

# Your New Service Request Process: Technical Support Reference Guide for Cisco CloudCenter

September 2016

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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 support case 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.

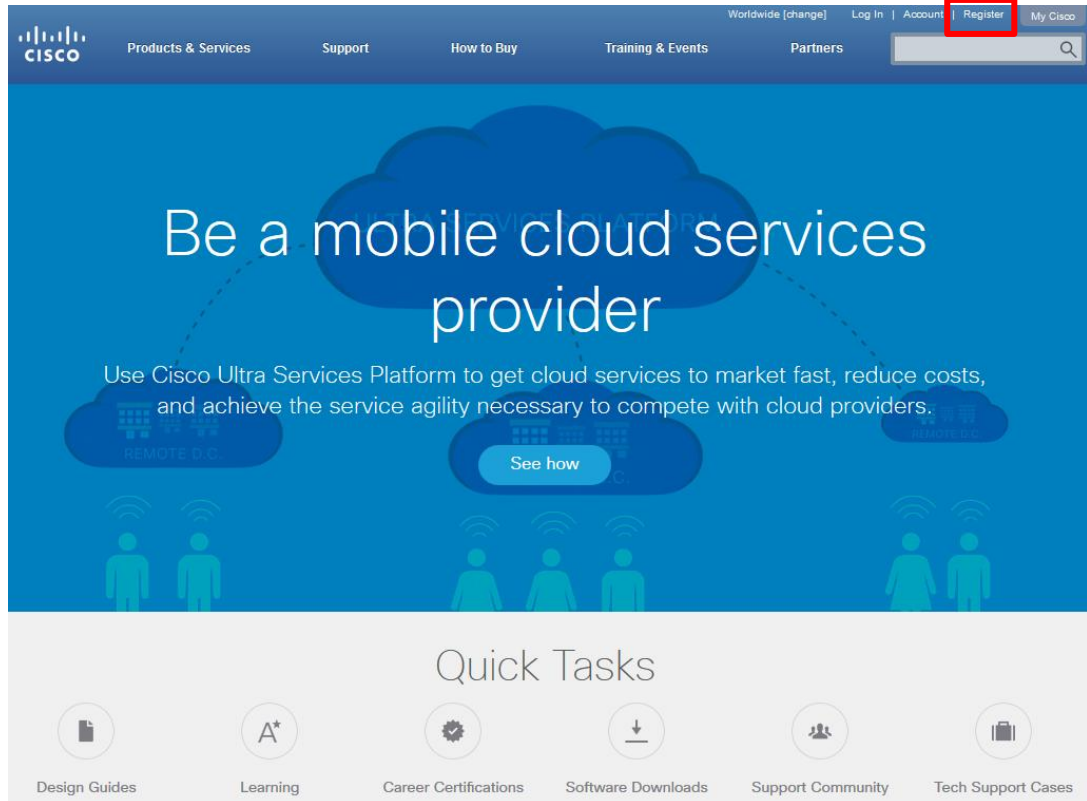
The Cisco TAC will allow you to:

- Open Basic Support cases by web or email, 7am-7pm local time for the location of the issue to be addressed, Monday-Friday
- Open Premium and Solution Support cases 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, support case 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 CloudCenter products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 5, as you do not need to reregister.

1. Navigate to [www.cisco.com](http://www.cisco.com) and click "Register."



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

Worldwide [change] Log In | Account | Register My Cisco

Products & Services Support How to Buy Training & Events Partners

Welcome to Cisco

## Cisco.com Registration

Language: English

### User ID

Business Email:

First Name:

Last Name:

User ID:

Password:

Retype Password:

### Contact Information

Company/Organization:

Job Role (optional): select one

Job Level (optional): select one

Phone Number:

Country: select one

Address:

Address (optional):

City:

State/Province/Region:


Zip Code / Postal Code:

I would like to receive communications about products and offerings from Cisco and its family of companies. I understand that I can unsubscribe at any time.

I would like to receive communications from Cisco-approved business partners about their products and offerings.

### Security

Type the characters below:



Security Question 1: select one

Security Question 2: select one

### Customers

- Must have purchased products or solutions directly or through a partner.
- Require a contract number and/or bill-to ID to complete registration.

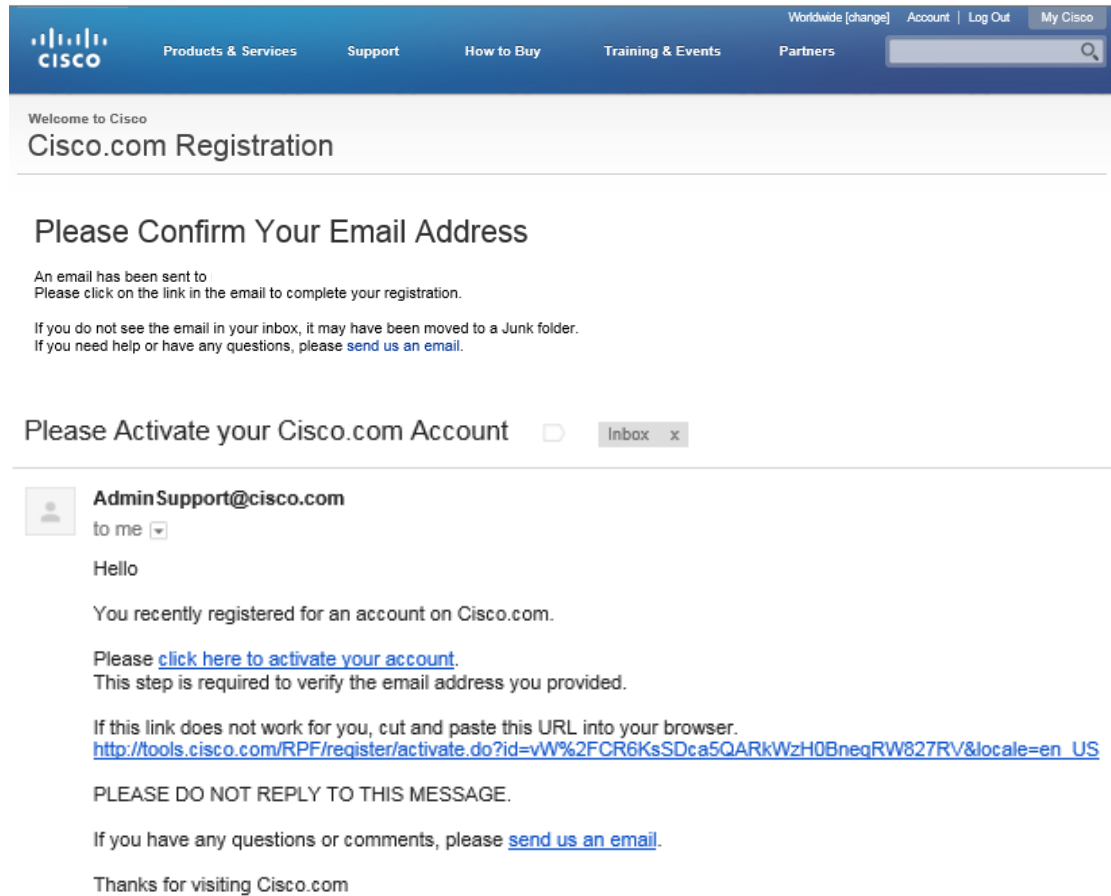
### Partners

- Must be contracted with Cisco to resell, develop, or distribute products, services, software, and solutions.
- Will need to associate with existing partners or create a new partner company to complete registration.

[What are the benefits of registering?](#)

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 screenshot shows the Cisco.com Registration confirmation page and an email from AdminSupport@cisco.com. The page header includes the Cisco logo and navigation links: Products & Services, Support, How to Buy, Training & Events, Partners, Worldwide [change], Account, Log Out, and My Cisco. The main heading is "Cisco.com Registration" and the sub-heading is "Please Confirm Your Email Address". The email content includes a greeting, a link to activate the account, and a warning not to reply to the message.

Welcome to Cisco  
Cisco.com Registration

### Please Confirm Your Email Address


An email has been sent to  
Please click on the link in the email to complete your registration.

If you do not see the email in your inbox, it may have been moved to a Junk folder.  
If you need help or have any questions, please [send us an email](#).

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Please Activate your Cisco.com Account  Inbox x

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 **AdminSupport@cisco.com**  
to me ▾

Hello

You recently registered for an account on Cisco.com.

Please [click here to activate your account](#).  
This step is required to verify the email address you provided.

If this link does not work for you, cut and paste this URL into your browser.  
[http://tools.cisco.com/RPF/register/activate.do?id=vW%2FCR6KsSDca5QARkWzH0BnegRW827RV&locale=en\\_US](http://tools.cisco.com/RPF/register/activate.do?id=vW%2FCR6KsSDca5QARkWzH0BnegRW827RV&locale=en_US)

PLEASE DO NOT REPLY TO THIS MESSAGE.

If you have any questions or comments, please [send us an email](#).

Thanks for visiting Cisco.com

4. You will need to select “Associate your user ID” to update your Cisco Account Profile.

The screenshot displays the Cisco Account Profile 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 also present. The main content area is titled 'Register' and features a green checkmark icon next to the message: 'Your Cisco Account has been created.' Below this message, there is a 'Welcome' section followed by a link to 'Visit Cisco Account Profile'. A list of actions is provided: 'Update account information', 'Add certifications', 'Request permission to download software', and 'Select your preferred language'. A section titled 'Need customer or partner access?' follows, with sub-sections for 'Customers' and 'Partners'. In the 'Customers' section, the link 'Associate your user ID' is highlighted with a red box. The 'Partners' section also contains a link to 'Associate your user ID'. At the bottom, there is a link to 'Return to the page you started from'.

5. You will be directed to the [Cisco Account Profile](#). Click the “Add Access” button, then select the “Full Access” radio button on the pop-up screen, and then click “Go” to manage your Service Contract online.

The screenshot shows the Cisco Account Profile page. The top navigation bar includes the Cisco logo, menu items like 'Products & Services', 'Support', 'How to Buy', 'Training & Events', 'Partners', and 'Employees', and user options like 'Worldwide [change]', 'Account', 'Log Out', and 'My Cisco'. Below the navigation, there's a 'Welcome to Cisco' message and the 'Cisco Account Profile' title. A 'Choose Language' dropdown is set to 'English'. There are tabs for 'Contact', 'Company / Organization', 'Access', 'Preferences', and 'Security'. The 'Access' tab is active, showing 'Services & Support' links and a section for 'Full Support and Downloads Only Access'. A red box highlights the 'Add Access' button. Below it, there's a table for 'Full Support Access' with columns for 'Contract Number', 'Bill-to ID', and 'Contract Administrators'. The table is currently empty, showing 'No Data Available'. On the right side, there are sections for 'For Access Issues' (with an 'Email' link), 'Your Current Access' (with links for 'Open a Support Case' and 'Downloads'), and 'Contract Management' (with links for 'Request Access' and 'Service Access Management Tool (SAMT)').

This screenshot shows the same Cisco Account Profile page, but with the 'Add Access' pop-up dialog open. The dialog has a title bar 'Add Access' and a close button 'X'. It asks 'Which type of access would you like?' and has two radio button options: 'Full Support' (which is selected) and 'Downloads Only'. Below the options is a 'Go' button. The dialog also contains explanatory text: 'What is full support vs. downloads only access?' followed by two paragraphs. The first paragraph states: 'Full support is defined by a contract's coverage terms. It may include technical support case management, software downloads, RMAs, tools, and viewing entitled content on Cisco.com.' The second paragraph states: 'Downloads only access lets you download software for products covered by a contract.' The background page is dimmed, showing the same navigation and account profile information as the previous screenshot.



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 contract numbers in the [Cisco Service Contract Center \(CSCC\)](#). If there are multiple service contract numbers, separate them by commas.

Worldwide [change] Welcome, Melanie Chancellor Account Log Out My Cisco

Products & Services Support How to Buy Training & Events Partners

## Request Full Support Access

For full technical support access covered by your service contracts, we will send your company contract administrator your request. For contract numbers we will either forward the request to your contract administrator, or automatically approve your request if we can.

Enter up to 10 bill-to IDs or contract numbers to associate with your Cisco Account.

Bill-to ID(s)

Use a bill-to ID if you have one. We will check for an assigned administrator, which is required. You can access the support from all your company's contracts under a bill-to ID.

Contract Number(s)

By clicking Submit you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#)

Need help?

- You can check your current access from your [Cisco Account Profile](#).
- To purchase a contract, contact your Cisco Partner or Reseller, Cisco Account Team, or see [Order Services](#).
- For access issues or help with contract association, [chat with an agent](#).

If you have any problems with this web registration process, you may send an email to Cisco at [web-help@cisco.com](mailto: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/c/en/us/support/web/tsd-cisco-worldwide-contacts.html](http://www.cisco.com/c/en/us/support/web/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.

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## Opening a Support Case by Web

**NOTE:** Basic, Premium and Solution Support Services for CloudCenter support cases can be opened by web.

The online support case management tool, called Support Case Manager (SCM), allows users to open a support case, assign a severity (level 3 or 4), receive information through the web or email, maintain and track support cases online, and upload files.

SCM allows you to create Cisco TAC support cases for issues covered under the terms of your Cisco support contract(s). At this time, SCM can assist you only with products currently covered by a Cisco service contract. If you would like assistance with a product that is not covered by a contract or is covered under warranty, contact the Cisco TAC by phone.

Before you use SCM, you must be logged in with your Cisco.com user ID and password, and your Cisco.com ID must contain all of your appropriate Cisco support contracts in order for you to access the services covered by those contracts. You can use the [Cisco Profile Manager](#) to associate all of your Cisco service contracts to your profile.

**Note:** If you have a Service Access Management Administrator, you can ask them to make sure that all of your service contracts are associated with your Cisco.com user ID. If you are unsure of your contract number(s), your Cisco Partner, Reseller, or Service Account Manager can provide you with a complete list of your service contracts.

The main steps for opening a support case using SCM include:

1. Identify Type of Support Case and Verify Contact Information – enter Cisco.com user ID, assign severity, and so on
2. Specify Associated Service Contract – verify the product is covered by a service contract
3. Describe the Problem – enter details about the product
4. Submit Your Support Case – confirm information and edit accordingly

You can access the online support case tool using this link: [mycase.cloudapps.cisco.com/case](https://mycase.cloudapps.cisco.com/case)

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

To open a new support case, click on **Open New Case** and then follow the instructions below.

The screenshot shows the top section of the Support Case Manager interface. It includes the title 'Support Case Manager' on the left and a language dropdown menu 'Worldwide - English' on the right. Below the title is a search bar for 'End User CCO ID:' with a 'Continue' button and a 'Look up user' link. To the right of this are links for 'Chat Now', 'Help', and 'Feedback'. A search bar for 'Case # or Tracking #' is also present. The 'Open New Case' button is highlighted with a red rectangular box.

## Identify Type of Support Case and Verify Contact Information

Identify the type of support case, severity of the problem, extended loss of service (if applicable), and whether you would like the engineer to contact you. In addition, you can review and change your contact information.

The screenshot displays the 'New Support Case for:' form. The form is divided into four steps: 'Start', 'Service Contract', 'Describe Problem', and 'Review & Submit'. The 'Start' step is active, showing dropdown menus for 'Support Case Type' (Diagnose and Fix my Problem), 'Severity of Problem' (Severity 3 - Network Impaired), 'Extended Loss of Service' (No - No extended loss of service), and 'Contact Me' (As Soon as an Engineer is Available). Below these are fields for 'Contact Information', including 'Contact Name', 'Preferred Contact Method' (E-Mail), 'Business Phone', 'Mobile Phone', 'E-Mail', 'E-Mail Confirmation' (Yes/No), 'E-Mail CC List', and 'Topology attached'. At the bottom are buttons for 'Save Draft and Exit', 'Cancel', and 'Next'.

**Note:** At any time during the process, you can click the Save a Draft button (shown in the image above) in order to save a draft of your support case. See the Save a Draft section in this document for the steps required to delete or continue submitting a saved support case.

Complete these steps in order to identify the type of support case and verify your contact information:

1. Choose one of the following options from the Support Case Type drop-down list.
  - **Diagnose and Fix my Problem**
  - **Request an RMA**
  - **Answer my Question**

- 
2. Choose the severity from the Severity of Problem drop-down list. The Severity of Problem drop-down list is automatically populated based on the type of support case:

- Diagnose and Fix my Problem = Severity 3 – Network Impaired
- Request an RMA = Severity 3 – Network Impaired
- Answer my Question = Severity 4 – Normal Response Time

If you need to open a severity 1 or 2 network-down emergency support case, please call the Technical Assistance Center (TAC) nearest you.

3. Choose one of the following values from the Extended Loss of Service drop-down list:

- **No:** There is no extended loss of service. (Default)
- **Yes:** Users are experiencing a loss of service for more than 15 seconds.

The Extended Loss of Service drop-down list does not appear if you selected **Answer my Question** from the Support Case Type drop-down list.

4. Review your contact information in the Contact Information section. Your contact information is automatically provided based on the Cisco.com username you used to log in to the tool. You can click the links located to the side of the Contact Information heading in order to make changes:

- Click **Change for this support case** in order to change your contact information for this specific support case.

5. Click **Next** to continue.

## Specify Associated Service Contract

Enter the Product Serial Number and click on “Search.” For software products enter the Service Contract number or other information to search for the product requiring support.

### Support Case Manager

New Support Case for: Chat Now | Help | Feedback

[Start](#) | **Service Contract** | [Describe Problem](#) | [Review & Submit](#)

Please identify the service contract that entitles you to submit a support case.

Serial Number:

---

Service Contract:  Site Name:

Service Level:  City:

Product Name:  State/Province:

Product Description:  Country:

---

Bypass Entitlement:

#### Search Results

Product Name	Product Description	Contract	Level	Site Name	Site Address
Please provide search criteria above					


1. Choose the service contract for this product using one of these options:
  - Search by Product Serial Number
  - Search by Other Information
2. Select a product from the Search Results table.
3. Click **Next**.

## Describe the Problem

Keep these guidelines in mind when describing your problem:

- Include a meaningful case title that states the problem accurately. A meaningful title permits assignment of the case to the appropriate technical resources.
- Describe the problem and symptoms (only one per support case).
- Include a history of the problem and any troubleshooting steps you completed.
- Describe your network topology.
- Include any recent changes to your network or data center environment.
- Include output from the **show tech** command (if applicable) and all other relevant output.
- Include software versions and types of equipment.

### Support Case Manager

New Support Case for:  [Chat Now](#) | [Help](#) | [Feedback](#)

[Start](#) | [Service Contract](#) | [Describe Problem](#) | [Review & Submit](#)

▸ Case Title:

▸ Case Description:

▸ Technology

▸ Problem Area:

✓ Troubleshooting

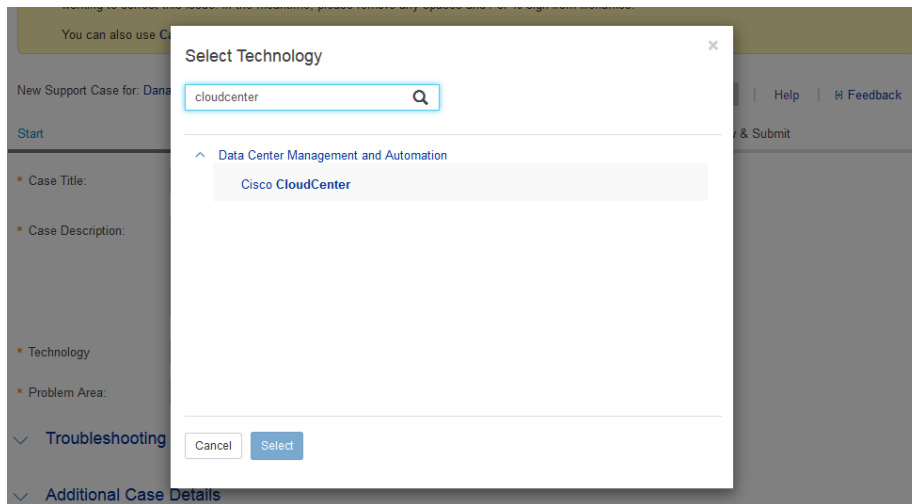
✓ Additional Case Details

Attachments

Attach Files

Complete these steps in order to describe the problem:

1. Enter the following required information:
  - Case title
  - Case description
  - Technology
    - For Cisco CloudCenter select the following technology and sub-technology category:
      - **Data Center Management and Automation** ➤ **Cisco Cloud Center**
  - Problem Area




2. Enter optional information in the **Troubleshooting** and **Additional Case Details** sections (as described in the guidelines above) to help expedite your support case.
3. Click **Next**.

## Submit Your Support Case

Review your information and submit your support case.

### Support Case Manager

New Support Case for:  [Chat Now](#) | [Help](#) | [Hi Feedback](#)

[Start](#) | [Service Contract](#) | [Describe Problem](#) | [Review & Submit](#)

[Submit](#)

**Case Information** [Edit](#)

Case Type: Diagnose and Fix my Problem  
Severity: 3  
Loss of Service: No - No extended loss of service  
Scheduled Response: As Soon as an Engineer is Available

**Case Description** [Edit](#)

Title: Sample Case  
Description: Sample Case  
Support Community:  
Product: Data Analytics Software > Cisco ParStream  
Problem Area: Upgrade > Configuration Assistance  
Software Version:  
Tracking Case Date:  
PICA ID:  
Partner's End Customer E-Mail:

**Contact Information** [Edit](#)

Contact Name:  
Preferred Contact Method: E-Mail  
Business Phone:  
Mobile Phone:  
E-Mail:  
E-Mail Confirmation: Yes  
Additional E-Mails:  
Business Hours: -

**Service Contract:** [Edit](#)

Bypass Entitlement: Acquisition Product

[Save Draft and Exit](#) [Submit](#)

1. Review the summary of your support case. If you need to update a section, click the **Edit** link located next to the section heading.
2. Click **Submit** in order to submit your support case.

Your support case number will appear at the top of the page.



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## Save as Draft

During your process to open a support case, you can click the **Save Draft and Exit** button located at the bottom of the page in order to complete the process at a later time. When you click the Save Draft and Exit button, all information you entered is saved, and you are redirected to your open support cases page. Each saved draft has an expiration date, after which it will be automatically deleted.

To continue submitting a saved draft, click the title of the support case.

To delete a saved draft, click the checkbox located next to the support case, and click the Delete button.

# Opening a Support Case by Phone

**Note:** Only Premium and Solution Support Services for CloudCenter support cases can be opened by phone.

## Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to [Cisco Worldwide Support Contacts](#)

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

- Cisco.com user ID that has been associated to the service contract
- Service contract number
- 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 Support Case

Severity 1 and 2 Support Cases must be opened by phone.

Severity 3 and 4 Support Cases should be opened online or by email, 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 Support Case by Email

**NOTE:** Basic, Premium and Solution Support Services for CloudCenter support cases can be opened by email.

Open new support cases by email using the Cisco support email address: [tac@cisco.com](mailto:tac@cisco.com). If you are opening a new support case, include the product type as the subject line of your email; for example, “Cisco CloudCenter.” This will help the agent processing the incoming email to determine the correct support case 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
- Product type (e.g. Cisco CloudCenter, etc.)
- Business effect (support case 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 support case through the Cisco TAC agent.

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

# Managing Your Support Case

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

Navigate to [Support & Downloads](#) and then select “View Open Cases” from the “My Support” menu.

The screenshot shows the Cisco Support & Downloads page. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, Partners, and Employees. The 'Support' link is highlighted. Below the navigation bar, the page is titled 'Support & Downloads' with a language selector set to 'Worldwide - English'. There are two main sections: 'Product Support' with a dropdown menu for 'Select a Product' and 'Downloads' with a search box for 'Enter Product Name (e.g., AnyConnect or 5506)' and a 'Find' button. Below these sections, there are two columns of product categories. The left column is titled 'Products by Category' and includes: Routers (Small Business, Integrated & Aggregation Services ...), Wireless (Wireless LAN, Access Points, Mobile & Mobility ...), Networking Software (IOS, NX-OS, IOS XE and IOS XR ...), and Unified Communications (CallManager, Call Control, Jabber, Voice Servers, Gateways ...). The right column is titled 'More Categories' and includes: Switches (Catalyst, Nexus, Gigabit, Blade, Small Business ...), Security (VPN, ASA Firewalls, Intrusion Prevention, Access Controls ...), Collaboration Endpoints (IP Phones, TelePresence ...), and More Categories (Interfaces & Modules, Conferencing (Video, WebEx), Servers ...). On the right side of the page, there is a 'My Support' menu with a red box around the 'View Open Cases' option. Other options in the menu include 'Download History', 'Devices', and 'Recently Viewed Products'. A 'Feedback' link is also present at the bottom of the menu.

Or you may go directly to: [mycase.cloudapps.cisco.com/case](https://mycase.cloudapps.cisco.com/case)

The Support Case Manager home page provides two top-level filtered views of the case list:

- **My Cases:** This view shows the cases that were opened by the current user.
- **All Cases:** This view shows the cases that were opened for the contract number(s) associated with the current user profile.

**Note:** The case search results are limited to 500 contracts per user. If more than 500 contracts are associated with your Cisco account, the All Cases view displays a message that instructs you to enter specific contract numbers (up to 30) in order to narrow the search filter.

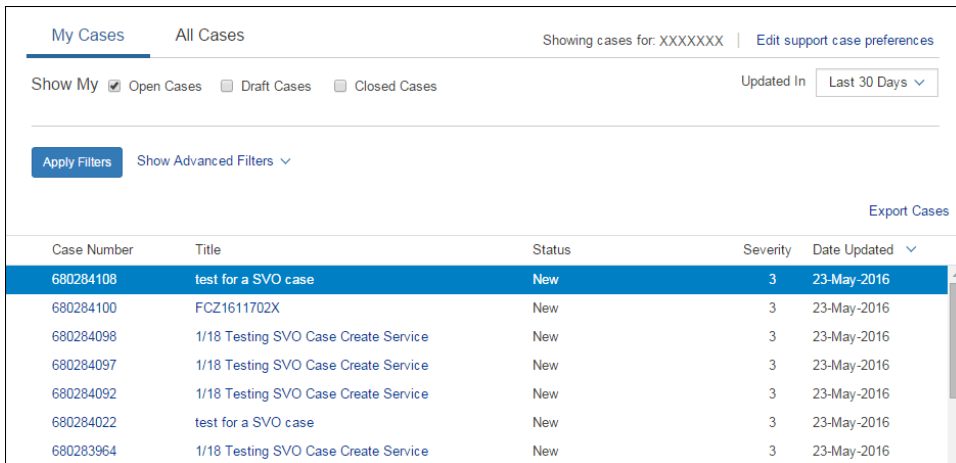
When you log in, the home page displays the My Cases view by default. Click the **All Cases** tab in order to change to that filtered view.

**Note:** When you switch to a different tab, all of the filter options reset to their default values.

At the top of each tabbed page, there are basic filter options:

- Select the check box beside each case status that you want to include in the list: **Open Cases**, **Draft Cases**, and/or **Closed Cases**.
- Click inside of the **Updated In** box and choose a date-based filter from the drop-down menu if you want to show only the cases that were updated within the last 30, 60, or 90 days.

After you select the filters, click **Apply Filters** in order to update the case list.



The screenshot shows the Support Case Manager interface. At the top, there are two tabs: "My Cases" (selected) and "All Cases". To the right, it says "Showing cases for: XXXXXXXX" and "Edit support case preferences". Below the tabs, there are filter options: "Show My" with checkboxes for "Open Cases" (checked), "Draft Cases", and "Closed Cases". To the right of these is "Updated In" with a dropdown menu set to "Last 30 Days". Below the filters is a blue "Apply Filters" button and a "Show Advanced Filters" dropdown. On the right side, there is an "Export Cases" link. The main content is a table with the following columns: Case Number, Title, Status, Severity, and Date Updated. The table contains seven rows of case data.

Case Number	Title	Status	Severity	Date Updated
680284108	test for a SVO case	New	3	23-May-2016
680284100	FCZ1611702X	New	3	23-May-2016
680284098	1/18 Testing SVO Case Create Service	New	3	23-May-2016
680284097	1/18 Testing SVO Case Create Service	New	3	23-May-2016
680284092	1/18 Testing SVO Case Create Service	New	3	23-May-2016
680284022	test for a SVO case	New	3	23-May-2016
680283964	1/18 Testing SVO Case Create Service	New	3	23-May-2016

The screenshot displays the Cisco Case Management interface. At the top left is a green button labeled "Open New Case". To its right is a search bar labeled "Case # or Tracking #". Below these are two tabs: "My Cases" (selected) and "All Cases". To the right of the tabs, it says "Showing cases for: XXXXXXXX" and "Edit support case preferences".

The "Show My" section has three checkboxes: "Open Cases" (checked), "Draft Cases", and "Closed Cases". To the right is an "Updated In" dropdown menu set to "Last 30 Days".

The "Filter By" section contains several checkboxes: "Customer Pending", "Cisco Pending", "New", "Linked Bugs", "RMAs", "Severity 1", "Severity 2", "Severity 3", and "Severity 4".

Below the filters is a "Contract Number" field with the value "90351619,90158767" and a note "Enter multiple Contract # (comma separated)". To the right are "From Date" and "To Date" fields, each with a calendar icon.

At the bottom left are two buttons: "Apply Filters" and "Hide Advanced Filters" with a downward arrow.

Click **Show Advanced Filters** in order to expand the page and show the additional filter options. The advanced filter options are:

- **Customer Pending:** This option shows the cases that are pending customer action.
  - **Cisco Pending:** This option shows the cases that are pending action by Cisco.
  - **New:** This option shows the cases whose status is New.
 

**Note:** The first three filter options cannot be selected at the same time as the **Closed Cases** check box. (A closed case cannot be Customer Pending, Cisco Pending, or New.) If you select any of these three options, the **Closed Cases** check box is cleared automatically. Likewise, if you select **Closed Cases**, these three boxes are cleared.
  - **Linked Bugs:** This option shows cases whose resolution requires a bug fix.
  - **RMAs:** This option shows cases where a product return is requested.
  - **Severity 1/2/3/4:** This option shows cases with the selected severity level.
  - **Contract Number:** This option shows cases that match a service contract number that you specify.
  - **From/To Date:** This option shows cases that were opened between the start and end dates selected. If you select only one date, a default value is used for the other (these defaults are *Earliest date for which data exists* for **From**, and *Today* for **To**).
- Note:** A custom date range supersedes the predefined date ranges in the **Updated In** box. If you specify a custom date range with the **From Date** and **To Date** options, the **Updated In** box is unavailable (grayed out) and the predefined date range in the box is not applied.



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