

Create a Crosswork Network Insights, Trust Insights, or Traffic Analysis Service Request

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Open a Case from within the Applications](#)

Introduction

This document describes the steps you need to follow to open a case for Crosswork Network Insights (CNI), Crosswork Trust Insights (CTI), or Crosswork Traffic Analysis (CTA). The process is slightly different because service contracts, licenses, and product identification (serial number) are not managed in the same manner that they are managed for other Cisco products.

Prerequisites

Requirements

This document is applicable to everyone with a valid login for the crosswork.cisco.com site. The linked document explains how to get assistance with user account issues:

Cisco recommends that you have knowledge of these topics:

- Your Cisco Connection Online (CCO) user account information
- The service contract or other information associated with your CNI or CTI account.

Components Used

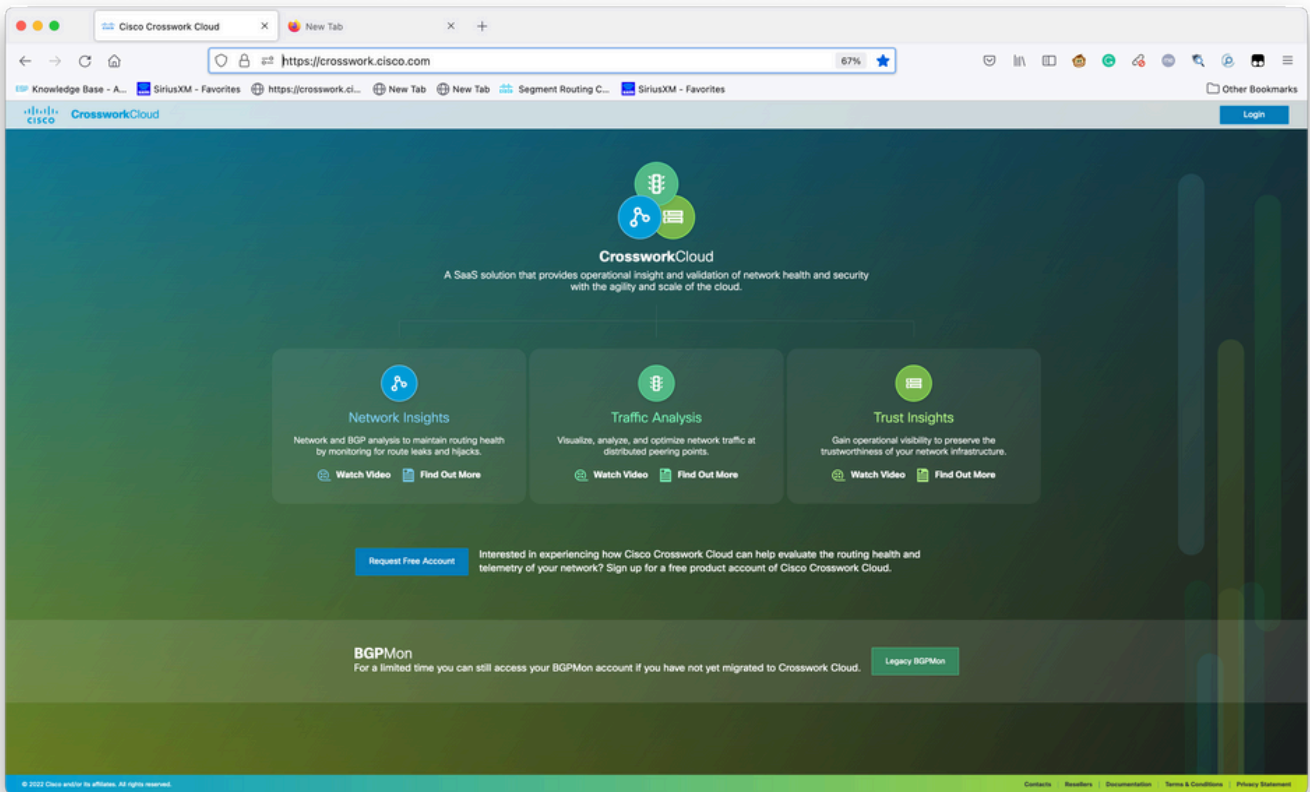
The information in this document is not based on a specific release of the software.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Open a Case from within the Applications

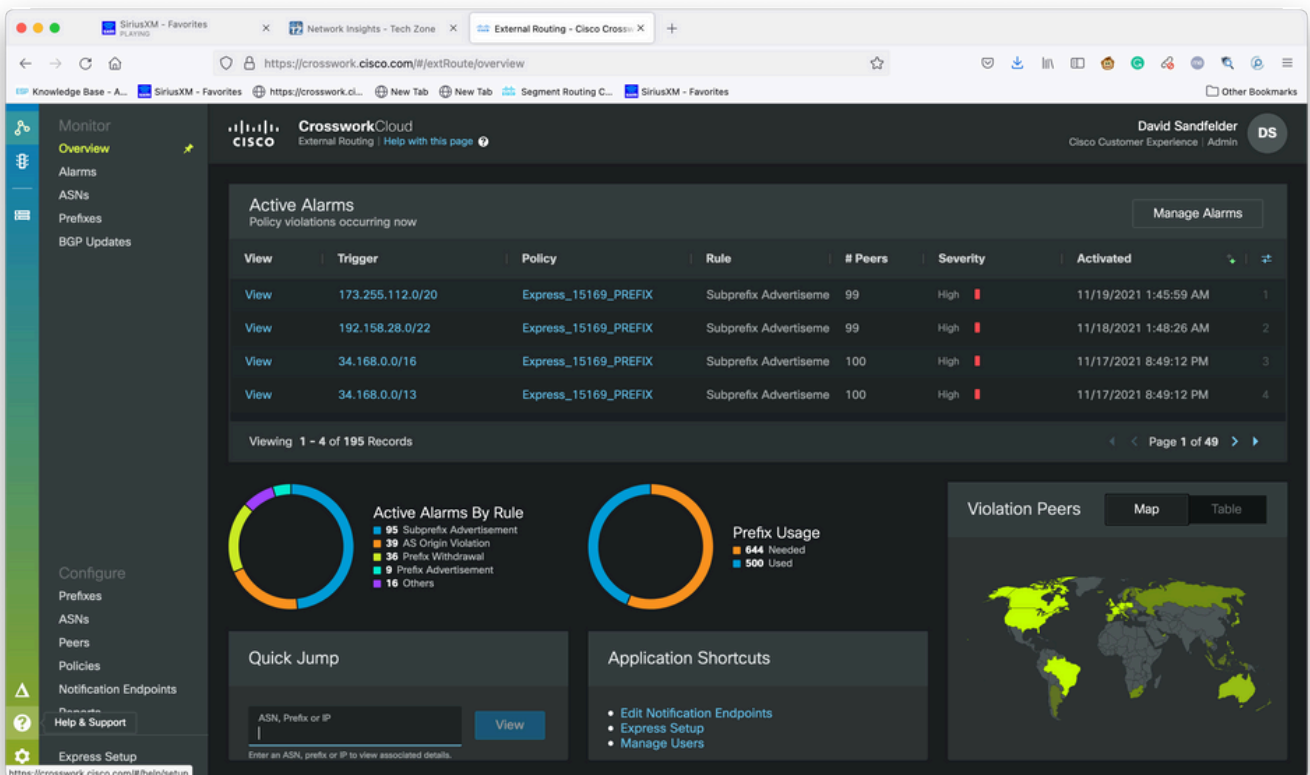
Note: The images shown may look slightly different as the product changes frequently.

Step 1. Access Crosswork Cloud [Crosswork Cloud Welcome Screen](#) and log in with your credentials.



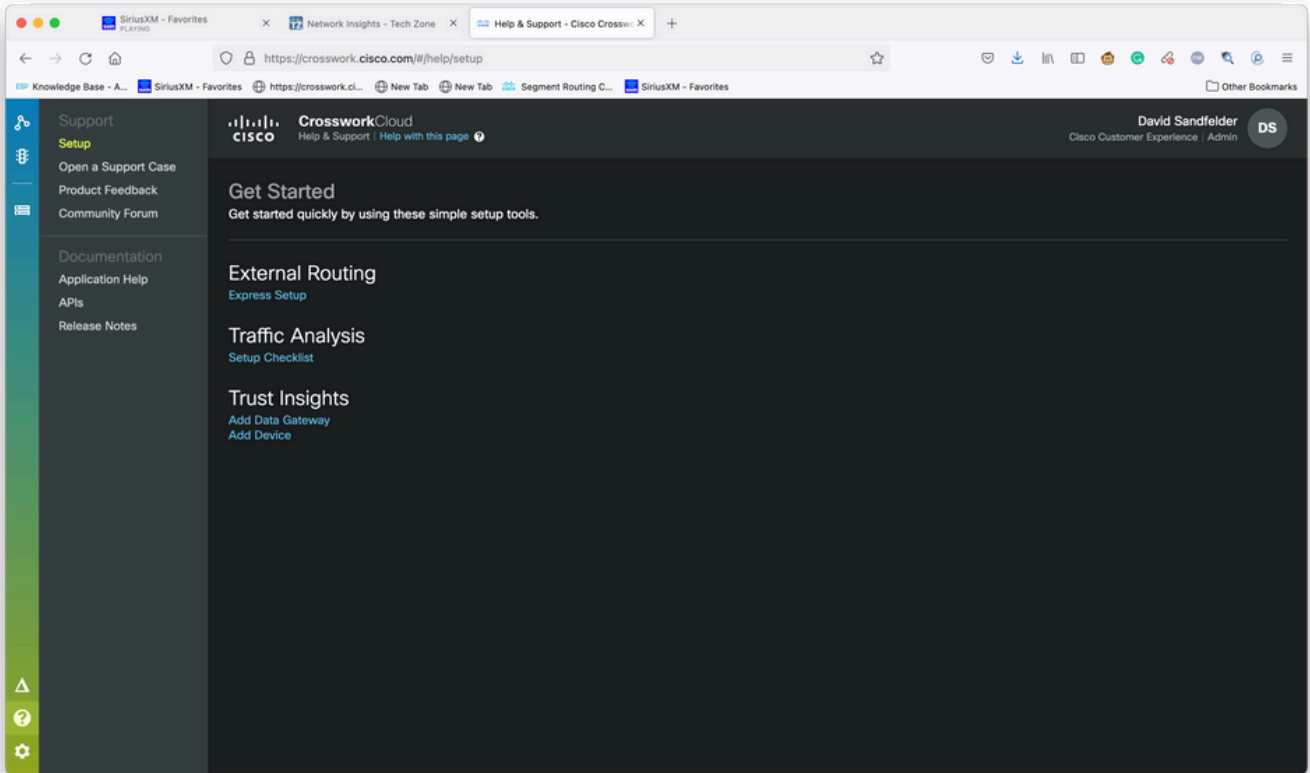
Crosswork Cloud Welcome Screen

Step 2. After you collect as much information as you can to document the issue. Select the icon on the lower left side of the screen as shown in the image.



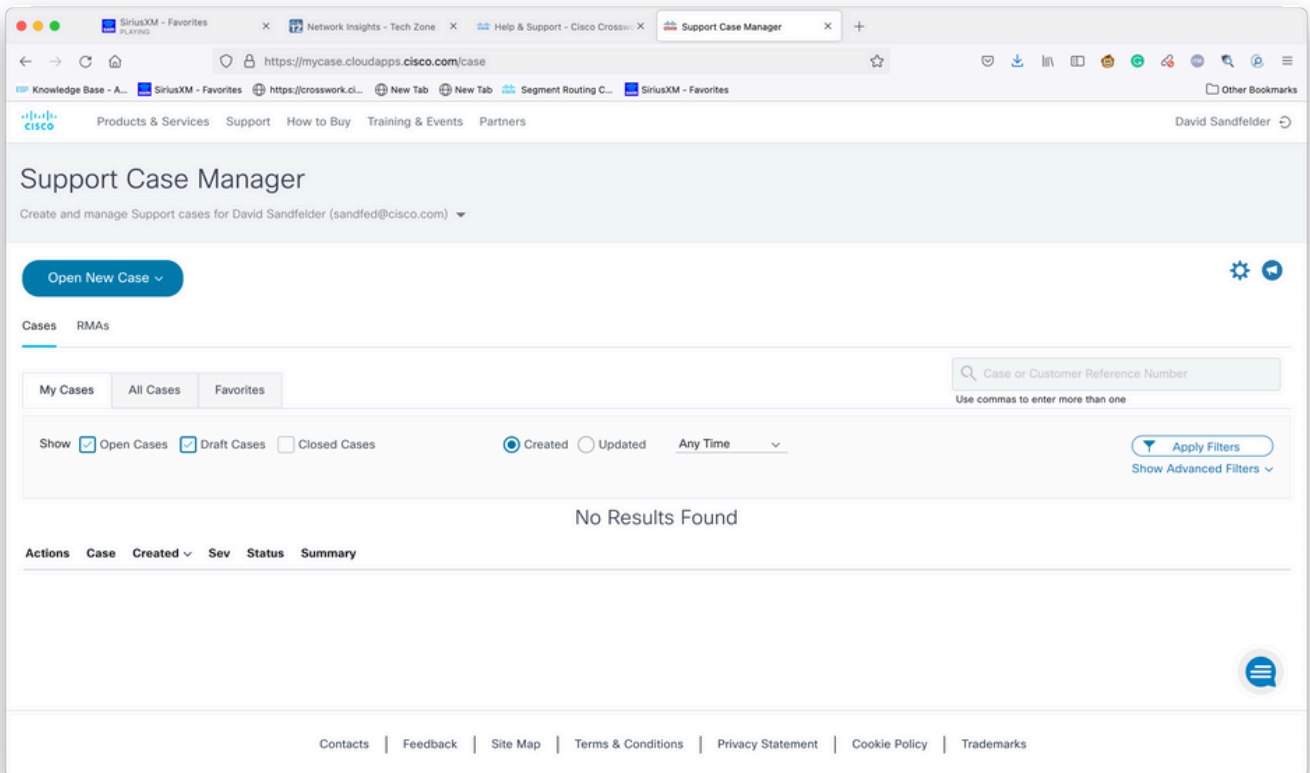
Basic Tenancy Dashboard

Step 3. From the upper left corner of the screen select Open Support Cases as shown in the image.



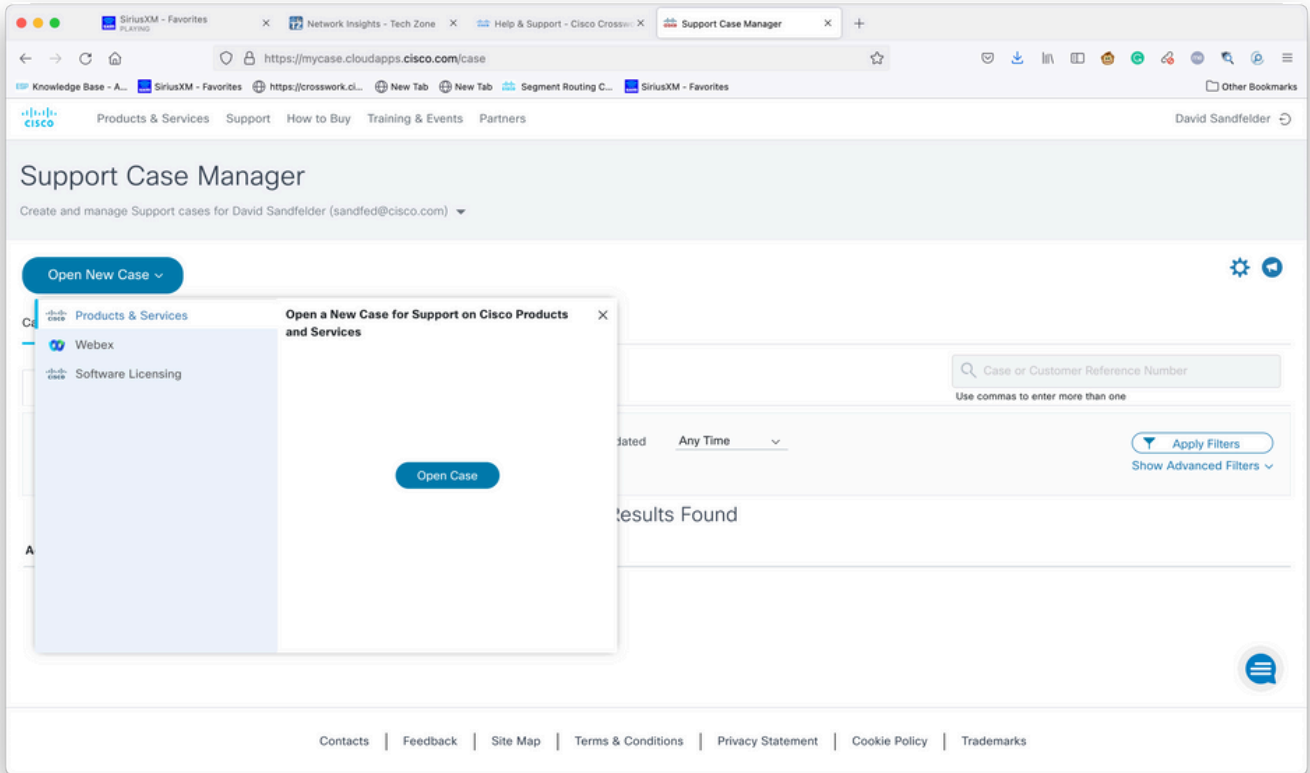
Help and Support Screen

Step 4. From the Support Case Manager screen, select **Open New Case** as shown in the image.



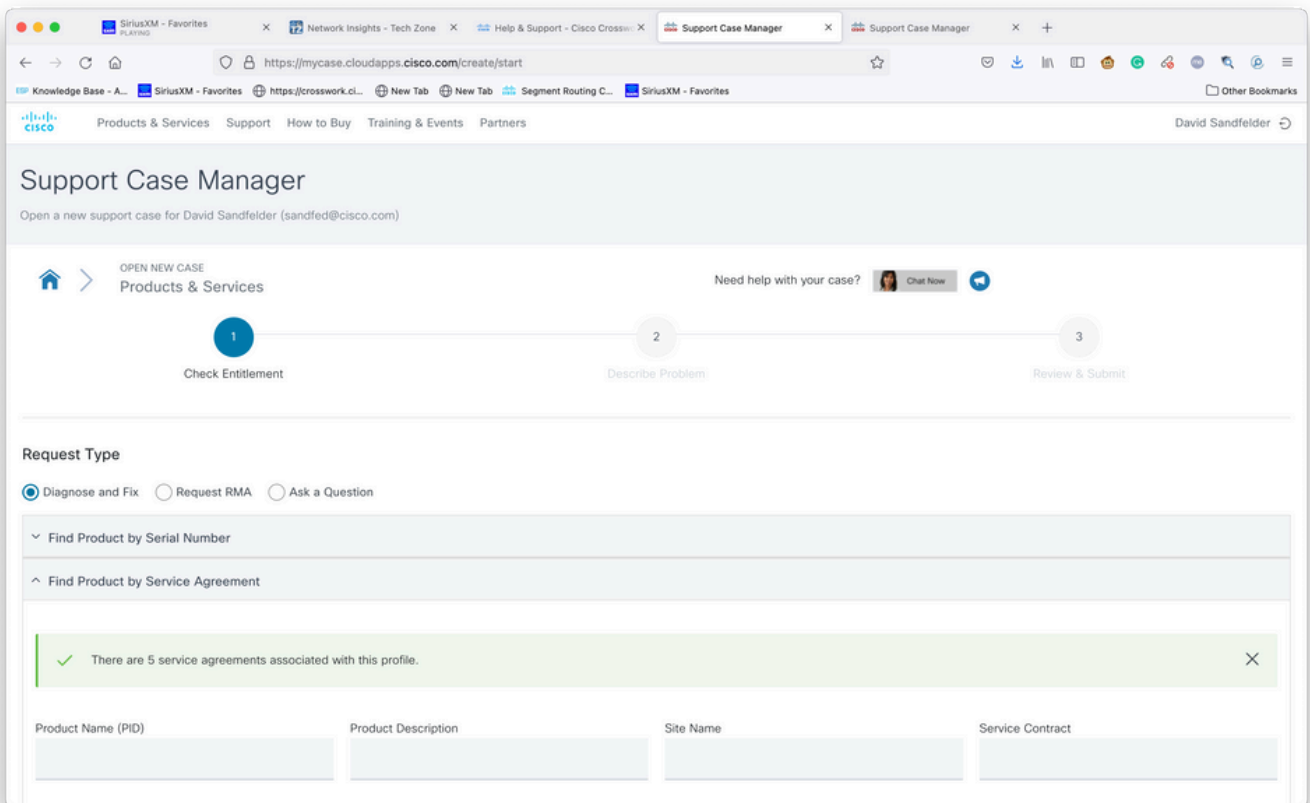
Support Case Manager Welcome Screen

Step 5. From the drop-down menu, select **Products and Service** and then choose **Open New Case** as shown in the image.



Open New Case Screen

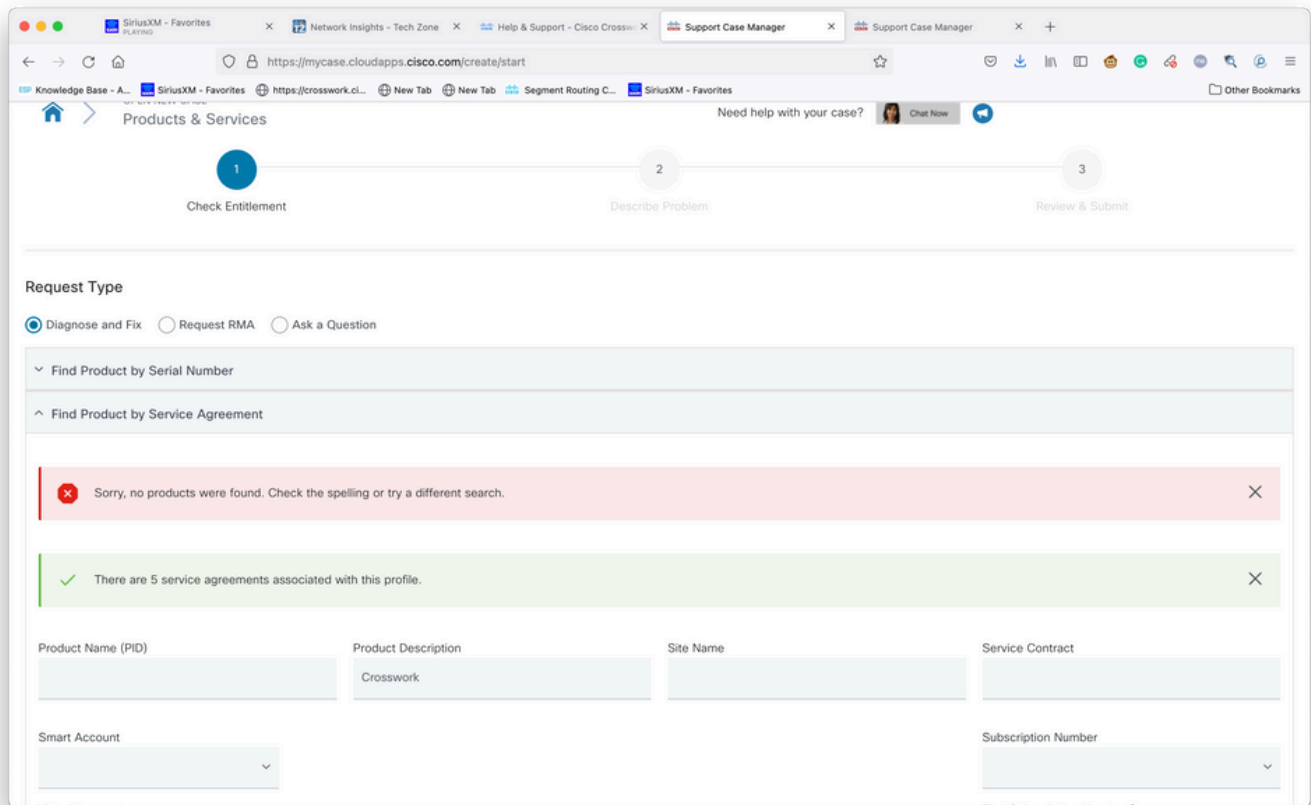
Step 6. In the **Request Type** section of the screen, select **Find Product By Service Agreement** and enter **Crosswork** in the product description as shown in the image.



Product Search

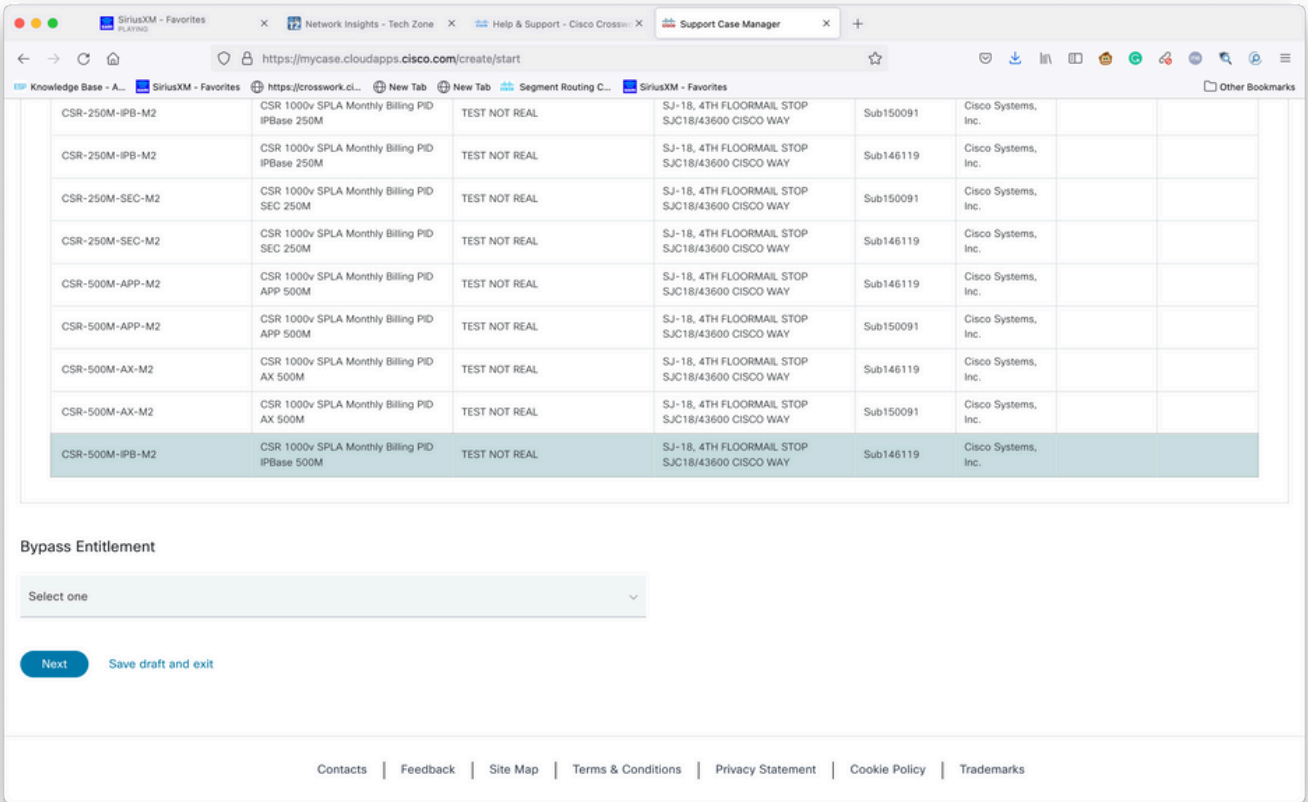
Step 7. A response like the one shown in the image that follows indicates that a service contract

has not been associated with your account. You need to contact Cisco or the Cisco Partner you work with to get the appropriate contracts associated with your account. If the issue is urgent, please call Cisco CX for assistance.



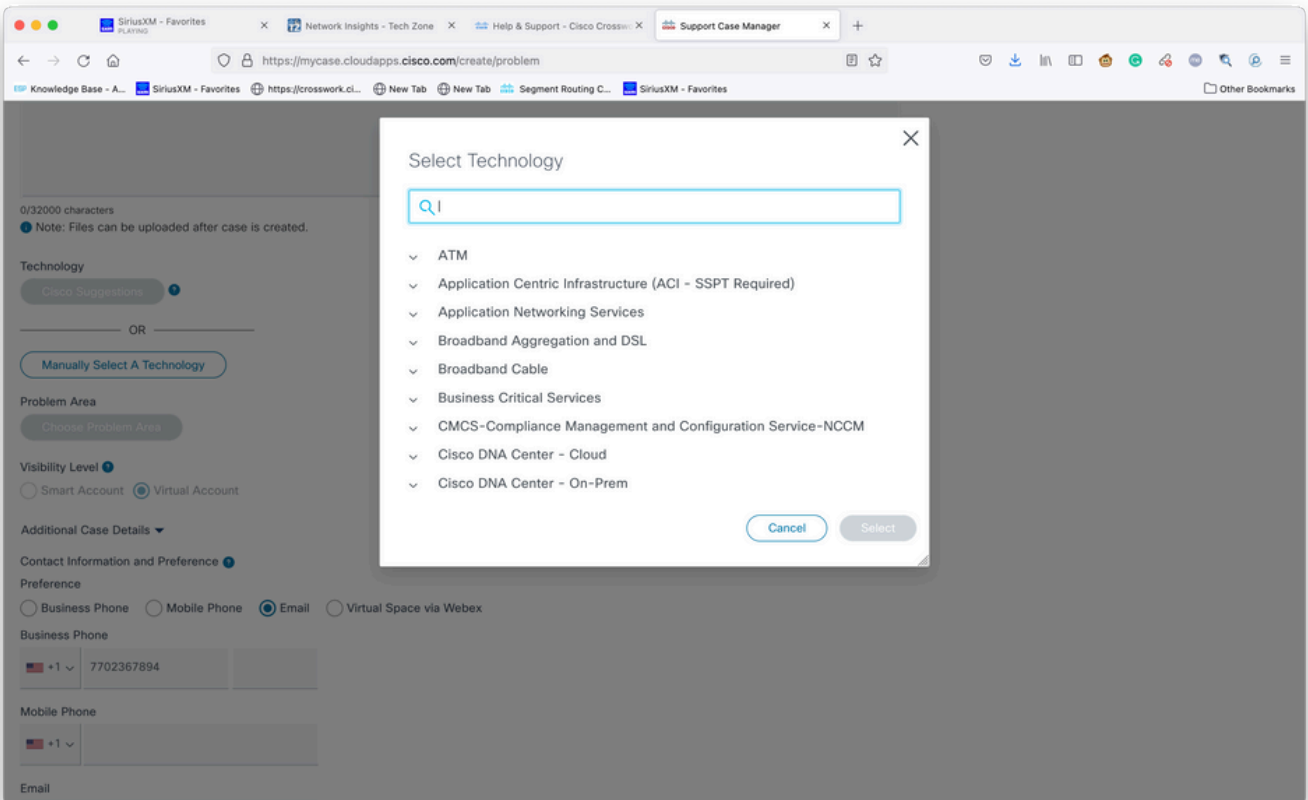
Check Entitlement

Step 8. Select the entry for **Crosswork Network Insights** and then select **Next** as shown in the image.



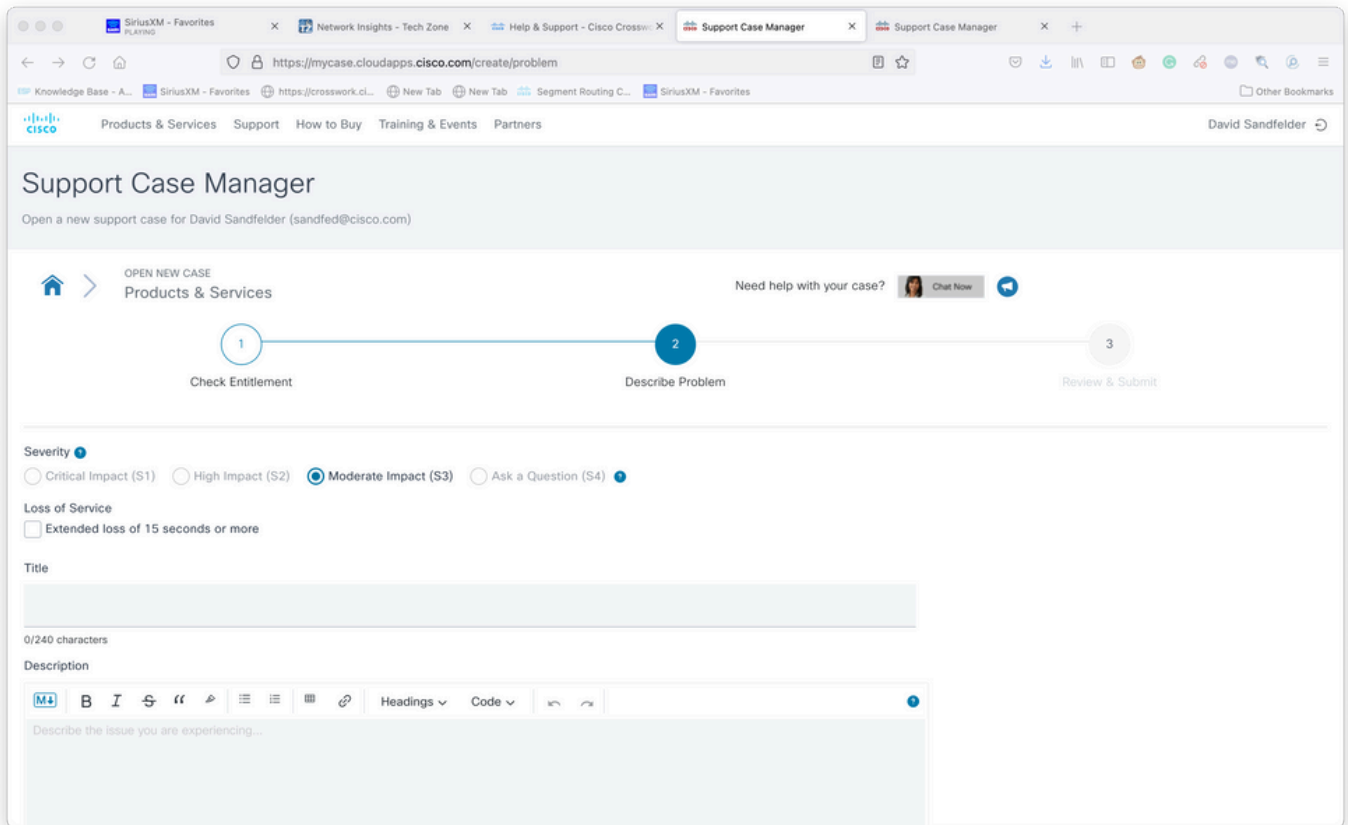
Products Under a Support Contract List

If you have lots of products under a support agreement you may find it easier to use the search tool as shown in the image:



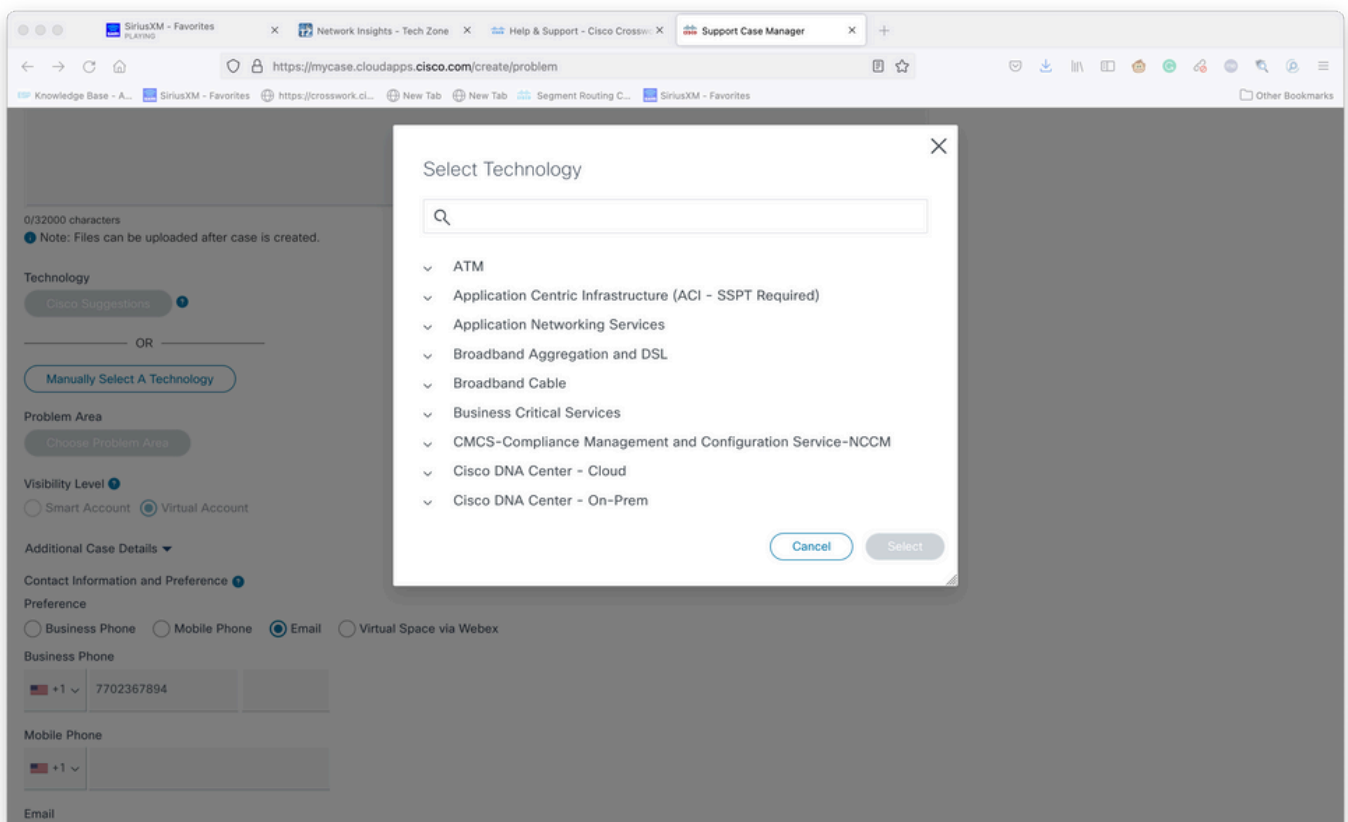
Search by Technology

Step 9. Enter as much information as you can to describe the problem.



Provide Case Details Screen

Step 10. Scroll to the bottom section of the screen and select **Manually Select A Technology** and search for **Crosswork Network Insights** or **Crosswork Trust insights** and then click **Select** as shown in the image.

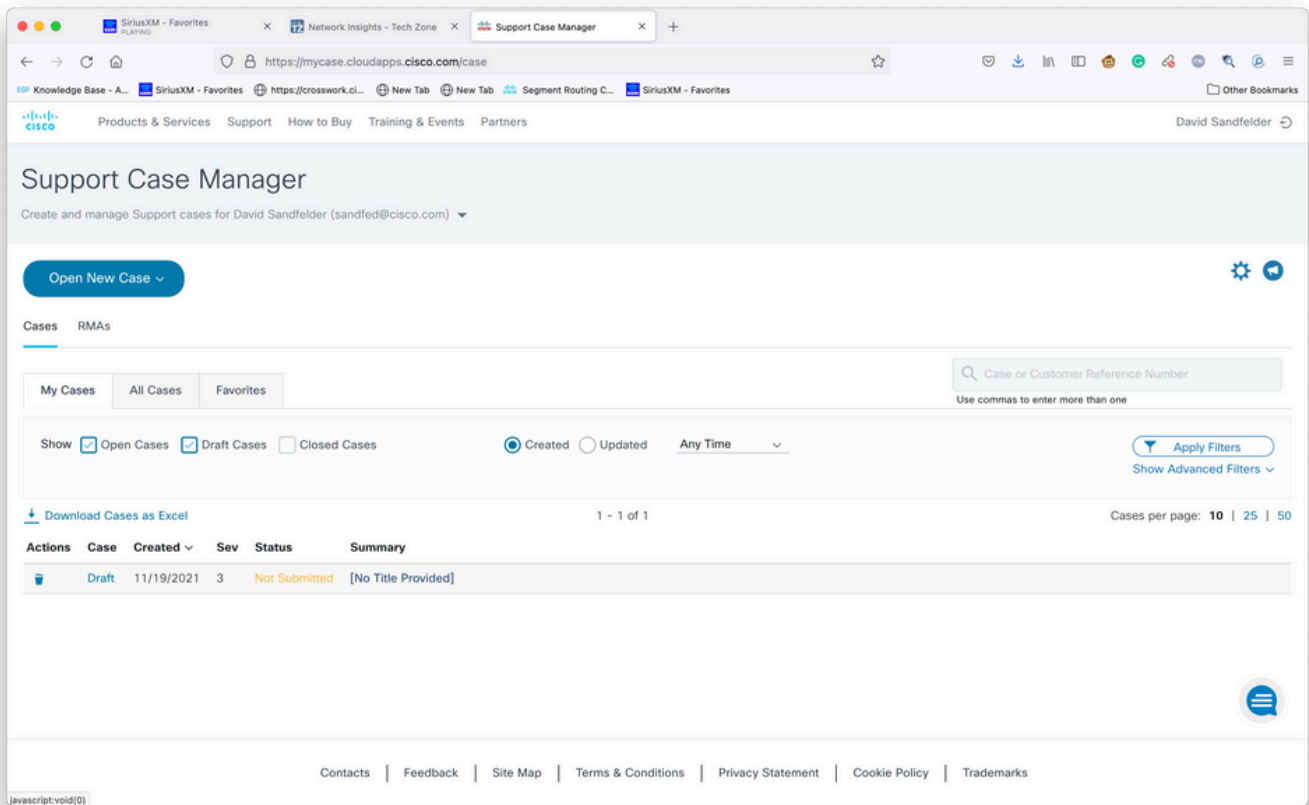


Step 11. Fill in the rest of the form and select **Submit**. If at any point in the process you need to gather more information or step away there is the option to save the case as a draft. When you return to the **Support Case Manager**, the draft case is shown on the first page:

The screenshot shows a web browser window with the URL <https://mycase.cloudapps.cisco.com/create/problem>. The page title is "Support Case Manager". The breadcrumb navigation shows "NMS (Network Management Services) > Cisco Crosswork Network Insights" with a "Change" button. The form contains the following sections:

- Problem Area:** A button labeled "Choose Problem Area".
- Visibility Level:** Radio buttons for "Smart Account" and "Virtual Account" (selected).
- Additional Case Details:** A dropdown arrow.
- Contact Information and Preference:** A section header with a dropdown arrow.
- Preference:** Radio buttons for "Business Phone", "Mobile Phone", "Email" (selected), and "Virtual Space via Webex".
- Business Phone:** A field with a country code dropdown set to "+1" and a text input containing "7702367894".
- Mobile Phone:** A field with a country code dropdown set to "+1" and an empty text input.
- Email:** A text input containing "sandfed@cisco.com" with a character count of "17/80 characters".
- New Case Email Confirmation:** Radio buttons for "Yes" (selected) and "No".
- Case Notifications (Contact & CC List):** Radio buttons for "On" and "Off" (selected).
- CC Recipients (optional):** A text input field with a placeholder: "Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com".

Add Additional Details



Access Existing Cases

Step 12. Support Case Manager limits you to submitting low severity cases. The CX group is notified of the issue and a Service Engineer responds using the preferred contact information provided in the case. For complex cases, you can create the case as low severity and then call Cisco CX with the case number and ask to have the severity raised. This allows you to provide information and attach files for further investigation before getting Cisco CX engaged and saves time.