



Army GEMSS

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

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Cisco Systems, Inc.
Corporate Headquarters
170 West Tasman Drive
San Jose, CA 95134-1706 USA
<http://www.cisco.com>
Tel: 408 526-4000 Toll Free: 800 553-NETS (6387)
Fax: 408 526-4100

Contents

CONTENTS	2
ABOUT THIS DELIVERABLE	3
HISTORY	3
DOCUMENT CONVENTIONS.....	3
1 INTRODUCTION	4
2 CREATING OR OPENING A CASE	5
3 GETTING HELP	11
4 APPENDIX A: ACRONYM LISTING	12
TRADEMARKS AND DISCLAIMERS	13
DOCUMENT ACCEPTANCE	14

About This Deliverable

Author DOD HTOM Team
Change Authority Customer Experience, Cisco

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Document Conventions



Caution—Alerts readers to be careful. In this situation, you might do something that could result in equipment damage or loss of data.



Note—Alerts readers to take note. Notes contain helpful suggestions or references to material not covered in the document.



Timesaver—Alerts the reader that they can save time by performing the action described in the paragraph affixed to this icon.



Tip—Alerts the reader that the information affixed to this icon will help them solve a problem. The information might not be troubleshooting or even an action, but it could be useful information similar to a Timesaver.



Warning—Alerts readers of a situation that could cause bodily injury. They need to be aware of the hazards involved with electrical circuitry and familiarize themselves with standard practices for preventing accidents.

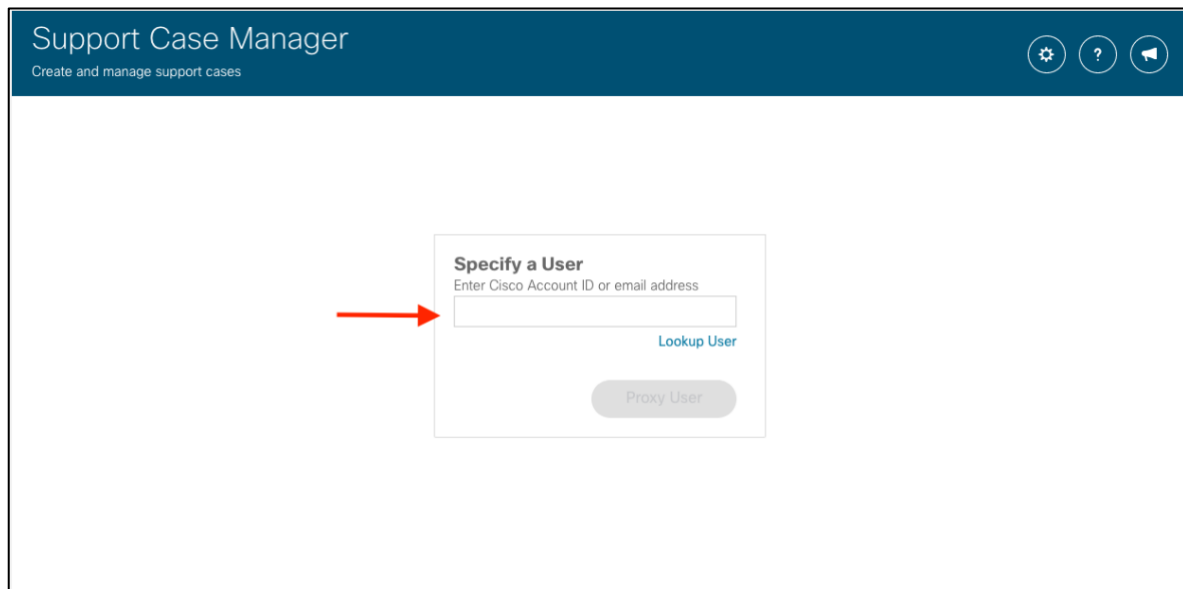
1 Introduction

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>

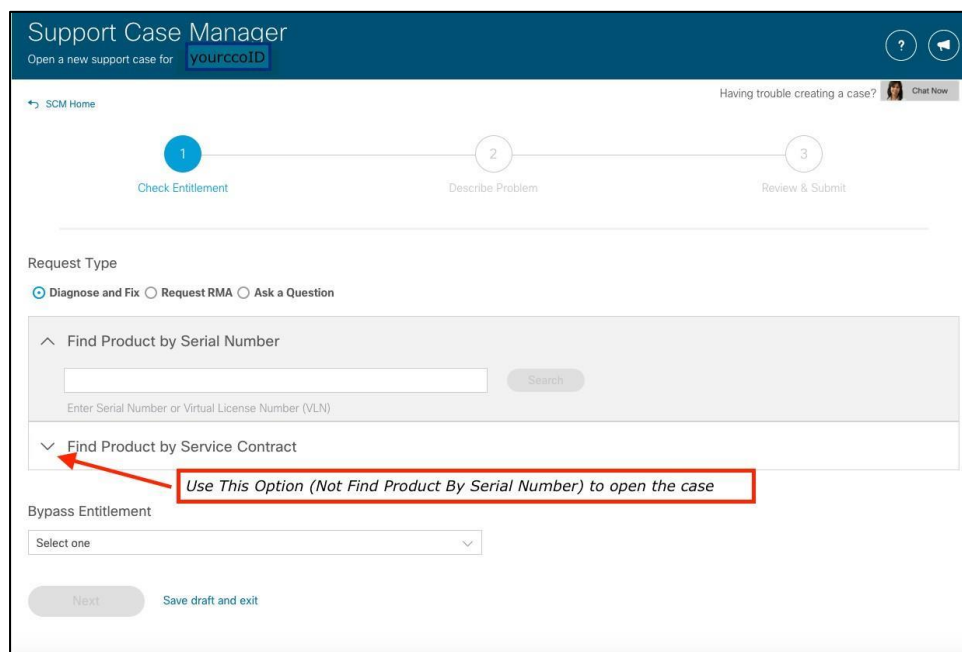
2 Creating or Opening a Case

1. Once you are associated to the contract, navigate to <https://mycase.cloudapps.cisco.com/>
The screen below will be displayed.



The screenshot shows the 'Support Case Manager' interface. At the top, there is a dark blue header with the text 'Support Case Manager' and 'Create and manage support cases'. On the right side of the header are three circular icons: a gear, a question mark, and a speech bubble. The main content area is white and contains a modal dialog box titled 'Specify a User'. Inside this dialog, there is a text input field with the placeholder text 'Enter Cisco Account ID or email address'. A red arrow points to this input field. Below the input field are two buttons: 'Lookup User' (in blue text) and 'Proxy User' (in a grey button).

2. Log in with your Cisco user account or the email address to which your Cisco user account is associated.
3. Click "Open Case."



The screenshot shows the 'Support Case Manager' interface for opening a new support case. The header includes 'Support Case Manager' and 'Open a new support case for yourcccoID'. Below the header is 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 expandable sections for finding products: 'Find Product by Serial Number' and 'Find Product by Service Contract'. A red arrow points to the 'Find Product by Service Contract' section, which is highlighted with a red box. A red text box with an arrow pointing to the 'Find Product by Service Contract' section contains the text: 'Use This Option (Not Find Product by Serial Number) to open the case'. Below these sections is a 'Bypass Entitlement' dropdown menu with 'Select one' and a 'Next' button.

4. Click "Find Product by Service Contract." 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

also use the drop-down option on the right of this field to show all available contracts. **Be sure to use your Services First contract here.**

Diagnose and Fix Request RMA Ask a Question

Find Product by Serial Number

Find Product by Service Agreement

There are 1 service agreements associated with this profile.

Product Name (PID) Product Description Site Name Service Contract

Smart Account Subscription Number

Virtual Account Find Subscription Number

Advanced Options

5. Enter the product ID of the Cisco product for which you are seeking support. Then click the blue search button.

You may also use a general description in the “product description” field.

Examples:

- IP Phone
- UCS
- Route Switch
- ASR
- ISR
- Unified Computing

Product Name (PID) Product Description

Smart Account

Virtual Account

Advanced Options

SEARCH

6. After clicking the search button, the screen will refresh, and you will see a list of products on the contract.

Product Name (PID) CP-8811 Product Description **Your Product Description Here** Site Name Service Contract **Your Contract # Here** X

Smart Account Subscription Number

Virtual Account [Find Subscription Number\(\)](#)

Advanced Options ▾

SEARCH

Showing 5 of 5 Products filtered for: **Product Name (CP-8811), Service Contract (91986130)** [Clear Filters](#)

Search Results:

Product		Site		Service Agreement			
Name ^	Description	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
CP-8811-K9++	Cisco IP Phone 8811 for TAA	CISCO SYSTEMS	7301 NORTH HIGHWAY 161	91986130		NCFT	GSS AS
CP-8811-K9=	Cisco IP Phone 8811 Series	CISCO SYSTEMS	7301 NORTH HIGHWAY 161	91986130		NCFT	GSS AS
CP-8811-W-K9+	Cisco IP Phone 8811 White	CISCO SYSTEMS	7301 NORTH HIGHWAY 161	91986130		NCFT	GSS AS
Hardware product not found.	Continue without selecting a product.			91986130			
Hardware product not found.	Continue without selecting a product.			91986130			



Do not use the contract number in the example contract above; use your Services First contract number.

In the product description field (as long as you have your service contract set to the correct Services First [Services Full Coverage] contract), 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.

For example, you can enter “Computing” and click search. You would then see the “Hardware Not Found” option. You can choose Hardware Not Found and then proceed to the next screen.

Because your contract is a Services First Contract, even products not listed on the contract are still supported (as long as they are not past Last Day of Support). In such situations, the Support Case Manager tool would then return to the “Hardware Not Found” option. You can choose this option to open the case.

Product Name (PID) _____ Product Description **Computing** Site Name _____ Service Contract _____
 Your Contract # listed here X

Smart Account _____
 Virtual Account _____
 Subscription Number _____
 Find Subscription Number!

Advanced Options ^

Service Level
 CMB SVC ECDN 8X5XNBD

Country _____

State/Province
 Select a state/province

City _____

SEARCH

Showing 2 of 2 Products filtered for: **Product Description** Clear Filters

Search Results:

Product		Site		Service Agreement			
Name ^	Description	Name	Address	Number	Smart Account	Svc. Level	Usage Type
Hardware product not found.	Continue without selecting a product.			95099043			

7. Here you will be prompted to enter the serial number. Enter the serial number if you have it.

Product Serial Number or VLN

Product Serial Number or VLN

1234567|

OK Cancel

If you do not have a serial number, if the SN does not apply (for example, if it is a licensing request or a virtual SN), or if the SN you need support for is not listed on the contract, please enter "Not Applicable."

If the SN is not listed on the contract, this could affect the support entitlements flag. However, your SN and your service request will be supported because Services Full Coverage exceeds warranty periods and entitles users to support.

In this case, please advise TAC and reach out to your HTOM mailer to ensure the Service Request gets the correct entitlement and support. You may need to select a service level (see the blue arrow) to get the “Hardware Not Found” option to show. Select this option (shown below).

Product Name (PID) _____ Product Description **Computing**

Smart Account _____

Virtual Account _____

Advanced Options ^

Service Level **CMB SVC ECDN 8X5XNBD** v

Country _____ v

State/Province **Select a state/province** v

City _____

SEARCH

Showing 2 of 2 Products filtered for: **Product Description**

✓ There are 1 service agreements associated with this profile. X

Product Name (PID) _____ Product Description **Computing** Site Name _____ Service Contract **Your JELA CONTRACT listed here** X

Smart Account _____ Subscription Number _____

Virtual Account _____ [Find Subscription Number](#)

Advanced Options v

SEARCH

Showing 2 of 2 Products filtered for: **Product Description (Computing), Service Contract (90348234)** [Clear Filters](#)

Search Results: _____

Product		Site		Service Agreement			
Name ^	Description	Name	Address	Number	Smart Account	Src. Level	Usage Type
Hardware product not found.	Continue without selecting a product.			90348234			
Hardware product not found.	Continue without selecting a product.			90348234			

- After entering the serial number and clicking OK, the screen will refresh and you will be prompted to enter the details of the service request (including a title). Complete the desired fields.

Be sure to include any related information such as errors, details about what is needed, and all users who should be contacted by TAC engineers who will be working on this case.

OPEN NEW CASE
Products & Services

Need help with your case? [Chat Now](#)

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Severity System Down (S1) Severely Degraded (S2) System Impaired (S3) Ask a Question (S4)

Loss of Service
 Extended loss of 15 seconds or more

Title
CP-8811 RMA issue - Failed Hardware
35/240 characters

Description
Hardware Failure on Cisco Phone
31/32000 characters
 Enable Markdown

Technology
[CISCO SUGGESTIONS](#)

OR

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

Support Case Manager

Details for Your Cisco user ID

690541949
CP-8811 RMA issue - Failed Hardware

[ASK THE BOT](#)

1 / 1

[ADD NOTES](#) [ADD FILES](#) [SAVE AS PDF](#)

CASE SUMMARY

STATUS	SEVERITY	CREATED
Cisco Pending	3	12/22/2020

REQUEST TYPE: Diagnose and Fix my Problem
LOSS OF SERVICE: No

PROBLEM DETAILS

TITLE: CP-8811 RMA issue - Failed Hardware

DESCRIPTION: Requesting Help with CP-8811 phone which is not registering on boot up and once connected to network. SN FJX3306N1J. Please reach out to me directly for next steps on how to troubleshoot and resolve.

---Your Name
---Your Phone #
---Your Email
---Any other contact information

CISCO CONTACT INFORMATION

CISCO ENGINEER: -- not yet assigned --
ENGINEER'S LOCAL TIME (GMT OFFSET): -- not yet assigned --
ENGINEER'S MANAGER: -- not yet assigned --

Please note that the Service Request number is now showing. Now that your Service Request has been created, it has a unique case number and will be routed to the next available engineer for support. The assigned engineer will reach out by phone or email (depending on your preferred contact method).

3 Getting Help

If you have any issues opening a Service Request or have any questions about support for your Services First contract, please reach out to your Army GEMSS HTOM at ArmyHTOM@cisco.com.

4 Appendix A: Acronym Listing

Term	Definition
ASR	Aggregation Services Router
GEMMS	Global Enterprise Modernization Software and Services
HTOM	High-Touch Operations Manager
ISR	Integrated Services Router
SN	Serial Number
TAC	Technical Assistance Center
UCS	Unified Computing System

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