

Cisco SMARTnet Service



Table of Contents

| | | | |
|---|----------|---|-----------|
| Cisco SMARTnet Service Overview | 4 | | |
| What is Cisco SMARTnet Service? | 4 | What is a feature set upgrade? Is it included in the Cisco SMARTnet programs? | 9 |
| What is included with Cisco SMARTnet Service? | 4 | What software am I entitled to with Cisco SMARTnet? | 9 |
| Why should you purchase Cisco SMARTnet Service? | 4 | Is support for Cisco application software products, such as security, IP telephony, and network management, included in the Cisco SMARTnet Service? | 10 |
| How do you purchase Cisco SMARTnet Service? | 4 | How are you notified of new OS software releases if you have a Cisco SMARTnet contract? | 10 |
| Is Cisco SMARTnet Service only limited to break/fix insurance? | 5 | How can you obtain the software updates included with your Cisco SMARTnet Service contract? | 10 |
| What additional features are available under the Cisco SMARTnet onsite option? | 5 | Can you purchase Cisco SMARTnet Service for a Cisco device that has not been covered previously by a Cisco service contract? | 10 |
| How should you choose between Cisco SMARTnet and Cisco SMARTnet onsite? | 5 | Does Cisco SMARTnet include entitlement to remote or onsite software update installation services? | 10 |
| Features and Benefits: Service Capabilities | 6 | Advance Hardware Replacement | 10 |
| What are service capabilities for SMARTnet? | 6 | What is Cisco advance hardware replacement? | 10 |
| Can I get support from the Cisco TAC if I do not have a service contract? | 6 | Is Cisco advance hardware replacement available globally? | 10 |
| How does the Cisco TAC prioritize service requests? | 6 | What are the different response times available for the hardware replacement options? | 11 |
| What are some of the industry certifications and awards Cisco has received for its technical support services? | 7 | Are parts always delivered the next business day if the user has a contract with that option? | 11 |
| Cisco Support and Documentation Website | 8 | What are the dispatch guidelines for delivery of parts within 4 hours? | 12 |
| What are online self-help support resources and tools? | 8 | What if my company does not have the technical resources available to install advance hardware replacement products? | 12 |
| What type of resources and tools are available on the support website? | 8 | Who is responsible for returning defective parts that have been replaced by one of the hardware replacement programs? | 12 |
| Operating System Software Support | 9 | | |
| Are Cisco software updates included with the Cisco SMARTnet contract? | 9 | | |
| What is the value of these operating system updates to my business? | 9 | | |
| Other vendors say they offer software upgrades. Why does Cisco only offer software "updates" with Cisco SMARTnet? | 9 | | |

Table of Contents

Continued

| | | | |
|--|----|--|----|
| Cisco Smart Call Home | 12 | Cisco SMARTnet Compared to Other Cisco Technical Services | 17 |
| What is Cisco Smart Call Home? | 12 | How does Cisco SMARTnet Service compare to other Cisco Technical Service offerings? | 17 |
| What devices support Smart Call Home? | 12 | Cisco SMARTnet Service | 17 |
| What Cisco OS software release is required to use Smart Call Home? | 12 | Technology-Specific Service Bundles | 17 |
| How can you purchase a Cisco SMARTnet Service contract to cover Call Home-capable devices? | 12 | Remote Management Service | 17 |
| Who receives alerts? | 12 | Focused Technical Support Services for Priority, Personalized Support | 17 |
| What kinds of events trigger alerts? | 13 | Network Support for Service Provider Production Network | 18 |
| Is a historical record kept of the alerts that are sent? | 13 | Software Application Support | 18 |
| Are the alert messages secure? | 13 | SMARTnet and Unified Communications Software Support | 18 |
| How does Smart Call Home diagnose potential problems? | 13 | Cisco Smart Foundation for Small and Medium Business | 18 |
| How do Cisco Generic Online Diagnostics (GOLD) help reduce troubleshooting time? | 13 | Cisco Warranty Compared to Cisco Service Contract | 19 |
| When does Smart Call Home automatically generate a service request to the Cisco TAC? | 14 | What is included in a Cisco warranty? | 19 |
| How are you notified that a service request has been opened? | 14 | If a product is already covered under the standard Cisco warranty, why should I buy Cisco SMARTnet Service during the warranty duration? | 21 |
| Unique SMARTnet Features and Service Levels for Unified Computing System | 14 | How does Cisco SMARTnet Service help support the life of my network? | 21 |
| What is the support offer for Cisco Unified Computing System (Cisco UCS)? | 14 | Resources | 22 |
| How do I get support for third-party software on Cisco Unified Computing System? | 14 | Availability | 22 |
| What does Independent Software Vendor Application Services (ISV1) Support include? | 14 | Where is Cisco SMARTnet support available? | 22 |
| What third-party software companies are supported? | 15 | More Information | 22 |
| What is the hardware-only SMARTnet service level? | 15 | Where can I find more information about Cisco SMARTnet Service? | 22 |
| What is SMARTnet for Cisco UCS with drive retention? | 15 | Are there other Cisco Services that provide technical support? | 22 |
| What are the benefits of SMARTnet service for Cisco UCS with drive retention? | 16 | | |

Cisco SMARTnet Service Overview

What is Cisco SMARTnet Service?

Cisco® SMARTnet® Service is an award-winning technical support service that can give your IT staff direct, anytime access to Cisco experts and online self-help resources required to resolve issues with most Cisco products. With SMARTnet Service, you can choose from a broad range of service delivery options for Cisco products.

What is included with Cisco SMARTnet Service?

Cisco SMARTnet Service provides the following device-level support:

- Direct access 24 hours a day, 365 days a year to specialized experts in the Cisco Technical Assistance Center (TAC).
- Extensive self-help support through Cisco's online knowledge base, communities, resources, and tools.
- Smart, proactive diagnostics and immediate alerts on select devices enabled with Cisco Smart Call Home feature.
- Operating system (OS) software updates, including both minor and major releases within your licensed feature set.
- Advance hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD) replacement, as well as return for repair (RFR).
- Optional onsite service that provides a field engineer who can install replacement parts at your location.

Why should you purchase Cisco SMARTnet Service?

By covering networking devices with a Cisco SMARTnet contract, you can:

- Improve network availability, reliability, stability, and security with direct access to networking engineers at Cisco
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability



- Increase ROI by up to 192 percent having access to Cisco operating system software enhancements
- Expedite time to repair with the right parts at the right time to resolve issues quickly
- Better manage scarce internal expert resources at all locations when utilizing the proactive diagnostics and real-time alerts available with Smart Call Home, on select devices
- Empower your IT staff and improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge

How do you purchase Cisco SMARTnet Service?

You may purchase Cisco SMARTnet Service through our global network of highly qualified Cisco partners or contact your Cisco client services manager. To locate a partner near you, use the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

Is Cisco SMARTnet Service only limited to break/fix insurance?

No. The Cisco SMARTnet Service offers you help handling complex network operation and management issues such as:

- Advance software configuration
- Interoperability and upgrade questions
- Hardware and software information

In addition, Cisco SMARTnet Service helps you protect your network investments and minimize risks by:

- Keeping your networking technology up-to-date with the latest OS software features and system improvements within your licensed feature set
- Supplementing your network support organization to help ensure the availability of the knowledge and skills necessary to address rapidly changing technologies
- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites
- Providing optional trained field engineering resources to perform replacement services when and where you need them
- Troubleshooting Call Home-capable devices in real time and reporting details back to you using a web portal and alerts using Smart Call Home

What additional features are available under the Cisco SMARTnet onsite option?

Cisco SMARTnet onsite includes the same capabilities as Cisco SMARTnet, with the addition of an onsite technician for parts replacement and installation. It is available with all SMARTnet advance hardware replacement service levels.

How should you choose between Cisco SMARTnet and Cisco SMARTnet onsite?

Cisco SMARTnet onsite support is the appropriate choice when:

- You do not have the appropriate expert resources at a given site, such as a remote site.
- Trained personnel are not readily available to react quickly to a network issue. The Cisco SMARTnet onsite service option provides rapid replacement of hardware.



Features and Benefits: Service Capabilities

What are service capabilities for SMARTnet?

Table 1 illustrates SMARTnet's five main service capabilities.

Table 1. Cisco SMARTnet Service Capabilities

| Cisco Technical Assistance Center (TAC) Engineers | Hardware Replacement | Online Self-help Knowledge Base, Tools, Resources | OS Software and Support | Smart Services Diagnostics and Alerts |
|---|---|---|--------------------------------------|---------------------------------------|
| Unlimited 24x7 access | Advance replacement: <ul style="list-style-type: none"> • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD Other: <ul style="list-style-type: none"> • RFR¹ | Entitlement-based access | Ongoing updates within a feature set | Smart Call Home on select devices |

1. Return for repair on select video products only.

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff that offers you years of networking experience, including many customer support engineers with networking and CCIE® certifications as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents and have authored numerous industry white papers and books.
- **Faster resolution:** The Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking, including an automated escalation sequence beginning one hour after submittal of severity 1 and severity 2 issues, resulting in CEO intervention by John Chambers after 48 hours for any severity 1 problem. For more information, view the [Cisco Severity and Escalation Guidelines](#).
- **Visibility into issue resolution status:** You are kept up-to-date on all changes to your case through email notifications and personalized handoffs between you and Cisco engineers

if your case warrants a move to a new specialization due to the nature of the issue, or a change occurs in work shift.

- **Networking expertise:** The Cisco TAC offers depth and breadth of knowledge and experience with Cisco devices and operating system software, as well as a broad range of networking environments and technologies. Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure our technical staff stays current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By telephone, web, or email, the Cisco TAC is there when you need it.
- **Tested and proven resolution methods:** Cisco uses a powerful virtual lab as an invaluable engineering resource and knowledge base for testing of network problems and recommended resolutions.

Can I get support from the Cisco TAC if I do not have a service contract?

Yes. The Cisco TAC will help you if you do not have a Cisco service contract, but you will be requested to pay a “per-incident fee” or to purchase a service contract.

How does the Cisco TAC prioritize service requests?

Cisco processes allow for you to designate the severity of every service request reported. Problems are reported in a standard format using the following problem severity definitions:

- **Severity 1:** When an existing network or environment is down or there is a critical impact on the end user's business operations. Cisco and the end user will commit full-time resources to resolve the situation.
- **Severity 2:** When the operation of an existing network or environment is severely degraded or significant aspects

of the end user's business operation are being negatively affected by unacceptable network performance. Cisco and the end user will commit full-time resources during standard business hours to resolve the situation.

- **Severity 3:** When the operational performance of the network or environment is impaired while most business operations remain functional. Cisco and the end user are willing to commit resources during standard business hours to restore service to satisfactory levels.

- **Severity 4:** When information is required on Cisco product capabilities, installation, or configuration and there is little or no effect on the end user's business operation. Cisco and the customer are willing to provide resources during standard business hours to provide information or assistance as requested.

What are some of the industry certifications and awards Cisco has received for its technical support services?

Table 2 shows recent certifications and awards.

Table 2. Industry-Recognized High-Quality Technical Service

| Awards | |
|--|--|
| J.D. Power and Associates 2011 Certification | <p>Cisco Systems, Inc., Global has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." The Certified Technology Service and Support program honors companies that deliver outstanding technical support. J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, web intelligence, and customer satisfaction.</p> <p>The J.D. Power and Associates 2011 Certified Technology Service & Support Program was developed in conjunction with the Technology Services Industry Association (TSIA). For more information, visit www.jdpower.com or www.tsia.com.</p> |
| TSIA Hall of Fame Lifetime Achievement Award | <p>The STAR Awards are one of the highest honors in the technology services industry, acknowledging the contribution of companies to the continual improvement of technology services delivery industry-wide. In 2011, Cisco was included in the STAR Award Hall of Fame for winning 15 STAR Awards since the inception of the awards. Cisco was also recognized for excellence in service delivery optimization and innovative online support.</p> |
| TSIA Support Staff Excellence Certification | <p>In 2011, TSIA recognized Cisco for commitment to operational excellence in support operations.</p> |
| Association of Support Professionals (ASP) Awards | <p>This industry award recognizes websites that exhibit best practices based on 25 different performance metrics, including usability, knowledgebase implementation, customer experience, and use of technology.</p> <p>Cisco was named to the ASP Web Support Hall of Fame, which honors websites that have been named among the "Ten Best Web Support Sites" for at least four years. The support website on Cisco.com has earned a position as one of the Ten Best Web Support Sites in 1998, 1999, 2002, 2005, 2007, 2008, 2010, and 2011.</p> |
| 2010 M2M Value Chain Award | <p>The prestigious M2M Value Chain Award recognizes the most successful corporate adopters of machine-to-machine (M2M) technology as well as the team of solution providers that made their success possible. The 2010 award recognized Itron's global implementation of Cisco Smart Call Home on its Cisco Catalyst® 6500 switches, providing continuous device monitoring, alert notifications, and remediation. Cisco was honored as the technology enabler that made the Smart Call Home proactive diagnostics alert solution possible.</p> |
| siteIQ Annual Website Ranking | <p>The Cisco Support website continues to lead in usability and major trends. In October 2011, the Cisco Support website was rated "#1 in Usability" by siteIQ industry analysts.</p> |
| Forrester Groundswell Award | <p>The Cisco Support Community was recognized in 2011 with an award for "Innovative Business-to-Business Support" for innovation using social media and mobile technology</p> |

Cisco Support and Documentation Website

What are online self-help support resources and tools?

There are extensive online resources and tools for customers who have a Cisco service contract. This valuable information helps your staff update their own networking knowledge and rapidly solve network issues. In fact, the self-help technical support resources available through your Cisco SMARTnet Service contract are so comprehensive that customers typically can solve 80 percent of service problems using online resources without needing to open a service request. The Cisco support experience offers tools and resources to assist in your network operations 24 hours a days, 365 days a year.

What type of resources and tools are available on the support website?

Our award-winning, industry-leading online support and information system includes a TAC service request tool, MyCisco personalized online support, and extensive troubleshooting tools. The [Support and Documentation website](#) is your access to the robust set of Cisco technical tools and product information, which increases self-sufficiency and builds in-house expertise for improved productivity. Table 3 shows included online troubleshooting tools and support resources.

Table 3. Cisco Online Support Tools and Resources

| Online Support Resources | |
|--|--|
| Software downloads | Get the latest updates, patches, and releases of Cisco software. |
| Software Advisor | Choose appropriate software for your network device by matching software features to Cisco OS software releases, comparing Cisco OS software releases, or determining which software releases support your hardware. |
| Bug Toolkit | Quickly find software bug fixes based on version and feature sets. |
| TAC case collection | Interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by TAC engineers. |
| Error message decoder | Look up explanations for console error message strings listed in the Cisco Software System Messages guide. |
| Command Lookup Tool | Look up a detailed description for a particular Cisco OS software, Cisco Catalyst, or ASA command. |
| Output Interpreter | Receive instant troubleshooting analysis and course of action for your router or switch using collected show command output. |
| Technical documents | Access to over 90,000 technical documents, including product and technology integration documentation for Cisco and third-party products as well as troubleshooting guides and release notes. |
| TAC Service Request Tool | Through the TAC Service Request Tool, you can reduce the time you spend submitting and tracking service requests. |
| Peer-to-peer online forum | A peer-to-peer online forum allows you to share questions, suggestions, and information with other networking professionals. |
| MyCisco | A personalized web portal, "MyCisco," allows you to find the information you need in one place, customized to your network, including new software releases, bug reports and repairs, and troubleshooting tools. |
| Cisco Technical Services Newsletter | A newsletter that alerts subscribers to new technical tools, resources, and exclusive networking tips every month. |

Operating System Software Support

Are Cisco software updates included with the Cisco SMARTnet contract?

Yes. All Cisco OS software updates for licensed feature sets for the customer's covered platform are provided by Cisco SMARTnet. Software updates include bug fixes and maintenance, minor, and major releases within a feature set. There is no additional charge for updates as long as the product remains under Cisco SMARTnet coverage.

- **Major release (version or main line):** Consolidates previous bug fixes, maintenance and previous early deployment releases, and/or new capabilities into a single release—for example, 12.0 or 12.0M moving to 13.0 or 13.0M, respectively.
- **Minor release:** Internal to Cisco for Cisco OS software; synonymous with a major release—for example, 12.3 or 12.3M moving to 12.4 or 12.4M, respectively.
- **Maintenance release:** Includes bug fixes—for example, 12.2(16), 12.2(16a), or 12.2.16. Also includes new point features or early deployment release—for example, 12.2(8)T, 12.2. (8)T1, 12.2.8T, or 12.2.8T1.

What is the value of these operating system updates to my business?

Operating System updates help your business take advantage of new technology innovation, get a greater return on investment, and lower your total cost of ownership while staying competitive in today's global economy. The cost of purchasing new OS releases compared to having them included in your technical support contract can be several times more expensive. Receiving OS updates as part of your SMARTnet contract can lower operating costs while giving you a higher return on investment. When properly deployed, OS updates also help you retain and extend the value of your IT investment. New OS features within your licensed feature set can enable greater network capacity, Advance security and regulatory compliance as well as better interoperability.

Other vendors say they offer software upgrades. Why does Cisco only offer software “updates” with Cisco SMARTnet?

It is really just a difference in terminology. Cisco uses the term “upgrade” when a customer moves from one software feature set to another. “Major releases” within a software feature set are the Cisco equivalent to what other vendors call software upgrades such as an upgrade from 2.X to 3.X.

What is a feature set upgrade? Is it included in the Cisco SMARTnet programs?

A feature set upgrade is a separately licensed and priced software release that contains enhanced configurations and/or features that provide additional capabilities. For example, customers must purchase the upgrade from the IP Base to Enterprise Base feature set or from IP Base to Advance Security which includes new feature sets for Cisco 12000 Series Routers and Cisco 2800 and 3800 Series Integrated Services Routers. These feature set upgrades are not included as part of a Cisco SMARTnet or SMARTnet onsite program.

What software am I entitled to with Cisco SMARTnet?

You are entitled to all operating system software updates within your licensed feature set for covered devices. This includes operating system bug fixes and maintenance, minor, and major releases. SMARTnet support for Cisco Unified Computing System™ includes ongoing downloads of BIOS, drivers, firmware, and Cisco Unified Computing System Manager (Cisco UCSM). Similar to other servers, Cisco UCS® runs an operating system provided by third-party vendors such as Microsoft or RedHat. For details on the support offer for these software, see the section on [Unified Computing Third-Party Software](#).

Is support for Cisco application software products, such as security, IP telephony, and network management, included in the Cisco SMARTnet Service?

No, application support is not covered in SMARTnet. Cisco does offer software application support services separately that provide support for Cisco application software products such as security, IP telephony, and network management. There are currently four support offers available:

- **Cisco Software Application Support Service (SAS)**—includes maintenance and minor releases
- **Cisco Software Application Support Service with Upgrades (SASU)**—includes all components of SAS plus upgrades
- **Cisco UC Essential Operate Service (ESW)**—includes maintenance and minor releases
- **Cisco UC Software Subscription Service**

View the [Service Finder](#) tool to find support services for your product.

How are you notified of new OS software releases if you have a Cisco SMARTnet contract?

New releases are announced in product bulletins posted on Cisco.com and in the Technical Services Newsletter, which users can sign up for at <http://www.cisco.com/techsupport>.

How can you obtain the software updates included with your Cisco SMARTnet Service contract?

Cisco OS software updates are available for download from the [Software Center](#).

Can you purchase Cisco SMARTnet Service for a Cisco device that has not been covered previously by a Cisco service contract?

Yes, but you must be using the current version of the software. If the software is one or more releases old, then you must first

purchase the current release before you can purchase Cisco SMARTnet Service for each device. Additionally, the product must be inspected by Cisco to make sure all components and software are approved.

Does Cisco SMARTnet include entitlement to remote or onsite software update installation services?

No. Cisco SMARTnet services do not include software installation. The customer is responsible for software installation or can purchase these services from a Cisco channel partner. However, as part of your Cisco SMARTnet contract you may call the Cisco TAC for technical assistance in this process.

Advance Hardware Replacement

What is Cisco advance hardware replacement?

If you have a Cisco product covered under Cisco SMARTnet Service and you have a product failure that is irreparable, Cisco provides advance hardware replacement to keep your network and business operating smoothly.

The standard Cisco advance hardware replacement includes next-business-day replacement. Premium-level service is an available option that provides replacement parts to your doorstep in as little as 2 or 4 hours.

Is Cisco advance hardware replacement available globally?

Yes. Cisco advance hardware replacement is available worldwide. Dependable parts delivery on a global basis is provided by the Cisco Service Supply Chain, a network of over 1100 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock supplies so spares are available where and when you need them.

What are the different response times available for the hardware replacement options?

The following replacement service-level options are available on Cisco SMARTnet Service (see Table 4):

- **Next business day (NBD):** Advance replacement parts, with or without a field engineer, are delivered the next business day between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time).
- **8x5x4*:** Advance replacement parts are delivered within 4 hours of determining that part replacement is required during a standard work week (8 hours per day, 5 days per week).
- **24x7x4*:** Advance replacement parts are delivered within 4 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week).
- **24x7x2*:** Advance replacement parts are delivered within 2 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week).

*Equivalent onsite service options are available that provide a trained field engineer to install the replacement part when it arrives at your site.

- **Return for repair (RFR):** Customer returns failed hardware to Cisco for repair. Cisco will use commercially reasonable efforts to repair failed hardware and ship hardware to customer within 30 days from receipt of failed hardware.

Are parts always delivered the next business day if the user has a contract with that option?

Parts are delivered the next business day during regular business hours, where available, provided that Cisco’s determination of hardware failure has been made before 3 p.m. depot time. If request is made after 3 p.m. depot time, Cisco will ship the replacement the next business day. If next-business-day service is not available, Cisco offers same-day-ship (SDS) service, where the parts are shipped from the depot the same day. However, for receiving locations outside the United States, the exact delivery date is subject to issues outside of Cisco control, such as customs and duty for the receiving country. Contact your Cisco representative to verify what level of service is available in your area or view the [Service Availability Matrix](#).

Table 4. Service-Level Options

| | Cisco TAC Engineers | Hardware Replacement | Cisco.com Online Resources | Operating System Software and Support | Eligible Devices | Smart Services Diagnostics and Alerts | Onsite Engineer |
|-------------------------------|-----------------------|---|----------------------------|--|------------------|--|--|
| Cisco SMARTnet Service | Unlimited 24x7 access | Advance Replacement: <ul style="list-style-type: none"> • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD Other: <ul style="list-style-type: none"> • RFR¹ | Special entitlement access | Ongoing updates within the licensed feature set ² | All | Smart Call Home on Call Home-capable devices | Only with SMARTnet onsite service option |

1. Return for repair on select video products only.
 2. Cisco Unified Computing System also includes ongoing downloads of BIOS, drivers, firmware, and Cisco Unified Computing System Manager (Cisco UCSM) as part of operating system software and support.

What are the dispatch guidelines for delivery of parts within 4 hours?

The 4-hour measurement starts from the time the Cisco TAC determines that a part should be replaced and dispatches a part or a field engineer.

What if my company does not have the technical resources available to install advance hardware replacement products?

The Cisco SMARTnet Service has service levels that include an onsite option. If you purchase one of those service levels, Cisco provides a field engineer to install advance hardware replacement at your site.

Who is responsible for returning defective parts that have been replaced by one of the hardware replacement programs?

You, as the Cisco SMARTnet customer, are responsible for obtaining a return materials authorization (RMA) number to return the product. Cisco will provide prepaid air bills for the shipment of RMA equipment located in the United States and Canada. Policies outside the United States and Canada might vary by region. Contact your local Cisco representative for details about the policy in your region.

Cisco Smart Call Home

What is Cisco Smart Call Home?

Cisco Smart Call Home, a secure, smart service capability of Cisco SMARTnet Service, provides proactive, detailed diagnostics and real-time alerts on many products to help you identify and resolve issues quickly, conserving valuable staff time and improving network availability. With automated network device monitoring, Smart Call Home dynamically and securely gathers device information, sending an alert when a problem is detected. Using Cisco intellectual capital, Smart Call Home can enable early diagnosis and remediation of device-related issues through proactive, rules-based problem resolution. As a result, customers can dramatically streamline their device maintenance, accelerate problem resolution, and reduce their network operating expense.

Call home-enabled devices can continuously monitor their own health and automatically notify you of potential issues using secure transmissions. If a serious problem arises, Smart Call Home automatically detects it and can generate a Cisco Technical Assistance Center (TAC) service request to remediate the issue. Smart Call Home also provides you with access to a Smart Call Home web portal that contains personalized Call Home messages, recommendations, and more for all your Call Home devices.

What devices support Smart Call Home?

Smart Call Home is available on select devices and additional Cisco devices will be added over time. For a complete list of call home-capable devices go to www.cisco.com/go/smartcall.

What Cisco OS software release is required to use Smart Call Home?

Refer to the Quick Start Guide at www.cisco.com/go/smartcall for the correct OS version for the call home-capable device you are configuring. Please note that you must have an appropriate technical service contract in place to access the latest version of the OS software from this website.

How can you purchase a Cisco SMARTnet Service contract to cover Call Home-capable devices?

Smart Call Home is included in the purchase price of Cisco SMARTnet Service. You may contact your local representative or Cisco partner to purchase Cisco SMARTnet Service. Customers can use the [Partner Locator](#) tool to find a partner near them.

Who receives alerts?

When the Call Home profile on the device is set up, you specify who receives alerts, how these messages should be transported, and what types of events prompt alerts. In addition, you can specify multiple people to be notified: your staff, your authorized Cisco partner, and/or the Cisco TAC. If the Cisco TAC

is included on the notification list and a serious problem arises, Smart Call Home automatically detects the problem, generates a Cisco TAC service request, and routes to the designated team. Smart Call Home determines the severity of a problem by standard industry definitions. You can configure what severity of messages you'd like to be notified about, but you cannot configure which ones with create service requests.

What kinds of events trigger alerts?

There are three types of event triggers:

- Diagnostic events, such as hardware or software failures.
- Environmental events, such as temperature, power, and other types of system-related thresholds being exceeded.
- Syslog events are generated by Cisco devices to log routine troubleshooting and incident handling information. By default, a syslog message with a severity of major or higher will trigger a Smart Call Home notification. There is an option to raise or lower the severity level for received notifications.

Is a historical record kept of the alerts that are sent?

Yes. All messages are stored in a personalized portal that contains reports with all of the Call Home messages and other related information in one convenient location. With authorization, this information can be accessed securely anytime, anywhere by your IT staff and is automatically included in any Cisco TAC service request that Smart Call Home generates.

Are the alert messages secure?

Call Home messages are encrypted and can be sent by secure transport (HTTPS) or email (Simple Mail Transfer Protocol [SMTP]) to the Cisco data center. You choose the transport method. In addition, you choose whether to allow Call Home to include configuration information. If configuration information is being sent to the Cisco data center, all sensitive details such as

passwords are removed prior to transmission to protect network privacy. Communication between the data center and users is accomplished using SMTP for email notifications and HTTPS for all web portal access.

How does Smart Call Home diagnose potential problems?

Smart Call Home uses the Cisco Generic Online Diagnostics (GOLD) capability that is included in many Cisco devices. GOLD can detect faults with extreme accuracy in hardware and provide the triggers to proactively initiate high-availability features and actions such as switchover of modules or turning off modules or individual ports. The GOLD test suite also gives support personnel the tools to test the functioning of hardware modules and troubleshoot down to the field-replaceable unit (FRU) level. The diagnostic capabilities of GOLD can be categorized as follows:

- **Boot-up diagnostics:** Conducted during the boot-up or OIR of a line card or module
- **Health monitoring diagnostics:** Conducted in the background while the system is in operation
- **On-demand diagnostics:** Providing the ability to conduct various tests on demand using the Common Line Interface (CLI)
- **Scheduled diagnostics:** Providing the ability to conduct various tests at a later scheduled date, time, and frequency using CLI

How do Cisco Generic Online Diagnostics (GOLD) help reduce troubleshooting time?

Because GOLD can identify hardware failures and issues with extreme accuracy, your staff and the Cisco TAC can identify exactly where a problem has occurred, simplifying troubleshooting activities.

When does Smart Call Home automatically generate a service request to the Cisco TAC?

For select events, an alert is sent to you, and a service request is automatically opened with the Cisco TAC. View the [complete list](#) of alerts that generate a service request.

How are you notified that a service request has been opened?

Smart Call Home will send you an email stating that a service request has been opened. The TAC will also contact you by your preferred method such as pager, email, or phone. When a device is registered for Smart Call Home, your contact information is documented. This contact information is used to notify you for all events. Multiple addresses are supported and can be changed using the Smart Call Home web application. When Smart Call Home notifies a customer of steps to resolve a problem, it is always by email.

Unique SMARTnet Features and Service Levels for Unified Computing System

What is the support offer for Cisco Unified Computing System (Cisco UCS)?

Cisco Unified Computing System is supported by SMARTnet. In addition to the standard SMARTnet features, the unique SMARTnet features for Cisco UCS include:

- Direct access 24 hours a day, 365 days a year to engineers specialized in servers and applications in the Cisco award winning Technical Assistance Center (TAC)
- Triage support for third-party software integration issues for software that is listed on [Cisco.com](#) as certified to be interoperable with the Cisco UCS platform

- Access to software updates such as BIOS, firmware, drivers, and Cisco UCS Manager
- Downloads of Cisco Unified Computing System Manager updates and upgrades for systems with Cisco UCSM with appropriate software licensing

How do I get support for third-party software on Cisco Unified Computing System?

Third-party software is software created by an Independent Software Vendor (ISV) and resold by Cisco with a Cisco support contract for the third-party product. When purchased from Cisco as part of a Cisco UCS offering, support is a mandatory element of sale and cannot be omitted from the order. Support for third-party software products sold with Cisco's Unified Computing hardware is entitled through a Cisco service called "Independent Software Vendor Application Services," also known as called ISV1 support.

What does Independent Software Vendor Application Services (ISV1) Support include?

ISV1 Support provides the following:

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist with third-party software use, configuration, and troubleshooting issues
- Access to [Cisco.com](#) for information on the solution that involves the third-party software.
- Software subscription activation key which enables the customer to obtain access to software updates and upgrades (product dependent), support tools and services at the IDV's website

What third-party software companies are supported?

Currently supported third-party software companies/products are as follows:

- VMware vCenter and vSphere 5
- BMC Cloud Lifecycle Management
- Microsoft Windows Server 2008 ST/NT, 2003 R2 ST
- Novell SUSE Enterprise Linux Server v11
- Red Hat Enterprise Linux 5.3

All the software products from the suppliers listed above require a minimum of one year’s support subscription.

What is the hardware-only SMARTnet service level?

The hardware-only service level is an option available only for Cisco UCS products. It augments the Cisco UCS warranty by adding the 24x7x4 advance hardware replacement option.

Unlike hardware and software support service levels, hardware-only does not entitle you to Cisco UCSM upgrades, triage support for third-party software, or proactive diagnostics through Smart Call Home. Review Table 5 for the features of the service levels.

What is SMARTnet for Cisco UCS with drive retention?

With the Cisco SMARTnet for Cisco UCS with drive retention service, customers can obtain a new disk drive in exchange for a faulty drive without returning the faulty drive. In exchange for a Cisco replacement drive, your company provides a signed certificate of destruction confirming that the drive has been removed from the system listed, is no longer in service, and has been destroyed. Please view Table 6 for the SMARTnet for Cisco UCS with drive retention service levels.

Table 5. SMARTnet for Cisco UCS Support Levels

| Features | Hardware and Software Support | | | | Hardware Only | |
|--|-------------------------------|---------|---------|---------|---------------|----------|
| Hardware Replacement Coverage | 24x7x2 | 24x7x4 | 8x5x4 | 8x5xNBD | 24x7x4 | 8x5xNBD |
| Onsite Support* | Yes | Yes | Yes | Yes | Yes | Yes |
| TAC Support | Yes | Yes | Yes | Yes | Yes | Yes |
| Downloads of BIOS, Drivers, and Firmware Updates | Yes | Yes | Yes | Yes | Yes | Yes |
| Cisco UCSM Updates | Yes | Yes | Yes | Yes | Yes | Yes |
| Cisco UCSM Upgrades | Yes | Yes | Yes | Yes | No | No |
| Triage Support for Third-Party Software | Yes | Yes | Yes | Yes | No | No |
| Smart Call Home (Proactive Diagnostics) | Yes | Yes | Yes | Yes | No | No |
| Contract Type | CON-C2P | CON-C4P | CON-C4S | CON-CS | CON-UCW7 | CON-UCW5 |

* Four “No On-Site” Support offering options are also available under the hardware and software Support model.

Table 6. SMARTnet for Cisco UCS: Hardware and Software Support Levels with Drive Retention

| Features | Hardware and Software Support | | Hardware Only | |
|--|-------------------------------|-----------|---------------|-----------|
| | 24x7x4 | 8x5xNBD | 24x7x4 | 8x5xNBD |
| Hardware Replacement Coverage | 24x7x4 | 8x5xNBD | 24x7x4 | 8x5xNBD |
| Onsite Support | Yes | Yes | Yes | Yes |
| TAC Support | Yes | Yes | Yes | Yes |
| Downloads of BIOS, Drivers, and Firmware Updates | Yes | Yes | Yes | Yes |
| Cisco UCSM Updates | Yes | Yes | Yes | Yes |
| Cisco UCSM Upgrades | Yes | Yes | No | No |
| Triage Support for Third-Party Software | Yes | Yes | No | No |
| Smart Call Home (Proactive Diagnostics) | Yes | Yes | No | No |
| Contract Types | CON-UCSD7 | CON-UCSD5 | CON-UCWD7 | CON-UCWD5 |

What are the benefits of SMARTnet service for Cisco UCS with drive retention?

The Cisco SMARTnet for Cisco UCS with drive retention service enables you to take and maintain control of your data privacy and security by retaining physical disk media while still taking advantage of Cisco Unified Computing Support Services.

Benefits include:

- Maintaining company control of your proprietary, confidential, or sensitive data and disk media
- Helping to achieve and demonstrate compliance with legal and regulatory requirements and mandates on data privacy and security
- Mitigating potential business and IT risk with company disk media retention and destruction
- Simplifying data security procedures and processes
- Enabling confidence with company control of data at all times



Cisco SMARTnet Compared to Other Cisco Technical Services

How does Cisco SMARTnet Service compare to other Cisco Technical Service offerings?

The Cisco Technical Services portfolio offers a comprehensive list of both responsive and proactive services to provide you with the ideal service level to meet your business needs. Helping you maintain the health of your network, promote higher network availability, and protect your IT investment.

Cisco SMARTnet Service

Cisco SMARTnet is a technical service delivered by Cisco that is both responsive and proactive. The service is beneficial to companies that have in-house IT staff and want anytime, direct access to Cisco for rapid issue resolution, the flexibility of device-by-device coverage, real-time troubleshooting, proactive notifications, and premium service levels to support Cisco devices. SMARTnet offers:

- Direct access 24 hours a day, 365 days a year to specialized experts in the Cisco Technical Assistance Center (TAC).
- Extensive self-help support through Cisco's online knowledge base, communities, resources, and tools.
- Smart, proactive diagnostics and immediate alerts on select devices enabled with Cisco Smart Call Home feature.
- Operating system (OS) software updates, including both minor and major releases within your licensed feature set.
- Advance Hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD), as well as return for repair (RFR).
- Optional onsite service that provides a field engineer who can install replacement parts at your location.

Technology-Specific Service Bundles

Several technology-specific service bundles are available that offer system-wide hardware and OS service, application support, and various other service capabilities for unified communications, security, Telepresence and integrated services router (ISR) products. You may choose to purchase these technology-specific bundles instead of SMARTnet. Where technology-specific bundles are not available, Cisco SMARTnet Service is the support option. Please contact your local representative or Cisco partner to find out which option is right for you.

Remote Management Service

If you are looking for a full-service offering from Cisco, you may choose to add Cisco Remote Management Service to your SMARTnet contract. Remote Management Service provides continuous, proactive, system-wide remote network monitoring, management, and remediation delivered by Cisco Services experts. Customers improve efficiencies and conserve valuable resources by out-tasking network operations and management of Cisco technologies. Remote Management Service is available for Cisco foundation technologies, unified communications, security, Telepresence, Data Center as well as emerging solutions.

Focused Technical Support Services for Priority, Personalized Support

Cisco Focused Technical Support Service may be added to SMARTnet for companies that require personalized, priority-level service and support from an assigned team of Cisco technical experts. Three levels of service are available: High-Touch Operations Management Service, High-Touch Technical Support Service, and High-Touch Engineering Service for your entire network.

Network Support for Service Provider Production Network

SP Base offers a set of service levels similar to SMARTnet but focused on Service Provider needs. SP Base offers a variety of service levels and product coverage, including on-site options.

Software Application Support

For support on Cisco application software running on your network, Cisco Software Application Support Service with or without upgrades can be added to the Cisco SMARTnet Service contract. The basic Software Application Support (SAS) Service provides direct access to software engineers at the Cisco Technical Assistance Center, access to self-help tools and documentation for your Cisco applications and minor updates. Or, you may purchase Software Application Support plus Upgrades (SASU) which offers major upgrades in addition to the basic SAS capabilities. Cisco Software Application Support helps maintain the performance and availability of applications for a range of Cisco technologies. For an up to date list of the services available for your technologies, use the [Service Finder tool](#).

SMARTnet and Unified Communications Software Support

For Unified Communications customers with a SMARTnet contract that would like software application support, you may purchase UC Essential Operate Service (ESW), which includes application updates. Major software version upgrades may be obtained by purchasing the Cisco Unified Communications Software Subscription at a reduced cost through a one, two, or three year subscription.

Cisco Smart Foundation for Small and Medium Business

Small and medium-sized businesses (SMBs) may also choose Cisco Smart Foundation Service instead of Cisco SMARTnet Service for their SMB data-class Cisco products.

Cisco Smart Foundation Service is designed for SMBs that require support on select Cisco SMB products and have up to 250 network users or 50 network devices.

Cisco Smart Foundation Service provides the following:

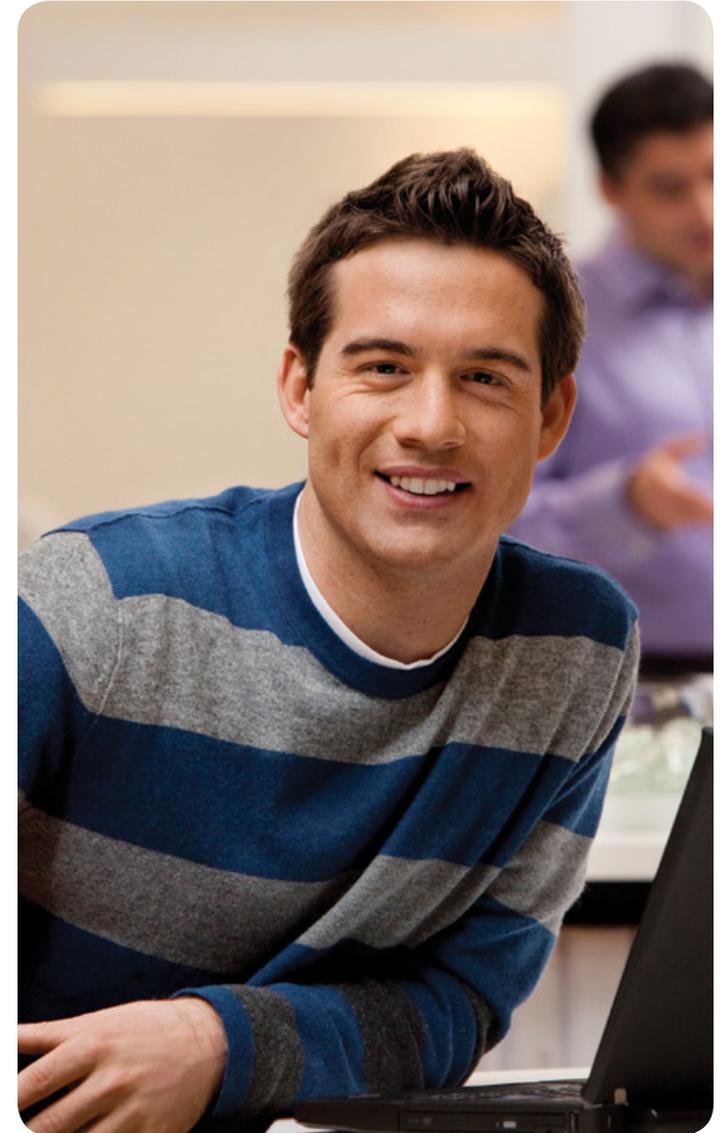
- Advance Hardware replacement – Next Business Day (8 x 5 x NBD)
- Business hours (8 AM – 5 PM) access to SMB TAC (access levels vary by region)
- Cisco.com SMB knowledgebase
- Online network troubleshooting tools designed for SMB
- Operating system software updates for bug fixes

Cisco Warranty Compared to Cisco Service Contract

What is included in a Cisco warranty?

Warranties provide short-term limited liability for Cisco to repair and/or replace defects in Cisco products. They are limited in both the duration and the support they offer, and most warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product within the time frame specified in the warranty card that accompanied the originally purchased Cisco product. Elements covered under a typical Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco in the designated time period.
- **Software:** This guarantees that the physical media are free from defects or they will be replaced by Cisco. The warranty is explicitly “as is,” and no new releases are included.



If a product is already covered under the standard Cisco warranty, why should I buy Cisco SMARTnet Service during the warranty duration?

The Cisco SMARTnet Service provides more robust levels of support than are available under a Cisco warranty (see Table 7). For most products, Cisco warranties are limited in duration (detailed specifically by product type) compared to Cisco SMARTnet Service. Features available under a Cisco SMARTnet Service contract that are not covered under a warranty are:

- Rapid replacement of hardware in NBD, 4-hour, or 2-hour dispatch options (restrictions apply; see [Cisco SMARTnet data sheet](#) for additional information, as well as Return for Repair on select video products)
- Continuous technical support through the Cisco TAC
- Latest OS updates, including both minor and major releases within the licensed feature set
- Registered access to online self-help resources and tools
- Proactive troubleshooting and alerts for Call Home - capable devices

Table 7. Cisco SMARTnet Service Compared to Warranty

| | Equipment Covered | Duration | Hardware Replacement | Cisco OS Updates | Cisco TAC Support | Registered Access to Cisco.com | Smart Call Home Diagnostics and Alerts |
|---|-------------------|--|--|---|-------------------|--------------------------------|--|
| Cisco SMARTnet Service | All ¹ | Renewable contracts | Advance hardware replacement: • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD Onsite options available Other: • RFR ² | Yes, updates within the licensed feature set ⁵ | Yes | Yes | Yes |
| Cisco Standard Hardware Warranty | All ¹ | Standard hardware: 90 days ³ Standard software: 90 days ³ | Advance replacement (10 days) ³ | No ⁴ | No | No | No |

1. Some equipment exclusions might apply; consult a service sales representative for more details.
 2. Return for Repair on select video products only.
 3. Some products come with different warranties. Please see www.cisco.com/go/warranty for more information
 4. Warranty only makes sure that software media is defect free and the software substantially conforms to published specifications.
 5. Cisco Unified Computing System also includes ongoing downloads of BIOS, drivers, firmware, and Cisco Unified Computing System Manager (Cisco UCSM).

How does Cisco SMARTnet Service help support the life of my network?

Cisco SMARTnet Service helps maintain network health to keep your network available, secure, and operating efficiently by:

- Keeping your networking technology up-to-date with the latest OS software features and system improvements within your licensed feature set
- Supplementing your network support organization to help ensure the availability of the knowledge and skills necessary to address rapidly changing technologies
- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites
- Providing optional trained field engineering resources to perform replacement services when and where you need them
- Troubleshooting Call Home-capable devices in real time and reporting details back to you



Availability

Where is Cisco SMARTnet support available?

Cisco SMARTnet support is available throughout the world with some service-level exceptions in Europe, Middle East, Africa, Asia, and Latin America. Cisco is continually expanding its service areas and has more than 1100 service depots in operation. In addition, the [Cisco Service Availability Matrix \(SAM\)](#) tool can be used to verify the available product services worldwide.

More Information

Where can I find more information about Cisco SMARTnet Service?

You can find more information about Cisco SMARTnet Service at www.cisco.com/go/smartnet.

Are there other Cisco Services that provide technical support?

Yes, there are other Cisco Service that provide technical service and support and may be appropriate for your company, depending on the size of your business and the technologies you are currently implementing. View [more information](#) about Cisco Technical Services.



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