CISCO

Cisco Technical Support Mobile App

User Guide
V3.10.X

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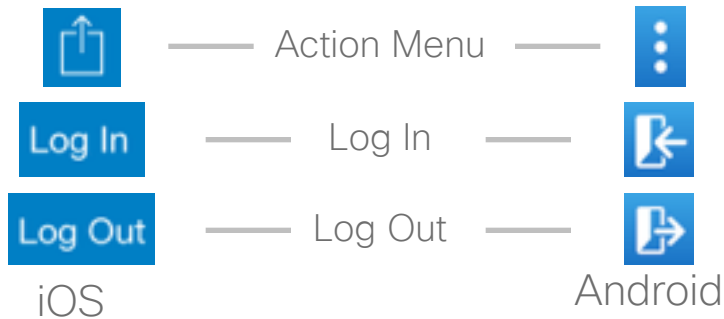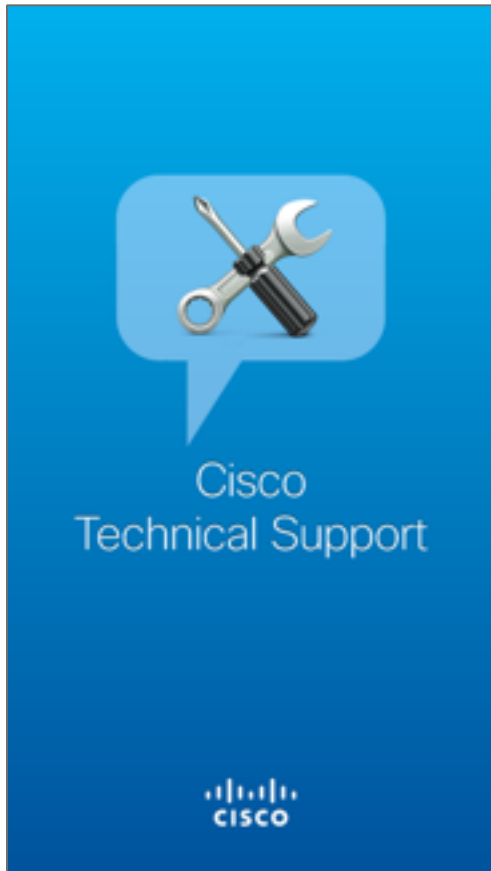
About

Overview

The Cisco Technical mobile app was designed, to enable users to connect and interact with the Cisco support to gain knowledge and support for their troubleshooting needs. The mobile app provides access to valuable technical support content such as discussions from the Cisco support community, leaderboards, support case management, RMAs as well as support feeds, podcasts, videos via user friendly mobile app interface.

This document is intended as a start-up guide for users to get familiarized with installing the app, some of the basics of the apps including navigation, logging-in and getting access to their choice data effectively.
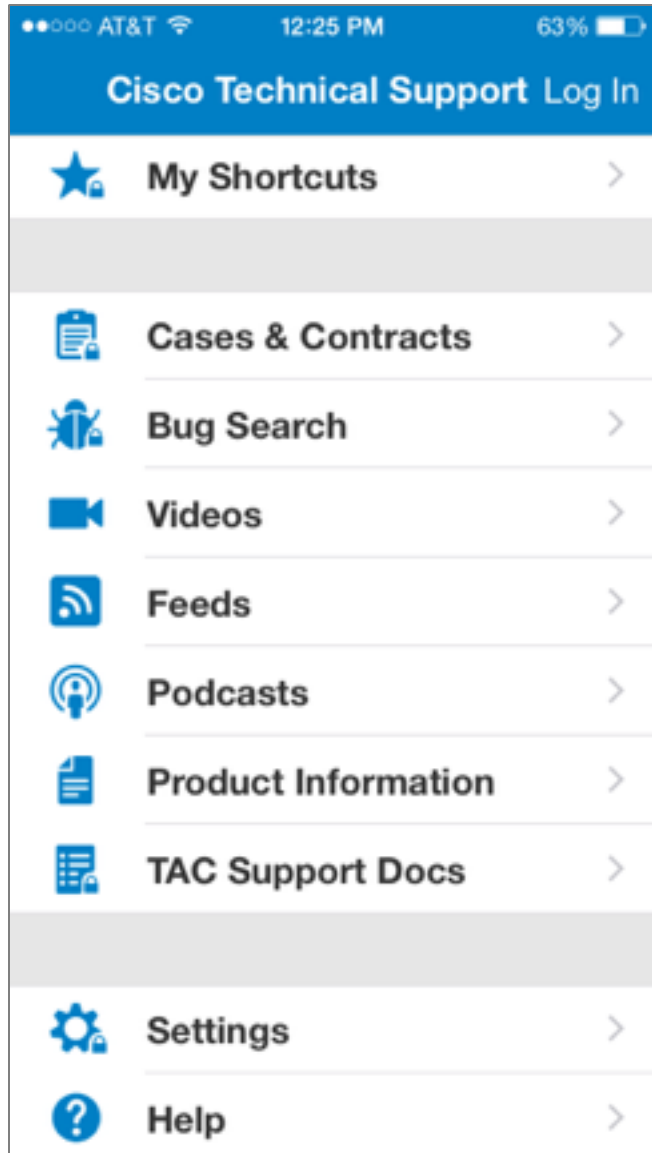
Conventions

This icon pertains to important information regarding your privacy.

This icon is meant to highlight a helpful trick or valuable insight about the mobile app.

Action Menu

Log In

Log Out

iOS

Android

Home Screen

My Shortcuts View,

Cases & Contracts View, update and create Support Cases and RMAs, directly contact your assigned TAC Engineer and On-Site Contact. Look up your support contracts, and check the entitlement on your products.

Bug Search Research software bugs based on product, release, and keywords.

Videos Product and Support Related Video Channels From TechWise TV to a variety of Industry Solutions.

Feeds Cisco Media Blogs, News, Security Advisories/Alerts, and TAC Hot Issues RSS Feeds

Podcasts Cyber Risk Report and TAC Security Podcasts

Product Information Pre-sales marketing, and post-sales support content for Cisco's products and services portfolio.

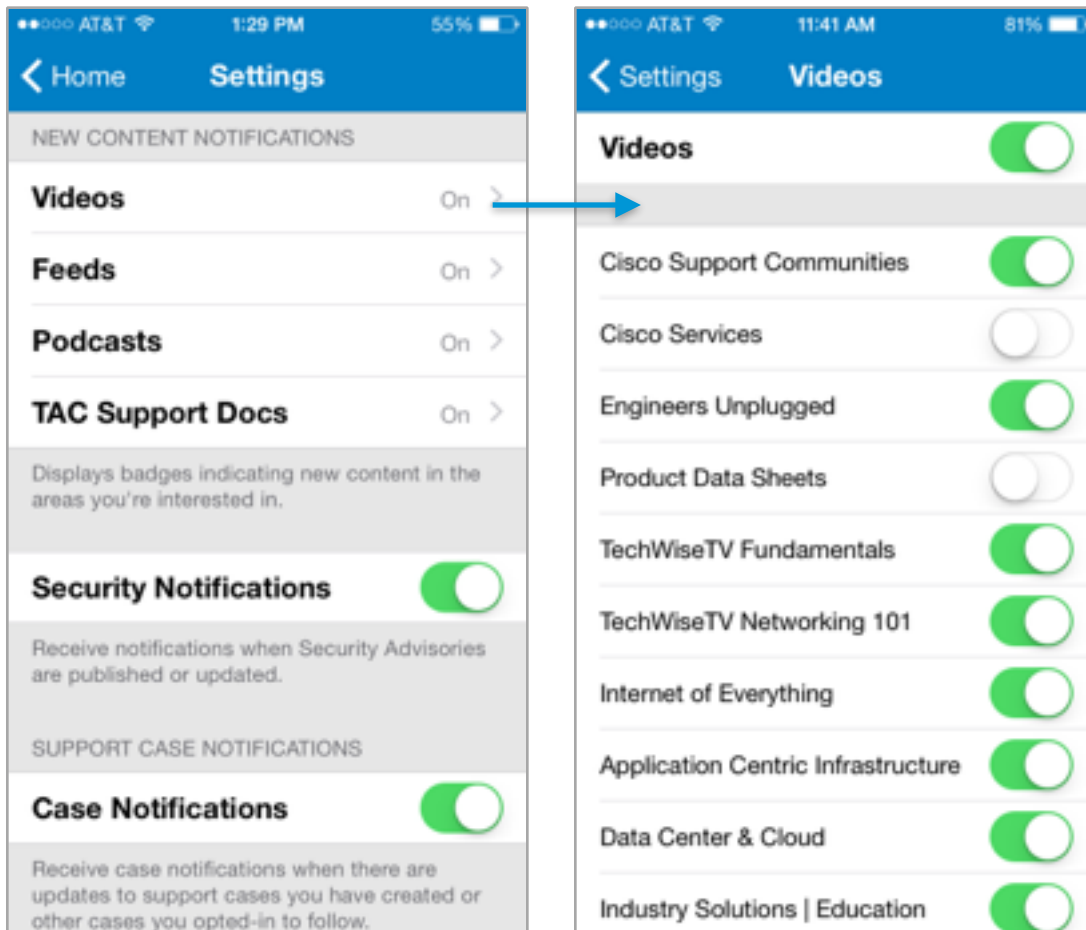TAC Support Docs TAC authored support and debug information – the best of TAC's "debug guides"

Help Mobile App FAQ, Global Support Phone Numbers and Reseller Locator.

Settings Mobile

The lock icon indicates you must log in to the access content. Cases & Contracts and Bug Search requires a support contract.

Settings & Notifications

New Content Notifications is a simple way to keep track new content within a specific channel since your last visit.

The number on the Home Screen by each channel indicates the number of sub channels with new content.

Within each content domain, you can refine which sub categories to be notified when new content appears. Your settings are linked to your CCOID, and will propagate to all your devices.

Security Notifications controls receipt of Cisco PSIRT and Security Advisory related mobile push notifications.

Case Notifications controls receipt of Cisco Support Case related mobile push notifications consisting of:

- TAC Engineer assigned to your Support Case
- Transition of your case to a "Customer Pending" state
- Support Case Updates (must opt-in on at Case Details)

When either a Support Case or PSIRT notification is tapped, the app will launch, and immediately take you to the content in question.

My Shortcuts
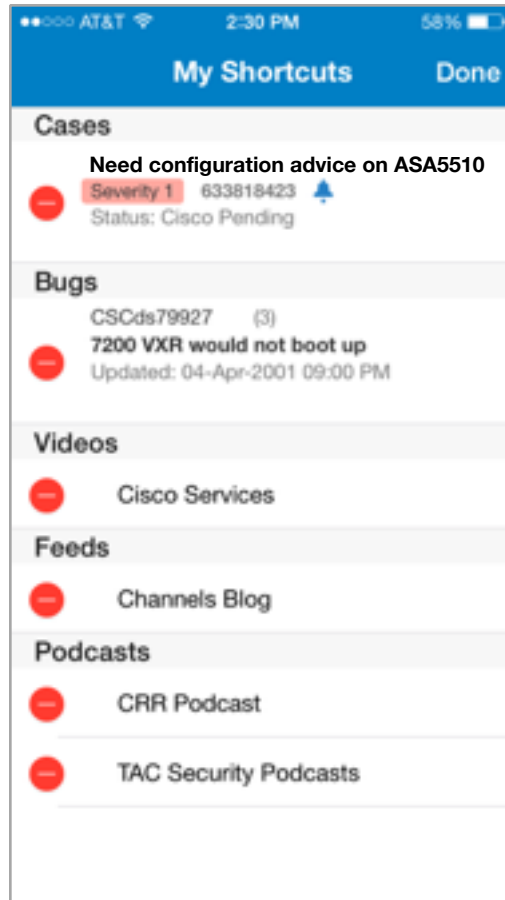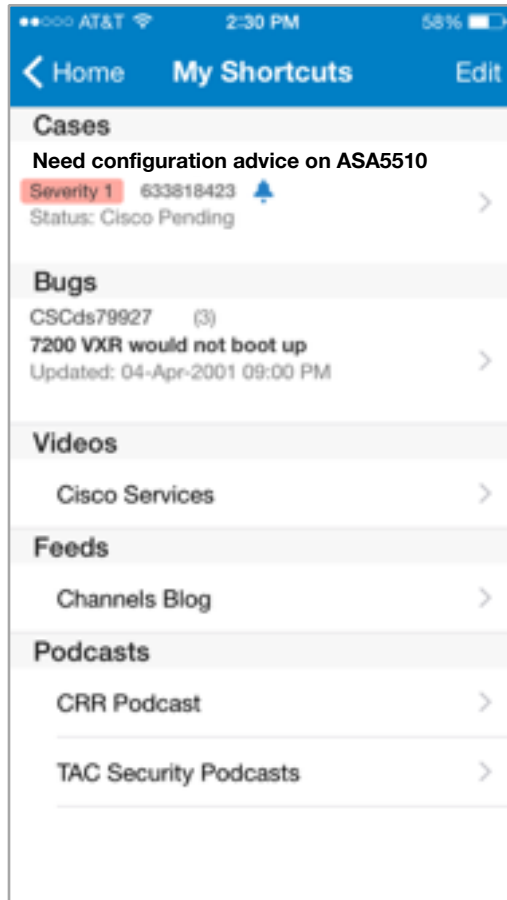
My Shortcuts is a collection of Support Cases, Bugs, Videos, RSS Feeds, and Podcasts that you have previously bookmarked, and easily referenced in a single location from your Home Screen.

Your Shortcuts are linked to your CCOID (username), providing a consistent look and feel from one device to the next.

A blue bell by a Support Case Number indicates you are subscribed to receive support case update notifications. 🔔

Support Cases, Bugs, Videos, RSS Feeds, and Podcasts are added from the respective individual screens (see descriptions further in the User Guide).

Contracts & Cases

My Open Cases are a list of open cases that you personally created.

**All Open Cases** are a list of open cases associated with your contracts.

My Watch List takes you to "My Shortcuts" where a list of cases you have previously 'bookmarked' along with other saved content. You can add cases to "My Shortcuts" from the actions menu when viewing the details of a support case.

Search Cases or RMAs allows you to look-up any support case or RMA opened against your contracts. The search is limited to a maximum of a 90 day window.

Open New Case provides a quick and easy facility for opening a support case. Once you have opened a case through the app, we will monitor the case and send you a push notification once a TAC Engineer has been assigned to the case.

My Contracts is a high-level overview of contracts associated to the logged-in user.

Check Device Coverage enables look up of coverage status for a specific device (by serial number). An embedded bar code scanner is available to capture the device's serial number.
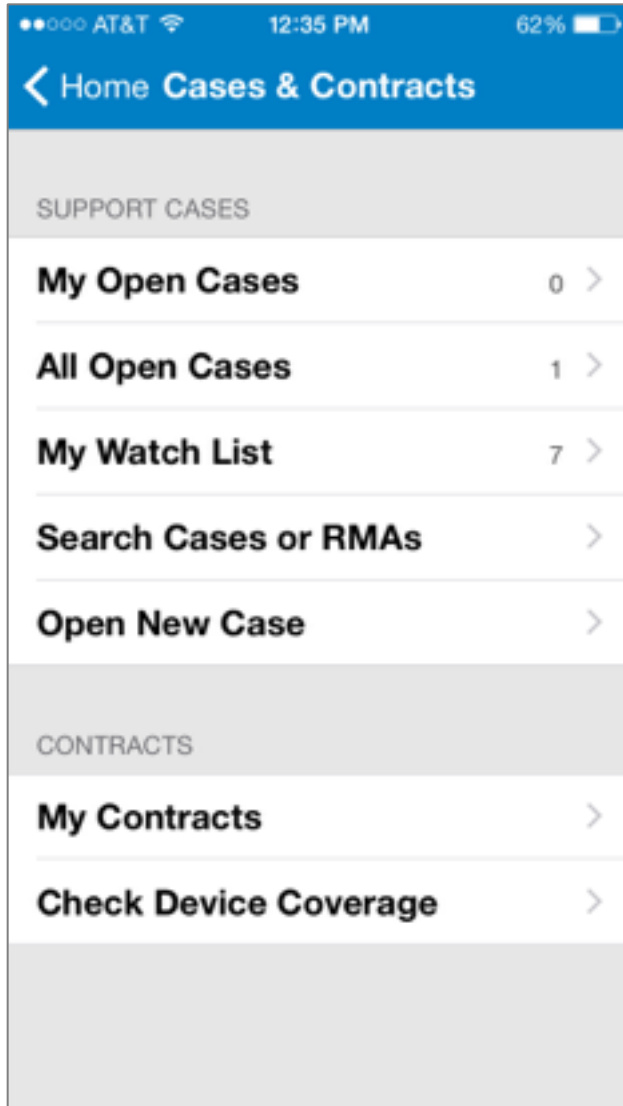
Support Case Details
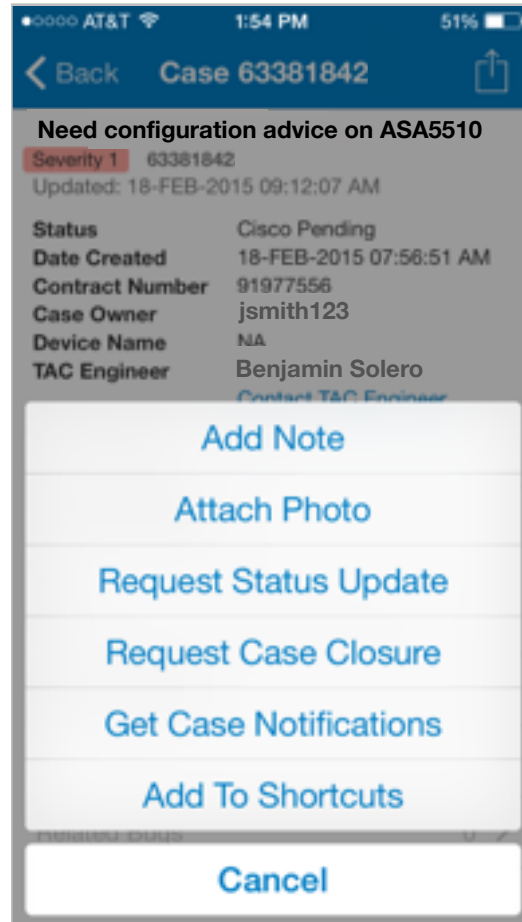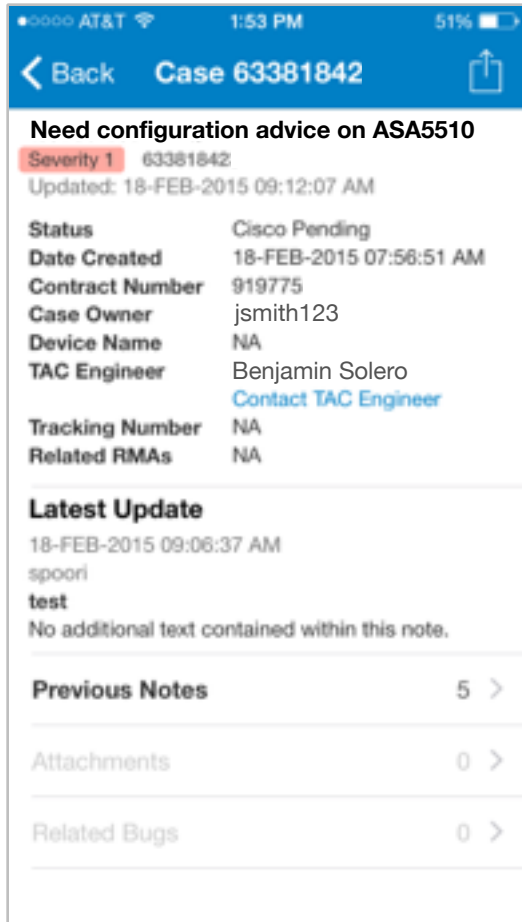
From within the Support Case Details screen, you can quickly check the status of the case as well as directly contact the assigned TAC Engineer via their desk phone or email.

From within the case, you have access to all the attached notes, attachments, and related bug information.

Tapping on the actions menu within the header provides options to:
- Attach a note or photo to the case
- Request a status update or case closure
- Get or Stop support case update push notifications
- Add or remove the case to your Shortcuts

A blue bell by the Support Case Number indicates you are subscribed to receive support case update notifications. 🔔

If you have more than one case, you can switch from one case to the next by swiping left to right, or right to left.

RMA Details

If a Support Case has an RMA associated with it, tapping on "View RMA Details" will provide a high level overview of the RMA including:

- RMA Status
- Replacement Part Details
- Labor Details (If Applicable)
- Return Parts

You can directly contact the RMA On-Site Contact and the assigned Field Engineer (if applicable) via phone or email.

If the replacement part tracking number is hyperlinked, you can track the progress of your shipment.
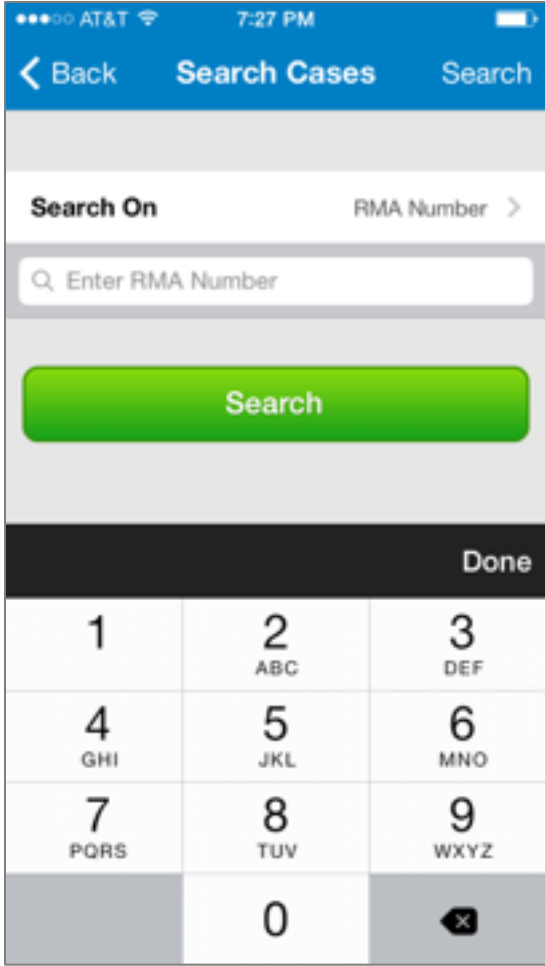
You may also use the app to initiate the return of the failed device by tapping on "Initiate Return or View Schedule Shipments". Using the app, you can co-ordinate pickup of the device and even print out the return shipping label.

Search Cases
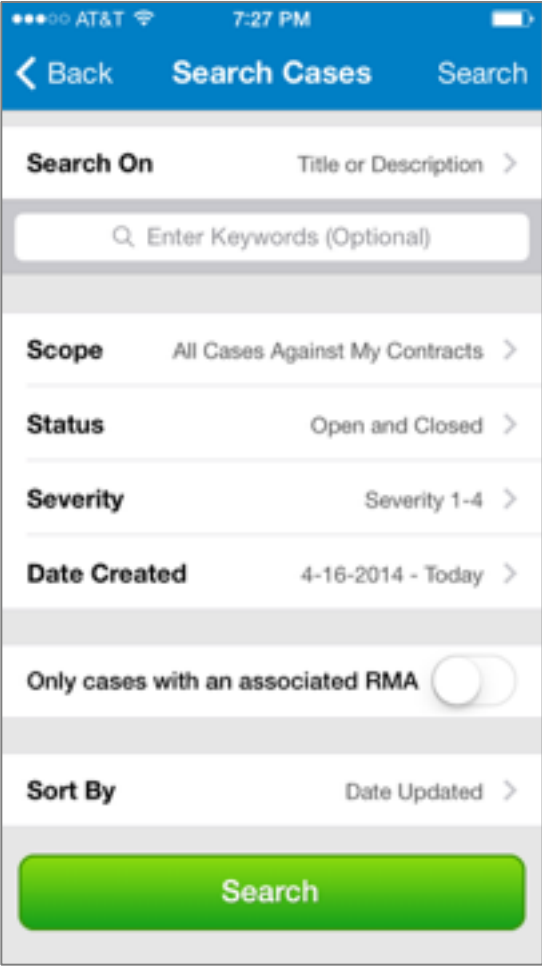
Search On:
- Title or Description
- Support Case Owner (CCOID)
- Service Contract Number

Search On:
- Support Case Number
- RMA Number

You can search for support cases based on:

- Keywords in the Title or Description
- Support Case Number
- Support Case Owner (CCOID)
- Service Contract Number
- RMA Number

Leaving the search field blank will effectively act as a wildcard. The search will be based on the applied filters.

Filter Options (not required for case and RMA number search):

Scope: Search for only cases you have created, or any case against your contracts (default)

Status: Open, Closed, or Open and closed (default)

Severity: 1, 2, 3, 4, or 1 – 4 (default)

Date Created: 90 Day Window maximum.(Last 90 days default)

Toggle the slider if only interested in cases associated with an RMA.

Open New Case

A new case is initiated by either typing or using the embedded optical bar code scanner to capture the device serial number. After tapping on "Next", we will check to ensure you are entitled to open a support case against that product. If you are, the following information will be needed:

- Severity (Choose from Sev 3 or Sev 4)
- Product Type (Ex: LAN Switching)
- Product (Ex: Cat2960)
- Problem Type (Ex: Installation: Hardware Failure)
- Title
- Description

Once the above information is supplied, you can submit the case, and we will let you know when a TAC Engineer has been assigned to your case via a Push Notification.

Contracts

My Contracts

My Contracts provides a list of your support contracts, sorted in order of contracts expiring the soonest. If the contract is going to expire within 90 Days, the Expiration Date is highlighted to indicate action is necessary to ensure support continuity.

1. With your permission, we will add an event reminder to your calendar prior to your contract's expiration when you tap on the calendar icon.

Check Device Coverage

You may check the support coverage on a particular product by entering it's serial number into the app. We will include the length of support coverage, warranty and the known installation address for the device.

2. An optical bar code scanner can be used to facilitate capturing the device's serial number.

3. With your permission, we can leverage your current location through the device's GPS to update the Installed At location by pre-populating a request email that you can send to us.
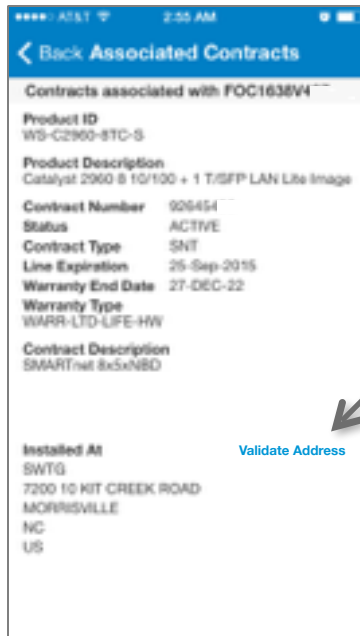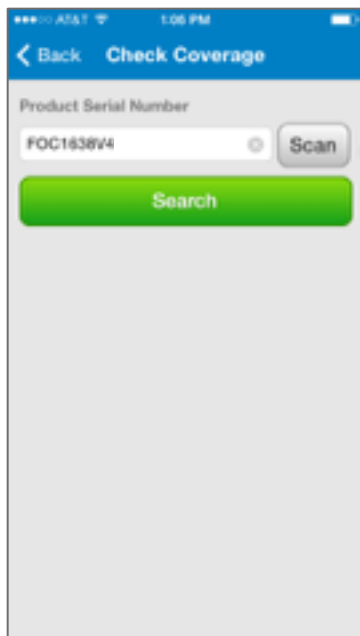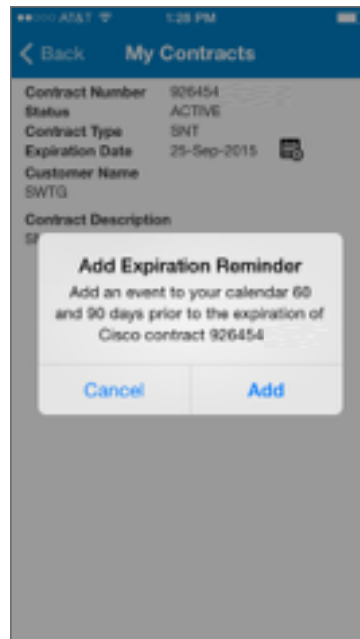
Bug Search
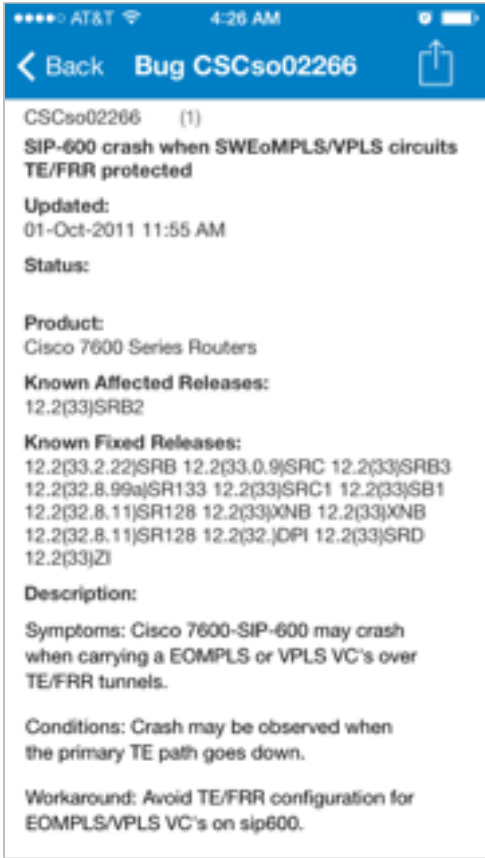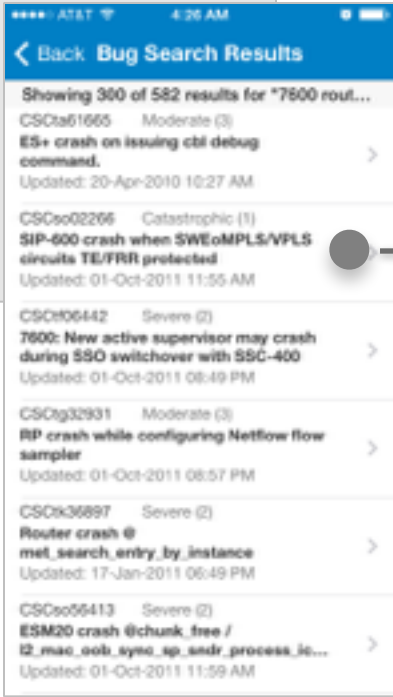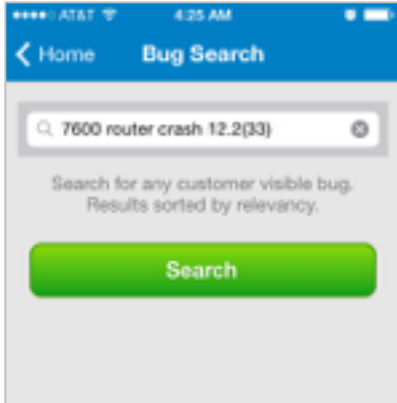
Our Bug tracking system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. Bug Search acts as a gateway to the bug tracking system and provides you with detailed defect information about your products and software.

Each bug has a unique identifier that follow a pattern of CSCxxNNNNN. These bug IDs are referenced in Software Release Notes, Security Advisories, Field Notices and other Cisco support documents.

Bug Search can assist you with risk management, product maintenance/sustainment and troubleshooting.
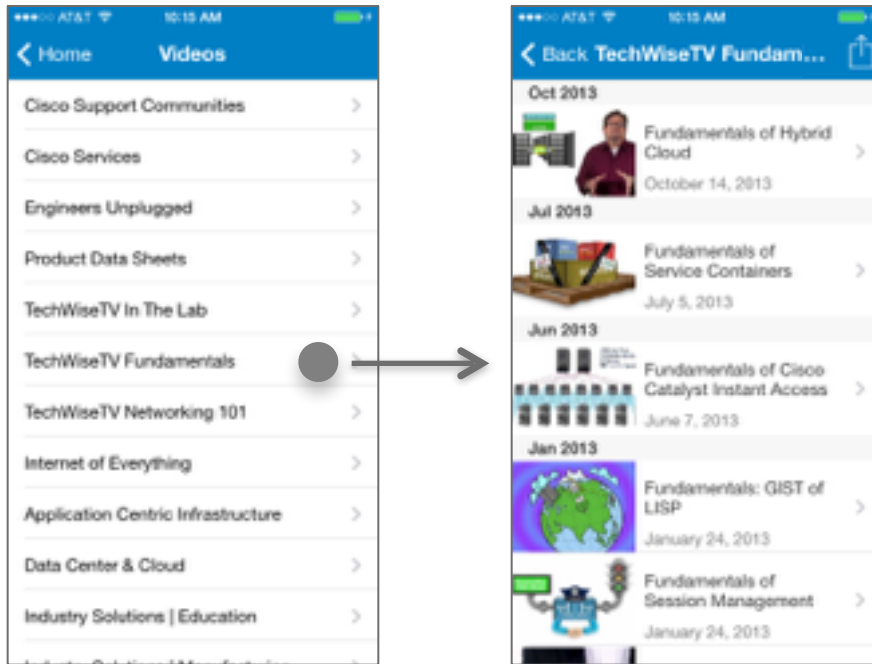
Individual bugs can be added to your Shortcuts from the Actions menu.

The search field will accept bug IDs, keywords, product/model numbers and software release trains.

Videos

A number of popular product and support related video channels including TechWiseTV, Engineers Unplugged and Industry Solutions are available for viewing.

When you tap on an individual video, the video player will launch in full screen mode and start playing the video.

Any Video Channel may be added to your Shortcuts from the Actions menu.

Engineers Unplugged is unique experience brought to you by Cisco's Data Center organization. Two engineers from different companies come together, a question/problem is posed on a white board, and they begin discussing the topic bringing their own unique perspectives to the situation.
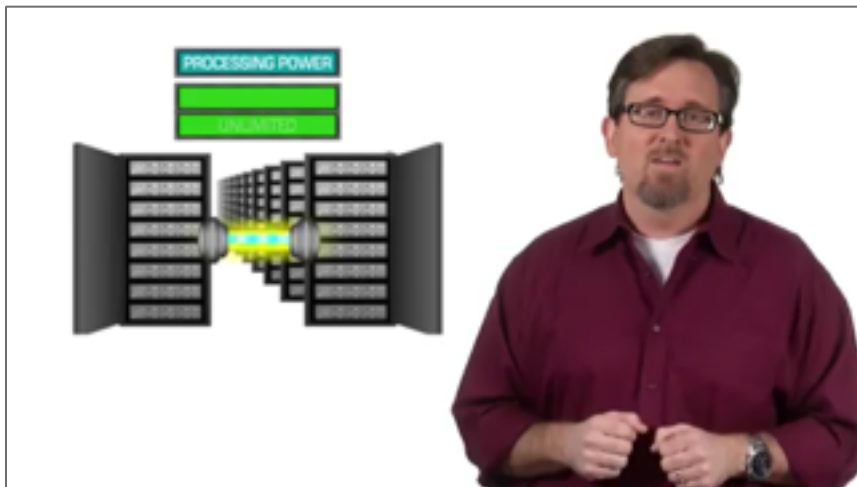
RSS Feeds

A number of RSS feeds covering a wide range of product solutions, news and highlights, security issues and weekly TAC hot issues are readily made available for consumption.

Any RSS Feed may be added to your Shortcuts from the Actions menu.

The security RSS feeds cover a wide range of topics including Cisco Security Advisories and Notices, Cyber Risk Reports, and Intellishield Alerts.

You may save any of the individual feeds for future consumption by accessing "Send to Pocket" in the Actions menu found on the header bar. A Pocket account is required before you can take advantage of this service.

To learn more, go to http://www.getpocket.com/.
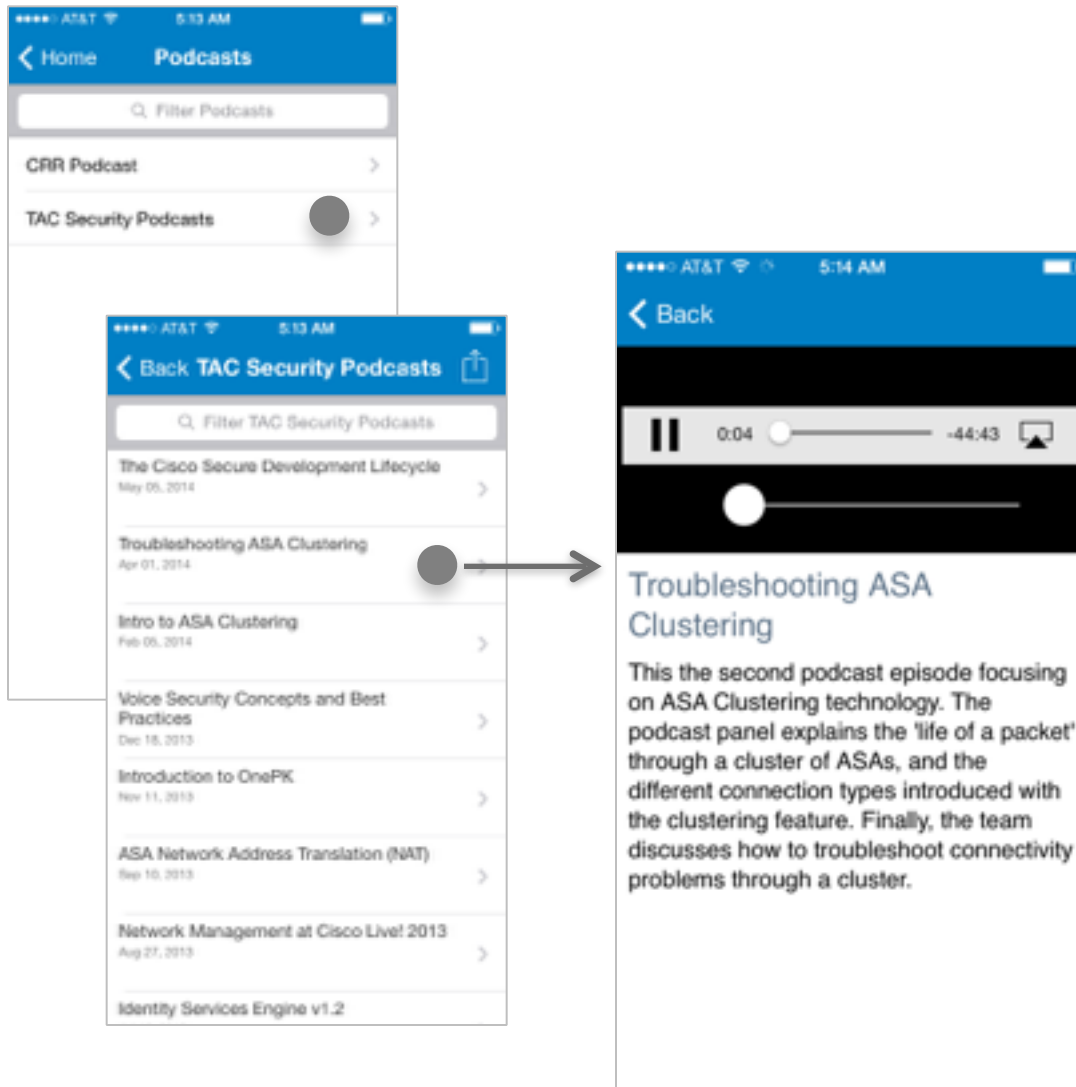
Podcasts

Our Cyber Risk Report Podcasts provide strategic intelligence that highlight current security activity. The reports address seven major risk management categories: vulnerability, physical, legal, trust, identity, human, and geopolitical.

Our TAC Security Podcasts series is created by Cisco TAC engineers. Each episode provides in-depth technical discussion of Cisco product security features, with emphasis on troubleshooting.

Any Podcast may be added to your Shortcuts from the Actions menu.

Product Information

Browse Products and Services provides a conduit to pre-sales information to our products and services.

Select a Product is a gateway to aggregated support content for more than 7,000 product models. Each model page provides consolidated product specifications, support documentation, software download and community content specific to that device.

You can facilitate your search for model specific content by filtering the list based on the model number. As you type, the list of models will automatically reduce, providing a much more concise list from which to choose from.
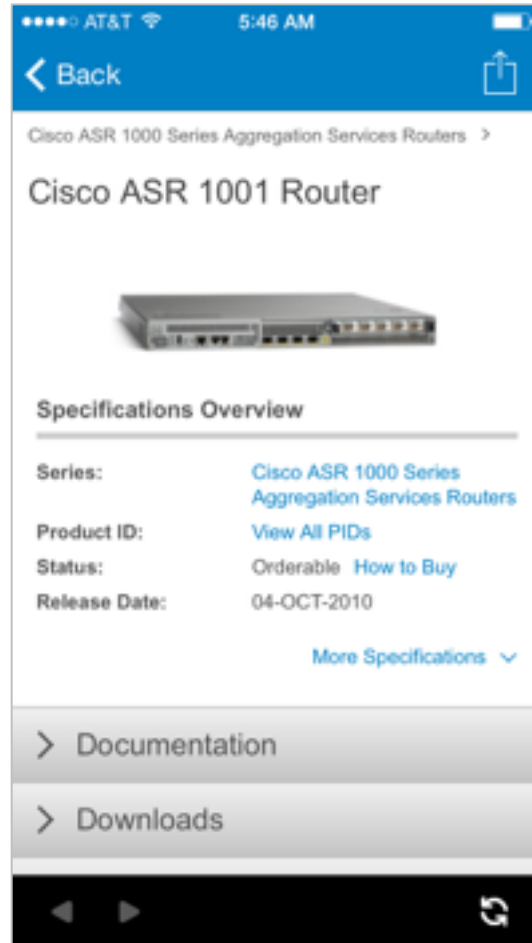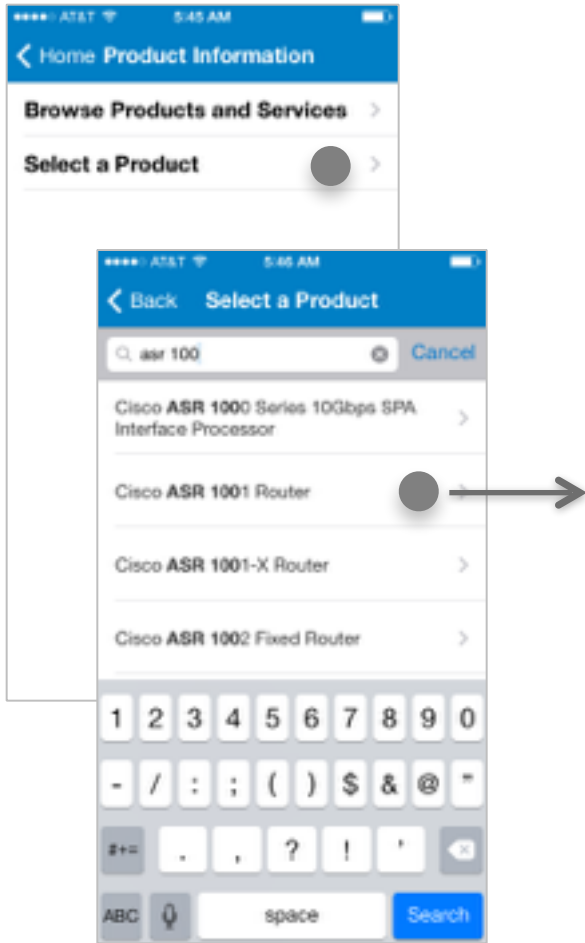
TAC Support Docs
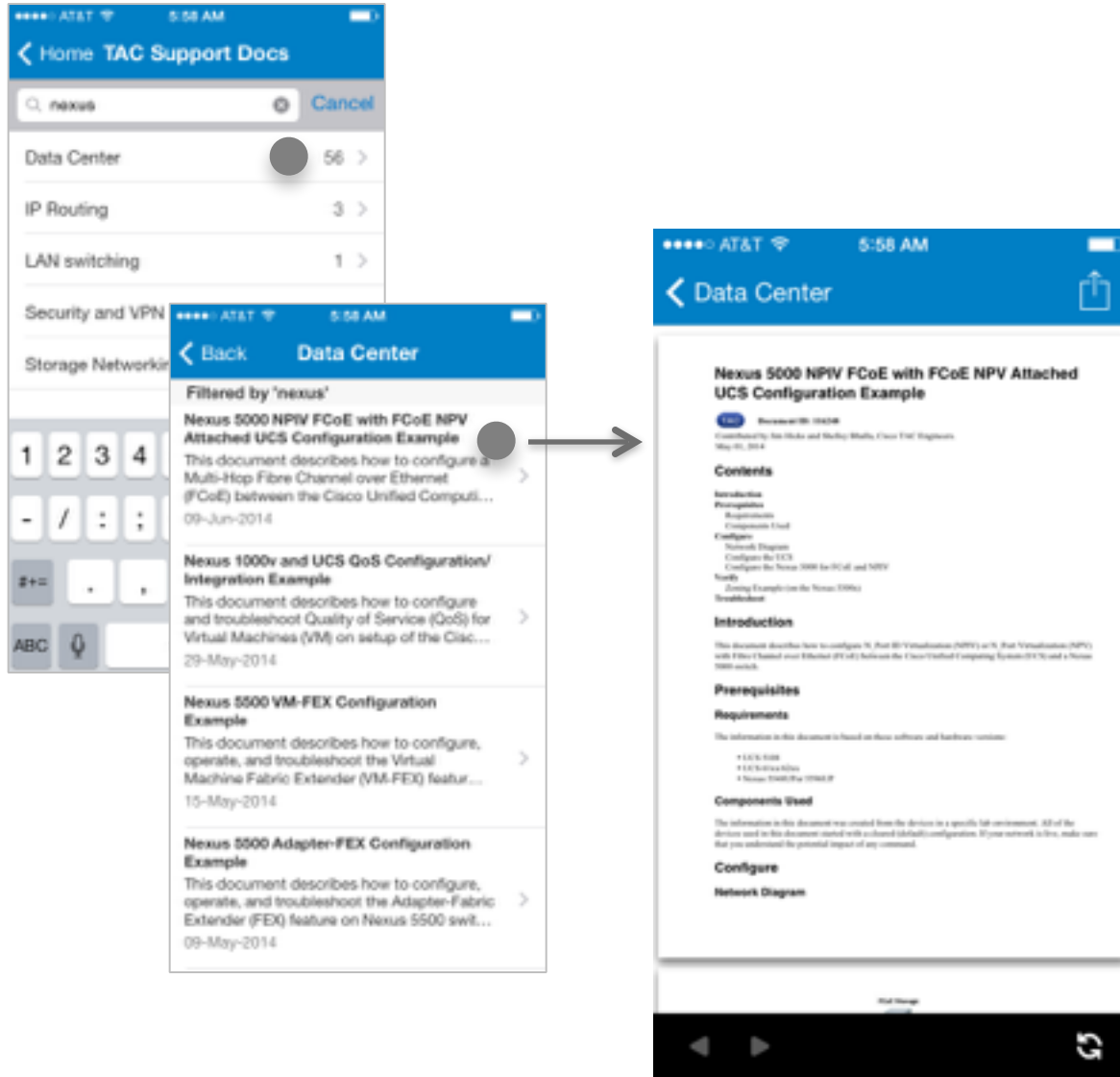
Over the course of many years, our TAC engineers have developed several thousands of documents ('cheat sheets') aimed at helping solve customer issues as quickly as possible. These documents have been refined over the years, and we have decided to expose the best of these documents for your benefit.

Roughly 50 new documents are added each month covering a range of topics from configuration, installation and troubleshooting issues.

You can reduce the list of available documents by filtering on keywords found in the title or description of the document.

You may save any of the individual documents for future consumption by accessing "Send to Pocket" in the Actions menu found on the header bar. A Pocket account is required before you can take advantage of this service.

To learn more, go to http://www.getpocket.com/.
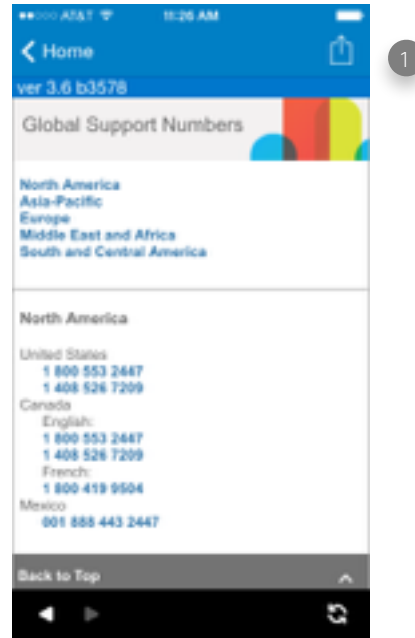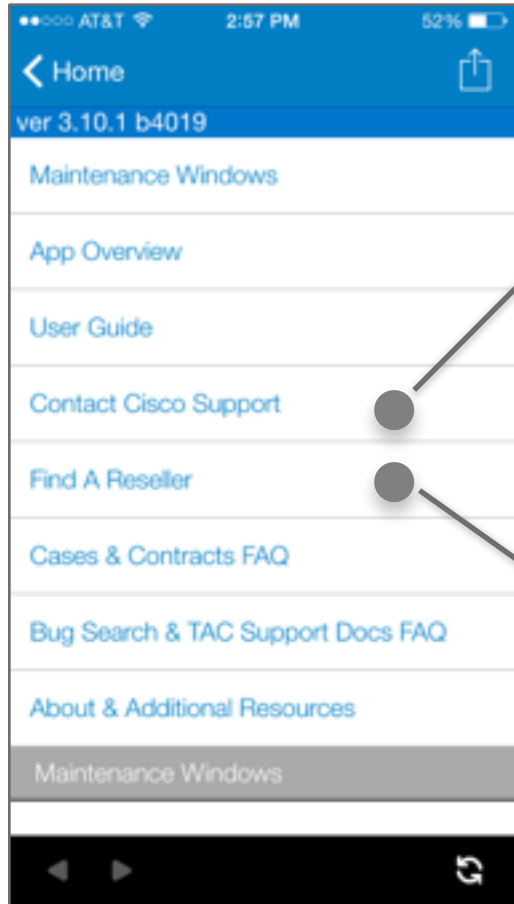
Help

Help provides quick access to our global support phone numbers and partner locator, as well as a reference for various app features including:

- Application Maintenance Windows (includes downtimes)
- App Overview
- User Guides
- Contact Cisco Support
- Find a Reseller
- Cases & Contracts FAQ
- Bug Search & TAC Support Docs FAQ
- About & Additional Resources
    - Privacy Statement
    - Terms & Conditions
    - Pocket Read It Later Service

1 List of regional phone numbers to call for added support.

2 Locate a partner or partner reseller anywhere in the world.

Thank you.

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