

# Your New Service Request Process: Technical Support Reference Guide for Cisco AMP Threat Grid (formerly ThreatGRID) Products

January 2015

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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 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 AMP Threat Grid (formerly ThreatGRID) 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."

The screenshot displays the Cisco.com website interface. At the top, the navigation bar includes the Cisco logo, "Products & Services", "Support", "How to Buy", "Training & Events", and "Partners". On the right side of the navigation bar, there are links for "Worldwide [change]", "Log In", "Account", "Register" (highlighted with a red box), and "My Cisco". Below the navigation bar is a large banner with the headline "Your Branch. Transformed." and the sub-headline "Rolling out new applications is faster and easier than ever before." A blue "Learn How" button is positioned on the left. The banner features a diagram with nodes for "CLOUD", "INTERNET", "MPLS", "BRANCH", and "ISR 4000". Below the banner is a "Latest News" section with a navigation arrow and the title "Improving Computer Accessibility in Healthcare - 10 Nov 2014". At the bottom, there are three promotional tiles: "Simplify Network Management" (with a sub-headline "Take a guided tour of Cisco Prime Infrastructure 2.2."), "Discover the Weakest Security Links" (with a sub-headline "Get the Cisco 2014 Midyear Security Report."), and "In Every Room, on Every Desk, and in Every Pocket" (with a sub-headline "John Chambers on integrating collaboration experiences.").

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

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### User ID

Business Email:

First Name:

Last Name:

User ID:

Password:

Retype Password:

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### 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.

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### Security

Type the characters below:



Security Question 1: select one

Security Question 2: select one

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### Customers

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

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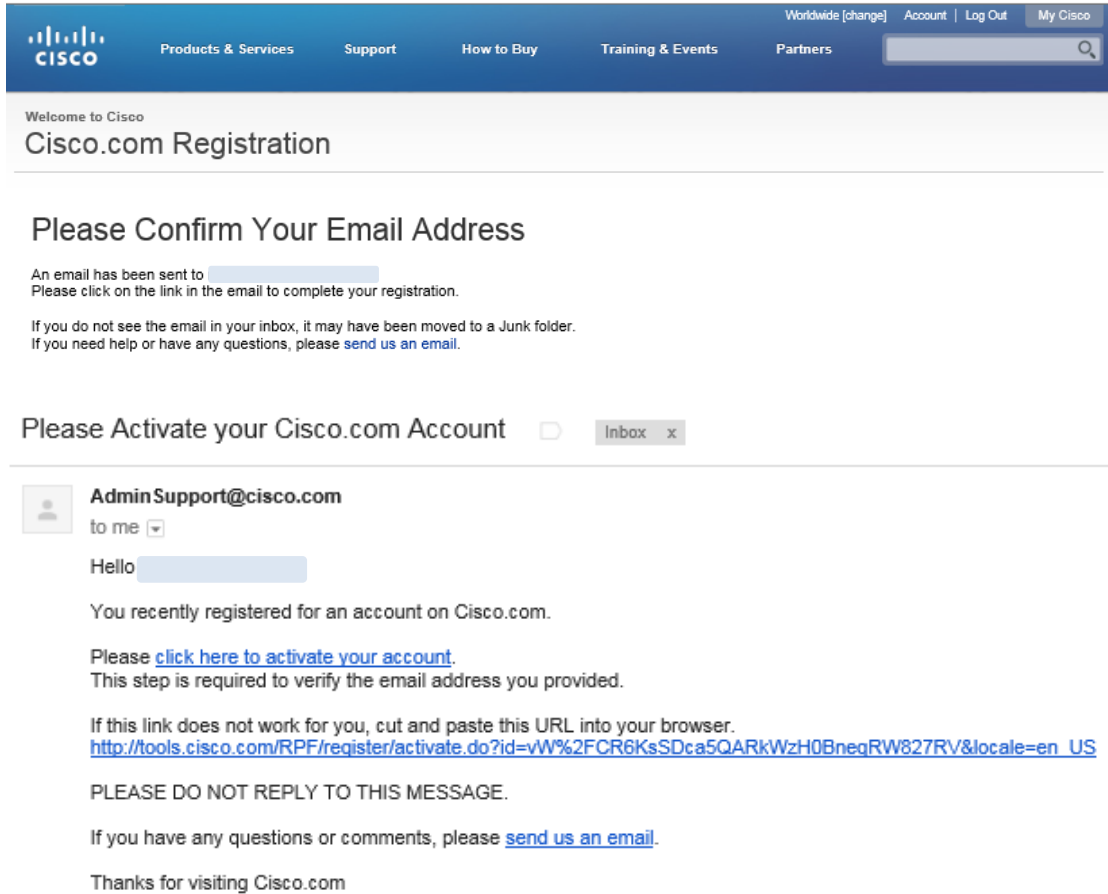
### Partners

- 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 text states: "An email has been sent to [redacted]. 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](#)." Below this is a section titled "Please Activate your Cisco.com Account" with an "Inbox x" button. The email content from AdminSupport@cisco.com includes: "Hello [redacted]. 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 shows the Cisco Account Registration page. At the top is a dark blue navigation bar with the Cisco logo on the left and links for "Worldwide [change]", "Log In", "Account", "Register", and "My Cisco" on the right. Below the navigation bar are links for "Products & Services", "Support", "How to Buy", "Training & Events", and "Partners". A search bar is located on the right side of the navigation bar. The main content area is titled "Register" and features a green-bordered box containing a green checkmark icon and the text "Your Cisco Account has been created." Below this message is a "Welcome" section with a placeholder for a name. A section titled "Visit Cisco Account Profile" lists several options: "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 includes the text "Associate your user ID with a partner company or register your company as a partner." At the bottom of the page, there is a link "Return to the page you started from".

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

Products & Services | Support | How to Buy | Training & Events | Partners

## Register

✓ Your Cisco Account has been created.

Welcome [Name]

### Visit Cisco Account Profile

- Update account information
- Add certifications
- Request permission to download software
- Select your preferred language

### Need customer or partner access?

#### Customers

[Associate your user ID](#) with a contract number or bill-to ID. If you do not have a contract number, [order services directly through our global network of certified partners](#)

#### Partners

[Associate your user ID](#) with a partner company or [register your company](#) as a partner.

[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 Support” 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 navigation bar includes the Cisco logo, 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. A search bar is on the right. Below the navigation bar, the page title is 'Cisco Account Profile'. There are tabs for 'Contact', 'Company / Organization', 'Access', 'Preferences', and 'Security'. The 'Access' tab is selected. Below the tabs, there are links for 'Services & Support', 'Ordering', 'CCIE', 'Partners', and 'PICA Users'. The main content area is titled 'Full Support and Downloads Only Access'. It contains a paragraph: 'What would you like to access? Associate your Cisco Account with your company service contracts, bill-to IDs, or product serial numbers for either full support or downloads only access.' Below this paragraph is a blue button labeled 'Add Access', which is highlighted with a red rectangular box. To the right of the main content, there are sections for 'For Access Issues' (with an 'Email' link), 'Your Current Access' (stating 'No access is found'), and 'Contract Management' (with links for 'Cisco Service Contract Center (CSCC)', 'Request Access', and 'Service Access Management Tool (SAMT)').

This screenshot shows the same Cisco Account Profile page as above, but with the 'Add Access' pop-up dialog box open. The dialog box has a title bar 'Add Access' with a close button 'X'. It contains the question 'Which type of access would you like?' and two radio button options: 'Full Support' (which is selected) and 'Downloads Only'. Below the options is a blue 'Go' button. At the bottom of the dialog box, there is a section titled 'What is full support vs. downloads only access?' with two paragraphs of explanatory text. The background page is dimmed, showing the same navigation and content 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 new contract numbers in the [Cisco Service Contract Center \(CSCC\)](#). If you have multiple service contract numbers, please separate them by commas.

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.

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## Opening a Support Case 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:

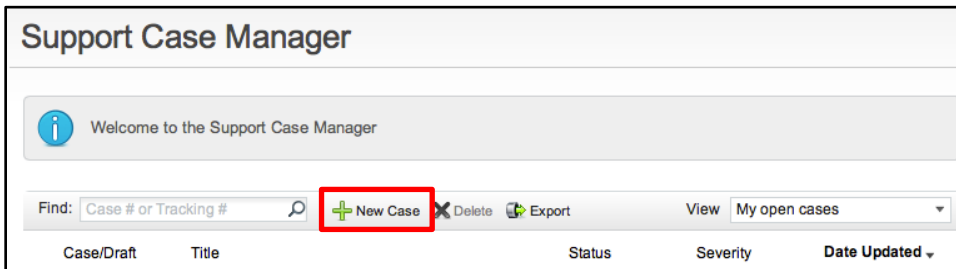
1. Identify Type of Support Case and Verify Contact Information – enter Cisco.com user ID, assign severity, and so on
2. Specify Associated Service Contract – verify the product is covered by a service contract
3. Describe the Problem – enter details about the product
4. Provide Shipping Information – if you select “Replace my Product” as the support case type
5. Attach Files – help diagnose your problem more quickly
6. Submit Your Support Case – confirm information and edit accordingly

You can access the online support case tool using this link:

[tools.cisco.com/ServiceRequestTool/scm/mgmt/case](https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)

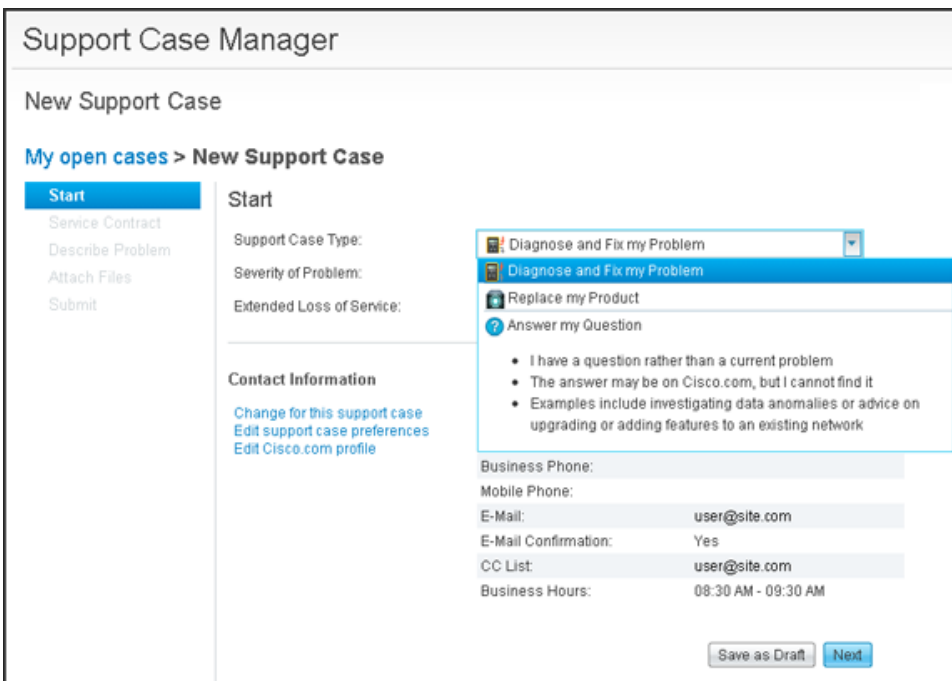
You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number available with your Cisco.com ID.

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



### 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.



**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**
  - **Replace my Product**
  - **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

- 
- Replace my Product = 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 beneath 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.
- Click **Edit support case preferences** in order to edit your contact information preferences for all support case requests.
- Click **Edit Cisco.com profile** in order to edit your profile.

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

[My open cases](#) > **New Support Case**

- ✓ Start
- Service Contract**
- Describe Problem
- Attach Files
- Submit

#### Service Contract

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

Search by Product Serial Number:

Search by Other Information:

Service Contract:  Site Name:

Service Level:  City:

Product Name:  State/Province:

Country:

#### Search Results

| Product Name                         | Prod. ID | 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.

The screenshot shows the 'Support Case Manager' interface for creating a 'New Support Case'. The page title is 'Support Case Manager' and the sub-header is 'New Support Case'. A breadcrumb trail reads 'My open cases > New Support Case'. On the left, a navigation menu includes 'Start', 'Service Contract', 'Describe Problem' (highlighted), 'Attach Files', and 'Submit'. The main form area is titled 'Describe Problem' and contains the following fields:

- Case Title:** Router Crash
- Case Description:** Router crashes
- Product:** Router and IOS Architecture > Router or Line Card reloads on the 12000 Se
- Problem Area:** Installation > Hardware Failure

Below these fields is a 'Troubleshooting' section with three sub-sections:

- Problem Occurred On:** Includes a date field, a 'Time:' label, and a dropdown menu set to 'AM'.
- Describe Any Troubleshooting Done:** A large text area for describing troubleshooting steps.
- Describe Recent Environment Changes:** A large text area for describing recent changes.

At the bottom right of the form are three buttons: 'Save as Draft', 'Back', and 'Next'.

Complete these steps in order to describe the problem:

1. Enter the following required information:
  - Problem title
  - Problem description
  - Product
    - For Cisco ThreatGRID products choose **Security – Network Firewalls and Intrusion Prevention Systems > ThreatGRID C5000, C5500**.
  - Problem Area
2. Enter optional information in the remaining fields (as described in the guidelines above) to help expedite your support case.
3. Click **Next**.

## Provide Shipping Information

This step is available only if you selected **Replace my Product** as the support case type.

### Support Case Manager

#### New Support Case

[My open cases](#) > **New Support Case**

- ✓ Start
- ✓ Service Contract
- ✓ Describe Problem
- Shipping Information**
- Attach Files
- Submit

#### Shipping Information

• Company Name:

• Address:

Mail Stop:

• City:

• State/Province:

• Zip Code:

• Country:

• Contact Name:

• Phone:

• E-Mail:

#### Acknowledgement

Cisco.com ID:

Name:

Phone:

E-Mail:

#### Delivery Options

P.O.Number:

Sales Order#:

Comments for person receiving shipment:

Special shipping instructions:

On the Shipping Information page, the default mailing address and contact information are populated from your service contract profile. You can add additional information in the **Acknowledgement** and **Delivery Options** sections. Once you enter the necessary information, click **Next**.

## Attach Files

You can attach files that might help diagnose your problem more quickly. This step is available only if you selected **Diagnose and Fix my Problem** or **Replace my Product** as the support case type.

The screenshot shows the 'Support Case Manager' interface for a 'New Support Case'. On the left, a navigation menu includes 'Start', 'Service Contract', 'Describe Problem', 'Attach Files' (highlighted), and 'Submit'. The main content area is titled 'Attach Files' and contains the following text: 'Please attach any files that may help to diagnose your problem more quickly.' and 'You have a topology diagram in your preferences: TEST\_TOPOLOGY.img Edit'. Below this is a table with columns for 'File Name', 'Type', 'Description', and 'Date'. The table is currently empty, displaying 'No File Attachments'. At the bottom of the main area is an 'Attach Files' button. At the bottom right of the entire form are three buttons: 'Save as Draft', 'Back', and 'Next'.

Complete these steps in order to attach files:

1. Click the **Attach Files** button, and select your files.

After you select your files, the files appear with the status as *Upload Pending*.

2. Click Next to upload these files.

The Type and Description fields in the first row contain a prompt to click the fields to add more information about the file. Click the Type field to trigger a drop-down list with a set of attachment types. In the Description field, you can type a brief description of the file.

3. Once the files show the status of Uploaded, click **Next** to continue.



## Submit Your Support Case

Review your information and submit your support case.

The screenshot shows the 'Support Case Manager' interface for creating a new support case. The page title is 'Support Case Manager' and the sub-header is 'New Support Case'. Below the sub-header, there is a breadcrumb trail: 'My open cases > New Support Case'. On the left side, there is a vertical navigation menu with four items: 'Start' (checked), 'Service Contract' (checked), 'Describe Problem' (checked), and 'Attach Files' (checked). Below these items is a blue 'Submit' button. The main content area is titled 'Finish' and contains two sections: 'Case Information' and 'Case Description'. Each section has an 'Edit' link to its right. The 'Case Information' section includes fields for 'Case Type' (Diagnose and Fix my Problem), 'Severity' (S3-Network Impaired), and 'Loss of Service' (No). The 'Case Description' section includes fields for 'Title' (Router Crash), 'Description' (Router crashes), 'Support Community', 'Product' (Router and IOS Architecture > Router or Line Card reloads on the 12000 Series Internet Router), 'Problem Area' (Installation > Hardware Failure), 'Tracking Number', 'Device Name', and 'Software Version'. At the bottom right of the form, there are three buttons: 'Save as Draft', 'Back', and '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.

### Save as Draft

During your process to open a support case, you can click the **Save as Draft** button located at the bottom of the page in order to complete the process at a later time. When you click the Save as Draft 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

## Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to Cisco worldwide contacts:

[www.cisco.com/en/US/partner/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html)

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

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 AMP Threat Grid.” 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 AMP Threat Grid, etc.)
- Business effect (support case severity – as defined above)
- Brief problem description
- Equipment location (e.g., address)
- Alternate contact name
- Alternate contact phone number

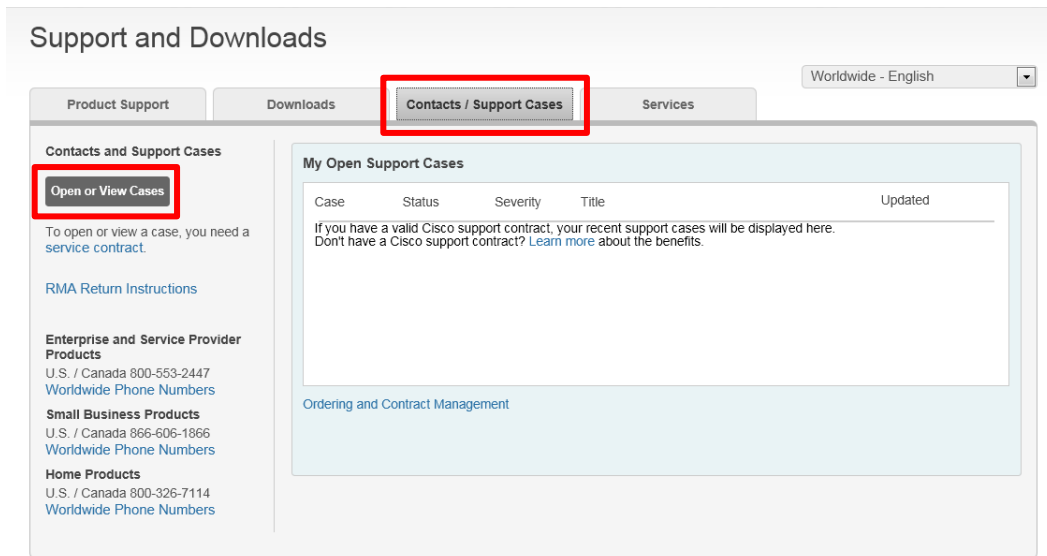
Providing this information will help expedite the processing of the support case through the Cisco TAC agent.

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 [www.cisco.com](http://www.cisco.com) and click "Support," then select "[Open or View Cases](#)" from the "Contacts/Support Cases" tab.



The screenshot shows the Cisco Support and Downloads interface. At the top, there are navigation tabs: "Product Support", "Downloads", "Contacts / Support Cases" (highlighted with a red box), and "Services". A language dropdown menu is set to "Worldwide - English". Below the tabs, the "Contacts and Support Cases" section is active. A button labeled "Open or View Cases" is highlighted with a red box. Below this button, there is a note: "To open or view a case, you need a [service contract](#)." Further down, there are links for "RMA Return Instructions", "Enterprise and Service Provider Products" (with U.S./Canada phone numbers and a link to "Worldwide Phone Numbers"), "Small Business Products" (with U.S./Canada phone numbers and a link to "Worldwide Phone Numbers"), and "Home Products" (with U.S./Canada phone numbers and a link to "Worldwide Phone Numbers"). The main content area is titled "My Open Support Cases" and contains a table with columns for "Case", "Status", "Severity", "Title", and "Updated". Below the table, there is a message: "If you have a valid Cisco support contract, your recent support cases will be displayed here. Don't have a Cisco support contract? [Learn more](#) about the benefits." At the bottom of the main content area, there is a link for "Ordering and Contract Management".

Or you may go directly to: [tools.cisco.com/ServiceRequestTool/scm/mgmt/case](https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)

On your Support Case Manager home page, you can filter your support cases using the View menu.

The screenshot shows the 'Support Case Manager' interface. At the top, there is a welcome message: 'Welcome to the new Support Case Manager! We are looking forward to your feedback. Please click [here](#) if you prefer the old interface for a limited time.' Below this is a search bar with the text 'Find: Case # or Tracking #' and buttons for '+ New Case', 'X Delete', and 'Export'. To the right of the search bar is a 'View' dropdown menu currently set to 'Advanced Filter'. A secondary dropdown menu is open, showing the following options: 'My open cases', 'My 'customer pending' cases', 'My RMA's', 'My cases pending bug fix', 'My draft cases', 'My closed cases', and 'Advanced Filter'. Below the menu is a table of cases with columns for 'Case/Draft', 'Title', 'Status', and 'Seve'. The first row is highlighted in blue and has a 'Not Submitted' status. The table contains 24 rows of data, with the last row indicating '246 rows'.

| Case/Draft  | Title  | Status         | Seve |
|---|--|----------------|------|
| <input checked="" type="checkbox"/> Not Submitted | Router Crash   | Draft          | 3    |
| <input type="checkbox"/> 624123456                | CDMA failed to reconnect                                     | Customer Up... | 3    |
| 625082799   | 3G module counter cause if_index_get slot failed             | New            | 3    |
| 624612173   | show led CLI causes system to reload                         | Customer Up... | 3    |
| <input type="checkbox"/> 624234567                | Unencrypted config files are present in bootflash on the New | New            | 3    |
| 624859363   | SNMP version needs upgrading                                 | Customer Up... | 1    |
| 624862059   | Install all is failing to upgrade WPA module for fw          | Cisco Pending  | 1    |
| <input type="checkbox"/> 624345678                | show logging last <1-9999> fails to display correctly        | Customer Up... | 3    |
| <input type="checkbox"/> 624456789                | CGR using GSM Cellular network loses connectivity            | Cisco Pending  | 4    |
| <input type="checkbox"/> 624567890                | Calabria: Can't force to configure full-duplex mode for      | Cisco Pending  | 3    |
| <input type="checkbox"/> 625123456                | Unexpected CGR reload during periodic notification           | New            | 3    |
| 624869237   | CGR clock shifts randomly                                    | Customer Up... | 3    |
| <input type="checkbox"/> 625234567                | Pings do not go through Cellular after Netstack processNew   | New            | 3    |
| 624869521   | Syslog displays restart issued from install all but does     | Customer Up... | 3    |
| <input type="checkbox"/> 625345678                | SNMP server (SNMPd) should not be enabled                    | New            | 3    |
| 624868971   | Install all failed with Operation failed.                    | Customer Re... | 3    |
| 624869941   | NX-OS roles cannot execute all necessary CLI                 | Customer Up... | 3    |
| 624869439   | IKEv2 can only receive messages of up to 2048 byte           | Cisco Pending  | 1    |
| 624869461   | AAA user max-sessions does not work properly                 | Customer Re... | 3    |
| 624865375   | TrustPt not being copied correctly in scale tunnels test     | Cisco Pending  | 2    |

Here are the available options:

- My open cases
- My 'customer pending' cases
- My RMAs
- My cases pending bug fix
- My draft cases
- My closed cases
- Advanced Filter

If you select the Advanced Filter option, additional fields appear.

**Support Case Manager**

Welcome to the new Support Case Manager! We are looking forward to your feedback. Please click [here](#) if you prefer the old interface for a limited time.

Find:  + New Case X Delete Export View: **Advanced Filter**

Filter:  Go Clear Filter

| Case #    | Title or Description                                     | Status         | Severity | Date Updated |
|-----------|--|----------------|----------|--------------|
|           |  | Draft          | 3        | 12-JUN-2013  |
| 624       | connect  | Customer Up... | 3        | 12-JUN-2013  |
| 625       | er cause if_index_get slot failed                        | New            | 3        | 12-JUN-2013  |
| 624       | ises system to reload                                    | Customer Up... | 3        | 11-JUN-2013  |
| 624       | fig files are present in bootflash on the New            | New            | 3        | 11-JUN-2013  |
| 624       | eds upgrading  | Customer Up... | 1        | 10-JUN-2013  |
| 624       | g to upgrade WPAN module for fw                          | Cisco Pending  | 1        | 10-JUN-2013  |
| 624       | t <1-9999> fails to display correctly                    | Customer Up... | 3        | 07-JUN-2013  |
| 624       | Cellular network loses connectivity                      | Cisco Pending  | 4        | 07-JUN-2013  |
| 624       | ce to configure full-duplex mode for                     | Cisco Pending  | 3        | 07-JUN-2013  |
| 625       | : reload during periodic notification                    | New            | 3        | 07-JUN-2013  |
| 624       | randomly   | Customer Up... | 3        | 07-JUN-2013  |
| 625       | hrough Cellular after Netstack process                   | New            | 3        | 06-JUN-2013  |
| 624       | estart issued from Install all but does                  | Customer Up... | 3        | 06-JUN-2013  |
| 625       | MPd) should not be enabled                               | New            | 3        | 06-JUN-2013  |
| 624       | ith Operation failed.                                    | Customer Re... | 3        | 05-JUN-2013  |
| 624869941 | NX-OS roles cannot execute all necessary CLI             | Customer Up... | 3        | 05-JUN-2013  |
| 624869439 | IKEv2 can only receive messages of up to 2048 byte       | Cisco Pending  | 1        | 30-MAY-2013  |
| 624869461 | AAA user max-sessions does not work properly             | Customer Re... | 3        | 29-MAY-2013  |
| 624865375 | TrustPt not being copied correctly in scale tunnels test | Cisco Pending  | 2        | 29-MAY-2013  |

246 rows

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Select an option from the Filter menu, and enter additional information in the remaining fields in order to further filter your support cases. Here are the Filter menu options:

- All Cases
- All Open Cases
- Bill to ID
- Creator Cisco.com ID
- Creator Last Name
- Creator Phone Number
- Date Created
- Date Updated
- Device Name
- PICA User ID
- Product
- Related Bugs
- Related RMAs
- Service Contract Number
- Severity
- Status
- Title or Description



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