
Cisco Worldwide Technical Assistance Center

What is the Cisco TAC?

To all entitled customers, partners, resellers, and distributors, the Cisco Technical Assistance Center (Cisco TAC) provides around-the-clock, award-winning technical support services, online or over the phone.

What types of assistance does the Cisco TAC offer?

The online resources available at the Cisco TAC Web Site address the majority of Priority Level 3 (P3) and P4 problems. All P2, P3, and P4 cases opened via the TAC Web Site will receive quicker responses than the same priority level cases opened by e-mail or telephone.

The TAC Web Site is found at <http://www.cisco.com/tac>.

TAC engineers handle P1 and P2 cases personally. When a P1 or P2 situation occurs, you should contact the Cisco TAC via telephone and open a case immediately. You can also call the Cisco TAC when you have a P3 or P4 problem but do not have Web access, or you are unable to resolve your problem with Web support.

The following URL contains a directory of toll-free numbers:

http://www.cisco.com/tac/catalog/021402_contact_info.html

The definitions of the four problem priority levels are as follows:

- 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.
- 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 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 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.

How do I access the Cisco TAC services?

Complete access to the TAC is available to all Cisco.com registered customers, partners, resellers, and distributors who hold a valid Cisco service contract.

The TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, please visit <http://www.cisco.com/register/> to obtain your login ID and password.

Telephone access to TAC engineers is available to all customers, partners, resellers, and distributors who are holders of valid Cisco service contracts. In a P1 or P2 situation, you should contact the Cisco TAC via telephone and open a case immediately. The following URL contains a directory of toll-free numbers:

http://www.cisco.com/tac/catalog/021402_contact_info.html

When should I open a case?

You can open your Priority 3 (P3) or P4 case online by using the TAC Case Open Tool at <http://www.cisco.com/tac/caseopen>. The TAC Case Open Tool will automatically suggest solutions to you during the case open process, which may make it unnecessary to complete the submission of your case.

When a P1 or P2 situation occurs (for example, when your production network is down or severely degraded), you should call the Cisco TAC via telephone and open a case immediately. P1 and P2 critical situations are routed to the Cisco TAC engineers to keep your business operations running smoothly. Please visit the following URL to obtain a directory of toll-free numbers:

http://www.cisco.com/tac/catalog/021402_contact_info.html

The next time you work with a TAC engineer to resolve your case, have your browser ready and ask the TAC engineer if it would be appropriate to use Cisco Live. Cisco Live is a suite of interactive, Internet-enabled tools that allow customers and TAC engineers to collaborate more effectively than ever before. From co-browsing the wealth of technical support resources on the Cisco TAC Web Site to sharing secure information in real time, Cisco Live offers a variety of firewall-friendly features to make it easy to work together remotely. For more information about Cisco Live, go to:

http://www.cisco.com/tac/catalog/021402_cisco_live.html

How can I track the progress on my case?

You can check the status and add updates to your case using the TAC case management tools at:

http://www.cisco.com/tac/catalog/021402_case_mgmt_tools.html

Explanation of Status Codes:

- CE-Pend: The Cisco TAC engineer assigned to your case is currently at work investigating or troubleshooting the problem reported. No work around has been identified at this time.
- Close-Pend: The Cisco TAC engineer has provided you with a solution for your issue. Contact the assigned engineer if you feel the problem has not been solved.
- Cust-Pend: The Cisco TAC engineer assigned to your case has requested information from you and is awaiting your response. No work around 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.
- RMA-Out: The Cisco TAC engineer has sent you a hardware replacement.

What resources are available at the TAC Web Site?

The TAC Web Site provides more than 30,000 pages of technical content, including online knowledge bases and tools. The "Search" tool on the TAC Web Site home page can shorten your research session by helping you locate relevant technical content. The "Search" tool is available at:

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

Online Knowledge Bases

- TAC Top Issues Pages: Detailed technical solutions for the most frequently reported networking problems, located at:
<http://www.cisco.com/tac/topissues>
- TAC Technical Tips: Troubleshooting advice, configuration examples, and other helpful information created by TAC engineers, located at:
http://www.cisco.com/tac/catalog/021402_tech_tips.html
- TAC Product Pages: Index providing access to specific product information, including installation and configuration advice, located at:
<http://www.cisco.com/tac/products>
- TAC Technology Pages: Index providing access to information about Cisco-enabled technologies, including advice about network design, implementation and configuration, verification and troubleshooting, and operating and maintaining, located at:
<http://www.cisco.com/tac/technologies>

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- TAC Solutions Pages: Index of online documentation presenting networking solutions for IP Telephony; Voice, Telephony, and Messaging; and Virtual Private Networks (VPN), located at:
<http://www.cisco.com/tac/solutions>
 - Open Q&A Forum: A knowledge base of question and answer pairs with a system enabling your questions to be answered by Cisco certified experts world-wide, located at:
http://www.cisco.com/tac/catalog/021402_qa_forum.html

Online Tools

Some of the valuable, time-saving tools available on the TAC Web Site are listed below. For a complete list of tools on the TAC Web Site, please log on to Cisco.com and visit: <http://www.cisco.com/tac/tools>

- 2600/3600 Memory Calculator: Computes the memory required for the Cisco 2600/3600 series:
http://www.cisco.com/tac/catalog/021402_mem_cal.html
- Software Advisor: Determines compatibility and feature information for Cisco IOS and Cisco Catalyst Operating System (CatOS) software:
<http://www.cisco.com/go/swadvisor>
- Output Interpreter: Decodes Cisco IOS software "show" command output and provides relevant errors or warnings:
<http://www.cisco.com/support/OutputInterpreter/>
- Software Bug Toolkit: Identifies, evaluates, categorizes, and tracks defects that impact network operations or planning:
<http://www.cisco.com/support/bugtools/>
- Troubleshooting Assistant: Simulates the steps a TAC engineer takes to diagnose problems, and provides a technical solution or recommendation:
<http://www.cisco.com/support/tsa>

Online Software

You can search, access, and download software and firmware upgrades at: <http://www.cisco.com/software>

You can also link to other software-related technical support applications such as the Software Bug Toolkit, Software Search Tool, and IOS Upgrade Planner.

How do I locate the information I need on the TAC Web Site?

The TAC Web Site is your gateway to the many invaluable resources that the Cisco TAC makes available to you. Familiarizing yourself with the TAC Web Site home page will help you find exactly what you need as quickly as possible. Use the following review of home page links to begin your investigation of TAC Web resources.

Top Issues

The "Top Issues" section provides you with solutions to the most common problems reported within different Cisco networking technology areas. The lists are updated on a regular basis.

<http://www.cisco.com/tac/topissues>

Products

The "Products" section provides a product index to browse information on the Cisco product offerings. Each product link provides further access to specific product information such as:

- Hardware information
- Software installation
- Software configuration

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- Implementation
 - Verification
 - Troubleshooting
 - Documentation

<http://www.cisco.com/tac/products>

Technologies

The “Technologies” section provides a technology index to browse information on Cisco-enabled technologies. Each technology link provides further access to the same information categories as the Products links.

<http://www.cisco.com/tac/technologies>

Networking Solutions

The “Networking Solutions” section provides information to help implement and manage network solutions. This link also provides access to the same information categories as the Products and Technologies links.

<http://www.cisco.com/tac/solutions>

Technical Tips

The “Technical Tips” section provides troubleshooting advice, configuration examples, and other helpful information supplied by TAC engineers.

http://www.cisco.com/tac/catalog/021402_tech_tips.html

Search

The Google-driven engine searches only TAC documents, and offers two principal benefits: a streamlined interface and highly relevant search results.

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

Select & Download Software

The “Select & Download Software” section provides information on software products and downloads, specific file access, and releases.

http://www.cisco.com/tac/catalog/021402_dl_software.html

Install & Configure

The “Install & Configure” section provides access to product installation and configuration guides, as well as release notes that describe common bugs. This section also contains technical tips and configuration examples from the TAC.

http://www.cisco.com/tac/catalog/021402_install_config.html

Troubleshoot

The “Troubleshoot” section provides access to the installation and configuration guides, release notes, technical tips, and configuration examples provided by the Install & Configure link. This section also provides access to field notices, security advisories, and product bulletins to help you troubleshoot problems.

http://www.cisco.com/tac/catalog/021402_troubleshoot.html

Tool Index

The “Tool Index” provides an alphabetical list of Cisco online tools. This link is an excellent entry point for exploring the online resources available to you.

http://www.cisco.com/tac/catalog/021402_tool_index.html

Other References

The “Other References” section provides links to general technical resources and references.

http://www.cisco.com/tac/catalog/021402_other_ref.html

Consult Network Communities

The “Consult Network Communities” section provides links to the “Networking Professionals Connection” and the “Cisco-centric Open Source Community”. The University of Colorado’s newsgroup archive is also linked here.

http://www.cisco.com/tac/catalog/021402_net_comm.html

Training Resources Page

The new “Training Resources” page on the Cisco TAC Web Site offers you three training forums: eLearning Solutions’ interactive training modules and videos; E-Seminars’ technology overviews; and live or recorded TAC Web Seminars:

http://www.cisco.com/tac/catalog/021402_training_res.html

Contact TAC / Check Status

Contact TAC / Check Status provides numerous links on how to use the TAC, a listing of world-wide support contacts, and an online feedback form on how well the TAC is meeting your needs.

http://www.cisco.com/tac/catalog/021402_case_mgmt_tools.html

Who can help me navigate the TAC Web Site?

The Cisco TAC Web Seminars provide training on how to use Cisco TAC Web Site resources effectively. The seminars teach you how to find the technical information necessary for designing and supporting your networks, enhancing your networking skills, implementing and configuring products and networks, and troubleshooting network issues.

Seminar offerings include sessions which deal with specific technologies, as well as seminars in languages other than English. Recorded versions are also available for viewing at your convenience.

To view training dates and offerings, please visit:

http://www.cisco.com/tac/catalog/021402_tac_web_sem.html

What types of training resources does the Cisco TAC offer?

To enhance your current technical knowledge or become more self-sufficient in resolving technical support issues related to Cisco products and technology, take advantage of the “Training Resources” page today:

- TAC E-Learning Solutions — Short training modules to help you learn about and resolve common technical issues.
- TAC Web Seminars — These live or recorded online seminars teach you how to use the tools and documentation located on the TAC Web Site in order to resolve technical support issues.
- Cisco E-Seminars — Find out how Cisco products and technologies provide solutions for current commercial Internet, telephony, and network business trends.

http://www.cisco.com/tac/catalog/021402_training_res.html

Note You can use the same URL to access a recorded version of the online seminar at any time.
