

FAQ's - Brocade's Online Case Management System

Introduction

This guide will assist Brocade® customers with the most common questions related to Brocade's Case Management system. For more details on Brocade's support offerings and services, visit our [Brocade Global Support](#) page.

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How to create a Support Case?

A Support case can be created either using our online Case Management system or by calling our 24x7x365 [Support Center](#). To create a case using the Support Portal, please follow these steps in the Brocade Case Management Guide.

Note: A valid support contract and management approval is required to access our Support Portal.

How do I register for access to the Support Portal?

To register for access, please refer to the Brocade Registration Guide.

What are the case categories available for Case Creation?

- 1) Category selection from a list of values
 - a. Hardware Issue
 - i. Report a hardware failure
 1. A support engineer who can authorize the initiation of the replacement process based on the devices Support Level will diagnose all failures and error messages.
 - b. Software Needed
 - c. General Inquiry/License Issue
 - d. Configuration
 - e. Code Upgrade
 - f. Error Message(s)
 - g. Performance Issues(s)

Why am I unable to find a case?

There could be multiple reasons why you are unable to see a specific case in Case Management:

- 1) A serial number with valid entitlement is required to open a case and associated to your account or ID.
- 2) The contact that opened the case must be associated to the same account or ID you are associated to.
- 3) Ensure the case views and filters have been set correctly depending on the status of the case
- 4) To view cases opened by your colleagues, click on “All Cases” from the quick filters available at the top of the page.
- 5) To view the cases you have personally opened, click on “My Cases” as shown below:

The screenshot displays the Broadcom Case Management interface. At the top, there is a search bar for Case ID and a navigation menu with options: All Cases, Critical, My Cases (highlighted with a red arrow), Pending Customer, and My Registered Asset. Below the navigation is a table of cases with columns: Case Id, Severity, Status, Subject, Created On, Next Update Due, and Case Cont. The table lists several cases, with one case (Case ID 1700999) highlighted in orange. To the right of the table is a detailed view for Case ID 1234567, showing fields for Status (Reviewing), Next Update Due (18-March-2020 23:27), Last Updated (17-March-2020 23:27), Contact Name (Luis Testdazzo), Contact Phone (4085551234), Contact Email (tester@email.com), Priority (Low - P4), Assigned TAC Agent (John Agent), Serial Number (FW123456789), Product Type (-), BSN ID (987654321), Asset (EM-DCX-0001), Internal Case #, and Description (TEST CASE).

Case Id	Severity	Status	Subject	Created On	Next Update Due	Case Cont
2017529	Low - P4	Reviewing	TEST CASE	22-August-2019 11:14:42		Luis Testda... Reply
2009352	Medium - P3	Closed	test	13-May-2019 13:20:59		demo user Reply
2004769	Low - P4	Closed	TEsting BSN ID logic for Secondary	12-March-2019 09:24:54		demo user Reply
1732585	Medium - P3	Closed	Testing Case Creation. Thanks for your help.	04-April-2017 09:03:36	04-April-2017 12:49:00	demo user Reply
1714337	Medium - P3	Closed	Case creation is possible via the Asset Management...	30-January-2017 11:19:47	31-January-2017 11:28:00	demo user Reply
1700999	Low - P4	Closed	TEsting BSN ID logic for Secondary	12-March-2019 09:24:54		demo user Reply
1700079	Medium - P3	Closed	Testing Case Creation. Thanks for your help.	04-April-2017 09:03:36	04-April-2017 12:49:00	demo user Reply
2004769	Low - P4	Closed	TEsting BSN ID logic for Secondary	12-March-2019 09:24:54		Luis Testda... Reply
1732585	Medium - P3	Closed	Testing Case Creation. Thanks for your help.	04-April-2017 09:03:36	04-April-2017 12:49:00	demo user Reply
1714337	Medium - P3	Closed	Case creation is possible via the Asset Management...	30-January-2017 11:19:47	31-January-2017 11:28:00	demo user Reply
1700999	Low - P4	Closed	TEsting BSN ID logic for Secondary	12-March-2019 09:24:54		Luis Testda... Reply
1700079	Medium - P3	Closed	Testing Case Creation. Thanks for your help.	04-April-2017 09:03:36	04-April-2017 12:49:00	demo user Reply

Note: To confirm your association with a colleague, an account or ID, please contact our Brocade Web Customer Care team at bsn-webcustomer@broadcom.com

How to update or add comments to an existing case?

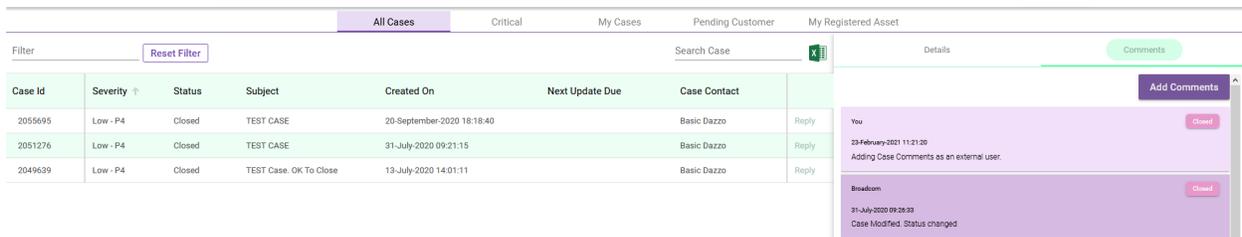
Open cases are updated via comments to the case by performing the following steps:

- 1) Locate the case on the summary page and click on “Reply” next to the corresponding case



- 2) The Comments page will load and a Text field is made available to comment/update the case. Click on “Send” at the bottom right of the Text field to send your update to the case and assigned Support Engineer.

The Details and Comments history is located on the right pane based on the case selected as show below.



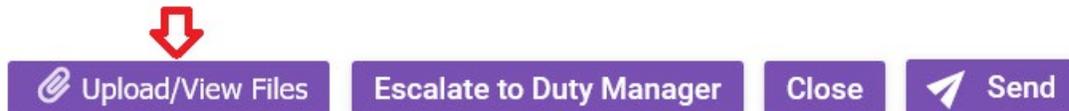
Case Id	Severity	Status	Subject	Created On	Next Update Due	Case Contact	
2055695	Low - P4	Closed	TEST CASE	20-September-2020 18:18:40		Basic Dazzo	Reply
2051276	Low - P4	Closed	TEST CASE	31-July-2020 09:21:15		Basic Dazzo	Reply
2049639	Low - P4	Closed	TEST Case. OK To Close	19-July-2020 14:01:11		Basic Dazzo	Reply

Comments section details:

- You: 28-February-2021 11:21:20. Adding Case Comments as an external user. [Close]
- Broadcom: 31-July-2020 09:28:33. Case Modified. Status changed. [Close]

How to attach a file and what is the file size limit?

To attach a file, use the file attachment option available within the “Comments” section by clicking “Reply” on the corresponding case. Next, click on the “Upload/View Files button at the bottom of the Comments section where you will be prompted with our file attachment tool:



Note: There is a 5gb limit for attaching a file to a case and a 3gb limit for networks with speeds of 20mb or less. For files larger than 5gb or time out issues while uploading a file, please contact the Support Engineer assigned to the case.

7. Can I open a Priority 1 case and can I change the priority after the case is created?

Yes, you can open a **Priority 1** case; however, a call to our Support Center is required after opening the case. Proper escalation and SLA’s are not applicable if a follow-up call is not placed to our Support Center.

Note: Changing the Priority of a case is not possible via the Online Case Management System as it must be done via a phone call.

How do I Escalate a Support Case?

If the criticality of your case changes, please call our Support Center for proper escalation.

If you have a concern on how your case is being handled or regarding your service levels being met, please engage the Brocade Support Management team via a phone call to our Support Center or by Escalating to the Duty Manager following the steps outlined below:

- 1) Locate the case on the summary page and click on “Reply” next to the corresponding case.
- 2) Click on the “**Escalate to Duty Manager**” button



- 3) Fill out the **Escalate To Manager** form and provide the “Reason for Escalation”
 - a. See form and required information below:

Escalate To Manager ×

First Name	Last Name	Preferred Contact Method ▾
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact phone	Email	
<input type="text"/>	<input type="text"/>	

Alternate Contact

Reason For Escalation *

Comments

0/2000

Note: A Reason for Escalation is required in order to enable the **Escalate To Duty Manager** button.

Can I add an alternate contact for communications on a case?

Yes, an alternate Email and Phone can be added during case creation. The email can also be a distribution list.

Alternate Email:	Alternate Phone:
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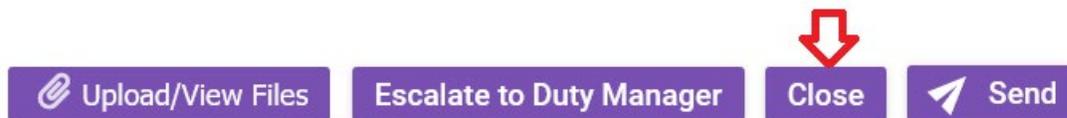
Can I reopen a closed case on the support portal?

No, there is no option to reopen a closed case. We highly recommend opening a new case with reference to the old case number.

Note: You can reply to a “Closed” case but we recommend opening a new case with reference to the old case.

Can I close a case via the Online Case Management system?

Yes, you can submit a request to close your case via Case Management. To do so, click on “Reply” for the corresponding case, enter comments and click on “Close”



Note: This will not close the case, instead, it will send a notification to the Broadcom support engineer to review and close the case.

If you need assistance, please contact the Support Engineer assigned to your case or a Brocade Web Customer Care Representative at bsn-webcustomer@broadcom.com