

Smart Net Total Care and Support Essentials FAQ

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Smart Net Total Care Overview

Q What is the Cisco Smart Net Total Care Service?

A Smart Net Total Care®, or SMARTnet® as it is commonly known, provides industry-leading technical support along with entitlement to smart capabilities that can simplify incident management and provide additional tools for service coverage management, security and product alerts, and comprehensive product lifecycle management. This proactive maintenance package helps mitigate risk, resolve problems quickly, and improve operational efficiency.

Q What is included in the SMARTnet Service?

A The service includes access to award-winning expert technical support and flexible hardware coverage provided by the Cisco® Technical Assistance Center (TAC) to deliver fast, expert response and accountability needed to resolve critical IT service operation issues.

The service also offers entitlement to integrated, flexible self-help smart capabilities, providing current support information about your installed base to enhance the efficiency of your support workflows.

Customers who prefer assistance and guidance in deploying and supporting these smart capabilities can purchase the optional Smart Assist Service. For more information about Smart Assist, read the [Smart Assist Service At-a-Glance](#).

Q Why should I purchase the Smart Net Total Care Service?

A Only Smart Net Total Care offers both the award-winning technical support services and the flexible smart capabilities that enable you to:

- **Resolve problems more quickly:** Identify issues quickly and simplify your incident management processes to reduce downtime and improve business continuity.
- **Reduce risk:** Maintain network availability and performance for decreased risk of downtime to keep your users satisfied.
- **Increase operational efficiency:** Leverage proactive management and automated processes for fewer support resource requirements, resulting in lower OpEx for managing your network.

Q If a customer misses the renewal after the first year, can a contract be renewed at a later date?

A As with any other service, any contract that is not renewed after 30 days of its end-of-coverage end date will have an expired status. Contract reinstatement fees may apply to renewals after the 30-day grace period.

Q Where can I find out more information about the reinstatement policy and fees?

A You can reference our policy on the [web](#) or contact the Compliance Team via this mailer: support_reinstatement@cisco.com.

Q What other Cisco Services provide technical support?

A Cisco Customer Experience (CX) gives customers options, depending on your desired business outcomes and the technologies you want to implement. You can learn more when you visit [Cisco CX Services](#).

Q If a product is already covered under the standard Cisco warranty, why should I buy Cisco Smart Net Total Care Service during the warranty duration?

A The Smart Net Total Care Service provides more robust levels of support than are available under a Cisco warranty. For most products, Cisco warranties are limited in duration compared to Smart Net Total Care. For more information about this topic, review the [Smart Net Total Care - More than Warranty document](#).

Q What are the technical service capabilities for Smart Net Total Care?

A Cisco Smart Net Total Care Service provides the following device-level support:

- Global direct access to thousands of experts in the Cisco TAC, 7 days a week, 365 days a year
- Advance hardware replacement in as little as two hours
- Extensive online self-help and troubleshooting tools
- Anytime access to licenses and operating system (OS) software updates
- Options for onsite field engineers who can install replacement parts at your location
- Entitlement to smart capabilities

Q How does the Cisco TAC prioritize service requests?

A 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 effect on the end user's business operations.
- **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.
- **Severity 3:** When the operational performance of the network or environment is impaired, while most business operations remain functional.
- **Severity 4:** When information is required about Cisco product capabilities, installation, or configuration and there is little or no effect on the end user's business operation.

For more information, view the [Cisco Severity and Escalation Guidelines](#).

Q What online self-help support resources and tools are available?

A Our industry-leading online support and information system includes a TAC service request tool; MyCisco personalized online support; and extensive troubleshooting tools such as Bug Search tool, software downloads, Support Case Manager, and several others. The [Support and Documentation website](#) is your access to the robust set of Cisco technical tools and product information that you can use to increase self-sufficiency and build in-house expertise for improved productivity.

Q Are Cisco software updates included with the Cisco Smart Net Total Care Service?

A Yes. All Cisco OS software updates for licensed feature sets for the customer's covered platform are provided by Smart Net Total Care. Software updates include all OS bug fixes and maintenance, minor, and major releases within a feature set.

Q How can I obtain the software updates included with Cisco Smart Net Total Care Service contract?

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

Q Is support for Cisco application software products, such as security, IP telephony, and network management, included in the Cisco Smart Net Total Care Service?

A No, application support is not covered in Smart Net Total Care. However, Cisco does offer software application support services separately that provide support for Cisco application software products.

Q What is Cisco advance hardware replacement?

A If you have a Cisco product covered under a Smart Net Total Care contract and you have a product failure that is irreparable, Cisco provides advance hardware replacement to keep your network and business operating smoothly. Cisco advance hardware replacement service levels include next-calendar-day replacement. Premium-level service is an available option that provides replacement parts to your doorstep in as little as two hours depending on the location.

Smart Capabilities

Q What does it mean that I'm entitled to smart capabilities?

A All SMARTnet and Support Essentials customers are entitled to smart capabilities. Entitlement to smart capabilities means that you have access to the Smart Net Total Care portal and the Cisco collector software. Support for these smart capabilities is provided through a community monitored by Cisco and peer experts. These smart capabilities work to help resolve problems more quickly and provide the visibility and insight you need to improve the efficiency of your support operations.

- **Portal and interactive dashboard:** The portal provides secure access to product and security alerts, product lifecycles, and Cisco Service coverage information you need to speed up the problem resolution process. The portal offers in-depth information to open and manage a TAC case, manage user access, and configure and generate reports and workflows.
- **Collector software:** The Cisco collector can automatically gather device information for Cisco hardware and software products, including serial numbers, installed memory, Product IDs (PIDs), and more. This saves time and provides a more current view compared with manual efforts.

Q What kind of reports are available in the portal?

A Table 1 lists the types of reports and screens that are available in the portal.

Table 1. Reports and screens

Role-task	Reports and screens
<p>Service Coverage Management</p>	<p>All Contracts: A list of your company’s Cisco support contracts, with coverage details.</p> <p>Contracts Management: Provides extensive information and insights into service coverage, including gaps, contracts due for renewal, and Last Date of Support (LDOS).</p> <p>Covered/Not Covered Devices: Shows which devices do not have support contract, which devices have support contracts, and the associated service level.</p> <p>Contract Duplicates: Shows which devices are covered by multiple contracts.</p> <p>Expiring Contracts/Devices: Shows which contracts are expiring in the upcoming 24-month period and which devices are covered by expiring contracts.</p>
<p>Alerts Management</p>	<p>Product Security Incident Response Team (PSIRT): Relevant security alerts for each affected device in your network.</p> <p>Hardware and Software: Lists hardware and software alerts for devices and software in your network, with links to detailed information and remediation.</p> <p>Field Notice: Relevant Field Notice information, with links to detailed information and remediation.</p> <p>Active Alerts: Lists those alerts that are active in your network.</p> <p>Active Delta: Identifies alerts from a specific period of time.</p>
<p>Product Lifecycle Management</p>	<p>LDOS: Lists items in your network that are near or past Last Date of Support.</p> <p>Inventory Summary: Comprehensive information of chassis, cards, and other devices in your network.</p> <p>Inventory Collection Delta: Changes to your network, including adds, deletes, and moves (such as IP address changes) between two points in time.</p> <p>Chassis and Cards: Cisco chassis, cards, and configuration and Support contract details.</p> <p>All Equipment: Lists additional items associated with inventory devices, such as fans, power supplies, modules, and cards. Also, software type and version for each item.</p> <p>Additional reports and screens show lifecycle information such as items that are not field replaceable and inventory by site.</p>
<p>Incident Management</p>	<p>Inventory reports provide device details such as serial number, Product ID, and corresponding configuration and services contracts coverage information, including software type and version. Both summarized and detailed product alert information is also included.</p> <p>Bug-Affected Devices: Lists those devices with outstanding defects, with link to bug details.</p> <p>All Support Case for Past 90 Days: Lists recent support cases, by devices.</p>

Q How does the portal work?

A Smart capabilities deliver actionable intelligence and relevant information by using data from secure collections about your Cisco products and correlating it with Cisco's deep knowledge base of manufacturing, contract, security, and alert data and product expertise. These results are available in the portal reports.

You have different collection options. For automated and scheduled report generation, you can install a collector on your network. The collector can be either the Cisco collector software installed on your own hardware, or a third-party collector such as Netformix.

If you choose to not use a collector, you can upload information you have already gathered through a csv file. You can also use the csv file method to add information about items you are not able to collect, for example, spares.

Q How do I get support for the portal and the Cisco collector software?

A Support for the portal and collector software is available through self-help tools as well as the Smart Net Total Care Support Community. If you prefer Cisco assistance and guidance in deploying and supporting the portal and collector, you can purchase the optional Smart Assist Service. For more information about Smart Assist, read the [Smart Assist At-a-Glance](#).

Q How do I know my data in the portal is secure?

A Cisco provides an end-to-end secure architecture for your installed base data. The service securely handles and transmits your data through all aspects of processing, including:

- Securing the collector and data collection
- Secure connectivity and data transmission of csv file uploads and collector-gathered data to the Cisco data center
- Secure data processing and storage at Cisco
- Login- and password-restricted access to view the portal data and reports

Support Essentials Overview

Q What is the Cisco Support Essentials Service?

A Cisco Support Essentials Service provides an easy, affordable way to help your business resolve routine problems that might arise when using Cisco products. It is the first step toward a comprehensive service program for the business customer.

Q What is included in the Support Essentials Service?

A The service includes:

- Callback access to Cisco TAC during local business hours
- 8 x 5 x next business day (NBD) advance hardware replacement
- Access to Cisco online knowledge base and tools
- OS software maintenance releases for bug fixes
- Support for a select group of routers, switches, and wireless access points
- Entitlement to smart capabilities

Q What is the difference between Cisco Support Essentials and Cisco Smart Net Total Care Service?

A Cisco Support Essentials is designed for customers with business networks that utilize basic Cisco routers, switches, and wireless access points and who do not need premium support options such as around-the-clock access to the Cisco TAC, 4-hour hardware replacement, or onsite support.

Cisco Smart Net Total Care Service and related supporting offerings cover most hardware products and applications from Cisco. Available in a variety of parts replacement and support configurations to cover all types of mission critical networks, the service provides 24-hour access to the Cisco TAC organization.

Q What are the benefits of the Support Essentials Service?

A Cisco Support Essentials provides you with the following:

- Improved reliability of your business network with the technical expertise and responsiveness of Cisco TAC supporting your IT staff
- Increased productivity by helping you reduce the effects of potential network problems
- Reduced total cost of ownership by helping decrease downtime and extending the usefulness of your Cisco products

Q What products does the Cisco Support Essentials Service cover?

A Cisco Support Essentials supports basic Cisco routers, switches, and wireless devices and covers most Cisco Enterprise and Small Business products.

Support Essentials does not support higher-end and mission-critical equipment or applications. For these and other advanced technologies, you should support the device with Cisco Smart Net Total Care Service and Cisco Software Support Service.

Check [Service Finder](#) or the [Price List Catalog](#) to determine if a specific device is supported by the Support Essentials Service.

Q Why should I purchase a support contract when the product has a warranty?

A A warranty protects against defects in Cisco hardware or software media. If issues arise, it is more likely that they are related to the way a device is configured or how it is being used and will be outside the scope of the warranty.

A service contract deals with the life and functions of the solution after it is installed and working and extends beyond the life of a warranty. Service contracts provide you with access to a range of resources, as shown in Table 2.

Table 2. Features of the Support Essentials Service

Service feature	Cisco Support Essentials	Warranty
Expert technical support	8 a.m. – 5 p.m. local business day (callback)	No
Online tools and resources	Yes	No
OS software updates	Maintenance releases for bug fixes	No
Advance hardware replacement	8 x 5 x NBD	10 days

More Information

Q How do I purchase the Smart Net Total Care Service or the Support Essentials Service?

A You may purchase Cisco services through our global network of highly qualified Cisco partners or by contacting your Cisco client services manager. To locate a partner near you, use the Cisco Partner Locator at <https://www.cisco.com/go/partnerlocator>.

Q Where can I find more information about Smart Net Total Care?

A You can learn more about Smart Net Total Care [here](#). You can ask questions and reach Cisco Smart Net Total Care experts through the [Smart Net Total Care community](#).