



## CHAPTER 50

# Opening a Case with Cisco Technical Assistance Center

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For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website remains available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Using the online TAC Service Request Tool represents the fastest way to open S3 and S4 service requests. (S3 and S4 service requests specify those requests in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved by using the recommended resources, your service request will get assigned to a Cisco TAC engineer. Find the TAC Service Request Tool at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests represent those in which your production network is down or severely degraded.) Cisco TAC engineers get assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

This section contains details on the type of information that you need when you contact TAC and information on methods of sharing information with TAC personnel:

- [Information You Will Need, page 50-92](#)
- [Required Preliminary Information, page 50-92](#)
- [Online Cases, page 50-93](#)

# Information You Will Need

When you open a case with the Cisco TAC, you must provide preliminary information to better identify and qualify the issue. You may need to provide additional information, depending on the nature of the issue. Waiting to collect the following information until you have an engineer request after opening a case inevitably results in resolution delay.

- [Required Preliminary Information](#)
  - [Network Layout](#)
  - [Problem Description](#)
  - [General Information](#)
- [Online Cases](#)
- [Related Topics](#)

## Required Preliminary Information

For all issues, always provide the following information to TAC. Collect and save this information for use upon opening a TAC case and update it regularly with any changes.

- [Network Layout](#)
- [Problem Description](#)
- [General Information](#)

## Network Layout

Provide a detailed description of the physical and logical setup, as well as all the following network elements that are involved in the voice network (if applicable):

- Obtain the Cisco Unified Communications Manager Business Edition 3000 release that is running on your server. (Click the **About** link in the GUI.)
- Obtain the software release that is running on the gateway.
- Identify the OS version and the VLAN configuration for the switch.
- Identify details of your dial plan; for example, provide the main business number, extension range, and so on.
- Identify the devices that are having issues. Include the IP addresses for the devices.

Ideally, submit a Visio or other detailed diagram, such as JPG. Using the whiteboard, you may also provide the diagram through a Cisco Live! session.

## Problem Description

Provide step-by-step detail of actions that the user performed when the issue occurs. Ensure the detailed information includes

- Expected behavior
- Detailed observed behavior

## General Information

Make sure that the following information is readily available:

- Is this a new installation? Has this issue occurred since the beginning? (If not, what changes were recently made to the system?)
- Is the issue reproducible?
  - If reproducible, is it under normal or special circumstances?
  - If not reproducible, is there anything special about when it does occur?
  - What is the frequency of occurrence?
- What are the affected devices?
  - If specific devices are affected, what do they have in common?
  - Identify the device names that are impacted, the extensions, and the IP addresses for all devices that are involved in the problem.
- What devices are on the Call-Path (if applicable)?

**Note**

TAC handles all access information with the utmost discretion, and no changes will get made to the system without customer consent.

## Online Cases

Opening a case online through [www.cisco.com](http://www.cisco.com) gives it initial priority over all other case-opening methods. High-priority cases (P1 and P2) provide an exception to this rule.

Provide an accurate problem description when you open a case. That description of the problem returns URL links that may provide you with an immediate solution.

If you do not find a solution to your problem, continue the process of sending your case to a TAC engineer.

## Related Topics

- [Health Summary, page 24-1](#)
- [Troubleshooting Issues, page 47-51](#)
- [Troubleshooting from the Health Summary Page, page 46-39](#)
- [Troubleshooting From the Diagnostics Page, page 46-41](#)

