

# How to create a TAC case for Intelligent Automation Products

## Navigate to Support Case Manager and log in

1. Navigate to the Support Case Manager URL <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>
2. If not already logged in log in with your cisco.com account otherwise skip to the next page (page 2)

**Log In**

Choose language of Login: English

**Log into an Existing Account**

User Name

Password

[Forgot your user ID and/or password?](#)

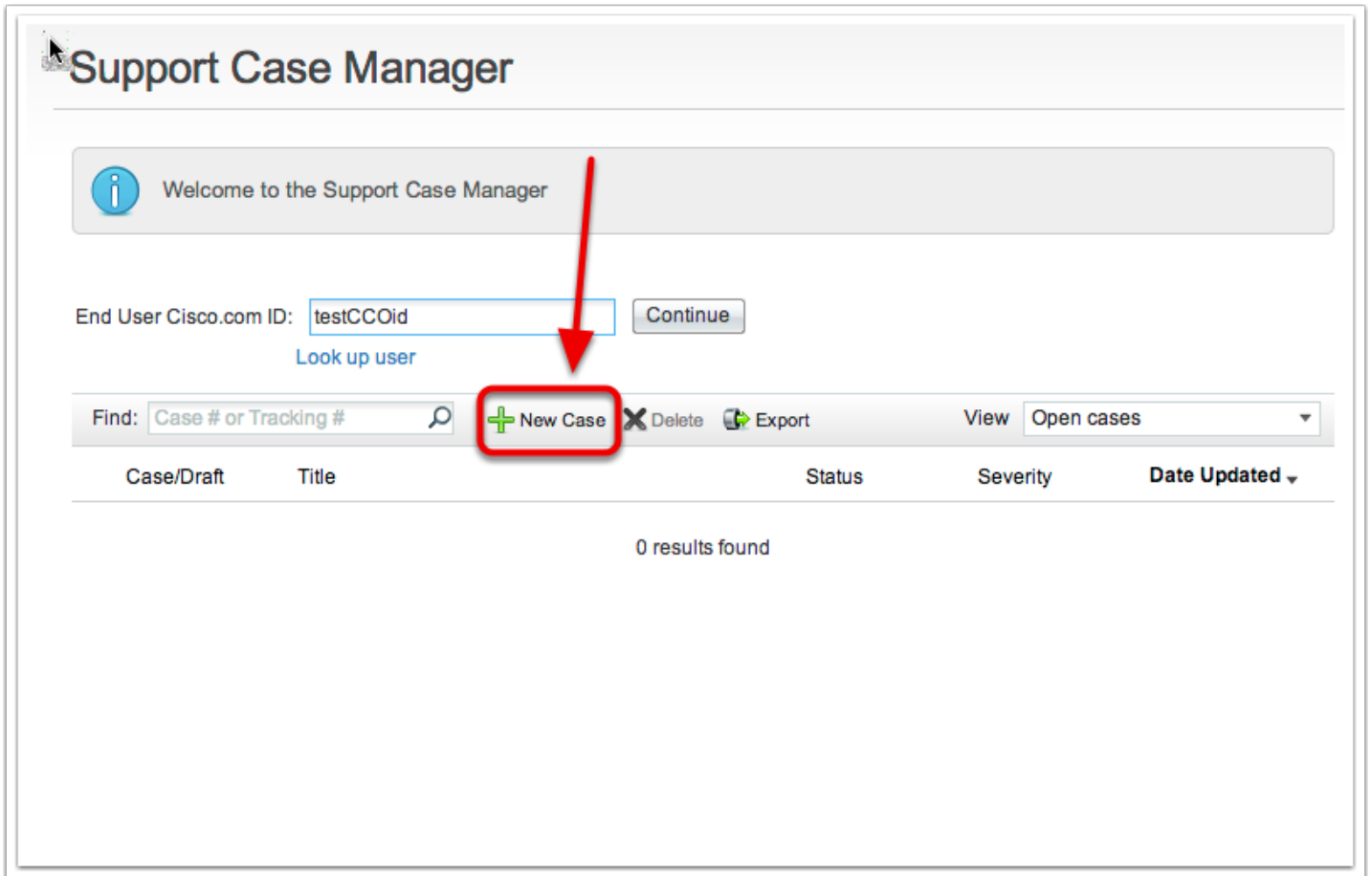
**Create A New Account**

There are various levels of access depending on your relationship with Cisco. Review the [benefits of registration](#) and find the level that is most appropriate for you.

[Contacts](#) | [Feedback](#) | [Help](#) | [Site Map](#) | [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks](#)

## Start the case creation process

Click "New Case" button



## Input the severity and contact info

Choose appropriate values from pull down menus and input proper contact info. Please note that to open a Severity 1 or 2 issue you will need to call into Cisco TAC at the number listed in the url below.

Country Specific TAC Phone Numbers

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

**Support Case Manager**

**New Support Case**

**My open cases > New Support Case**

**Start**

Service Contract  
Describe Problem  
Attach Files  
Submit

**Start**

Support Case Type:

Severity of Problem:

Extended Loss of Service:

**Contact Information**

[Change for this support case](#)  
[Edit support case preferences](#)  
[Edit Cisco.com profile](#)

- Diagnose and Fix my Problem
- Diagnose and Fix my Problem
- Replace my Product
- Answer my Question
  - I have a question rather than a current problem
  - The answer may be on Cisco.com, but I cannot find it
  - Examples include investigating data anomalies or advice on upgrading or adding features to an existing network

Business Phone:

Mobile Phone:

E-Mail:

E-Mail Confirmation:

CC List:

Business Hours:

## Choose the product

1. Choose the service contract that covers the product and then click the "Search" button. The search results will display the products that are covered in that specific contract.
2. Then select the product and click the "Next" button.

Open cases ( ) > **New Support Case**

✓ Start  
**Service Contract**  
Describe Problem  
Submit

⚠ Please select a product from the Search Results table

### 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:

Choose the relevant product below

#### Search Results

	Product Name	Prod. ID	Contract	Level	Site Name	Site Address
<input type="radio"/>	TIDALPAK4 SKU ONLY	16826755		SAU		
<input checked="" type="radio"/>	Cisco IA For Cloud Starter Edition 3.1 Starter Cloud	209764640		SAU		
<input type="radio"/>	Automation And Portal Content Per Server	204773344		SAU		
<input type="radio"/>	SSH, Telnet, SNMP Single Lic For Devices, Unix And Linux	205237490		SAU		

## Input the case description and choose the product & problem area

1. Input the case title and case description
2. Select the appropriate product. For the "Product" field note that all Intelligent Automation products (Tidal, Newscale) are under the Technology "Data Center Management and Automation"

Common Examples for "Product" field:

Data Center Management and Automation > Tidal Enterprise Scheduler  
Data Center Management and Automation > Tidal Enterprise Transporter  
Data Center Management and Automation > Cisco Intelligent Automation for Cloud  
Data Center Management and Automation > Tidal Enterprise Orchestrator / Horizon

3. Select the appropriate problem area
4. (Optional) Complete the remaining fields on the page.

**New Support Case**

Open cases ( ) > **New Support Case**

✓ Start  
✓ Service Contract  
**Describe Problem**  
Submit

**Describe Problem**

\* Case Title: CIAC - service portal configuration

\* Case Description: My portlet is not showing

\* Product: Data Center Management and Automation > Cisco Intelligent Automation for

\* Problem Area: Configuration > Configuration Assistance

**Troubleshooting**

Problem Occurred On: Time: AM

Describe Any Troubleshooting Done:

Describe Recent Environment Changes:

**Additional Case Details**

Device Name: Software Version:

Tracking Number: Tracking Case Date:

Case ID within your company

Country:

PICA ID: Partner's End Customer E-Mail:

Save as Draft Back **Next**

## Attach files

Attach relevant logs and screenshots to case.

The screenshot shows the 'Support Case Manager' interface for a 'New Support Case'. On the left, a progress sidebar lists steps: 'Start', 'Service Contract', 'Describe Problem', and 'Attach Files' (which is highlighted in blue). Below the sidebar is a 'Submit' button. The main content area is titled 'Attach Files' and contains instructions to attach files for diagnosis. It also lists a file from preferences: 'TEST\_TOPOLOGY.img'. Below this is a table with columns for 'File Name', 'Type', 'Description', and 'Date'. The table is currently empty, showing 'No File Attachments'. At the bottom of the form, there are three buttons: 'Attach Files' (circled in red), 'Save as Draft', and 'Next' (also circled in red).

Support Case Manager

New Support Case

My open cases > New Support Case

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

Submit

### Attach Files

Please [attach](#) any files that may help to diagnose your problem more quickly.

You have a topology diagram in your preferences: TEST\_TOPOLOGY.img [Edit](#)

<input type="checkbox"/> File Name	Type	Description	Date	
No File Attachments				

[Attach Files](#) [Save as Draft](#) [Back](#) [Next](#)

## Confirm information and submit case

Submit TAC case

### Support Case Manager

#### New Support Case

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

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

#### Finish

##### Case Information [Edit](#)

Case Type:	Diagnose and Fix my Problem
Severity:	S3-Network Impaired
Loss of Service:	No

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##### Case Description [Edit](#)

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:	
Software Version:	

[Save as Draft](#) [Back](#) [Submit](#)

## Service Request (SR) is created

The SR will be created and the SR number will be listed in Support Case Manager

The screenshot shows the Cisco Support Case Manager interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The main header reads "Support Case Manager". Below this, a welcome message says "Welcome to the Support Case Manager". There is a search bar for "End User Cisco.com ID:" with the value "testCCOid" and a "Continue" button. Below the search bar, there are options to "Look up user", "Find: Case # or Tracking #", "New Case", "Delete", and "Export". A table displays the case details:

Case/Draft	Title	Status	Severity	Date Updated
627459543	test - do not take	New	3	18-SEP-2013

On the right side, there is a "Help | Feedback" link, a "Get the Mobile Support App" section with links for iOS and Android, and a "Need help opening a case? Chat Now" button. Below that, there are sections for "Related Tools" (Cisco Support Community, Service Order RMA Tool, Bug Tool Kit) and "Related Links" (Support Case Search Plugins).