TIBCO Support FAQ for Cisco Information Server Customers

What is discussed in this FAQ?

This FAQ covers the on-boarding of Cisco Information Server customers to TIBCO Support, following the acquisition of Cisco Information Server by TIBCO Software, effective November 1, 2017. Some of the features of the TIBCO Support website are:

- Personalized content based on your product interests
- Multi-source enterprise-wide Knowledge Search
- Simplified authorized support user/contact management
- Ability to select from entitled products while logging a case
- Ability to create and reuse environment profiles

Who is moving to TIBCO?

The entire Cisco Information Server team is moving to TIBCO Software. This includes the executive team, engineering, product management, support, professional services and pre-sales.

How does this impact Cisco Information Server customers?

This will replace your process of contacting Cisco for technical support. You will no longer go to https://mycase.cloudapps.cisco.com/case , but instead use https://support.tibco.com to obtain technical support for the former *Cisco Information Server*, which is now called *TIBCO Data Virtualization (TDV).*

Who should use support.tibco.com?

TDV (formerly called Cisco Information Server) customers that wish to contact TIBCO for technical support should use this website to log and track their cases.

Who can log into the TIBCO Support Portal? How can I get access?

The TIBCO Support Portal (https://support.tibco.com) can be accessed by registered users. New users can register by clicking on **Register** in the upper right corner of the page.

How do I get access to view or create new support Cases?

- Click on **Cases** from the horizontal menu
- Review the instructions on the left side
- Click on **Register to Create Cases**
- Fill out all the information requested and **Submit** your form
- We will issue you with a login, which you can activate and then you should review the details under **About Support** on how to get started and create cases.

What should I do if I can't login to the portal after my account has been activated?

Please phone our Technical Assistance Center (TAC) if you are having difficulty logging in to the TIBCO Support Portal (https://support.tibco.com):

North and South America	+1.650.846.5724 or +1.877.724.8227
EMEA (Europe, Middle East, and Africa)	+44(0).870.909.3893 or +44(0).203.817.8547
Asia and Australia	+61.2.4379.9318 or 1.800.184.226 (within Australia only)

All contact phone numbers can be found after login under **About Support** -> **Contact Us**.

How do I change my password?

Go to the login page, click on **Need help with Login?** link and click on **Forgot your password?**. You will receive an email with instructions for setting a new password.

Where do I find my old Cases?

Due to the accelerated nature of the acquisition of Cisco Information Server by TIBCO Software, you will not initially find your old Cases on the TIBCO Support Portal. We will migrate your old Cases and notify you as soon as possible. This process is expected to take a few weeks.

Where do I find my ongoing Cases?

All Cases that are active at the time of the acquisition will be created manually in TIBCO's system in first few days, starting November 1, 2017. If you require assistance with your active Case, then please email support@tibco.com and TIBCO Support will respond to you as soon as possible.

Does the login provide access to product downloads (edelivery.tibco.com), TIBCO documentation and product hotfixes?

Yes, your login provides you with a single sign-on (SSO) access to edelivery.tibco.com, documentation and *TIBCO Community*. Hotfixes are accessible from under *Downloads* on the Support portal. ***Note:*** *It will take some time for all of these sites to be updated for TDV (formerly Cisco Information Server).*

What content can be searched with the Search Box?

You will be able to search across *TIBCO Documentation, Knowledge Base articles,* your *Company's Cases,* and *TIBCO Community.* We will be working on migrating Cisco Information Server content as soon as possible to be available here.

How do I setup My Profile?

- Click on your name and then on *My Profile*
- You will see the following fields:
    - Personal information (email address, phone number, Time zone) - We strongly recommend that you update your personal information
    - Type of access
        - *Support Entitled* - identified as a support contact
        - *Can Create Cases* - Allowed to create cases on behalf of your company
        - *Company Administrato*r - will be checked if you are identified as a company administrator for your company

What other links are available under your profile?

- **My Company Users:** is where you can view the list of users within your company or organization that are authorized to contact TIBCO Support. Support contacts identified as Administrators are able to create users and change user privileges.

- **Product Interests & Knowledge Base Subscriptions**: allows you to subscribe to receive notifications on Knowledge Articles, Release Announcements, Product Retirement Notices and Security Announcements based on the products you are interested in.

- **Environment Profiles**: is where you can create profiles for specific TIBCO product environments in your organization that you can then use to automatically fill in product information when creating a new Case.

- **My Company Attachments**: attach files here that relate to a TIBCO product implementation or project that may need to be referenced by other users within your company during the investigation of this and other Cases opened by your company. Use *Choose File* under the "Attach a New File" section to attach files.

What is the difference between the "My Cases …" views and the "My Company's Cases …" views on the "Cases" page?

The "My Cases …" dropdown options display details of Cases which have been created only by you; whereas the "My Company's Cases …" dropdown options display details of Cases created by you and by any other users within your organization.

What Cases are displayed under the "My Active Cases" view?

Your Cases which are not in a "Closed" state (i.e. Status = "Open" or "Pending Customer Response") are considered active.

What will happen to current feature requests?

All existing Cisco Information Server defects and feature requests will be migrated to TIBCO, so there is no need to re-submit these.

What will happen to my existing licenses and how can I purchase new licenses?

All current licenses will remain valid. If you wish to purchase new licenses, TIBCO Support will be able to direct your query to the appropriate team.

How can I contact TIBCO Support by phone?

Once you have a user account to access our portal, you can login and navigate to **About Support** -> **Contact Us** and find details of all our global contact telephone numbers.

Who should I contact for assistance with renewing my maintenance with TIBCO?

For all maintenance renewals queries, please contact renewals@tibco.com.

Don't see your question here or have more questions?

Please fill out this form to let us know and we will follow up with you.