



Cisco Support Assistant

Cisco Customer Experience
October 2023

<https://supportassistant.cisco.com/>



Agenda



Introduction



How to access?



Conversations



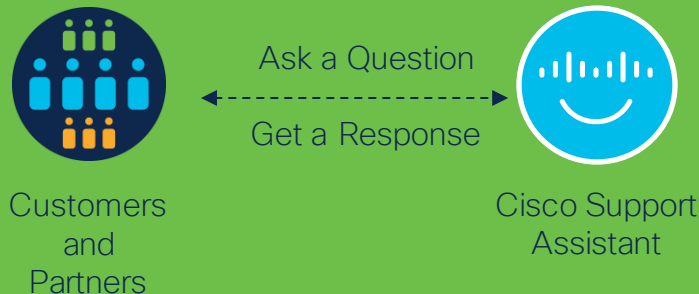
Help, Commands & Feedback

What is Support Assistant?

Cisco Support Assistant offers customers and partners a self-service experience for common case inquiries and basic transactions. It even has the ability to connect customers with case owners and duty managers.

Benefits

- Easy to access
- Easy to use
- Seamlessly connect to an Engineer
- No need to call 1-800



Self-Service Experience for TAC Engagements

Get Things Done Quicker Without Waiting in Queue

Get status

Case, Bug, RMA

Update

Update case, Upload files and Request update

Subscribe

Case summary updates, case severity and status changes

Connect

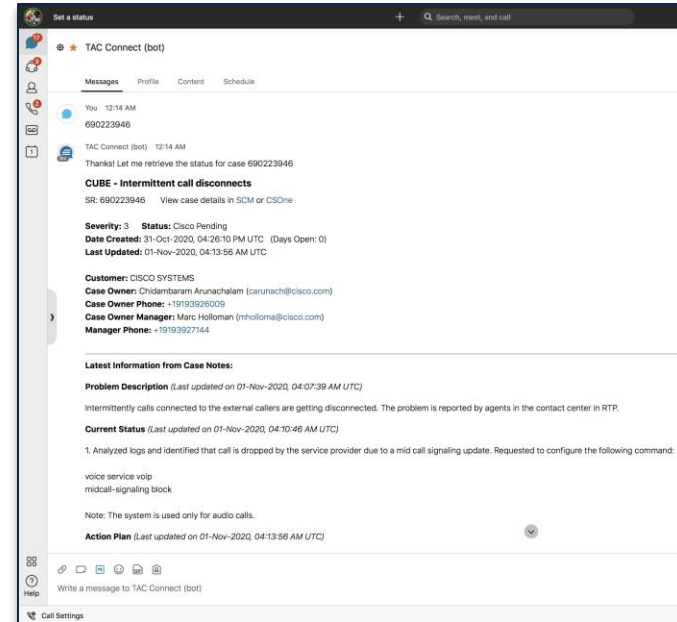
Engineer via Virtual Spaces, Virtual Meeting or Phone Callback

Initiate

Reassign, Schedule dispatch, Raise severity, Escalation, Close case, Add Contract

Be Proactive

Proactive TAC Alerts and Bug Applicability Check



Natural language and text commands


How to access?



Multiple ways to interact with the Bot

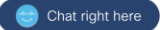

<https://supportassistant.cisco.com>

Self-serve experience for TAC Engagements. Get things done quicker without waiting in queues.

Cisco Support Assistant: At-a-Glance 

Get Started

Knowledge scope: Cases, Bugs and RMA Management




Support Case Manager




Actions	Case	Created
 Ask the bot	693956301	01/31/2023
 	693956300	01/31/2023


Hi there! I can help manage your cases.



Virtual Spaces

Cisco TAC Case : 696169484 : Test case   

Messages People (5) Content Meetings +   

 Support Assistant 9/16/23, 10:06 AM

Hello! I can help you get case details and connect with Cisco TAC. You can make the following requests in English language:

- @Support what is the status
- @Support change status to cisco pending
- @Support add participant (email address)
- @Support connect with engineer
- @Support create a virtual space
- @Support request an update
- @Support update the case
- @Support escalate
- @Support raise severity
- @Support requeue
- @Support close the case

I can help you manage cases that are opened from Cisco.com Support Case Manager. Currently, I can't open new cases or answer technical questions. Type "**list commands**" to get a list of command requests and find details of supported features using the documentation and demo videos.

Use @Support to interact with the bot in virtual spaces created in the context of a case

Demo

[YouTube](#)



Support Case Manager



“Ask the bot” – Start the interaction in the context of a case

The screenshot displays the 'Support Case Manager' interface. At the top, it says 'Create and manage Support cases for Arun Arunachalam (carunach@cisco.com)'. A blue button labeled 'Open New Case' is visible. Below this, there are tabs for 'Cases' and 'RMAs'. A search bar is present with the placeholder text 'Case or Customer Reference Number' and a note 'Use commas to enter more than one'. There are filter options for 'Show' (Open Cases, Draft Cases, Closed Cases) and 'Created/Updated' (Created, Updated), along with a 'Last 30 Days' dropdown. An 'Apply Filters' button and a 'Show Advanced Filters' link are also present. A 'Download Cases as Excel' link is located at the bottom left. The main content area shows a table with one case: 'Ask the bot' (case ID 693956300), created on 01/31/2023, with a severity of 3, status of 'Cisco Pending', and summary 'DNS DDoS Proactive Detection (Test case)'. A blue circular icon with a smiley face is in the bottom right corner.

Support Case Manager

Create and manage Support cases for Arun Arunachalam (carunach@cisco.com)

Open New Case

Cases RMAs

My Cases All Cases Favorites

Case or Customer Reference Number

Use commas to enter more than one

Show Open Cases Draft Cases Closed Cases Created Updated Last 30 Days

Apply Filters

Show Advanced Filters

Download Cases as Excel 1 - 1 of 1 Cases per page: 10 | 25 | 50

Ask the bot case	Created	Sev	Status	Summary
693956300	01/31/2023	3	Cisco Pending	DNS DDoS Proactive Detection (Test case)

“Ask the bot” – Start the interaction in the context of a case

The screenshot shows the Cisco Support Assistant chat window. The header identifies the bot as "Cisco Support Assistant" with a knowledge scope of "Cases, Bugs and RMA Management". The chat history shows three messages from the bot:

- Message 1: "Hi there! I am Cisco Support Assistant."
- Message 2: "I can help you get case, bug, RMA details and connect with Cisco TAC. You can manage cases that are opened from Cisco.com Support Case Manager. Currently I can't open new cases or answer technical question." Below this message are four buttons: "Common Tasks", "List Commands", "Documentation", and "Demo Video".
- Message 3: "To ask questions and perform tasks in additional domains, please interact with me at the following places:" followed by a bulleted list:
 - Cisco Licensing
 - Webex Q&A and Tasks

At the bottom of the chat window, there is a text input field with the placeholder "Enter message (Use Shift + Enter to add a new line)", a send button, and a microphone icon. Below the input field is a "Rate your experience" section with two smiley face icons. At the very bottom, there are several utility links: "Release Notes", "Docs and Videos", "Chat in Webex", "Start Over", and "Help".

“Ask the bot” – Start the interaction in the context of a RMA

The screenshot displays the RMA (Return Merchandise Authorization) dashboard. At the top, there are tabs for 'Cases' and 'RMAs', with 'RMAs' selected. Below this, there are filter options: 'My RMAs', 'All RMAs', and 'Favorite RMAs'. A search bar for 'RMA Number' is present, with a note 'Use commas to enter more than one'. There are also date range filters for 'From' and 'To' (set to 'Last 30 Days') and buttons for 'Apply Filters' and 'Show Advanced Filters'.

The dashboard features three summary charts:

- Total Submitted RMAs:** A donut chart showing 13 Open, 0 Cancelled, and 0 Closed.
- Total Submitted Parts:** A donut chart showing 13 In-progress, 14 Awaiting Returns, 0 Returned, and 0 Cancelled.
- Customer Returns:** A donut chart showing 0/14, with a 'View Details' link.



Below the charts is a section for 'RMAs' with a 'View Draft RMAs' button. At the bottom, there is a table of RMA cases. The first row is highlighted with a yellow box, and the 'Actions' column contains a bot icon.

Actions	RMA	Case	Status	Parts	POD Date	Tracking Number	CR Number	Ship To Address	Created
	802519782	639972826	Awaiting Shipping	CP-7821-K9= View All Parts	-	-	-	CISCO SYSTEMS INC, US 1265 N CAPITOL AVE SAN JOSE, CA 95128	01/31/2023

“Floating icon” – Start the interaction!

Support Case Manager

Create and manage Support cases for Arun Arunachalam (carunach@cisco.com) ▼

[Open New Case](#) ▼  


Cases [RMAs](#)


[My Cases](#) [All Cases](#) [Favorites](#)

Use commas to enter more than one

Show Open Cases Draft Cases Closed Cases Created Updated [Last 30 Days](#) ▼ [Apply Filters](#) [Show Advanced Filters](#) ▼

[Download Cases as Excel](#) 1 - 1 of 1 Cases per page: **10** | 25 | 50

Ask the bot	Case	Created	Sev	Status	Summary
	693956300	01/31/2023	3	Cisco Pending	DNS DDoS Proactive Detection (Test case)



Chat in Webex

The screenshot displays the Cisco Support Assistant chat interface. At the top, the Cisco logo and navigation links (Products & Services, Support, How to Buy, Training & Events, Partners) are visible. The chat window title is "Cisco Support Assistant" with a knowledge scope of "Cases, Bugs and RMA Management". The assistant's messages include a greeting, a description of its capabilities, and a list of domains for interaction: Cisco Licensing and Webex Q&A and Tasks. A blue callout box with a white border points to the "Chat in Webex" button at the bottom of the chat window, with the text "Click to create a 1:1 space with the bot." inside the box.

Products & Services Support How to Buy Training & Events Partners Arun Arund

Support
Create and manage

Open New

Cases RMAs

My Cases

Show Open

Download Cases

Actions Case

6935

Filters
anced

10

Cisco Support Assistant
Knowledge Scope: Cases, Bugs and RMA Management

Hi there! I am Cisco Support Assistant.

I can help you get case, bug, RMA details and connect with Cisco TAC. You can manage cases that are opened from Cisco.com Support Case Manager.
Currently I can't open new cases or answer technical question.

Common Tasks List Commands Documentation [Documentation](#) Demo Video [Demo Video](#)

To ask questions and perform tasks in additional domains, please interact with me at the following places:

- [Cisco Licensing](#)
- [Webex Q&A and Tasks](#)

Enter message (Use Shift + Enter to add a new line)

Rate your experience

[Release Notes](#) [Docs and Videos](#) **Chat in Webex** [Start Over](#) [Help](#)

Click to create a 1:1 space with the bot.

Chat in Webex

1:1 Webex Space Created

To start interacting with the bot, login to the Webex app using one of the options below with your carunach@cisco.com account:

Note: Interaction with Cisco Support Assistant using Webex App is currently done using tac.connect@webex.bot.

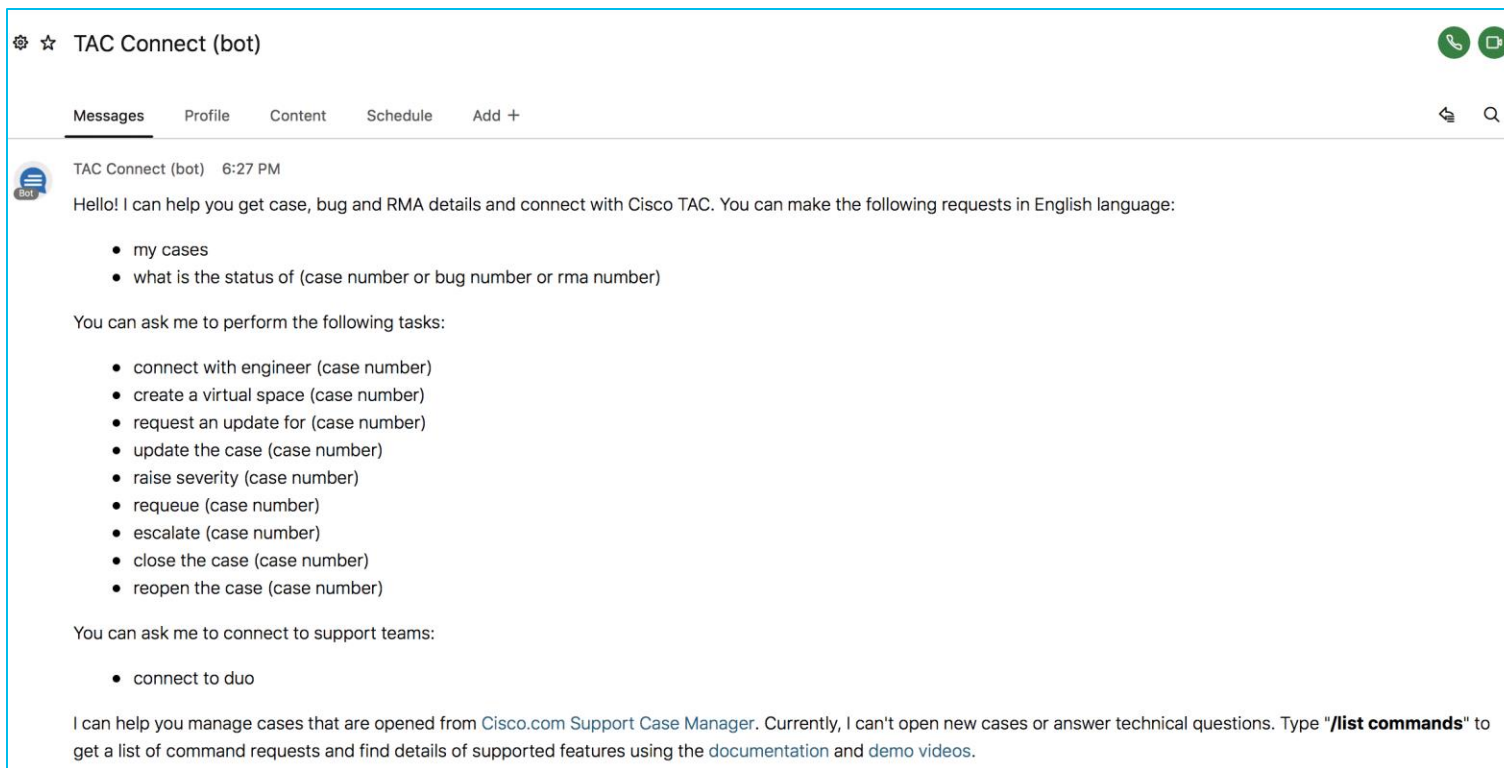
Webex
Desktop App

OR

Webex
Web Client

You can download the app [here](#).

Welcome Message Has Everything to Get Started



The screenshot shows a WhatsApp chat interface for a contact named "TAC Connect (bot)". The chat header includes a settings icon, a star, the contact name, and icons for voice and video calls. Below the header is a navigation bar with tabs for "Messages", "Profile", "Content", "Schedule", and "Add +". The main chat area shows a message from "TAC Connect (bot)" at 6:27 PM. The message content is as follows:

Hello! I can help you get case, bug and RMA details and connect with Cisco TAC. You can make the following requests in English language:

- my cases
- what is the status of (case number or bug number or rma number)

You can ask me to perform the following tasks:

- connect with engineer (case number)
- create a virtual space (case number)
- request an update for (case number)
- update the case (case number)
- raise severity (case number)
- requeue (case number)
- escalate (case number)
- close the case (case number)
- reopen the case (case number)

You can ask me to connect to support teams:

- connect to duo

I can help you manage cases that are opened from [Cisco.com Support Case Manager](#). Currently, I can't open new cases or answer technical questions. Type **"/list commands"** to get a list of command requests and find details of supported features using the [documentation](#) and [demo videos](#).

Webex Interface



Prerequisite

- **What** – The email address that is used to login to Webex **MUST** be the primary email address associated with your Cisco.com profile.
https://rpfa.cloudapps.cisco.com/rpfa/profile/profile_management.do
- **Why** – To protect customer data.
- **How** – The email address of Webex user account is mapped to Cisco.com user-id. This user-id is used to authorize case, bug and RMA data access.

Prerequisite

The screenshot shows the Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo and user profile 'AC'. The left sidebar contains navigation options: Overview, MONITORING (Organization Health, Analytics, Troubleshooting, Reports), and MANAGEMENT (Users, Workspaces, Devices, Apps). The main content area is titled 'Apps' and has tabs for 'Integrations' and 'Bots'. A search bar with the text 'Add a bot by email' and an 'Add' button is present. Below the search bar, a table displays the following data:

Bot Name	Access Status	Action
ciscotacspark@webex.bot	Allowed	[Trash Icon]
tac.connect@webex.bot	Allowed	[Trash Icon]

At the top right of the table area, there is a 'Global Access' toggle set to 'Denied'.

If access to bots is disabled in your Webex site, please allow access to tac.connect@webex.bot and ciscotacspark@webex.bot for Cisco TAC interactions.

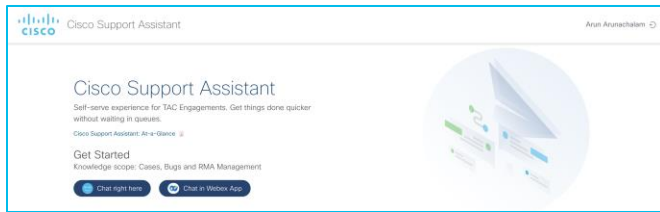
Steps to Get Started

- Login to <https://supportassistant.cisco.com/>.
- Click “Chat in Webex App” button.
- You will be invited to a 1:1 Virtual space. That’s it!

Note: The email address associated with your Cisco.com user ID will be used to create the 1:1 Webex space.

Steps to Get Started

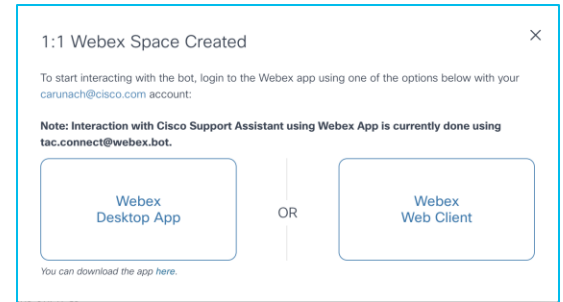
1



2

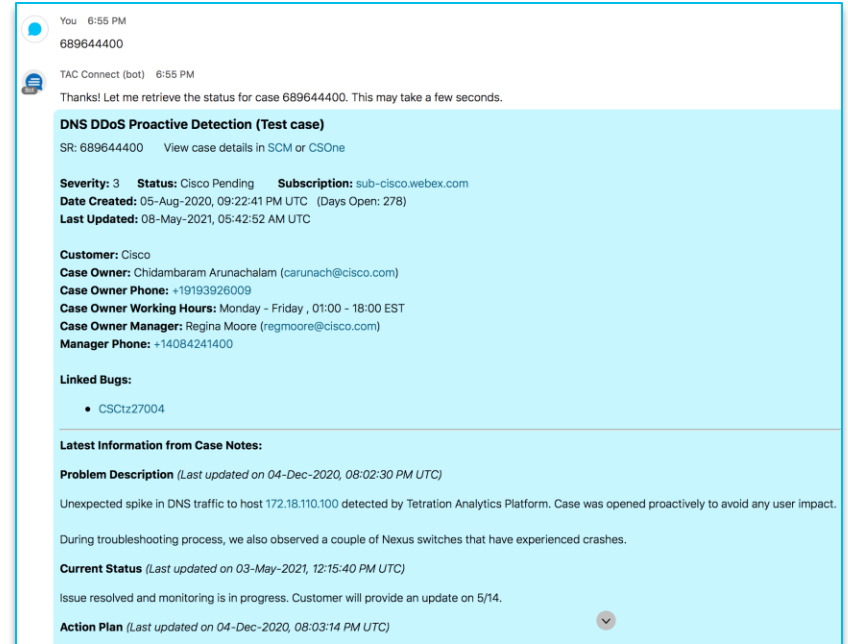
Setting-up a 1:1 Webex Space with carunach@cisco.com ✕

3



Sample Questions

- who are you
- what is the status of 689644400
- status CSCtz27004
- 88238608
- /help
- connect me to engineer
- /feedback <message>



The screenshot shows a chat window with a user and a bot. The user asks for the status of case 689644400. The bot responds with a detailed case summary for 'DNS DDoS Proactive Detection (Test case)'. The case details include severity, status, subscription, creation and update dates, customer information, and linked bugs. The bot also provides the latest information from case notes, including a problem description and current status.

You 6:55 PM
689644400

TAC Connect (bot) 6:55 PM
Thanks! Let me retrieve the status for case 689644400. This may take a few seconds.

DNS DDoS Proactive Detection (Test case)
SR: 689644400 [View case details in SCM or CSOne](#)

Severity: 3 **Status:** Cisco Pending **Subscription:** sub-cisco.webex.com
Date Created: 05-Aug-2020, 09:22:41 PM UTC (Days Open: 278)
Last Updated: 08-May-2021, 05:42:52 AM UTC

Customer: Cisco
Case Owner: Chidambaram Arunachalam (carunach@cisco.com)
Case Owner Phone: +19193926009
Case Owner Working Hours: Monday - Friday , 01:00 - 18:00 EST
Case Owner Manager: Regina Moore (regmoore@cisco.com)
Manager Phone: +14084241400

Linked Bugs:

- CSCtz27004

Latest Information from Case Notes:

Problem Description (Last updated on 04-Dec-2020, 08:02:30 PM UTC)
Unexpected spike in DNS traffic to host 172.18.110.100 detected by Tetration Analytics Platform. Case was opened proactively to avoid any user impact.

During troubleshooting process, we also observed a couple of Nexus switches that have experienced crashes.

Current Status (Last updated on 03-May-2021, 12:15:40 PM UTC)
Issue resolved and monitoring is in progress. Customer will provide an update on 5/14.

Action Plan (Last updated on 04-Dec-2020, 08:03:14 PM UTC)

Web Interface

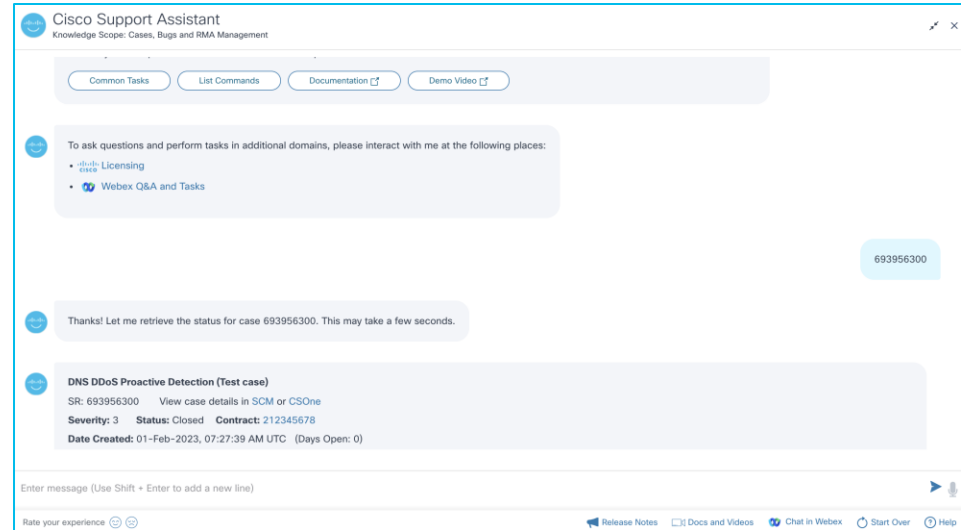


Steps to Get Started

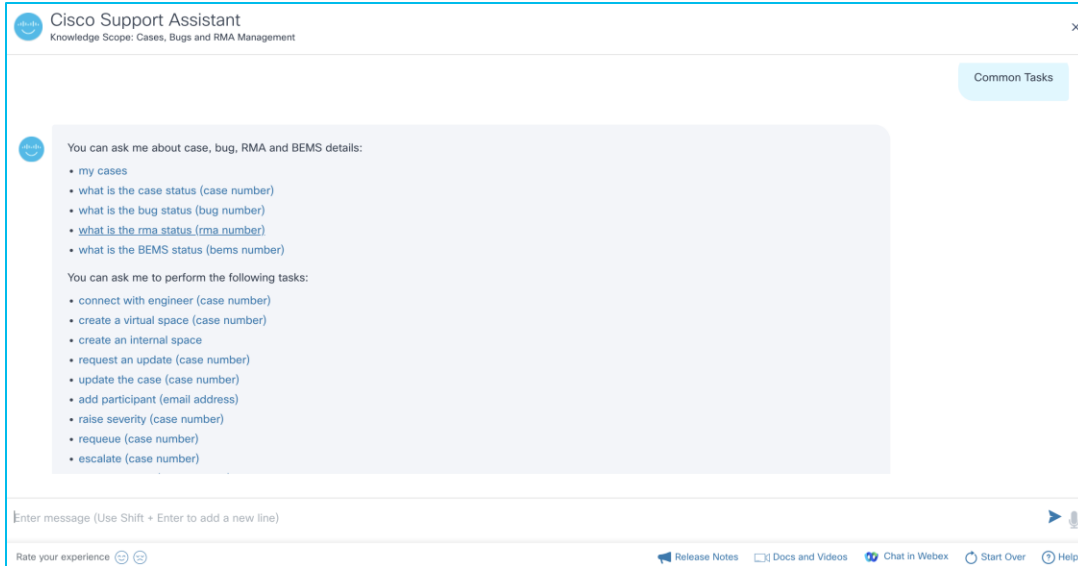
- Login to <https://supportassistant.cisco.com/>
- Click “Chat right here” button.

Sample Questions

- who are you
- what is the status of 690833877
- status CSCtz27004
- 88238608
- /help
- connect me to engineer
- /feedback <message>



Enhanced Web Interface with Clickable Intents



The screenshot displays the Cisco Support Assistant web interface. At the top left, the Cisco logo is followed by the text "Cisco Support Assistant" and "Knowledge Scope: Cases, Bugs and RMA Management". A close button (X) is in the top right corner. A "Common Tasks" button is located in the upper right area of the main content. The main content area features a light blue background with a list of clickable intents. The first section is titled "You can ask me about case, bug, RMA and BEMS details:" and includes five items: "my cases", "what is the case status (case number)", "what is the bug status (bug number)", "what is the rma status (rma number)", and "what is the BEMS status (bems number)". The second section is titled "You can ask me to perform the following tasks:" and includes ten items: "connect with engineer (case number)", "create a virtual space (case number)", "create an internal space", "request an update (case number)", "update the case (case number)", "add participant (email address)", "raise severity (case number)", "requeue (case number)", and "escalate (case number)". At the bottom, there is a text input field with the placeholder "Enter message (Use Shift + Enter to add a new line)", a send button (blue triangle), and a microphone icon. Below the input field is a "Rate your experience" section with a smiley face icon. At the very bottom, there is a navigation bar with icons and labels for "Release Notes", "Docs and Videos", "Chat in Webex", "Start Over", and "Help".

Cisco Support Assistant
Knowledge Scope: Cases, Bugs and RMA Management

Common Tasks

You can ask me about case, bug, RMA and BEMS details:

- my cases
- what is the case status (case number)
- what is the bug status (bug number)
- [what is the rma status \(rma number\)](#)
- what is the BEMS status (bems number)

You can ask me to perform the following tasks:

- connect with engineer (case number)
- create a virtual space (case number)
- create an internal space
- request an update (case number)
- update the case (case number)
- add participant (email address)
- raise severity (case number)
- requeue (case number)
- escalate (case number)

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊

Release Notes Docs and Videos Chat in Webex Start Over Help

Conversations: Status view and Case Updates



Prioritized View of Your Cases

my cases



Thanks! Let me retrieve the cases for user ID tacfaststart@gmail.com



Cases that need my attention

1. (S3, 09/10/2022) [693098774](#) - CUBE SIP Profiles

Cisco pending cases

1. (S3, 10/25/2022) [690790352](#) - Need UCS server replacement
2. (S3, 01/24/2023) [690223946](#) - CUBE - Intermittent call disconnects
3. (S3, 01/31/2023) [690774441](#) - SDWAN Test Case

Cases that needs my confirmation to close

1. (S3, 10/11/2022) [692164600](#) - Need help with SIP profile troubleshooting.

Get Case Status: Case Summary

You 5:39 PM
status 690833877

Thanks! Let me retrieve the status for case 690833877

DNS DDoS Proactive Detection ("Test case")
SR: 690833877 View case details in SCM or CSOne

Severity: 3 **Status:** Cisco Pending **Subscription:** sub-cisco.webex.com
Date Created: 12-Feb-2021, 05:01:52 PM UTC (Days Open: 53)
Last Updated: 07-Apr-2021, 09:17:36 PM UTC

Customer: CISCO SYSTEMS INTERNAL CONTRACTS
Interim Contact: Arun Arunachalam (carunach@cisco.com)
Interim Contact Phone: +1 9193926009
Case Owner (Out of Office): Felipe de Mello (fdemello@cisco.com)
Case Owner Phone: +1919-574-5183
Case Owner Manager: Jonathan Walker (jonwalke@cisco.com)
Manager Phone: +1919-392-5020

Latest Information from Case Notes:

Problem Description (Last updated on 07-Apr-2021, 09:17:35 PM UTC)
Unexpected spike in DNS traffic to host 172.18.110.100 detected by Tetration Analytics Platform.

Current Status (Last updated on 07-Apr-2021, 09:17:35 PM UTC)
Customer is currently monitoring the implemented solution and will inform outcome in a week.

Action Plan (Last updated on 07-Apr-2021, 09:17:35 PM UTC)
(1) Customer - Monitor the system for 1 week and provide confirmation that the policy is working well or report any related issues.
(2) Customer - Upgrade software to NX OS 6.2(10)S16 and monitor system stability.

Interim contact is displayed if the case owner is out of the office.

Note: External users can access the case data only if there are authorized. This requires the user to have the service contract used to open the case to be associated with their Cisco.com profile.

Adding the user's email address in the CC Recipients field at the time of case open in Support Case Manager does not enable case data access.

Get Case Status: Proactive TAC Alerts

Device specific S1 and S2 Bugs detected from log files attached to the case

(Experimental feature: Available for IOS XE, UCS, ASA, ISE WLC, NXOS, VCS-C, VCS-E, Jabber, UCCE)

Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.

Proactive TAC Alerts

Critical Issues (Applicable to devices in your network. Please consult with your partner or Cisco professional services teams as needed.)

- CSCvr93800
[C240M5]:- Kernel panic error due to snmp-subagentd during stress |
Device ID: ABC12345678
Issue detected on: 29-Sep-2022, 04:04:33 PM UTC

Trending Issues (Currently observed in the field)

- **Field Notice:** FN - 70432
Improved Memory RAS Features for UCS M5 Platforms - Software Upgrade Recommended |
- **Field Notice:** FN - 70595
UCS Servers Might Fail to Boot if Memory Errors Occur During Boot - Software Upgrade Recommended |
- **Field Notice:** FN - 72301
M5 Server BIOS POST Hang With 2x Memory Refresh Rate - BIOS/Firmware Upgrade Recommended |
- **Field Notice:** FN - 70545
SSD Will Fail at 40,000 Power-On Hours - BIOS/Firmware Upgrade Recommended |

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

Release Notes Docs and Videos Chat in Webex Start Over Help

Get Case Status: Proactive TAC Alerts

Recent High Impact issues observed in the Field and relevant to the product / solution handled in the case

The screenshot shows a chat window with the following content:

- Initial message: "midcall-signaling block"
- Response: "Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds."
- Section: "Proactive TAC Alerts"
- Sub-section: "Trending Issues (Currently observed in the field)"
 - Item 1: "CSCvz89043" with subtext "Prevent SIP services from being blocked even if license usage ACK was not received" and thumbs up/down icons.
 - Item 2: "FN - 72323" with subtext "Cisco IOS XE Software: QuoVadis Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home" and thumbs up/down icons.
- Sub-section: "Tool updates"
 - Item: "Log Advisor for CUBE" with subtext "Learn about Log collection best practices for common troubleshooting scenarios" and thumbs up/down icons.
- Sub-section: "Articles and Bulletin updates"
 - Item: "End of Support for the H.323 call control features in Cisco IOS XE Software" with subtext "Cisco IOS XE 17.5 release will be the last to provide support for H.323 features" and thumbs up/down icons.
- Input field: "Enter message (Use Shift + Enter to add a new line)" with a send button and microphone icon.
- Footer: "Rate your experience" with smile and frown icons, and navigation links for "Release Notes", "Docs and Videos", "Chat in Webex", "Start Over", and "Help".

Get Case Status: Proactive TAC Alerts

Recent Tool updates that are relevant to the product / solution handled in the case

The screenshot shows a chat window with the following content:

- Case title: midcall-signaling block
- User message: Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.
- Agent response: Proactive TAC Alerts
 - Trending Issues** (*Currently observed in the field*)
 - CSCvz89043: Prevent SIP services from being blocked even if license usage ACK was not received
 - FN - 72323: Cisco IOS XE Software: QuoVadis Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home
 - Tool updates** (highlighted in a blue box)
 - Log Advisor for CUBE: Learn about Log collection best practices for common troubleshooting scenarios
 - Articles and Bulletin updates**
 - End of Support for the H.323 call control features in Cisco IOS XE Software: Cisco IOS XE 17.5 release will be the last to provide support for H.323 features
- Input field: Enter message (Use Shift + Enter to add a new line)
- Footer: Rate your experience (smiley and frowny icons), Release Notes, Docs and Videos, Chat in Webex, Start Over, Help

Get Case Status: Proactive TAC Alerts

Recent Articles and Bulletins that are relevant to the product / solution handled in the case

The screenshot shows a chat window with the following content:

- Case title: midcall-signaling block
- User message: Let me check for Proactive TAC Alerts in the context of this case. This may take a few seconds.
- Agent response: Proactive TAC Alerts
 - Trending Issues** (*Currently observed in the field*)
 - [CSCvz89043](#)
Prevent SIP services from being blocked even if license usage ACK was not received |
 - [FN - 72323](#)
Cisco IOS XE Software: QuoVadis Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home |
 - Tool updates**
 - [Log Advisor for CUBE](#)
Learn about Log collection best practices for common troubleshooting scenarios |
 - Articles and Bulletin updates**
 - [End of Support for the H.323 call control features in Cisco IOS XE Software](#)
Cisco IOS XE 17.5 release will be the last to provide support for H.323 features |
- Input field: Enter message (Use Shift + Enter to add a new line)
- Footer: Rate your experience (😊 😞) | [Release Notes](#) | [Docs and Videos](#) | [Chat in Webex](#) | [Start Over](#) | [Help](#)

Get Case Status: Contextual Tasks

Customer is installing a new 3-node DNAC cluster in which each node is connected to a separate physical switch. Customers brought down one of the nodes and observed that high availability isn't working.











Current Status (Last updated on 19-Nov-2020, 04:26:42 PM UTC)

Worked with the customer and corrected the VLAN configuration to get high availability working.

Action Plan (Last updated on 19-Nov-2020, 04:21:40 PM UTC)

Customer will perform additional tests and provide an update on 11/20. After successful confirmation, we can close the case.






Actions available for case 690329099:

 Add case notes	 Request update	 Close case	 Raise Case Severity
 Request New Engineer	 Escalate case	 Mark case as favorite	 Case Feedback
 Connect to Engineer	 Create Space		

Hide Actions ^

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

 Release Notes  Docs and Videos  Chat in Webex  Start Over  Help

Mark Cases as Favorite

The screenshot shows a chat interface with the following messages:

- You** 12:09 PM: favorite 689629891
- TAC Connect (bot)** 12:09 PM: Case number 689629891 is added to favorites list!
- You** 12:09 PM: list favorite
- TAC Connect (bot)** 12:09 PM: A modal window titled "List of cases marked as favorite" is displayed. It contains a section "Cisco pending cases" with three items, each with a checkmark icon:
 - (S3, 10/30/2020) 689644400 - DNS DDoS Proactive Detection (Test case)
 - (S3, 10/30/2020) 690206199 - Need help with video quality issues
 - (S3, 10/31/2020) 689629891 - CUBE - Intermittent call disconnectsAt the bottom of the modal is a button labeled "Update Favorites".

Automatic **notifications in Webex App** when

1. Case status changes
2. Case severity changes
3. Problem description, Current Status or Action Plan is updated

Webex App Notifications for Favorite Cases



The status of 690774441 - "SDWAN Test Case" was changed from Customer Pending to Cisco Pending. Please use /list favorites to manage your case favorites subscription.

The severity of 690774441 - "SDWAN Test Case" was changed from 1 to 3. Please use /list favorites to manage your case favorites subscription.

690774441 - "SDWAN Test Case" has been updated. Please use /list favorites to manage your case summary subscription

Current Status (Last updated on 10-Jun-2023, 9:25:20 PM UTC)

ISR 4451 DNS configuration updated and system is able to communicate with vBond. 10-June-2023.

Get Status of Favorite Cases

Get statuses of **three** recently updated favorite cases through a single request

You 9:04 AM
status favorites

Thanks! Let me retrieve the 3 recently updated favorite case statuses.

DNS DDoS Proactive Detection (Test case)
SR: 689644400 [View case details in SCM](#) or [CSOne](#)

Severity: 3 **Status:** Customer Updated **Subscription:** sub-cisco.webex.com
Date Created: 05-Aug-2020, 09:22:41 PM UTC (Days Open: 54)
Last Updated: 29-Sep-2020, 12:52:35 PM UTC

Customer: Cisco
Case Owner: Chidambaram Arunachalam (carunach@cisco.com)
Case Owner Phone: +19193926009
Case Owner Manager: Marc Holloman (mholloma@cisco.com)
Manager Phone: +19193927144

Linked Bugs:

- CSCT127004

Latest Information from Case Notes:

Problem Description (Last updated on 26-Sep-2020, 03:47:42 AM UTC)
Unexpected spike in DNS traffic to host 172.18.110.100 detected by Tetration Analytics Platform. Case was opened proactively to avoid any user impact.

Current Status (Last updated on 13-Sep-2020, 06:32:42 PM UTC)
Issue resolved and monitoring is in progress.

Action Plan (Last updated on 13-Sep-2020, 06:32:42 PM UTC)
(1) Customer - Monitor the system for 1 week and provide confirmation that the policy is working well or report any related issues.
(2) Customer - Upgrade software to NX OS 6.2(10)S16 is scheduled on 9/24, monitor system stability.

Resolution Summary (Last updated on 26-Sep-2020, 03:47:42 AM UTC)
Issue was mitigated by rerouting DNS traffic from 10.x.x.x network to a blackhole and storing 10% in the data collection server. SDN Controller policy to automatically detect

Get Bug Status

You 8:15 PM

status CSCtz27004

NEW MESSAGES

Thanks! Let me retrieve the status for bug csctz27004

NVRAM correction when bad sectors found.

CSCtz27004

- **Status** : Fixed
- **Product** : Cisco Nexus 7000 Series Switches
- **Severity** : Enhancement(6)
- **Click [here](#) to view known affected and fixed releases.**

Bug Release-note :

Symptom:
Supervisor-1 may log the following messages and report NVRAM Gold diagnostic failure:

```
%KERN-2-SYSTEM_MSG: Invalid cksum for block 17 expected 0x304 got 0x384 - kernel
%KERN-0-SYSTEM_MSG: NVRAM Error: (line 464):Invalid cksum for block 17 expected 0x304 got 0x384 - ker
```

%DEVICE_TEST-STANDBY-2-NVRAM_FAIL: Module 5 has failed test NVRAM 20 times on device NVRAM due to error Bad blocks found on nvram
%DIAGCLIENT-STANDBY-2-EEM_ACTION_HM_SHUTDOWN: Test has been disabled as a part of default EEM action

Conditions:
NVRAM diagnostic test verifies that stored cksum matches the cksum computed for block contents. If there is a mismatch in cksum values, the condition is logged and test will be disabled after multiple consecutive failures.

Workaround:
NVRAM block failure may be a result of a single-event upset / bit-flip (transient condition). Prior to this enhancement, no error-correction is performed and the issue will only be cleared by reload of the affected supervisor.

Details of this enhancement:
This enhancement provides error correction for NVRAM data corruption caused by single-event upsets by replacing corrupted blocks with contents from mirrored copy in DRAM. The NVRAM Gold diagnostic will continue to log the initial checksum failure, but will perform a block rewrite that will prevent further test iterations from failing.

If multiple test failures occur for the same NVRAM block, a hard-failure may have occurred and a TAC case should be opened for RMA.

Get RMA Status

You 10:36 AM
801152201

Thanks! Let me retrieve the status for RMA 801152201

RMA 801152201: Service Order RMA API

- **Status:** Booked
- **Case Number:** 689928867
- **Order Date:** 2020-09-17
- **Requested Ship Date:** 2020-09-17
- Visit the Product Returns and Replacement page to view the shipment, tracking and return details

Acknowledgment Contact:
Shikha Saun
ssaun@cisco.com
918067336057

Ship To Contact:
Darin Collins
darcoll@cisco.com
12145575918

Shipping address:
Darin Collins
CISCO SYSTEMS
2450 E PRESIDENT GEORGE BUSH HWY
RCDN9
RICHARDSON
TX
UNITED STATES

Tracking Details:
Tracking number: 1699394
Courier: Flash Logistics
Ship date: 2020-09-17

Tracking URL (Google Search)

Field Engineer details are included here if available.

Track RMA Shipment using Search URL and Tracking number

Get RMA Return Status

return status 802294873



RMA 802294873

- **Status:** Closed
- **Case Number:** 693725859
- **Order Date:** 2022-06-10
- Visit the [Product Returns and Replacement](#) page to view the shipment, tracking and return details

Received Return Parts:

1. Part# abc12345678 (ISR4451-X-AX/K9 received on 2022-06-15 12:09:14 UTC)

Return Parts Details

return status 802530052



RMA 802530052

- **Status:** Booked
- **Case Number:** 694407555
- **Order Date:** 2022-10-13
- Visit the [Product Returns and Replacement](#) page to view the shipment, tracking and return details

Pending Return Parts:

Please return the following parts to Cisco by the given date. Use the [Product Online Web Returns Tool](#) to schedule pickups of parts for return to Cisco, and print shipping labels.

1. abc12345677 (ISR4451-X-AX/K9 by 2022-10-23 13:36:34 UTC)

Update a Case

update case 689644400



Please enter the note details for the case 689644400 (DNS DDoS Proactive Detection (Test case)).

The problem reoccurred today and we have attached the logs

Submit


Cancel Request


Note: Use the [Support Case Manager](#) tool to upload files to the case. Alternate methods are described [here](#).





Thanks! Successfully added the note to the case 689644400

Update a Case and Upload Files in Webex App


 You 1:38 PM
update case


 Bot
Would you like to use the case number 690833877? Please enter 'Yes' to use this case number or provide another case number.

 You 1:38 PM
yes


 Bot
Please enter the note details and upload files for the case 690833877 (DNS DDoS Proactive Detection ("Test case")). If you would like to update a different case, please enter a new case number.

Privacy notice: As a user of this collaboration space you are in control of your data in this space and have the option to delete any of the data uploaded into the space. For more information, please visit the [WebEx Help Center](#).

 You 1:40 PM



Uploading requested file

 Bot
Thanks! Successfully added the note to the case 690833877. Please wait while I upload the file.

File 686911421-cognitive-book-external.pdf uploaded successfully.

Add Participants to CC-list of the Case



You 9:09 PM

/add-participant ic2user4@gmail.com



Bot

Would you like to use the case number 689644400? Please enter 'Yes' to use this case number or provide another case number.



You 9:09 PM

yes

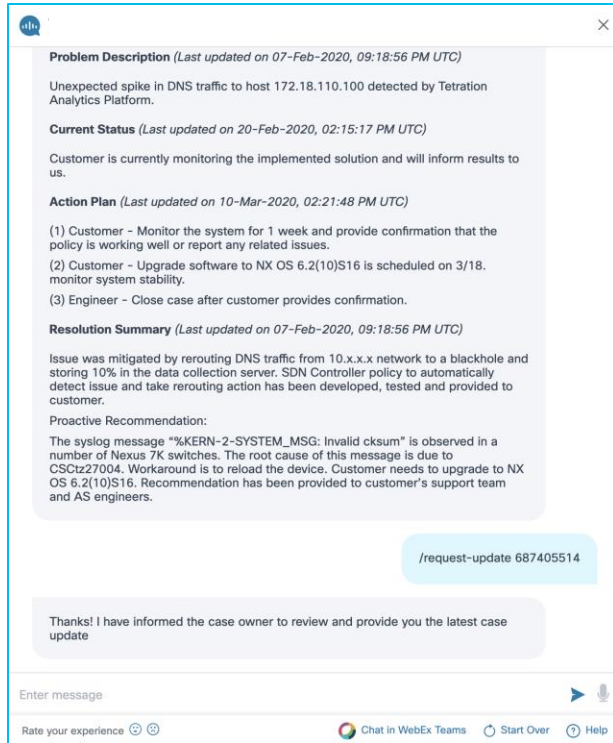


Bot

Sure. Let me check whether the participant can be added.

ic2user4@gmail.com has been added to the CC list.

Request Latest Update on a Case



The screenshot shows a chat window with a bot icon in the top left. The chat history includes:

- Problem Description** (Last updated on 07-Feb-2020, 09:18:56 PM UTC): Unexpected spike in DNS traffic to host 172.18.110.100 detected by Tetration Analytics Platform.
- Current Status** (Last updated on 20-Feb-2020, 02:15:17 PM UTC): Customer is currently monitoring the implemented solution and will inform results to us.
- Action Plan** (Last updated on 10-Mar-2020, 02:21:48 PM UTC):
 - (1) Customer - Monitor the system for 1 week and provide confirmation that the policy is working well or report any related issues.
 - (2) Customer - Upgrade software to NX OS 6.2(10)S16 is scheduled on 3/18, monitor system stability.
 - (3) Engineer - Close case after customer provides confirmation.
- Resolution Summary** (Last updated on 07-Feb-2020, 09:18:56 PM UTC): Issue was mitigated by rerouting DNS traffic from 10.x.x.x network to a blackhole and storing 10% in the data collection server. SDN Controller policy to automatically detect issue and take rerouting action has been developed, tested and provided to customer. Proactive Recommendation: The syslog message "%KERN-2-SYSTEM_MSG: Invalid cksun" is observed in a number of Nexus 7K switches. The root cause of this message is due to CSCtz27004. Workaround is to reload the device. Customer needs to upgrade to NX OS 6.2(10)S16. Recommendation has been provided to customer's support team and AS engineers.

A blue message bubble contains the command: `/request-update 687405514`

A grey response bubble contains the text: "Thanks! I have informed the case owner to review and provide you the latest case update"

At the bottom, there is an input field "Enter message" with a send button and a microphone icon. Below the input field are links for "Rate your experience", "Chat in WebEx Teams", "Start Over", and "Help".

Bot Notification to Engineer



Chidambaram Arunachalam, carunach@cisco.com has requested case owner to review and provide the latest update regarding the case [683752332](#). Please reach out to customer.

Provide Case Closure Confirmation

close case 687405514

Sure. I will inform the case owner to close this case.
Thanks!

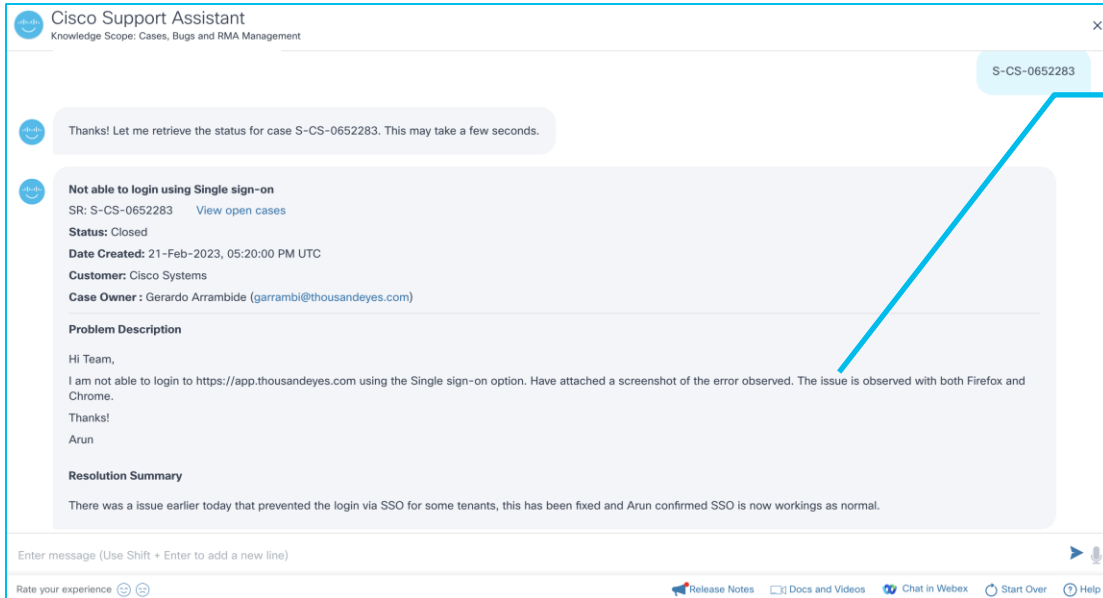
Bot Notification to Engineer



Bot

carunach@cisco.com has requested to close the case [683752332](#).
Please take next steps. Thanks!

Get Case Status: ThousandEyes Case Summary



The screenshot shows the Cisco Support Assistant interface. At the top, it says "Cisco Support Assistant" and "Knowledge Scope: Cases, Bugs and RMA Management". A case ID "S-CS-0652283" is displayed in the top right. A message from the assistant says: "Thanks! Let me retrieve the status for case S-CS-0652283. This may take a few seconds." Below this, a detailed case summary is shown:

Not able to login using Single sign-on
SR: S-CS-0652283 [View open cases](#)
Status: Closed
Date Created: 21-Feb-2023, 05:20:00 PM UTC
Customer: Cisco Systems
Case Owner : Gerardo Arrambide (garrambi@thousandeyes.com)

Problem Description

Hi Team,
I am not able to login to <https://app.thousandeyes.com> using the Single sign-on option. Have attached a screenshot of the error observed. The issue is observed with both Firefox and Chrome.
Thanks!
Arun

Resolution Summary

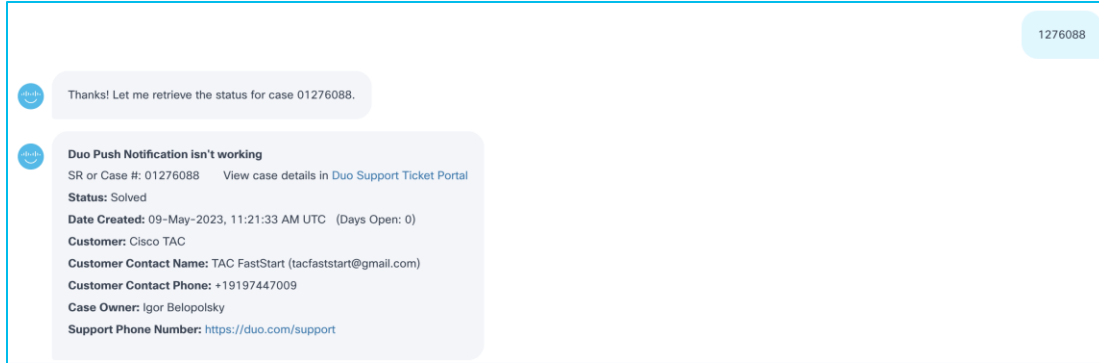
There was a issue earlier today that prevented the login via SSO for some tenants, this has been fixed and Arun confirmed SSO is now workings as normal.

At the bottom, there is a text input field with the placeholder "Enter message (Use Shift + Enter to add a new line)", a "Rate your experience" section with smiley and frowny face icons, and a navigation bar with links for "Release Notes", "Docs and Videos", "Chat in Webex", "Start Over", and "Help".

Problem Description is the initial email sent to support@thousandeyes.com by customer or the transcript of the initial chat session with ThousandEyes support engineer.

Prerequisite: External users must have their Cisco.com account and ThousandEyes account with the same primary email address.

Get Case Status: Duo Case Summary



The screenshot shows a Duo support interface. At the top right, the case ID '1276088' is displayed. Below it, a message from Duo says 'Thanks! Let me retrieve the status for case 01276088.' The main content is a case summary for 'Duo Push Notification isn't working'. It includes the SR or Case #: 01276088, a link to view details in the Duo Support Ticket Portal, and the status 'Solved'. Other details include the date created (09-May-2023, 11:21:33 AM UTC), customer (Cisco TAC), customer contact name (TAC FastStart), customer contact phone (+19197447009), case owner (Igor Belopolsky), and support phone number (https://duo.com/support).

1276088

Thanks! Let me retrieve the status for case 01276088.

Duo Push Notification isn't working
SR or Case #: 01276088 [View case details in Duo Support Ticket Portal](#)
Status: Solved
Date Created: 09-May-2023, 11:21:33 AM UTC (Days Open: 0)
Customer: Cisco TAC
Customer Contact Name: TAC FastStart (tacfaststart@gmail.com)
Customer Contact Phone: +19197447009
Case Owner: Igor Belopolsky
Support Phone Number: <https://duo.com/support>

Prerequisite: External users must have their Cisco.com account and Duo account with the **same primary email address**.

Get Case Status: Umbrella Case Summary

The screenshot shows a chat conversation within a support interface. On the right, a user sends a message with the case ID '1635796'. On the left, a support agent responds with 'Thanks! Let me retrieve the status for case 1635796.' Below this, a detailed case summary is displayed for 'Test case 2'. The summary includes the case ID, a link to the support ticket portal, and various status and contact details. The most recent note from the case is also visible.

Please select the type of case:

Duo Umbrella

1635796

Umbrella

Thanks! Let me retrieve the status for case 1635796.

Test case 2
SR or Case #: 1635796 [View case details in Umbrella Support Ticket Portal](#)
Status: closed
Date Created: 24-Aug-2023, 10:13:04 AM UTC (Days Open: 0)
Date Closed: 24-Aug-2023, 10:30:23 AM UTC
Customer Contact Name: tacfaststart@gmail.com
Support Phone Number: <https://umbrella.cisco.com/support>

Latest Information from Case Notes:

Problem Description

Hi Team,

This is the second case for testing case summary functionality via Cisco Support Assistant.

Prerequisite: External users must have their Cisco.com account and Umbrella account with the **same primary email address.**

Proactive TAC Alerts



Proactive TAC Alerts Based on My Products of Interest

The screenshot displays the Cisco Support Assistant chat window. At the top, it says "Cisco Support Assistant" and "Knowledge Scope: Cases, Bugs and RMA Management". The chat history shows a greeting and a list of supported case types. A blue callout box with the text "Alerts relevant to you!" points to a red notification bell icon in the bottom navigation bar. The navigation bar also includes "Rate your experience", "Proactive TAC Alerts", "Chat In Webex", "Start Over", "Help", "Release Notes", and "Docs and Videos".

Cisco Support Assistant
Knowledge Scope: Cases, Bugs and RMA Management

Hi there! I am Cisco Support Assistant.

I can help you get case, bug, RMA details and connect with Cisco TAC. You can converse with me in English language or use commands. Simply enter the case number as shown in the examples below and get the latest case summary.

- 612345678 - Cisco TAC case
- 00123456 - Duo support case
- S-CS-0001234 - ThousandEyes support case
- 1234567 - Umbrella support case

Currently I can't open new cases or answer technical question.

Common Tasks | List Commands | Documentation | Demo Video

To ask questions and perform tasks in additional domains, please interact with me at the following places:

- Licensing
- Webex Q&A and Tasks

Alerts relevant to you!

Enter message (Use Shift + Enter to add a new line)

Rate your experience | Proactive TAC Alerts | Chat In Webex | Start Over | Help | Release Notes | Docs and Videos

Proactive TAC Alerts Based on My Products of Interest

Cisco Support Assistant
Knowledge Scope: Cases, Bugs and RMA Management

Hi there! I am Cisco Support Assistant.

I can help you get case, bug, RMA details and connect with Cisco TAC. You can converse with me in English examples below and get the latest case summary.

- 612345678 - Cisco TAC case
- 00123456 - Duo support case
- S-CS-0001234 - ThousandEyes support case
- 1234567 - Umbrella support case

Currently I can't open new cases or answer technical question.

[Common Tasks](#) [List Commands](#) [Documentation](#) [Demo Video](#)

To ask questions and perform tasks in additional domains, please interact with me at the following places:

- [Cisco Licensing](#)
- [Webex Q&A and Tasks](#)

Enter message (Use Shift + Enter to add a new line)

Rate your experience [Proactive TAC Alerts](#) [Chat in Webex](#) [Start Over](#) [Help](#)

Proactive TAC Alerts

Cisco 4400 Series Integrated Services Routers

Trending Issues (Currently observed in the field)

- FN - 72323**
Cisco IOS XE Software: QuoVadis Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home
- CSCvz89043**
Prevent SIP services from being blocked even if license usage ACK was not received
- CVE-2023-20198**
TALOS Blog
Cisco IOS XE Software Web UI Privilege Escalation Vulnerability

Tool updates

- Log Advisor for CUBE**
Learn about Log collection best practices for common troubleshooting scenarios
- Cisco Local Gateway Configuration Validator in Webex Control Hub**
Quickly identify configuration related issues in Cisco Local Gateways and take remediation actions.

Articles and Bulletin updates

- Enroll Cisco IOS Managed Gateways to Webex Cloud**
Learn how to install Gateway connector. This is a prerequisite for Cisco Local Gateway configuration validation in Webex Control Hub.

Product list determined based on cases opened by you in the last 12 months

Proactive TAC Alerts Based on My Products of Interest

The screenshot shows a user interface for selecting the scope of proactive TAC alerts. At the top right, a light blue button labeled "proactive TAC alerts" is visible. Below it, a grey box contains the instruction "Please choose the scope of the Proactive TAC alerts." with two buttons: "Case" and "Products of my interest". The "Products of my interest" button is selected. Below this, a main content area titled "Proactive TAC Alerts based on the products of interest to you" (with a sub-note: "(The product list was determined based on cases opened by you within the last 12 months)") displays a list of alerts for "Cisco 4400 Series Integrated Services Routers". The alerts are categorized into "Trending Issues", "Tool updates", and "Articles and Bulletin updates". A blue callout box on the right points to the "Products of my interest" button and the main content area, stating: "Product list determined based on cases opened in the last 12 months".

proactive TAC alerts

Please choose the scope of the Proactive TAC alerts.

Case Products of my interest

Products of my interest

Proactive TAC Alerts based on the products of interest to you
(The product list was determined based on cases opened by you within the last 12 months)

Cisco 4400 Series Integrated Services Routers

Trending Issues *(Currently observed in the field)*

- FN - 72323
Cisco IOS XE Software: QuoVadis Root CA 2 Decommission Might Affect Smart Licensing, Smart Call Home
- CSCvz89043
Prevent SIP services from being blocked even if license usage ACK was not received

Tool updates

- Log Advisor for CUBE
Learn about Log collection best practices for common troubleshooting scenarios
- Cisco Local Gateway Configuration Validator in Webex Control Hub
Quickly identify configuration related issues in Cisco Local Gateways and take remediation actions.

Articles and Bulletin updates

- Enroll Cisco IOS Managed Gateways to Webex Cloud
Learn how to install Gateway connector. This is a prerequisite for Cisco Local Gateway configuration validation in Webex Control Hub.

Product list determined based on cases opened in the last 12 months

Conversations: Engineer Communication



Connect to Engineer - Phone Callback

connect to engineer

Would you like to use the case number 690223946? Please enter 'Yes' to use this case number or provide another case number.

Yes Cancel

Yes

How would you like to connect with engineer?

Phone Virtual Meeting Cancel

Phone

Please enter a valid phone number with country code and without dashes (-). Example: 19191234567

Telephone Number Ext (Optional)

+1 9193926009

Submit Cancel

+19193926009

Thanks! let me check if the current case owner is available to call you. This will take about 4 minutes.

Engineer is available and will call you soon at +19193926009. Thanks!

Engineer **is** available

Connect to Engineer – Join a Virtual Meeting

The screenshot shows a chat window titled "connect to engineer". The chat history includes:

- A system message: "Would you like to use the case number 690223946? Please enter 'Yes' to use this case number or provide another case number." with "Yes" and "Cancel" buttons.
- A user response: "Yes".
- A system message: "How would you like to connect with engineer?" with "Phone", "Virtual Meeting", and "Cancel" buttons.
- A user response: "Virtual Meeting".
- A system message: "Please provide the meeting details for the troubleshooting session:" followed by three input fields:
 - Meeting URL:
 - Meeting Number:
 - Meeting Password:with "Submit" and "Cancel" buttons.
- A system message: "Thanks! let me check if the current case owner is available to join the meeting. This will take about 3 minutes."
- A system message: "Engineer is available and will join the meeting. Thanks!"

Engineer **is** available

Connect to Engineer

Current time is **outside**
Engineer's working hours

connect to engineer

Thanks! let me check if the current case owner is available to call you.

Current time is outside the case owner's working hours (09:00 - 18:00 Monday - Friday EST).

Engineer is not available right now. Please leave a message to the engineer

Have a question about the workaround. Please callback.

Your message has been sent and the engineer will call back. If you need immediate assistance, please call Cisco TAC and request the case to be reassigned. Cisco TAC phone numbers: <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

Connect to Engineer

connect to engineer

Would you like to use the case number 690223946? Please enter 'Yes' to use this case number or provide another case number.

Yes

How would you like to connect with engineer?

Phone

Please enter a valid phone number with country code and without dashes (-). Example: 19191234567

+19193926009

Thanks! let me check if the current case owner is available to call you. This will take about 4 minutes.

Engineer is not available right now. Please leave a message to the engineer.

Testing

Your message has been sent and the engineer will call back. If you need immediate assistance, please request the case to be reassigned using the command "requeue 690223946".

Engineer isn't available

Connect to Engineer

Engineer **isn't** available right now, but will callback in 15 / 30 / 60 minutes



You 8:10 AM

connect to engineer 689629891



What is your phone number? Please enter a valid phone number including the country code without the + or - signs. Example: 491701234567



You 8:10 AM

19193926009



Thanks! Let me check if an engineer is available to call you.

Engineer is not available right now and will call back in 15 minutes.

Connect to TAC Frontline

The screenshot shows a chat interface with the following elements:

- A light blue bubble on the right containing the text "connect to engineer".
- A system message on the left: "Please enter a valid case number." with an input field, "Submit" and "Cancel Request" buttons, and a link "I don't have a case number".
- A system message on the left: "Would you like to chat with a Customer Service Representative?" with "Yes" and "No" buttons.
- A light blue bubble on the right containing the text "I don't have a case number".
- A light blue bubble on the right containing the text "Yes".
- System text: "We're connecting you to a Customer Service Representative. You're number 1 in the queue." and "You are now chatting with Pushark."
- Two green bubbles from the support agent: "Hello TAC FastStart and welcome to Support Case Manager assistance. You are now chatting with Pushark." and "Greetings for the day, Hope you are having a great day".
- A text input field at the bottom with the placeholder "Enter message (Use Shift + Enter to add a new line)".
- A footer bar with links: "Release Notes", "Docs and Videos", "Chat in Webex", and "End Chat".


Select this option for non-case related questions.
Example: Contracts

Conversations: Virtual Spaces



Use Virtual Space as the Communication Preference

You 8:45 PM
/create-space 687202983


 Communication preference has been changed from Email to Virtual Space. You will be invited to a Webex Teams virtual space in which you can interact with the case owner and share files related to this case.

Webex Virtual Space
with case contacts and owner

🔍 ☆ Cisco TAC Case : 687202983 : Test case

This starts the "Cisco TAC Case : 687202983 : Test case" space, created by CiscoTAC.Spark (bot). 8:45 PM

CiscoTAC.Spark (bot) added you to this space. Welcome. 8:45 PM

 CiscoTAC.Spark (bot) 8:45 PM
Welcome **Chidambaram**. Please use this virtual space to communicate with **Chidambaram**, the engineer assigned to your case. The engineer will review the information provided for the following customer symptom and will contact you shortly in this virtual space.

Customer Symptom:

Technology: Cloud and Hybrid Products
Subtechnology: Collaboration Meeting Room (CMR) - Hybrid
Problem Code: Configuration Assistance

Product: N/A
Product Family: N/A
Software Version: N/A
Router/Node Name: N/A

Problem Details: Test case

Engineer contact details:

Name: [Chidambaram Arunachalam](#)
Email address: carunach@cisco.com
Phone number: +1 919 392 6009

Customer File Upload Guidelines:

<http://www.cisco.com/c/en/us/about/security-center/tac-customer-file-uploads.html>
Files shared in this space that are 300MB or less will automatically be available as case attachments. Use CSC File Uploader to share large files:
<https://cway.cisco.com/csc/index.html?requestID=687202983>

Bot is automatically added to external virtual space

Cisco TAC Case : 696169484 : Test case ☆

Messages People (5) Content Meetings + Apps

Customer File Upload Guidelines:
<http://www.cisco.com/c/en/us/about/security-center/tac-customer-file-uploads.html>
Files shared in this space that are 300MB or less will automatically be available as case attachments. Use Cisco File Uploader to share large files:
<https://cway.cisco.com/csc/index.html?requestID=696169484>

Conversation Transcript:
The transcript of this virtual space is available in Support Case Manager and can be downloaded as a pdf file even after the case is closed. Please click "View Transcript" button in the following link to view and download the transcript:
<https://mycase.cloudapps.cisco.com/696169484/summary>

CiscoTAC.Spark (bot) added 3 people to this space. ✓

Support Assistant 9/16/23, 10:06 AM


Hello! I can help you get case details and connect with Cisco TAC. You can make the following requests in English language:

- @Support what is the status
- @Support change status to cisco pending
- @Support add participant (email address)
- @Support connect with engineer
- @Support create a virtual space
- @Support request an update
- @Support update the case
- @Support escalate
- @Support raise severity
- @Support requeue
- @Support close the case

I can help you manage cases that are opened from [Cisco.com Support Case Manager](#). Currently, I can't open new cases or answer technical questions. Type **"/list commands"** to get a list of command requests and find details of supported features using the [documentation](#) and [demo](#).

Bot performs tasks in the context of the TAC case associated with the external virtual space

Automatic Diagnostics Data Collection Suggestions

⚙️ ☆ Cisco TAC Case : 690611893 : Test case - Diagnostics suggestion integration 

Meet

Messages People (6) Content Schedule Add +

🔍

CiscoTAC.Spark (bot) 1/8/21, 10:36 PM

Based on Tech: "Voice - Communications Manager Additional Apps and Plugins", SubTech: "Jabber (Mobile Devices) - Audio/Video Quality", & ProblemCode: "Error Messages, Logs, Debugs" selected while opening the case, here are steps to gather debug/techsupport logs and/or links to useful documentation.

1. Walkthrough video showing how to create a Jabber problem report ==> <https://video.cisco.com/detail/video/5979227091001/jabber---create-a-problem-report?autoStart=true&q=Jabber%20problem%20report>
2. Walkthrough video showing how to how to clear Jabber Cache ==> <https://video.cisco.com/detail/video/5835977589001/jabber---how-to-clear-cache?autoStart=true&q=clear%20Jabber%20Cache>

How to upload:

1. <https://cway.cisco.com/csc/index.html?requestID=690611893&referrer=AutoTSTeam>

Proactively collecting and uploading the technical support data allows the Cisco Technical Support team to begin investigating your Service Request more quickly and efficiently.

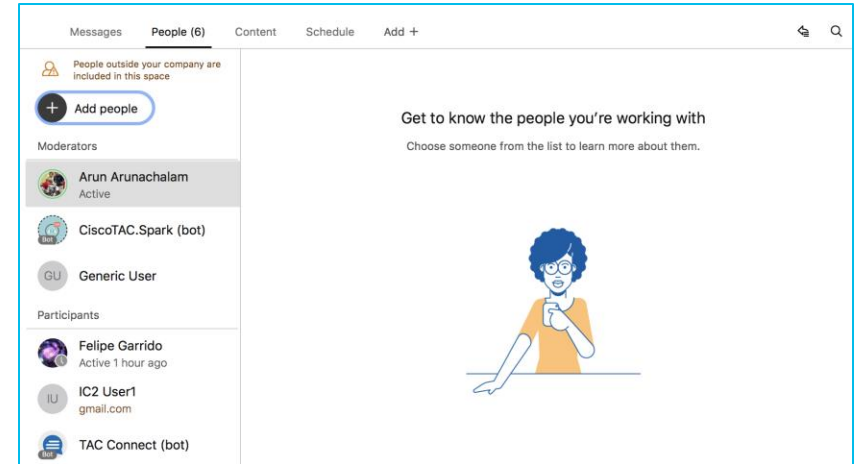
CiscoTAC.Spark (bot) 1/8/21, 10:37 PM

Hi Arun , Arun Arunachalam will be working with you on this case. Please find contact details below:

Name: Arun Arunachalam
Email address: carunach@cisco.com
Phone number: +1 919-392-6009

Virtual Space Features

- Case owners are added as moderator.
- Customers can add authorized participants using **@TAC /add-participant <email-addr>**
- Files up to **300MB** can be shared in the space and are transferred to case.
- When the case is closed
 - All Cisco human participants are removed
 - Automatic import of text messages
 - Virtual space is deleted after 14 days
- Conversation Transcript is available in Support Case Manager



Change Case Status to Cisco Pending

The screenshot shows a chat window for a Cisco TAC case titled "Cisco TAC Case : 691817812 : Test case". The chat history includes a customer message: "Hi Arun, I have uploaded the logs from the device to the case. Please analyze and let me know your findings. Thanks!". A blue box highlights the text "/cisco-pending" in the customer's message. Below it, a bot response from "TAC Connect (bot)" says: "Customer, Thanks! Let me change the status to Cisco Pending." and "Customer, Case status is updated to Cisco Pending.".

Customers can provide the requested information and change the case status to Cisco Pending.

Participant Authorization Checks

Email addresses in the CC-List of the case are automatically added to the Virtual space at the time of external space creation. Customer is informed of the list of participants who are in the CC-list but **don't have access to the case**.



CiscoTAC.Spark (bot) Sunday, 1:24 AM

Customer The participants <tac.rtpms+user2@gmail.com, ic2user1@gmail.com> that you are adding to the virtual space do not have access to this case and will be added to this space for troubleshooting purposes only. If you would like to provide access to this case please request the participants to follow Cisco's standard user registration/access request process.

Add Yourself to the Virtual Space If Authorized

The screenshot shows a chat window with a white background and a blue border. On the right side, there are two light blue input fields. The top one contains the text "add participant 690774441" and the bottom one contains "carunach@cisco.com". On the left side, there are two outgoing messages from a user with a blue circular profile picture containing a smiley face. The first message says "Sure. Let me check whether the participant can be added." and the second message says "carunach@cisco.com has been added to the external virtual space associated with 690774441."

Users can add themselves to the external virtual space if they are authorized to access the case

Participant Authorization Checks

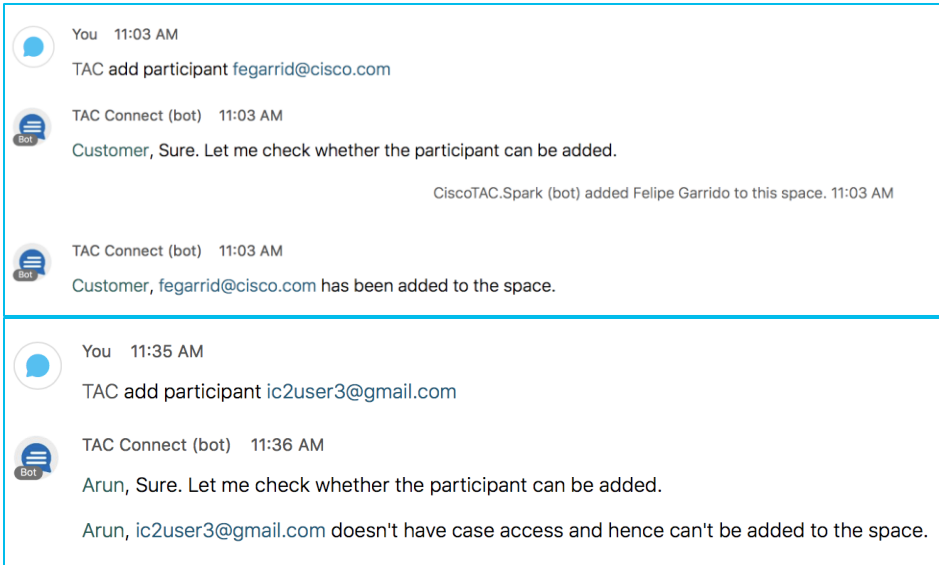
Case owner can add participants using “**Add People**” button in Webex app. Case owner is informed if the participant being added **doesn't have access to the case**.



CiscoTAC.Spark (bot) Yesterday, 10:45 PM

Arun Arunachalam The participant ic2user3@gmail.com that you are adding to the virtual space does not have access to this case and will be added to this space for troubleshooting purposes only. If you would like to provide access to this case please request the participant to follow Cisco's standard user registration/access request process.

Add Authorized Participants to the Virtual Space



The screenshot shows a chat interface with two messages. The first message is from 'You' at 11:03 AM, asking to add participant fegarrid@cisco.com. The second message is from 'TAC Connect (bot)' at 11:03 AM, confirming the addition. The third message is from 'TAC Connect (bot)' at 11:03 AM, stating that fegarrid@cisco.com has been added. The fourth message is from 'You' at 11:35 AM, asking to add participant ic2user3@gmail.com. The fifth message is from 'TAC Connect (bot)' at 11:36 AM, stating that ic2user3@gmail.com does not have case access and cannot be added.

You 11:03 AM
TAC add participant fegarrid@cisco.com

TAC Connect (bot) 11:03 AM
Customer, Sure. Let me check whether the participant can be added.

CiscoTAC.Spark (bot) added Felipe Garrido to this space. 11:03 AM

TAC Connect (bot) 11:03 AM
Customer, fegarrid@cisco.com has been added to the space.


You 11:35 AM
TAC add participant ic2user3@gmail.com


TAC Connect (bot) 11:36 AM
Arun, Sure. Let me check whether the participant can be added.

Arun, ic2user3@gmail.com doesn't have case access and hence can't be added to the space.


Cisco employees who already have access to the case can add another participant. The new participant is allowed **if they have case access**.

Add Authorized Participants to the Virtual Space


 Customer (@gmail.com) Yesterday, 10:54 PM
TAC add participant ic2user3@gmail.com


 TAC Connect (bot) Yesterday, 10:54 PM
Customer, Sure. Let me check whether the participant can be added.

Customer, ic2user3@gmail.com doesn't have access to this case. Hence it will require your explicit approval to add the user to this virtual space for troubleshooting purposes. Please enter 'Yes' or 'No' to approve / disapprove. Thanks!

 Customer (@gmail.com) Yesterday, 10:54 PM
TAC yes

CiscoTAC.Spark (bot) added IC2 User3 to this space. Yesterday, 10:54 PM

 CiscoTAC.Spark (bot) Yesterday, 10:54 PM
Customer The participant ic2user3@gmail.com that you are adding to the virtual space does not have access to this case and will be added to this space for troubleshooting purposes only. If you would like to provide access to this case please request the participant to follow Cisco's standard user registration/access request process.

 TAC Connect (bot) Yesterday, 10:54 PM
Customer, ic2user3@gmail.com has been added to the space.

Customers who already have access to the case can add another participant. If the new participant doesn't have case access, they will be requested for **explicit approval**.

Conversation Messages

Support Case Manager

Details for Chidambaram Arunachalam (carunach)

Home > ☆ 690404206 ASK THE BOT

Test case for Virtual Spaces < 4 / 12 >

Summary Notes Attachments **Virtual Spaces** View case in CSOne

Launch Webex Teams ADD NOTES ADD FILES SAVE AS PDF

Cisco Internal

Actions	Virtual Space Title	Created Date
VIEW TRANSCRIPT	Cisco TAC Case : 690404206 : Test case for Virtual Spaces	11/30/2020 at 06:27:25

Click
"View Transcript"

Virtual Space Transcript for case 687925946 ×

2019-11-17 12:02:13 (GMT) carunach@cisco.com
Thanks!

2019-11-17 12:02:11 (GMT) carunach@cisco.com
This is a test case to test the View Transcript feature introduced in SCM.

2019-11-17 12:01:55 (GMT) carunach@cisco.com
Hello!

2019-11-17 12:00:52 (GMT) ciscotacspark@webex.bot
Welcome Chidambaram. Please use this virtual space to communicate with Chidambaram, the engineer assigned to your case. The engineer will review the information provided for the following customer symptom and will contact you shortly in this virtual space. Customer Symptom: Technology: Cloud and Hybrid Products Subtechnology: Collaboration Meeting Room (CMR) - Hybrid Problem Code: Configuration Assistance Product: N/A Product Family: N/A Software Version: N/A Router/Node Name: N/A Problem Details: Test case Engineer contact details: Name: Chidambaram Arunachalam Email address: carunach@cisco.com Phone number: +1 919 392 6009 Customer File Upload Guidelines: <http://www.cisco.com/c/en/us/about/security-center/tac-customer-file-uploads.html> Files shared in this space that are 300MB or less will automatically be available as case attachments. Use CSC File Uploader to share large files: <https://cway.cisco.com/csc/index.html?requestID=687925946>

Save as PDF Cancel

Conversations: Case Handling Tasks



Raise Case Severity



You 2:28 PM

raise severity 683752332



I can increase the case severity. Please note that you are expected to be available for live troubleshooting of severely degraded network conditions impacting your business. Would you like to continue? Please respond with **yes** or **no**. Thanks!



You 2:28 PM

yes



What is your phone number? Please include the country code. Example: 491701234567.



You 2:28 PM

19193926009



Let me check the availability of the current case owner.

Engineer is not available. However, a Customer Service Representative will call you soon to increase the severity to S2 and to connect you to the next available engineer.

Requeue a Case



You 12/14/18, 1:28 PM

/requeue 684345515



I can check whether the current case owner is available to talk with you. Would you like me to check? Please type "Yes" or "No".



You 12/14/18, 1:28 PM

yes



Can the engineer call you at 19197447009? Please enter "Yes" to use this phone number or provide another phone number.



You 12/14/18, 1:28 PM

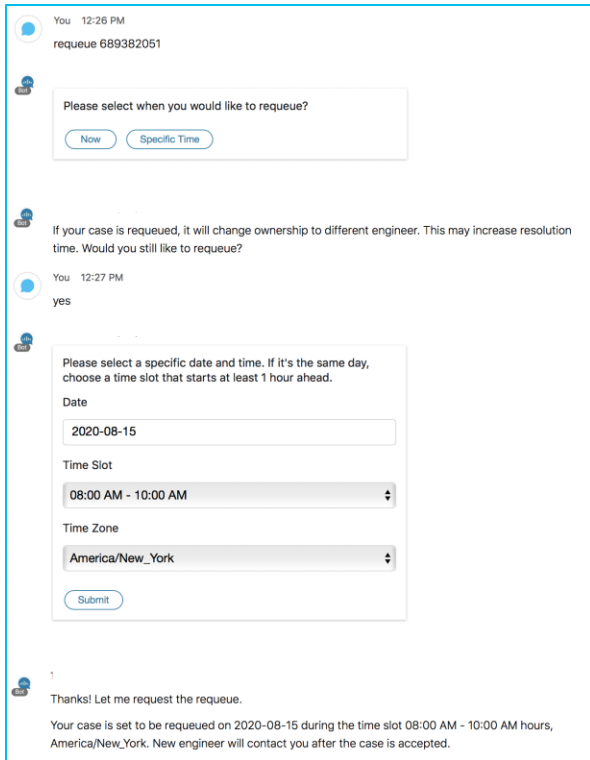
yes



Thanks! Let me check if the engineer is available to call you

Engineer is available and will call you soon at 19197447009. Thanks!

Schedule Dispatch a Case



The screenshot shows a chat conversation within a blue-bordered container. It starts with a user message at 12:26 PM asking to requeue case 689382051. An agent responds with a form titled "Please select when you would like to requeue?" containing "Now" and "Specific Time" buttons. The user selects "Specific Time". The agent then asks if the user still wants to requeue after a warning about ownership changes. The user replies "yes". The agent provides another form titled "Please select a specific date and time. If it's the same day, choose a time slot that starts at least 1 hour ahead." with fields for Date (2020-08-15), Time Slot (08:00 AM - 10:00 AM), and Time Zone (America/New_York), plus a "Submit" button. Finally, the agent confirms the scheduling details.

You 12:26 PM
requeue 689382051

Please select when you would like to requeue?

Now Specific Time

If your case is requeued, it will change ownership to different engineer. This may increase resolution time. Would you still like to requeue?

You 12:27 PM
yes

Please select a specific date and time. If it's the same day, choose a time slot that starts at least 1 hour ahead.

Date
2020-08-15

Time Slot
08:00 AM - 10:00 AM

Time Zone
America/New_York

Submit

1
Thanks! Let me request the requeue.

Your case is set to be requeued on 2020-08-15 during the time slot 08:00 AM - 10:00 AM hours, America/New_York. New engineer will contact you after the case is accepted.

Escalate a Case – Contact via Phone

DM is available

You 6:43 AM
escalate 687405514

An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use **/raise-severity** and **/requeue** commands. Would you still like to continue? Please enter 'Yes' or 'No'.

You 6:43 AM
Yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 6:43 AM
Lack of timely progress

How would you like the manager to contact you? Please enter 'email' or 'phone'.

You 6:44 AM
phone

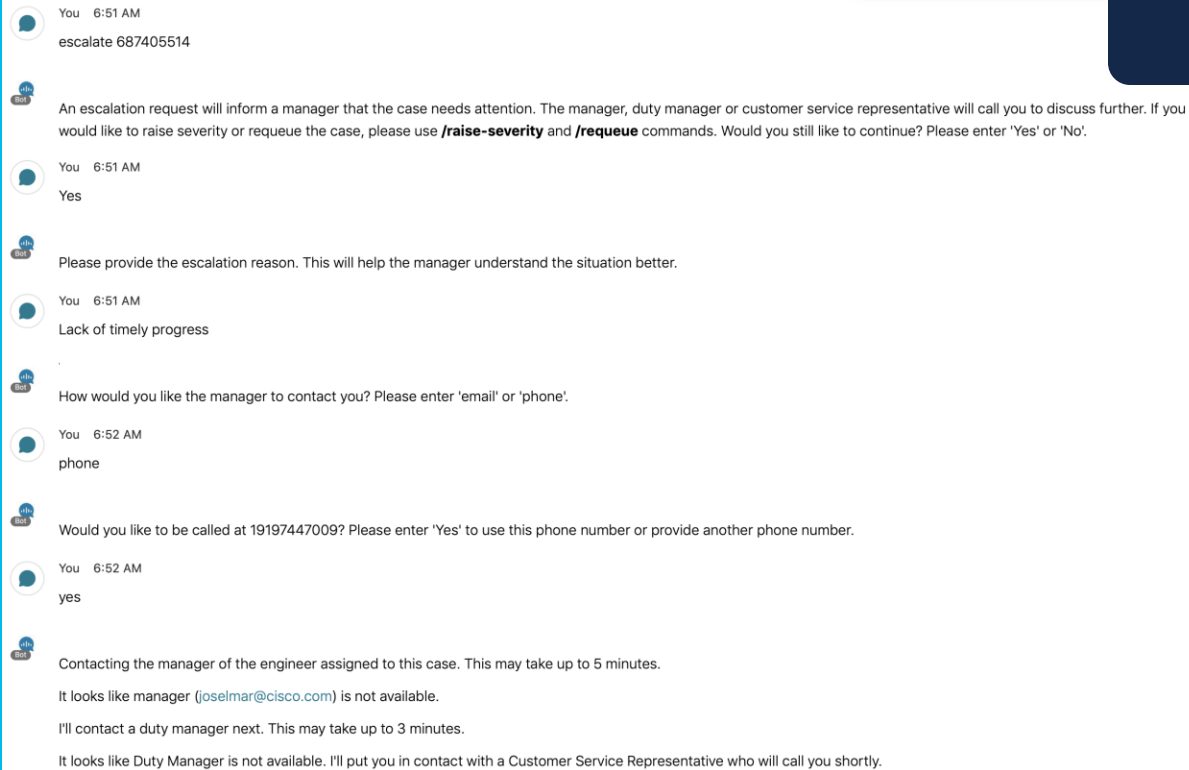
Would you like to be called at 19197447009? Please enter 'Yes' to use this phone number or provide another phone number.

You 6:44 AM
yes

Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.
It looks like manager (joselmar@cisco.com) is not available.
I'll contact a duty manager next. This may take up to 3 minutes.
Duty manager is available and will call you at 19197447009. Thanks!

Escalate a Case – Contact via Phone

DM **isn't** available



The screenshot shows a chat interface with a blue border. It contains a series of messages between a user and a bot. The messages are as follows:

- You 6:51 AM**: escalate 687405514
- Bot**: An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use **/raise-severity** and **/requeue** commands. Would you still like to continue? Please enter 'Yes' or 'No'.
- You 6:51 AM**: Yes
- Bot**: Please provide the escalation reason. This will help the manager understand the situation better.
- You 6:51 AM**: Lack of timely progress
- Bot**: How would you like the manager to contact you? Please enter 'email' or 'phone'.
- You 6:52 AM**: phone
- Bot**: Would you like to be called at 19197447009? Please enter 'Yes' to use this phone number or provide another phone number.
- You 6:52 AM**: yes
- Bot**: Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.
It looks like manager (joselmar@cisco.com) is not available.
I'll contact a duty manager next. This may take up to 3 minutes.
It looks like Duty Manager is not available. I'll put you in contact with a Customer Service Representative who will call you shortly.

Escalate a Case – Contact via Email

Manager **is** in the office

You 6:56 AM
escalate 687405514

Bot
An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use **/raise-severity** and **/requeue** commands. Would you still like to continue? Please enter 'Yes' or 'No'.

You 6:57 AM
Yes

Bot
Please provide the escalation reason. This will help the manager understand the situation better.

You 6:57 AM
Lack of timely progress

Bot
How would you like the manager to contact you? Please enter 'email' or 'phone'.

You 6:57 AM
email

Bot
Contacting the manager of the engineer assigned to this case.
Manager joselmar@cisco.com will reach you via email at carunach@cisco.com. Thanks!

Escalate a Case – Contact via Email

Manager **is** out of the office

An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you. You can use `/raise-severity` and `/requeue` commands.

Would you still like to continue?

Yes

Please provide the escalation reason. This will help the manager understand the situation better.

Lack of timely progress

How would you like the manager to contact you?

Email

Contacting the manager of the engineer assigned to this case.

Case owner's manager (joselmar@cisco.com) is out of office.

I'll contact a duty manager next. This may take up to 3 minutes.

Duty manager is available and will reach you via email at carunach@cisco.com. Thanks!

Enter message (Use Shift + Enter to add a new line)

Rate your experience 🗳️ 🗳️

📄 Docs and Videos 🗣️ Chat in Webex Teams 🔄 Start Over 🆘 Help

Escalate a Case – Contact via Email

Manager is OOO and DM isn't available

How would you like the manager to contact you?

Email

Contacting the manager of the engineer assigned to this case.

Case owner's manager (joselmar@cisco.com) is out of office.

I'll contact a duty manager next. This may take up to 3 minutes.

Duty Manager is not available. I have informed the Duty Manager Team. The next available DM will reach you via email at carunach@cisco.com.

The bot informs High Touch Operations Managers (HTOM) when a case is escalated by SP Advantage, TS Advantage or High Touch Expert Care customers.

Reopen a Case

reopen 689517089

Sure. Let me check whether the case can be reopened.

This case can be reopened. Please provide the reason. This will help the engineer understand the situation better.

Problem reoccurred again and we have collected the logs this time

Thanks. Let me reopen the case.

I have reopened the case and informed the current case owner. The case owner or the next available engineer will reach out to you on next steps.

Cases that are closed within the last 14 days can be reopened.

Conversations: Bug Applicability Checks



Get Bug Status

The screenshot shows a chat window with a title bar containing a close button (X). In the top right corner, there is a light blue pill-shaped button with the text "CSCvn75597". The chat history consists of three messages:

- A system message: "Thanks! Let me retrieve the status for bug CSCvn75597. This may take a few seconds."
- A detailed bug report message:

Cisco IOS XE Software HTTP Server Denial of Service Vulnerability
CSCvn75597

 - **Status** : Fixed
 - **Product** : cbr-8
 - **Severity** : Severe(2)
 - **Click [here](#) to view known affected and fixed releases.**
- A "Bug Release-note" message:

Bug Release-note
Symptom:
A vulnerability in the HTTP server code of Cisco IOS XE Software could allow an unauthenticated, remote attacker to cause the HTTP server to crash.
The vulnerability is due to a logical error in the logging mechanism. An attacker could exploit this vulnerability by generating a high amount of long-lived connections to the HTTP service on the

At the bottom of the chat window, there is a text input field with the placeholder "Enter message (Use Shift + Enter to add a new line)" and a send button (arrow) with a microphone icon. Below the input field is a "Rate your experience" section with two smiley face icons (😊 and 😞). On the far right of the bottom bar, there are several utility icons: a megaphone for "Release Notes", a document for "Docs and Videos", a speech bubble for "Chat in Webex", a refresh icon for "Start Over", and a question mark for "Help".

Contextual Task: Check Bug Applicability

✕


<https://tools.cisco.com/security/center/softwarechecker.x>
See Vulnerable Products Section of the advisory for full details:
<https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20190925-httperv-dos#vp>

Workaround:
Please refer to the Security Advisory.

Further Problem Description:
Please refer to the Security Advisory.

PSIRT Evaluation:
The Cisco PSIRT has assigned this bug the following CVSS version 3 score. The Base CVSS score as of the time of evaluation is 5.3:
<https://tools.cisco.com/security/center/cvssCalculator.x?version=3.0&vector=CVSS:3.0/AV:N/AC:L/PR:N/UI:N/S:U/C:N/I:N/A:L>
CVE ID CVE-2019-12659 has been assigned to document this issue.
Additional information on Cisco's security vulnerability policy can be found at the following URL:
http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html



☰



Check Bug Applicability

Click the task to get started

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞


[📢 Release Notes](#) [📄 Docs and Videos](#) [💬 Chat in Webex](#) [🔄 Start Over](#) [🆘 Help](#)

Check Bug Applicability: Upload Diagnostic Logs

[Check Bug Applicability](#)

The output of the following commands are required to check the applicability of CSCvn75597. It is required to have the **device prompt** for each command in order to have the file processed correctly. Please enter the commands in the **full form** (no command abbreviations) as shown below in the device, collect the command outputs in a log file and upload it.

```
device# show version
device# show running-config
device# show inventory
```

 CSCvn75597-Applicable.txt • 6.64 KB Completed

✓ Uploaded 100%

✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

[Release Notes](#) [Docs and Videos](#) [Chat in Webex](#) [Start Over](#) [Help](#)

Check Bug Applicability: View Results and Options

The output of the following commands are required to check the applicability of CSCvn75597. It is required to have the **device prompt** for each command in order to have the file processed correctly. Please enter the commands in the **full form** (no command abbreviations) as shown below in the device, collect the command outputs in a log file and upload it.

```
device# show version
device# show running-config
device# show inventory
```

CSCvn75597-Applicable.txt • 6.64 KB Completed

- ✓ Uploaded 100%
- ✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

CSCvn75597 is **applicable** to your device ISR4431/K9 running on IOS-XE 16.8.1.

Here are some possible options for you.

[Software Upgrade](#) [View Advisory Summary](#) [View Fixed Releases](#) [View Additional Info](#) [Re-run Check](#)

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

[Release Notes](#) [Docs and Videos](#) [Chat in Webex](#) [Start Over](#) [Help](#)

Check Bug Applicability: Software Upgrade Suggestion

×
View Advisory Summary

A vulnerability in the HTTP server code of Cisco IOS XE Software could allow an unauthenticated, remote attacker to cause the HTTP server to crash. The vulnerability is due to a logical error in the logging mechanism. An attacker could exploit this vulnerability by generating a high amount of long-lived connections to the HTTP service on the device. A successful exploit could allow the attacker to cause the HTTP server to crash. Cisco has released software updates that address this vulnerability. There are no workarounds that address this vulnerability. This advisory is available at the following link:
<https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20190925-httpserv-dos>

Here are some possible options for you.

Software Upgrade

Please consider upgrading to IOS-XE 17.6.3a. This software is a Cisco Suggested release and has the fix for CSCvn75597. Please consult with your partner or Cisco professional services team as needed

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

Release Notes Docs and Videos Chat in Webex Start Over Help

Check Bug Applicability: View Fixed Releases

View Fixed Releases

List of releases that have the bug fix based on information available in **Known Fixed Releases** field of CSCvn75597:

- 16.10.2
- Gibraltar-16.11.1
- Gibraltar-16.11.1a
- Gibraltar-16.11.1b
- Gibraltar-16.11.1c
- Gibraltar-16.11.1s
- Gibraltar-16.12.1a
- Gibraltar-16.12.1b
- Gibraltar-16.12.1c
- Gibraltar-16.12.1d
- Gibraltar-16.12.1e
- Gibraltar-16.12.1s

Please visit [Software download](#) page to download the software image.

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😞

[Release Notes](#) [Docs and Videos](#) [Chat in Webex](#) [Start Over](#) [Help](#)

List of Supported Bugs

Hello!

Thanks for taking the time to use me. Please find below the list of bugs supported for applicability check:

BUG CATEGORIES

Supported Bugs by Software

Supported Bugs by Product

Supported Bugs by Software

IOS XE

CSCvn75597 : Cisco IOS XE Software HTTP Server Denial of Service Vulnerability
CSCvy11981 : Controller ends abnormally due to WNCD (AP name length greater and equal to 32 characters)
CSCvz30708 : Controller stops sending RADIUS packets to the RADIUS server when accounting is enabled
CSCvt89337 : Incorrect Source IP when resolving DNS
CSCvj72294 : memory leak @ CCSIP_SPI_CONTR
CSCvx71141 : Cisco Catalyst 9800-80 Wireless Controller crashes due to a CPU hog in the RRM process
CSCv13018 : MS Teams interop CUBE: Buffer or block SIP BYE message sent by CUBE on SIP REFER scenarios
CSCvx00521 : QuoVadis root CA decommission impacting Smart Licensing and Smart Call Home Functionality
CSCwb13784 : APs not able to join 9800 due to invalid path MTU in AP Join request
CSCwc47544 : C9105/C9120/C9130 Access Points manufactured starting in September 2022 may require code upgrades
CSCvz89043 : Prevent SIP services from being blocked even if license usage ACK was not received
CSCvw74609 : LACP Configuration lost: channel-group X "mode active" gets removed on reload
CSCwd37092 : Cisco 2800,3800,4800,1562,6300 series AP:Slow TCP downloads, failing EAP-TLS in 8.10.181.0/17.3.6 SW
CSCvz59495 : Accounting Requests messages sent in a stream causes issues in the RADIUS server
CSCvw23507 : NACM rule config is missing permit all rule which causes netconf query to fail and Device in PCF
CSCvz80171 : SIP call fails egress dial-peer uses "session server-group" and "sip options-keepalive"
CSCwc68682 : 9800 controller - Link down due to local fault

AP IOS

CSCwd80290 : Cisco IOS AP image validation certificate failed/expired, causing AP join issues.

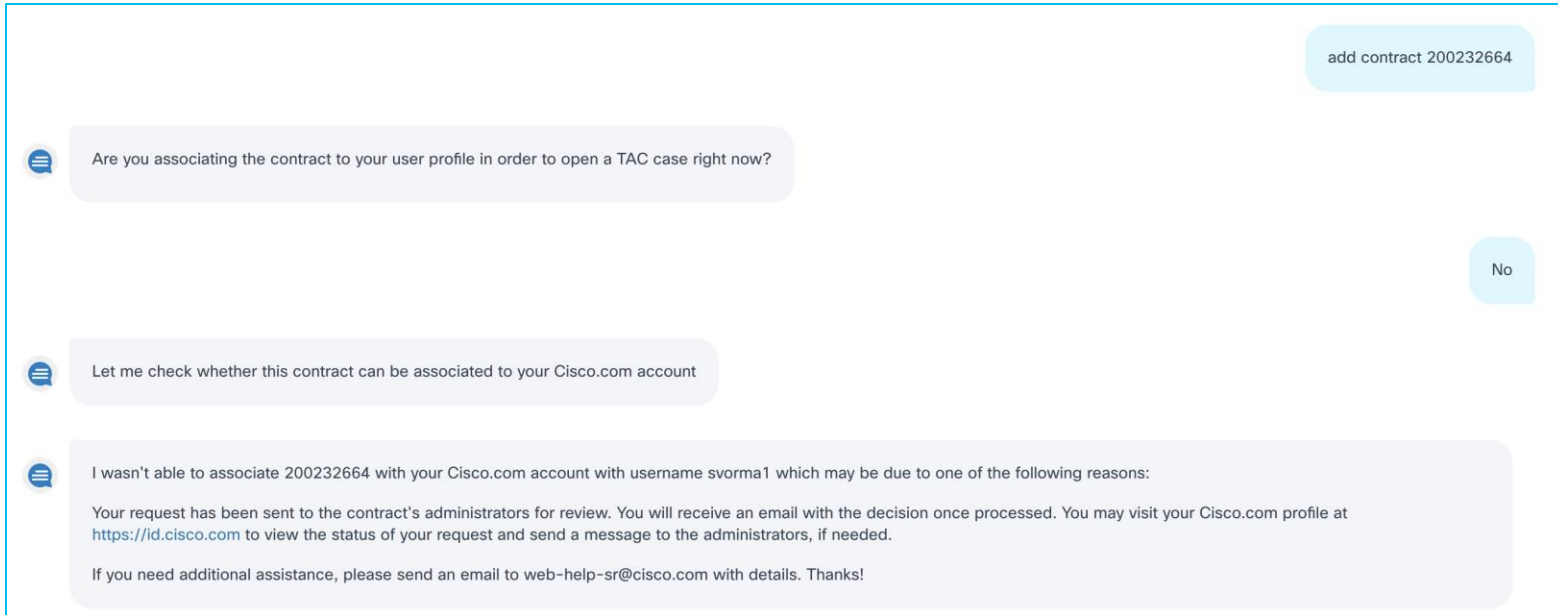
ASA

CSCvu12684 : Failover time increased after upgrading to 9.7 or later
CSCvk51778 : "show inventory" (or) "show environment" on ASA 5515/5525/5545/5555 shows up Driver/ioctl error logs
CSCvn67137 : ASA may slowly leak memory when using NetFlow

Conversations: Contract Association



Add Contract To Your Cisco.com User Account Profile



The screenshot shows a chat interface with a light blue header bar containing the text "add contract 200232664". The chat history consists of three messages:

- A system message (indicated by a speech bubble icon) asking: "Are you associating the contract to your user profile in order to open a TAC case right now?"
- A user response: "No"
- A system message (indicated by a speech bubble icon) stating: "Let me check whether this contract can be associated to your Cisco.com account"

The current message, also a system message (indicated by a speech bubble icon), reads:

I wasn't able to associate 200232664 with your Cisco.com account with username svorma1 which may be due to one of the following reasons:

Your request has been sent to the contract's administrators for review. You will receive an email with the decision once processed. You may visit your Cisco.com profile at <https://id.cisco.com> to view the status of your request and send a message to the administrators, if needed.

If you need additional assistance, please send an email to web-help-sr@cisco.com with details. Thanks!

Add Contract To Your Cisco.com User Account Profile

The screenshot shows a chat window with a light blue border. In the top right corner, there is a light blue button with the text "add contract 12345". Below this, a grey chat bubble on the left contains a speech bubble icon and the text "Are you associating the contract to your user profile in order to open a TAC case right now?". To the right of this bubble is a light blue button with the text "Yes". Below that, another grey chat bubble on the left contains a speech bubble icon and the text "Please click the 'Open New Case' button in [Support Case Manager \(SCM\)](#) to open a TAC case. SCM will check if your Cisco profile is associated with the contract for the product needing support. If not, you will be provided the option to request association. If you still need further assistance, please contact web-help-sr@cisco.com.".

Dialog Handling



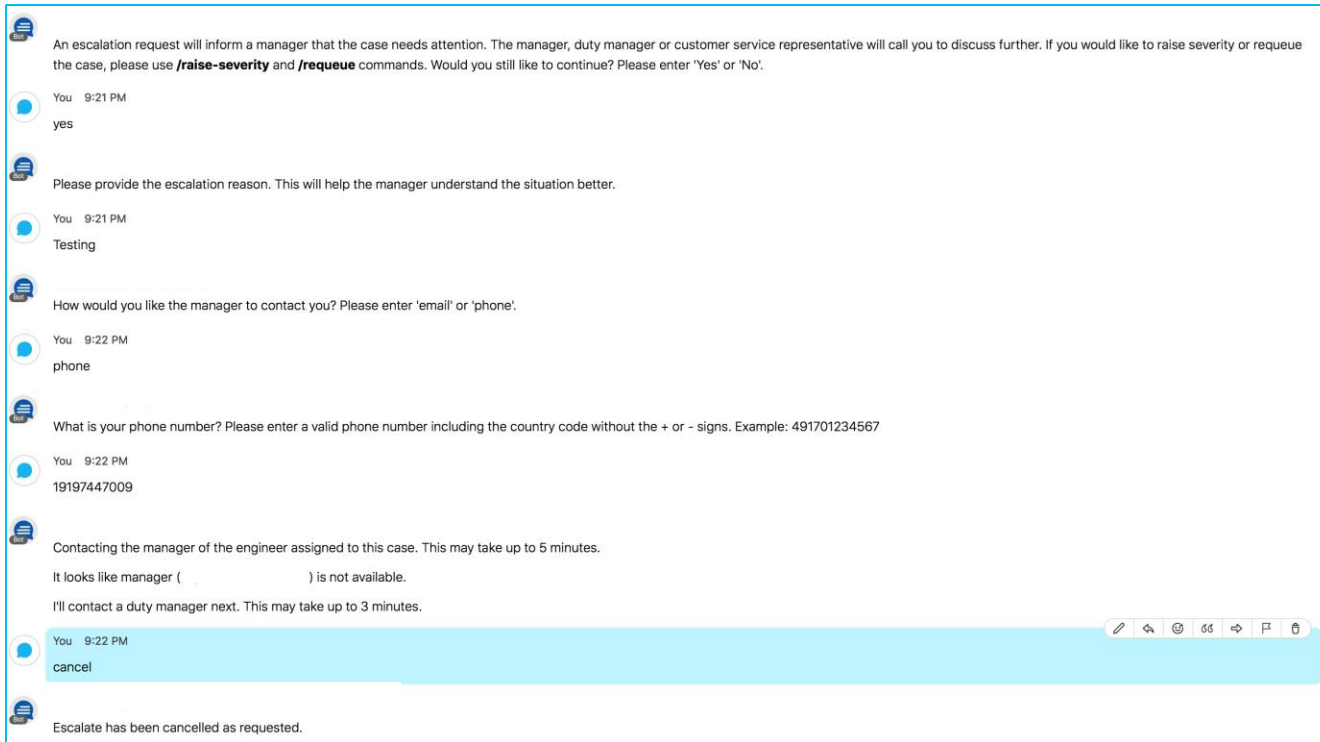
Dialog Response Timeout

Bot waits for **10 minutes** for a dialog response

The screenshot shows a chat interface with the following messages:

- You** 3:05 AM: requeue 683752332
- Bot**: I can check whether the case owner is available to talk with you. Would you like me to check? It will only take about a minute.
- NEW MESSAGES** (separator)
- Bot**: Looks like you are busy with something else. Let's chat later.
- You** 3:15 AM: Hello
- Bot**: Hello there!

Cancel In-Progress Requests



An escalation request will inform a manager that the case needs attention. The manager, duty manager or customer service representative will call you to discuss further. If you would like to raise severity or requeue the case, please use **/raise-severity** and **/requeue** commands. Would you still like to continue? Please enter 'Yes' or 'No'.

You 9:21 PM
yes

Please provide the escalation reason. This will help the manager understand the situation better.

You 9:21 PM
Testing

How would you like the manager to contact you? Please enter 'email' or 'phone'.

You 9:22 PM
phone

What is your phone number? Please enter a valid phone number including the country code without the + or - signs. Example: 491701234567

You 9:22 PM
19197447009

Contacting the manager of the engineer assigned to this case. This may take up to 5 minutes.
It looks like manager () is not available.
I'll contact a duty manager next. This may take up to 3 minutes.

You 9:22 PM
cancel

Escalate has been cancelled as requested.

Connect to Duo



Connect to Duo Support

The screenshot displays a web interface for connecting to Duo Support. It features two main input sections, each with a 'Submit' button. The first section prompts the user to enter a 10-digit Account ID in the format 1234-5678-90, with the example '1234-5678-90' entered in the field. The second section prompts the user to enter a valid phone number without dashes, with a dropdown menu for country code (set to '+1') and the number '9193926009' entered. Below the second form, a message states 'Thanks! You will receive a callback from Duo Support.' On the right side of the interface, there are two light blue callout boxes: the top one says 'connect to duo' and the bottom one displays the phone number '+19193926009'.

connect to duo

Please enter your 10-digit Account ID in the format 1234-5678-90.

1234-5678-90

Submit

Please enter a valid phone number without dashes (-)

+1 9193926009

Select country code from dropdown then enter telephone number

Submit

Thanks! You will receive a callback from Duo Support.

+19193926009

Bot calls Duo support number, informs customer's account ID to engineer and then connects to customer via callback.

Help, Commands Q&A, Feedback



Help

help

Hello! I can help you get case, bug and RMA details and connect with Cisco TAC. You can make the following requests in English language:

- [my cases](#)
- [what is the case status \(case number\)](#)
- [what is the bug status \(bug number\)](#)
- [what is the rma status \(rma number\)](#)

You can ask me to perform the following tasks:

- [connect with engineer \(case number\)](#)
- [create a virtual space \(case number\)](#)
- [request an update \(case number\)](#)
- [update the case \(case number\)](#)
- [add participant \(email address\)](#)
- [raise severity \(case number\)](#)
- [requeue \(case number\)](#)
- [escalate \(case number\)](#)
- [close the case \(case number\)](#)
- [reopen the case \(case number\)](#)
- [add contract \(contract number\)](#)

You can mark a case as favorite and get automatic notifications when the case summary (Problem Description, Current Status and Action Plan) gets updated:

- [favorite \(case number\)](#)
- [list favorites](#)
- [status favorites](#)

You can ask me to connect to support teams:

- [connect to duo](#)

You can ask me to check whether a bug is applicable to your device ([supported bugs](#)):

- [check bug applicability \(bug number\)](#)


I can help you manage cases that are opened from [Cisco.com Support Case Manager](#). Currently, I can't open new cases or answer technical questions. Type `/list commands` to get a list of command requests and find details of supported features using the [documentation](#) and [demo videos](#).


Command List


/list commands


- **/action-plan:** Sends the last note containing action plan
- **/add-contract:** Associate an active service contract to your Cisco.com user profile
- **/add-participant:** Add a participant email address to the cc-list
- **/bug:** Get list of Bugs associated with TAC case
- **/case-feedback:** Give multi-line feedback about the case in a single message
- **/check-bug-applicability:** Check applicability of a bug to your device
- **/clear** or **/reset:** Reset the conversation dialog
- **/close-case:** Request engineer to close case
- **/connect:** Connect to case owner of a case
- **/connect duo:** Connect to Duo support
- **/create-space:** Create an external Webex virtual space for a case
- **/customer:** Get customer information associated with TAC Case
- **/description:** Get problem description for the TAC case
- **/escalate:** Escalate a case
- **/favorite:** Add a case to favorite list
- **/feedback:** Give multi-line feedback about the bot or a TAC case
- **/last-note:** Get the last note from the TAC case
- **/link:** Get link to the case in Support Case Manager
- **/list cases:** View the prioritized list of your cases
- **/list favorites:** List the favorite cases
- **/owner:** Get case owner (TAC CSE) for TAC case
- **/proactive-alerts:** Get critical issues, trending issues, tool updates, latest articles and bulletins in the context of a case
- **/raise-severity:** Raise the severity of a case
- **/reopen:** Re-open a case
- **/request-update:** Request engineer to provide the latest case update
- **/requeue:** Requeue a case
- **/return-status:** Get status of parts returned in the context of a RMA
- **/rma:** Get list of RMAs associated with TAC case
- **/status:** Get status of a case, bug or RMA
- **/status favorites:** Status of favorite cases
- **/update:** Add a note to the TAC case
- **/updated:** Get the date on which the TAC case was last updated, and calculate the time since last update

Simple Case Management Related Q&A

 You 8:12 PM
how to upload a file


 Bot
Please use the [Case File Uploader](#) tool to upload attachments to a case. Alternate methods are described [here](#).


 You 8:12 PM
how to manage my profile


 Bot
Please use the [Profile management tool](#) to perform the following tasks:


1. Update the primary email address
2. Associate a contract or subscription to your profile

If you run into any issues, please send an email web-sr-help@cisco.com.

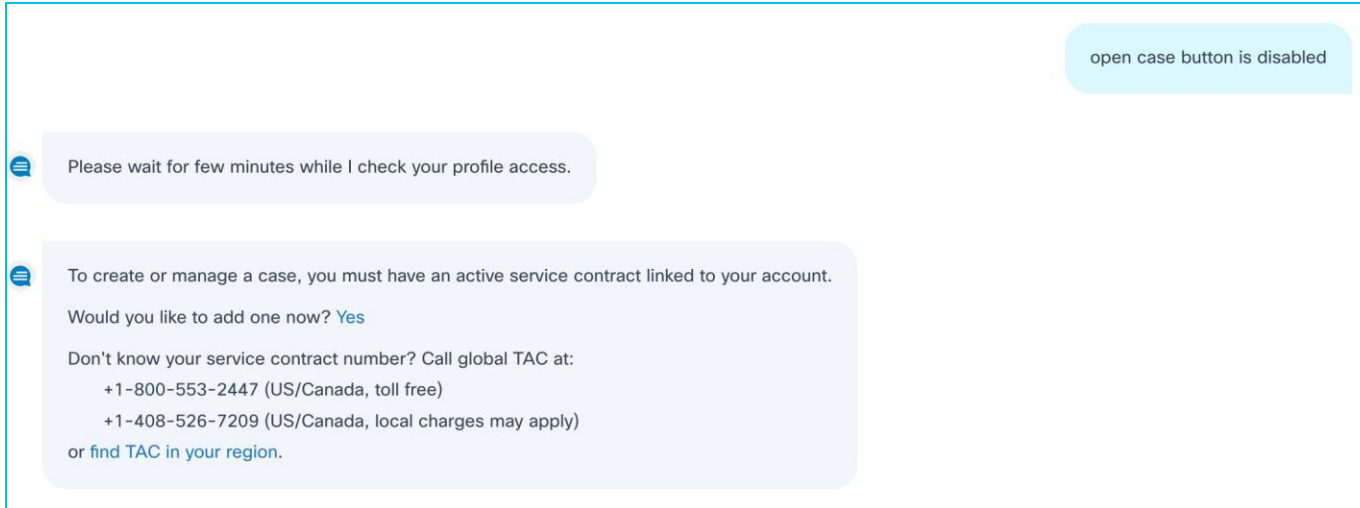
 You 12:46 PM
what is my userid

 Bot
Your [Cisco.com](#) account user ID is tacfaststart@gmail.com.

 You 10:18 PM
engineer is not assigned for 691720279

 Bot
It takes about 15 minutes to a couple of hours for the case to be accepted depending on case severity and volume. Thanks for your patience!


Case Open Access Validation




The screenshot shows a chatbot interface with a light blue background. In the top right corner, there is a light blue rounded rectangle containing the text "open case button is disabled". On the left side, there are two chat messages, each preceded by a small blue icon of a speech bubble with three horizontal lines. The first message is a light blue rounded rectangle containing the text "Please wait for few minutes while I check your profile access.". The second message is a larger light blue rounded rectangle containing the text "To create or manage a case, you must have an active service contract linked to your account. Would you like to add one now? [Yes](#) Don't know your service contract number? Call global TAC at: +1-800-553-2447 (US/Canada, toll free) +1-408-526-7209 (US/Canada, local charges may apply) or [find TAC in your region](#)."


When a user says that they can't open a case, the bot automatically validates user's Cisco.com profile and suggests steps to get access.


Share Feedback

 You 10:49 PM
/feedback demo worked great!

 Bot
Thanks! Your feedback has been provided to my creators.

Bot Feedback

 You 7:34 AM
/case-feedback The case was handled well

 Bot
Thanks! I have updated the case with your feedback.

Case Feedback

Notifications



Latest Release-Notes in Web Interface

The screenshot displays the Cisco Support Assistant chat window. The header shows the Cisco logo and navigation links: Products & Services, Support, How to Buy, Training & Events, and Partners. The user's name, Arun Aruna, is visible in the top right. The chat content includes a greeting from the assistant, a list of capabilities, and a list of domains for interaction. A 'Release Notes' button is highlighted with a red dot and a callout box. The bottom of the chat window features a 'Rate your experience' section and several utility buttons: Release Notes, Docs and Videos, Chat in Webex, Start Over, and Help.

Cisco Support Assistant
Knowledge Scope: Cases, Bugs and RMA Management

Hi there! I am Cisco Support Assistant.

I can help you get case, bug, RMA details and connect with Cisco TAC. You can manage cases that are opened from Cisco.com Support Case Manager.
Currently I can't open new cases or answer technical question.

Common Tasks List Commands Documentation Demo Video

To ask questions and perform tasks in additional domains, please interact with me at the following places:

- Cisco Licensing
- Webex Q&A and Tasks

Enter message (Use Shift + Enter to add a new line)

Rate your experience

Release Notes Docs and Videos Chat in Webex Start Over Help

Red dot (if present)
indicates new features
and bug fixes!

Latest Release-Notes in Web Interface

Hello!

Thanks for taking the time to use me. Please find the latest Release-notes below.

July 31, 2020

Enhancements:

- You can request a case to be re-opened if it was closed within the last 14 days.
- You can request a case to be schedule dispatched by specifying the date, time and time zone.
- Link to Release-notes is available in web interface.

Bug Fixes:

- Case title is missing in "my cases" response. This is applicable only for Webex Teams desktop clients.
- Concurrent requests of the same type (e.g. connect to engineer) must not be allowed.

June 28, 2020

Enhancements:

- Interact with me in the [external virtual space](#) associated with the TAC case.

June 26, 2020

Enhancements:

- You can request to be contacted via email for escalation follow-up.

Bug Fixes:

- %20 is displayed in Engineer and Manager phone number instead of space character.

May 29, 2020

Enhancements:

- Phone number input made easy in web interface!
- Case owner manager information is shown in case status response.
- The definition of case escalation is explained and confirmation obtained prior to escalation.

Automatic Release Notifications in Webex App

Notifications are sent during **your local day time**



You Yesterday, 5:24 PM

Hello!

I just got upgraded today. Please find Release-note details below:


Enhancements:


1. My creators have renamed me to [Cisco Support Assistant](#). A short demo video is available [here](#).
2. You can provide a custom reason when requesting a case to be closed.
3. Device specific Proactive TAC Alerts (critical issues applicable to your device) displayed in the context of a case are now extended to Cisco VCS Control, Cisco VCS Expressway and Cisco Jabber products.

Thanks for taking the time to use Cisco Support Assistant (formerly known as TAC Connect Bot)!

Unsubscribe Release Notifications

unsubscribe release-notes

 Please let me know the reason to opt-out from Release-note notifications.

 Thanks for letting me know! You will not receive Release-note notifications in the future.



Please visit [Cisco.com page](#) and contact support-assistant@cisco.com for questions and feedback.