

# Your New Service Request Process: Technical Support Reference Guide for Cisco Cloud Web Security (Legacy ScanSafe) Products

November 2012

---

# Contents

Introduction.....	3
Registration for a Cisco.com User ID.....	4
Opening a Service Request by Phone .....	10
Support Numbers.....	10
Defining the Severity of a Service Request.....	10
Opening a Service Request by Web.....	11
Using the TAC Service Request Tool (TSRT).....	11
Opening a Service Request by Email.....	16
Managing Your Service Request.....	17

---

## 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.

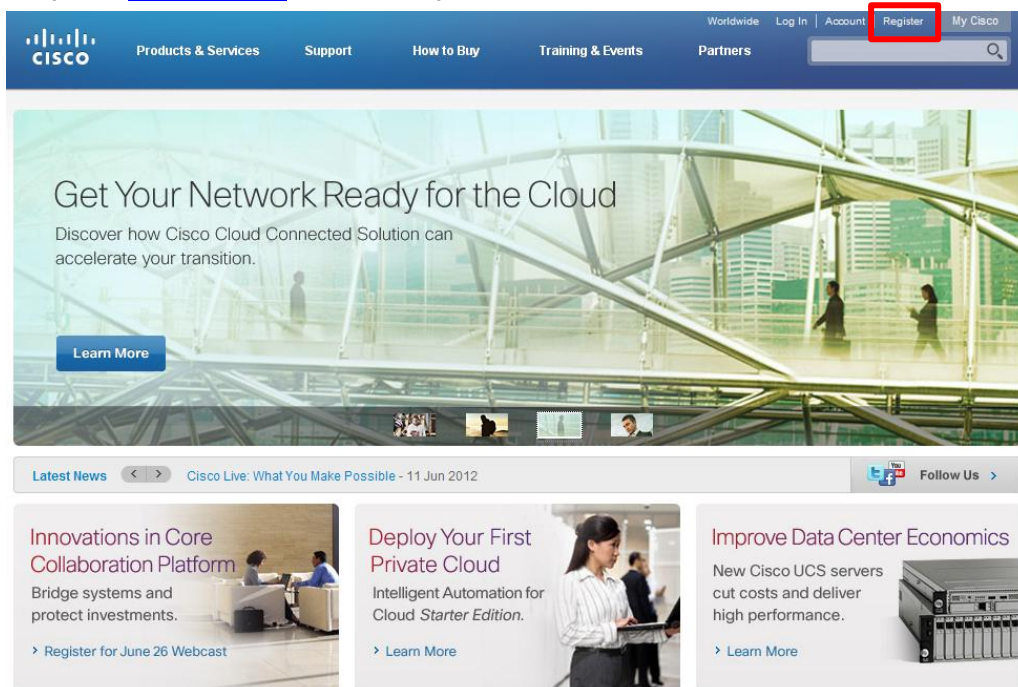
The Cisco TAC will allow you to:

- Open service requests 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 Cloud Web Security (legacy ScanSafe) 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](http://www.cisco.com) and click "Register."



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

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 confirmation 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](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](mailto: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, Worldwide [change], Log In, Account, Register, and My Cisco. Below the header, the page displays "Welcome to Cisco" and "Cisco.com Registration". A central 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](mailto:web-help@cisco.com).

4. You will need to select the “Get additional access (e.g. service contracts, purchasing and more)” radio button to view and manage your Service Contract online, then click “Go Now.”

The screenshot shows the Cisco.com Registration page. The header includes the Cisco logo, navigation links for Products & Services, Support, How to Buy, Training & Events, and Partners, and a search bar. The main content area displays a welcome message and a list of options for how to proceed. The option "Get additional access (e.g. service contracts, purchasing and more)" is highlighted with a red box. A "Go Now" button is located at the bottom of the options list.

Welcome to Cisco  
**Cisco.com Registration**

Thank you for verifying your email address. You have successfully registered for a Cisco Account.

Please choose how you would like to proceed:

- 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](#)) [↗](#)

[Go Now](#)

5. You will be directed to the Cisco.com Profile Manager. From there, select the ADDITIONAL ACCESS tab and the "Add service contract numbers to profile for support access" 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 Direct to IDP \(DID\) 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. If you have multiple service contract numbers, please separate them by commas.

Welcome to Cisco

## Cisco.com Profile Manager

[Overview](#)

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

Add service contract numbers to profile for support access

Enter your service contract(s) below to access support for your account.

What to expect:

- After you submit this form,
  - The access request for service contracts with Service Access Management Tool Administrator assigned will be forwarded to administrator. So please contact the administrator directly and contact Cisco only if the administrator is unresponsive.
  - The access request for service contracts without administrator will be forwarded to Cisco customer service representative and adding the contract(s) to your account will take approximately six hours.
- When the contract number(s) are added, you will receive an email confirmation.
- Based on the privileges associated with the service contract(s), you will be able to create a service request for the products covered under those contracts.

Service Contract Number  
(separated by commas)

[Live Help](#)  
Powered by WebEx

If you do not know your service contract number, contact your Cisco Service Sales Representative, Cisco Partner, or Cisco Reseller.

By clicking the "Submit" or "Live Help" button, you acknowledge that you have reviewed and agree to comply with the terms of any applicable Service Description (s) posted at [www.cisco.com/go/service-descriptions/](http://www.cisco.com/go/service-descriptions/), consistent with the requirements of your agreement with Cisco or your Cisco-authorized reseller, as applicable.

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/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://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

US: 1 877 472 2680 – Monday 5 AM - Friday 5 PM PST

UK: 44 (0) 20 7034 9400 – Monday 7:30 AM -Friday 5:30 PM GMT

Weekends – urgent incidents only

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

- Cisco.com user ID
- 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 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](https://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 Cloud Web Security (ScanSafe) products.

Technology	Sub-Technology
Security: Email and Web	Cloud Web Security (ScanSafe): Authentication and Single Sign on
	Cloud Web Security (ScanSafe): Cloud Email Services
	Cloud Web Security (ScanSafe): Configuration files (PAC,WPAD)
	Cloud Web Security (ScanSafe): Connector
	Cloud Web Security (ScanSafe): Features - SearchAhead, AUP, HTTPS, NTLM2, AVC
	Cloud Web Security (ScanSafe): Installation and Deployment
	Cloud Web Security (ScanSafe): Performance and Connectivity
	Cloud Web Security (ScanSafe): Portal Administration
	Cloud Web Security (ScanSafe): Proxy Provisioning / ScanningIPs
	Cloud Web Security (ScanSafe): Secure Mobility (AnyConnect, Anywhere+)
	Cloud Web Security (ScanSafe): URL/Website access
	Cloud Web Security (ScanSafe): WIRe/Reporting
	Cloud Web Security (ScanSafe): Web Filtering (malware, spyware, false pos / neg spam)

Describe Problem: \*

need assistance with Cloud Web security (ScanSafe) technical issue

30000 characters remaining

Additional Information:

Router/Node Name:

Software Version:



#### Technology Category

Choose a value that closely matches your problem

Technology: \*

- Physical Security and Building Systems
- Quality of Service (QoS) and Session Border Control (SBC)
- Router and IOS Architecture
- Router and IOS-XE Architecture
- Routing Protocols (Includes NAT and HSRP)
- Security: Email and Web
- Security: Access Control - AAA and Policy Management
- Security: Management
- Security: Network Firewalls and Intrusion Prevention Systems
- Security: VPN and Mobility

Subtechnology: \*

- Cloud Web Security (ScanSafe): Authentication and Single Sign On
- Cloud Web Security (ScanSafe): Cloud Email Services
- Cloud Web Security (ScanSafe): Configuration Files (PAC,WPAD)
- Cloud Web Security (ScanSafe): Connector
- Cloud Web Security (ScanSafe): Features - SearchAhead, AUP, HTTPS, NTLM2, AVC
- Cloud Web Security (ScanSafe): Installation and Deployment
- Cloud Web Security (ScanSafe): Performance and Connectivity
- Cloud Web Security (ScanSafe): Portal Administration
- Cloud Web Security (ScanSafe): Proxy Provisioning / ScanningIPs
- Cloud Web Security (ScanSafe): Secure Mobility (AnyConnect, Anywhere+ )

3. Specify the Product you need assistance with.
  - Enter the *Product Name* or *Description*.
  - Enter contract number and select your contract type in the *Service Level* field.

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

---

## Opening a Service Request by Email

Open new service requests by email using the Cisco support email address: [tac@cisco.com](mailto:tac@cisco.com). If you are opening a new service request, put "Cloud 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
- Product type (e.g. Cloud Web Security: Cloud Email Services, Cloud Web Security: Connector, 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](http://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" (with links for Enterprises and Service Providers, Small Businesses, and Home), "Contacts and Support Cases" (with an "Open a Case" button and a link to "TAC Support Case Lookup" highlighted in red), and "Other Product Contacts" (listing Linksys, Valet, Flip Video, and Umi telepresence). The right sidebar contains a "Log In" button, links to create a Cisco account, and sections for "Your Support Site: Updates & Tips" and "Improve Network Reliability at Less Cost".

Or you may go directly to: [tools.cisco.com/ServiceRequestTool/query/](http://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  
...



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)