



How to Create a Ticket

***Phone Method**

For: Any severity issue, only way to open Severity 1 or Severity 2, only way for direct contact with a Cisco Support Engineer

- 1) Go to http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html for support contact #s based by country.
- 2) Ask for support for your Cisco/Tidal/newScale Support product, either Tidal Enterprise Scheduler(TES), Cisco Intelligent Automation for Cloud (CIAC), Tidal Enterprise Orchestrator(TEO),Cisco Process Orchestrator(CPO) , Tidal Enterprise Reporting (TER), Horizon, Tidal Transaction Analyzer(TTA), newScale, Cisco Cloud Portal(CCP), or Cisco Workplace Portal(CWP)
- 3) **NOTE:** Severity 1 – Production Down or there is a critical impact to end user’s business operation. End user and Cisco both will commit full-time resources to resolve the situation

NOTE: Severity 2 – Production severely impacted or Environment is severely degraded or significant aspects of end user’s business operation are negatively impacted by unacceptable Environment performance. End user and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

***Email Method**

For: Any Severity 3 or 4 issue, will be placed in a queue and picked up from queue by any support engineer. Any certain engineer is not guaranteed

- 1) Email tac@cisco.com
- 2) Include your Cisco ID, if you do not have one, register at <https://tools.cisco.com/RPF/register/register.do>
- 3) Ask for support for your Cisco/Tidal/newScale Support product, either Tidal Enterprise Scheduler(TES), Cisco Intelligent Automation for Cloud (CIAC), Tidal Enterprise

Orchestrator(TEO),Cisco Process Orchestrator(CPO) , Tidal Enterprise Reporting (TER), Horizon, Tidal Transaction Analyzer(TTA), newScale, Cisco Cloud Portal(CCP), or Cisco Workplace Portal(CWP)

- 4) **NOTE:** Severity 3 – Issue, but production is not down or severely impacted. – Operational performance of the Environment is impaired, although most business operations remain functional. End user and Cisco are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.

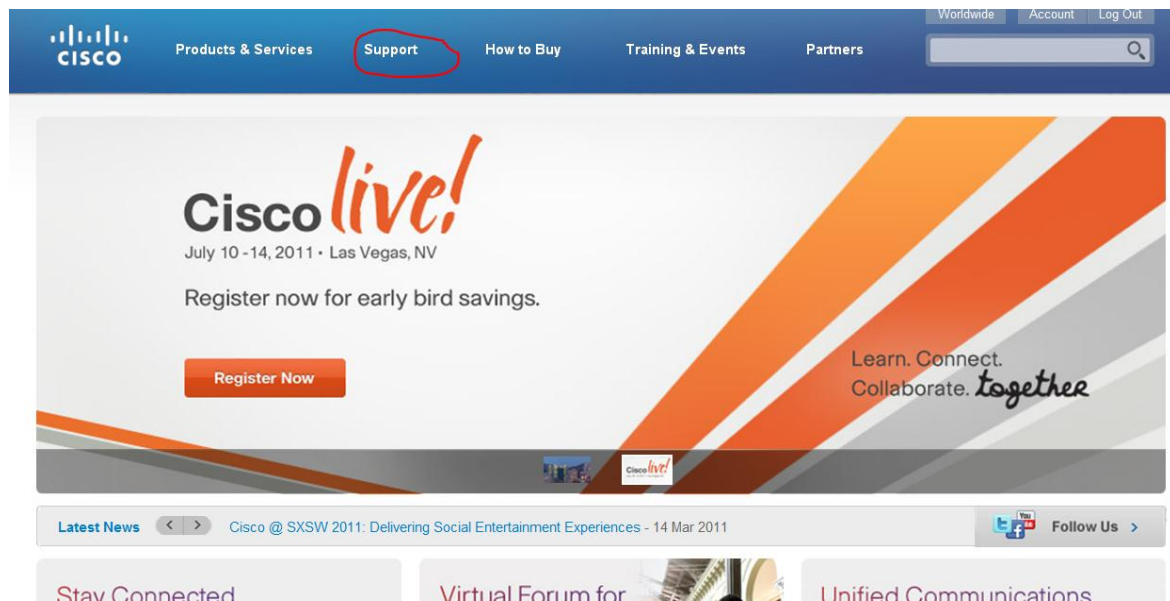
NOTE: Severity 4 – Generally used for questions, or enhancement requests. Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact to the end user's business operation. End user and Cisco both are willing to provide resources during Standard Business Hours to provide information or assist as requested.

***On-Line Method**

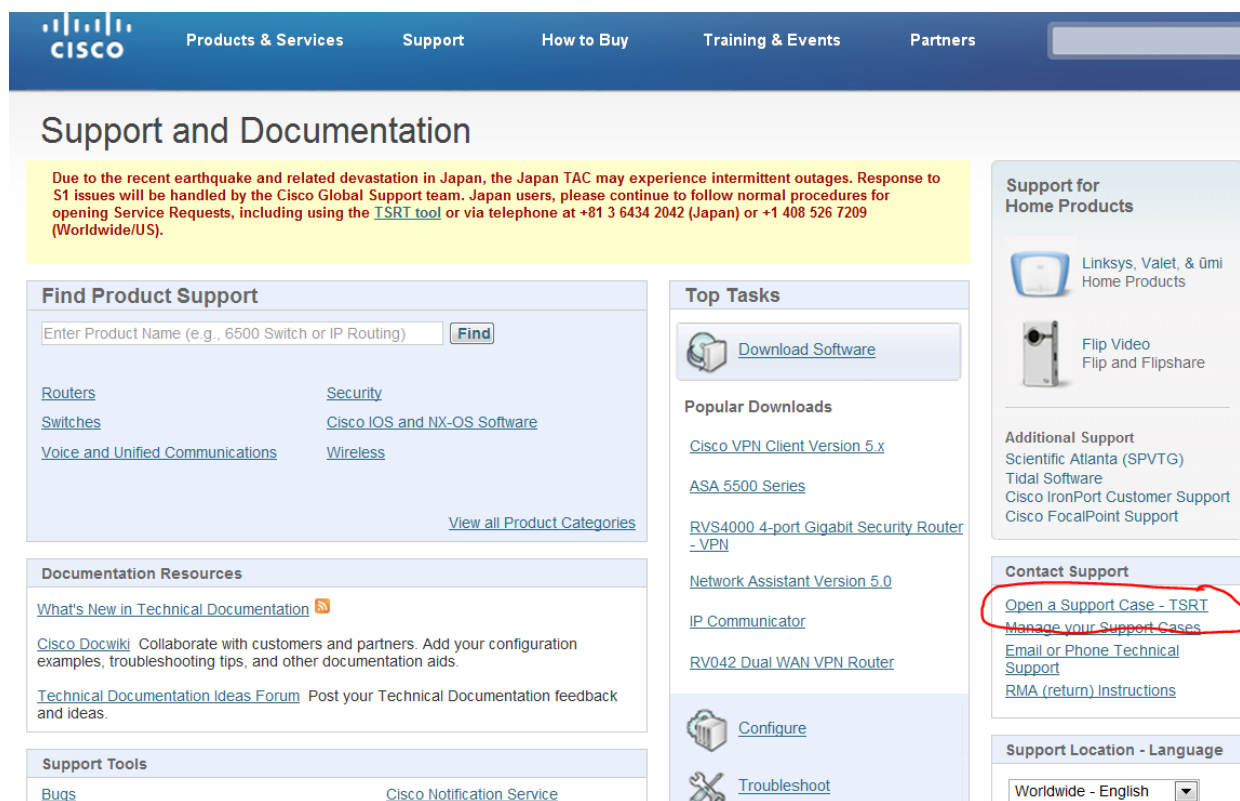
For: Any Severity 3 or 4 issue, will be placed in a queue and picked up from queue by any support engineer. Any certain engineer is not guaranteed. You **cannot** submit severity 1 or 2 issues via the on-line method. Just like email an engineer will be in touch with you shortly, but if you need immediate assistance please use the phone method.

Register @ Cisco.com if needed @ <https://tools.cisco.com/RPF/register/register.do>

- 1) Login @ Cisco.com with your Cisco ID, you **MUST** have your contract ID attached to your Cisco ID, if it is skip to step 6, otherwise go to step 3 to attach contract ID
- 2) Click Account in the top right, click "Go Now" in the profile manager
- 3) Click "Additional Access" and select "Add Service Contract numbers to profile for support access". Get your contact ID # from your sales representative or professional services person and enter in the information.
- 4) **NOTE:** Steps 1-4 and registration should be done when you have professional services visit
- 5) Go to Support @ top of Cisco.com




- 6) Click Open a Support Case – TSRT on the right side of the support page or go directly there by going to <http://tools.cisco.com/ServiceRequestTool/create/launch.do>



- 7) On the first page of the TAC SR Wizard, enter your Cisco User ID, click continue

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

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

[Help](#) | [Feedback](#)

TAC Service Request Tool -- New Request

Invalid User ID

We cannot create a service request for this Cisco.com user ID. You can create a new user ID or check the status of this user's profile using the links below.

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](#)

- 8) On the second page, enter your desired contact time, and whether you have extended loss of service. Normally it is best to just select "Next Available TAC Engineer". NOTE: If you have extended loss of service, we suggest you use the Phone method at the top of this document.
- 9) Enter in your contact information at the bottom of the second page, click continue

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- Cisco can, and will only, access your Network or Environment with your permission.
- Cisco engineers, in many circumstances, can access your Network or Environment via our WebEx technology, which does not require you to provide us with your passwords. When possible, we recommend selecting access via WebEx as a first choice to resolve your service request.
- When you elect to provide password access to your Network or Environment to a Cisco engineer, the password should always be a temporary, one-time password.
- You should always change and/or invalidate a temporary password immediately after access is no longer necessary.

You are encouraged to review the following URL where we have outlined some other best practice information for network security: [Protecting Network Security When Granting Access to Third Parties](#)

The TAC Service Request Tool enables you to request service from the Cisco Technical Assistance Center (TAC)

A "*" denotes a required field.

[TAC Service Request Tool -- My Requests](#)
[RMA Service Order Tools](#)
[Dynamic Configuration Tool](#)

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: Christopher Roberts [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):

255 characters remaining.

Note: E-mails should be separated by comma (,)

[< Back](#)

[Continue](#)

[Reset](#)

Need help creating a service request? Try these options.

- View a brief tutorial. ([Flash](#) or [PDF](#))

- 10) Enter in a service request name and description of the problem on the third page
- 11) For technology select "Data Center Management and Automation"
- 12) Under subtechnology select the product you are having the issue with
- 13) Select the type of problem and then what you were doing when you experienced the problem, click continue

1 Setup Request
2 Describe Problem
3 Specify Product
4 Finish

[Help](#) | [Feedback](#)

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

Describe Problem: *

I have issues with software

29973 characters remaining

Additional Information:

Router/Node Name:

Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: *

ATM
Application Networking Services
Broadband Cable
Cisco Video
Collaboration and Conferencing
Contact Center Software
DSL
Data Center Management and Automation
Data Center and Storage Networking
Dial-Access

Subtechnology: *

Select One
Cisco Demand Center
Cisco Intelligent Automation for Cloud (CIAC) Includes (CPD), (CCP), (CSP)
Cisco Lifecycle Center
Cisco Request Center Reporting
Cisco Request Center/Administration
Cisco Request Center/CatalogDeployer
Cisco Request Center/MyServices
Cisco Request Center/OrgDesigner
Cisco Request Center/ServiceDesigner

Type of Problem: *

Select One
Password Recovery
Configuration Assistance
Product Feature/Function Question
Install, uninstall, or Upgrade

Customer Activity

What were you doing when you experienced your problem *

Installation: First-time deployment, set up and integration into the network, including:

- Licensing
- OS Installation
- Compatibility assessment

- 14) On the fourth page select your contract # from the drop down. (again assuming you have your contract ID attached to your cisco account). You should see the Service Level change to "SAU" or "SASU". Then click search. Select one of your Products(whichever one has the issue) from the list that appears. The push "select and continue". No screenshot is included as we do not wish to show a customer's private contract.
- 15) Enter in the optional information if needed and click submit, your ticket will be submitted to the proper queue

16) Still need help? See the online tutorials @

http://www.cisco.com/web/tsweb/pdf/cisco_tools_tsrt.pdf or

http://www.cisco.com/web/tsweb/flash/tools/tsrt/cisco_tools_tsrt.html