How to Use In Product Support on FND

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Introduction

This document describes the Cisco AI Assistant for Support, the features available, the versions supported, and their use with Field Network Director (FND).

Background Information

The Cisco AI Assistant for Support is a personal assistant that provides Cisco partners and customers with a self-service experience in several knowledge domains such as:

- Cases, Bugs and RMA Management
- Bug Applicability Checks
- Hardware Troubleshooting
- Licensing
- Webex

Supported Versions

For Field Network Director (FND), the support assistant capability can be used with versions 4.11, 4.12, 5.0, and 5.1

System and Browser Requirements

Supported Browsers

Google Chrome: The extension is optimized for Google Chrome, which is the officially recommended browser.

Microsoft Edge: The extension has been tested on Microsoft Edge and confirmed to be functional. It can be made available upon request.

Browser Configuration

Ensure that your browser is updated to the latest version to avoid compatibility issues.

Allow pop-ups and redirects from Cisco domains to ensure that the extension can function without interruptions.

Network Requirements

Ensure stable internet connectivity to facilitate smooth installation and functionality of the extension.

Access Requirements

Cisco Account

You must have an active Cisco.com account to sign in and use the extension. The extension integrates with Cisco Single Sign-On (SSO) for a seamless and secure login experience.

Extension Management

You must be familiar with navigating to "**chrome://extensions/**" or accessing the extensions tab beside the search bar in your browser to manage installed extensions.

Installation Steps

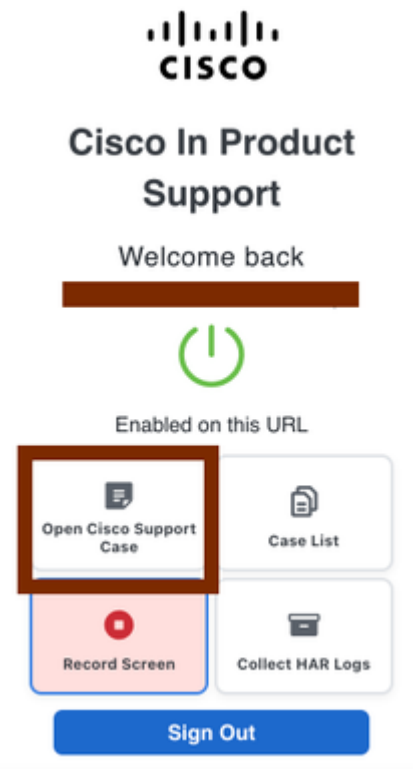
Download and Install: You can download it from here

Enable the Extension: Ensure the extension is active by checking the Chrome extensions menu and authenticate via Cisco.com to activate the extension.

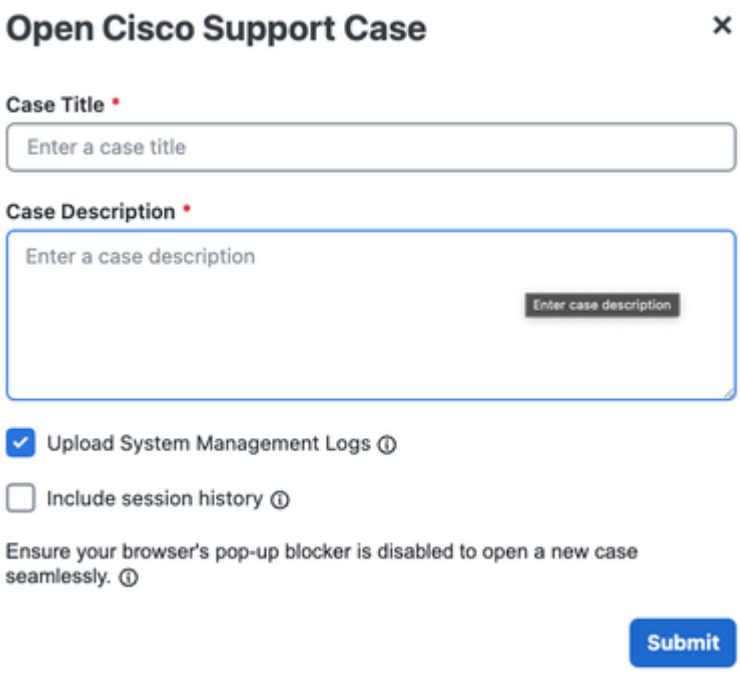
Use Cases Enabled for FND

Use Case 1: Open a new Cisco Support Case

A new Cisco Support case can be created by clicking Open Cisco Support Case from the CSA icon.



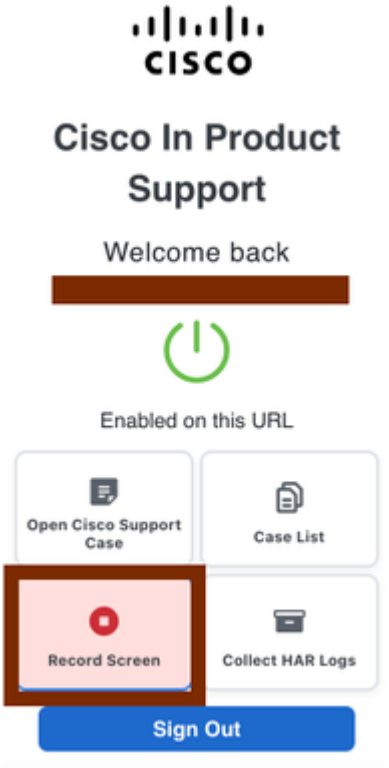
Step 2. A new pop-up appears requesting additional information that would be added to the new Cisco Support case.



These are the inputs that can be provided:

1. Case Title (mandatory)
2. Case Description (mandatory)
3. Session history (optional) - An option to include the session history of the browser tab, as part of the case description.
4. Upload System Management Logs – Enabling this option navigates you back to FND after the TAC SR is created to create and collect the diagnostics.

Use Case 2: Record Screen

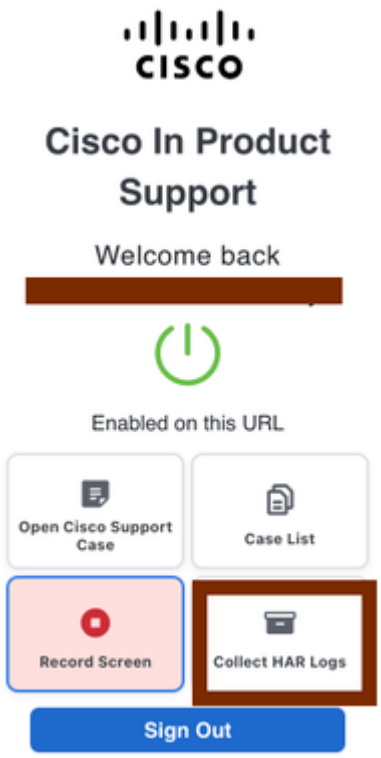


Start Recording: Click on the extension icon in the Chrome toolbar and select the "Record Screen" option to initiate the screen recording process.

Once the recording is stopped, users have the option to upload the video to an existing case or a new case.

Use Case 3: Collect HAR Logs

Initiate Log Capture: To capture HAR logs, click the 'Collect HAR logs' button in the extension pop-up as shown below.



Navigation Instructions: You are prompted with a message to reproduce the steps of your issue to ensure the HAR logs are accurately collected.

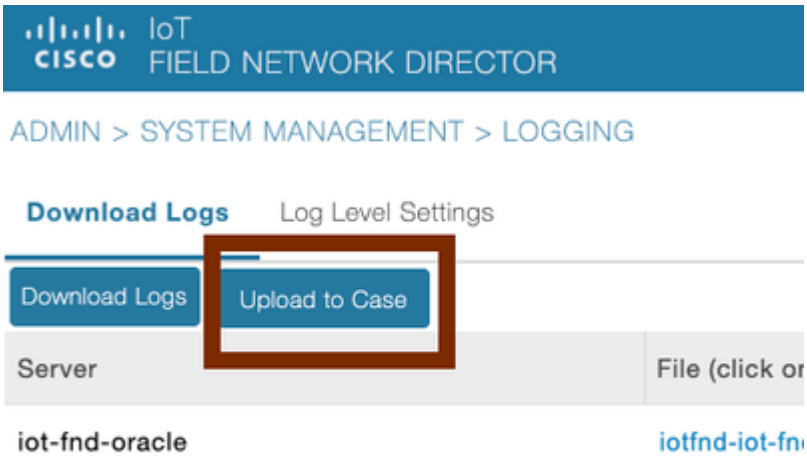
Start Capture: Click ‘OK’ on the pop-up to initiate HAR log collection on the product page.

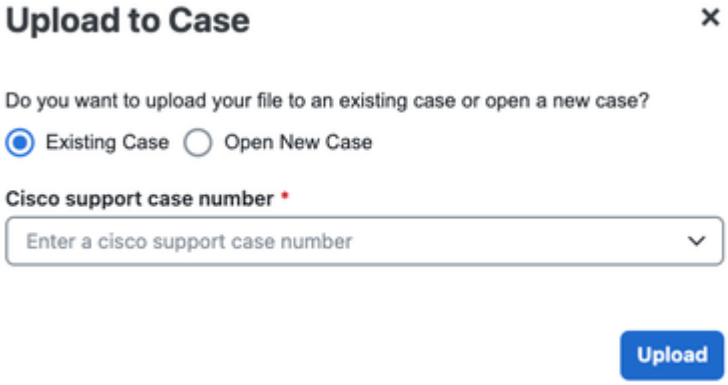
Stop Capture: Once you have reproduced your steps, stop the collection by clicking the ‘Stop collecting’ button on the floating tab or open the extension pop-up and click on the ‘Collect HAR logs’ button again. Confirm the stop action in the prompt.

Upload Logs: After stopping, a modal pop-up appears. You can upload your HAR logs by entering a case number to add them to an existing case or creating a new case for the issue you have captured.

Use Case 4: Uploading Logs from the GUI

Navigate to **Admin > System Management > Logging** to upload the logs bundle directly to the TAC case.




Upload to Case
Do you want to upload your file to an existing case or open a new case?
Existing Case
Open New Case
Cisco support case number *
Enter a cisco support case number
Upload