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:

Note: To confirm your association with a colleague, an account or ID, please contact our Brocade Web Customer Care team at bsn-webcustomercare@broadcom.com
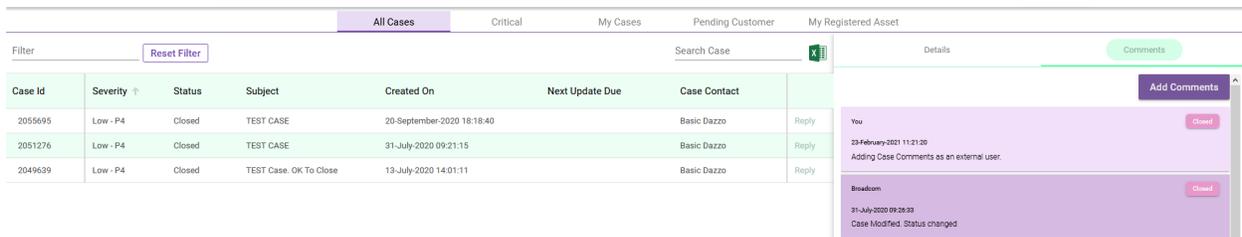
How to update or add comments to an existing case?

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

| 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 |

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.
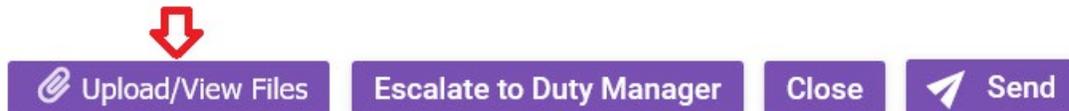

How to attach a file and what is the file size limit?

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:

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:	

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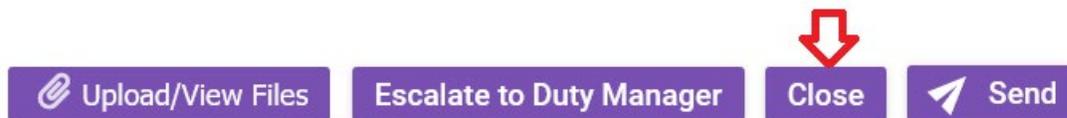
Note: This will not close the case, instead, it will send a notification to the Broadcom support engineer to review and close the case.

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