

Case Priority

Case Handling Quick Reference Guide

Priority 1 (P1): An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit any necessary resources around the clock to resolve the situation.

Priority 2 (P2): Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3): Operational performance of the network is impaired while most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4): You require information or assistance on Cisco product capabilities, installation, or configuration. There is clearly little or no impact to your business operation.

Case Status

CE-Pend: This status indicates that the Cisco TAC engineer (CE) assigned to your case is currently investigating the problem reported. No workaround has been identified at this time.

Close-Pend: This status indicates that the Cisco TAC engineer has provided you with a solution that will solve your issue. Contact the assigned engineer if you think the problem has not been solved.

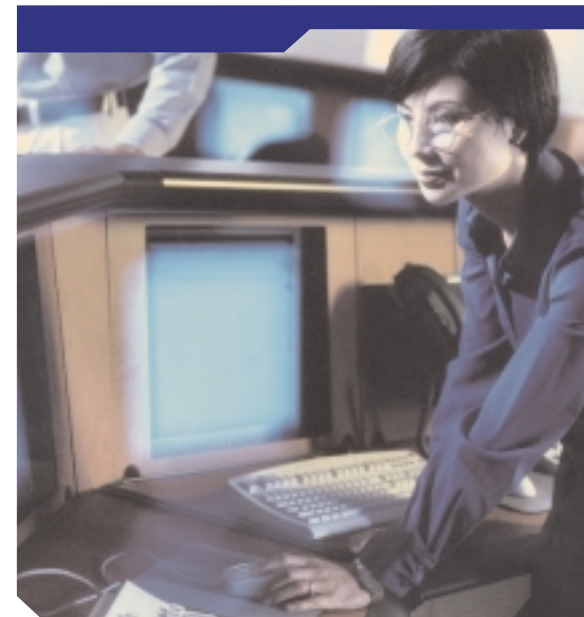
Cust-Pend: This status indicates that the Cisco TAC engineer assigned to your case has requested information from you and is awaiting your response. No workaround has been identified at this time.

DE-Pend: The Cisco TAC engineer has submitted a development engineering request and forwarded it to Cisco Development Engineering (DE) for investigation.

Information Needed to Open a Case

Whether opening a case via telephone (P1 or P2) or online (P3 or P4), you will need to have the following information on hand:

1. Service and support contract number/product serial number
2. Network topology and explanation
3. Minimum of “show tech” command/relevant output information
4. Description of problem and symptoms (only one problem description per case)
5. Software version and types of equipment



Cisco Technical Assistance Center (TAC) Quick Reference Guide

The Cisco Technical Assistance Center (Cisco TAC) provides around-the-clock, award-winning technical support services for Cisco products and technologies. www.cisco.com/tac



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PN: 955811 rev.

Cisco TAC Web Site

The Cisco TAC Web Site provides online content knowledge bases and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. The list below represents a sampling of the many technical support resources available on the TAC Web Site at www.cisco.com/tac.

TAC Top Issues

Detailed technical solutions for the most frequently reported networking problems worldwide.

www.cisco.com/tac/topissues

TAC Web Tools

Interactive online support tools track bugs, parse command output, advise on hardware and software compatibility issues, and much more.

www.cisco.com/tac/tools

TAC Technical Tips

Step-by-step troubleshooting advice, configuration examples, and other helpful information, categorized by Cisco products and technologies.

www.cisco.com/public/technotes/serv_tips.shtml

Subscribe to TAC News

Up-to-date information about new and enhanced technical content and tools available on the TAC Web Site.

www.cisco.com/tac/newsletter

Software Center Resources

Interactive features help you choose appropriate software, as well as provide downloads, special file access, and release information.

www.cisco.com/software

TAC Training Resources

Technical training and online seminar offerings.

www.Cisco.com/tac/training

Opening a Case

To open your P3 and P4 cases, go online:

www.cisco.com/tac/caseopen

For P1 or P2 issues, or if you don't have Internet access for P3 and P4 issues, open your cases via telephone:

- **Asia-Pacific: +61 2 8448 7107 (Aus: 1 800 805 227)**
- **EMEA: +32 2 704 55 55**
- **USA: 1 800 553 2447**

To access a list of all regional phone numbers:

www.cisco.com/tac/contact

The above URL is a suggested redirect for:

(www.cisco.com/warp/public/687/Directory/DirTAC.shtml)

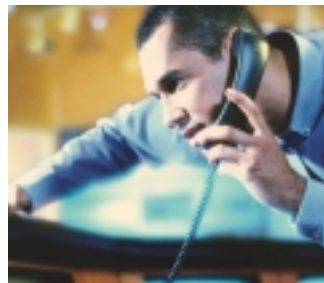
Tracking a Case

To track ongoing progress for your cases, go online:

www.cisco.com/tac/trackcase

The above URL is a suggested redirect for:

(www.cisco.com/kobayashi/support/tac/contact.shtml)



Cisco Live

Cisco Live is a powerful suite of Internet-enabled tools with firewall-friendly features. These secure, encrypted Java applets can turn a simple phone call to the TAC into an interactive collaborative session with your Cisco TAC engineer:

- **Collaborative Web Browsing and URL Sharing**—Co-browse the Cisco TAC Web Site to find technical support information applicable to your case.
- **Collaborative White Board**—Work with a Cisco TAC engineer to create and save network topology diagrams for troubleshooting your existing network.
- **Collaborative Telnet**—Log into a Telnet-enabled device and allow a Cisco TAC engineer to enter commands or simply observe your session.
- **Collaborative Clipboard**—Post text to a secure Web clipboard, which a Cisco TAC engineer can view and attach to your case.

The next time you work with a Cisco TAC engineer, ask if your case would benefit from a Cisco Live collaboration session.

Cisco Technical Assistance Center

Priority 1 and priority 2 cases, which occur when severe network degradation impacts your business operations, are immediately routed to Cisco TAC engineers.

Cisco Escalation

Your satisfaction is important to the Cisco TAC. If you have concerns about the progress of your case, please contact your regional TAC and ask to speak with the TAC Duty Manager.