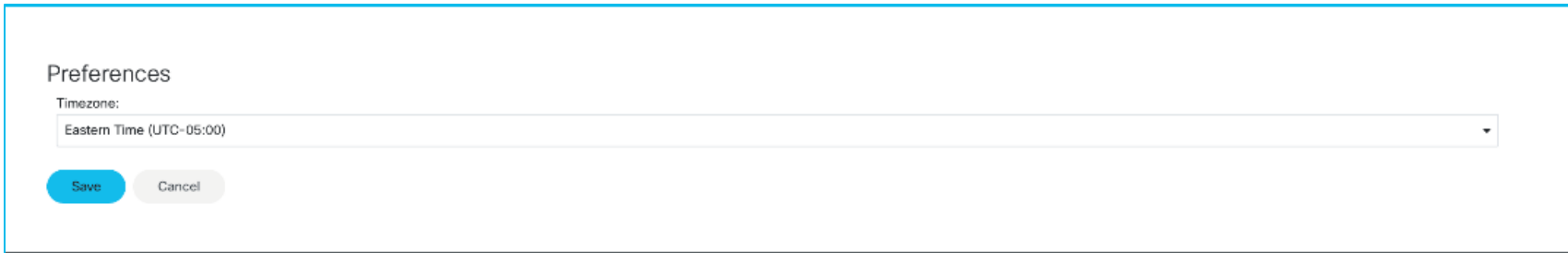
The **All Cases** tab currently allows you to view only cases you have created or to which you have been added as a CC Recipient



Changing Your Time Zone

Users can change their preferred time zone in SovSCM by following these steps:

1. From the top-right corner of the SovSCM homepage, click the drop-down menu next to your name.
2. Choose the **Preferences** option.
3. Set your time zone by selecting it from the **Time Zone** list, as shown below:

A screenshot of a web interface titled "Preferences". Below the title is a label "Timezone:" followed by a dropdown menu. The dropdown menu is open, showing "Eastern Time (UTC-05:00)" as the selected option. Below the dropdown are two buttons: "Save" (highlighted in blue) and "Cancel" (greyed out).

4. Click **Save** to apply your changes.

Opening a New Case

Opening a New Case

To open a new case with Cisco Sovereign Support TAC, follow these steps:

1. From the SovSCM homepage, click **Open a case**.
2. From the *Check Entitlement* screen:
 - First select a Request Type of **Diagnose and Fix**, **Request RMA**, or **Ask a Question**.
 - Enter the **Serial Number** associated with the device for which you are opening a case.
 - Select a contract from the **Contract Number** list, which includes contracts associated to your Cisco profile.
 - Click the **Next** button to continue.

The screenshot shows the 'Open a case - Check Entitlement' screen. At the top, there is a light blue header with the title '> Open a case - Check Entitlement'. Below the header, a progress bar indicates three steps: 1. Check Entitlement (active), 2. Describe Problem, and 3. Review & Submit. Under the 'Check Entitlement' step, there are three radio buttons for 'Request Type': 'Diagnose and Fix' (selected), 'Request RMA', and 'Ask a Question'. Below these, there is a text input field for 'Serial Number' and a dropdown menu for 'Contract Number'. At the bottom, there are two buttons: 'Next' and 'Cancel'.

Opening a New Case

From the *Describe Problem* screen:

- Select the most appropriate **Severity** for the problem you are experiencing. Click the ? help icon for a description of each severity level.
- For immediate assistance with network-down emergencies, it is recommended that you call Cisco CIN Frontline at 866-748-0639 or 919-993-2780 to open your case instead of opening a case online.

> Open a case - Describe Problem

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Severity ?

☒ 1 - Critical ☐ 2 - High ☐ 3 - Moderate ☐ 4 - Low

Title

19 / 240 characters

Description

0 / 32000 characters

Technology

Select A Technology Cisco Secure Firewall Firepower - 7.3, Firepower - Access Control / Intrusion / File / DNS Policy - 7.3 (CONFIG_ASSISTANCE)

Fill out the below fields with information that best describes your problem:

- **Title** – Enter a brief title for your problem
- **Description** – Enter a detailed description of your problem
- **Technology, Sub-Technology, and Problem Code** – Select values that narrow down the type of problem for which you are opening the case. This will help route your case to the person who can best help you.

Opening a New Case

Select how you would like to be contacted and enter your contact information, as shown below:

Contact Preference

☐ Business Phone: e.g.(555-555-5555)

☐ Mobile Phone: e.g.(555-555-5555)

☐ Email

Business Phone Number



+1

(154) 175-4301

Mobile Phone Number



+1

Contact Email

cxsuper2020@gmail.com

Add any other users who should be notified of progress on the case in the **CC Recipient Emails** text area, as shown below.

CC Recipient Emails

jeffrey.jones@abc.gov

0 / 1024 characters

Review

Back

Cancel

Click the **Review** button to continue. The *Review & Submit* screen displays completed details for you to confirm accuracy.

Once you have confirmed your case details, click **Submit** to create your case.

Managing & Resolving Existing Case

Reviewing Cases

To view details about your cases, click on a case number in the **My Cases** list to view **Case Summary**, **Problem Details**, and **Contact Information**:

- **Case Summary:** SovSCM provides a case summary for each case you submit. The summary includes information such as the case status, severity, engineer notes about the problem, actions being taken, and the action plan. You will find this summary at the top of the case details.
- **Problem Details:** Below the case summary section is the problem details section. This section contains the information you entered about the problem, including the title, problem description, technology involved, and the associated contract and serial number.
- **Contact Information:** The **Cisco Contact Info** section shows the name and phone number of the TAC engineer assigned to your case. This section contains the information you entered when creating the case, including your name, email, phone numbers, preferred contact method, and CC list. This section is editable, allowing you to update your phone number or email address if they change.

Adding Case Notes

After opening a case, you can communicate with Cisco by posting notes visible to the engineer(s) working your case. To add case notes, follow these steps:

1. Navigate to the SovSCM **My Cases** page and click the case you want to update.
2. From the top-right of the *Cases Details* page, click **Add Notes**, as shown below:



3. In the **Add a case note** text area, enter your note.
4. When your note is complete, click **Add** to update the case.
5. To view your note, click the **Notes** tab of the *Case Details* page.

Adding Attachments

You can also upload files up to 30GB to your case. To add attachments, follow these steps:

1. Navigate to the SovSCM **My Cases** page and click the case you want to update.
2. From the top-right of the *Cases Details* page, click **Attach Files**, as shown below:



3. Follow the instructions on the screen to upload and attach your file(s).
4. When complete, click **Add** to update the case.
5. To view your attachment(s), click the **Attachments** tab of the *Case Details* page.

Updating Your Contact Information

At any time, you can edit the contact information you entered when opening your case. To update contact details, follow these steps:

1. Navigate to the SovSCM **My Cases** page and click the case you want to update.
2. From the **Customer Contact Info** section of the case, click on the pen icon.
3. Edit contact information as necessary. To add more than one email in the **CC LIST**, *separate each email address with a comma*.
4. Click the **Update** button to save your changes.

CUSTOMER CONTACT INFO 

CUSTOMER NAME

John Smith

EMAIL

john.smith@agency.gov

BUSINESS PHONE

111-222-3333

MOBILE PHONE

PREFERRED CONTACT METHOD

Business Phone

CC LIST

jeffrey.jones@abc.gov

Reviewing the Case Summary

The Case Summary section includes 3 new stateful fields to help communicate the current state of the issue as per the Cisco engineer.

- 1. Problem:** The Cisco Engineers technical descript of the problem being troubleshoot. Often extended and modified as new information is gathered and analyzed.
- 2. Action Taken:** A succinct summary of items completed in attempt to triage, root cause of fix the problem.
- 3. Action Plan:** What is to be done next in attempt to resolve the case. What, Who, When and other pertinent dates.

CASE SUMMARY			
STATUS	SEVERITY	CREATED	UPDATED
Customer Pending	2	04/23/2025 20:36:58	04/23/2025 21:10:48
PROBLEM			
The router crashed with a soft parity error			
ACTION TAKEN			
- Grabbed show tech			
- Decoded core file			
ACTION PLAN			
- Run debug on 4/25/2025 @ 1am to gather more info about the SNMP query that crashed the router some new info			

Escalating Your Case



If your case requires urgent attention due to a network outage or severely degraded network, call CIN Frontline at 866-748-0639 or 919-993-2780 and ask to speak to your assigned engineer, their manager, or a Duty Manager.

It is strongly encouraged that you keep your HTOM updated on case severity and priority to ensure accurate escalation.

Archiving Your Case

When your issue is resolved or if you no longer need assistance, you can add a note to your case requesting that it be closed. Your assigned engineer will proceed with archiving your case based on your instructions.



