

Service and Support

This section describes how to contact Cisco Systems to order documentation and to get service and support.

Ordering Information

You can purchase Cisco's subscription service and receive Cisco Enterprise Documentation CD-ROM updates throughout the year. As a subscriber, you replace your current CD-ROM package with the new one monthly, so you stay up to date with the latest product information.

To order Cisco's subscription service, notify Cisco of a change of address, order additional copies of the Enterprise Documentation CD-ROM, or order printed copies of product documentation, call Cisco Systems Customer Service at 800 553-2447 or 408 526-7208.

Customer Service and Technical Support

Cisco Systems Technical Assistance Center (TAC) provides customer service and technical support 24 hours a day, 7 days a week. You can contact TAC at the following phone numbers or e-mail address:

800 553-2447

408 526-7209

E-mail: tac@cisco.com

When you call TAC, have the following information ready:

- Product serial number
- Maintenance contract number
- Software version level and hardware configuration (use the **show version** command to display this information)
- Software configuration (use the **show config** command to display this information)

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional content and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously—a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>.
- WWW: <http://www-europe.cisco.com>.
- WWW: <http://www-china.cisco.com>.
- Telnet: cco.cisco.com.
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and baud rates up to 14.4 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

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