Understand Umbrella Support Migration to Cisco Support Tools

Contents

Introduction

Overview

What's changing?

How do I open a support case?

What happens to my past cases and open cases?

What happens after the transition?

For Customer IT Admins

- If you already have a CCO ID:
- If you do not have a CCO ID:
- New Umbrella Admins Without a CCO ID:
- Dashboard link changes
- Managing Support Cases
  - Umbrella and Cisco SSO Federation
- Information Needed From You (can be submitted as a metadata XML file):
- Cisco Provides:
- Required Attributes to be Included in the SAML Assertion:

Known Issues (Last updated: 8.1.2025)

- Case Open Issues Using SCM Outside of the Product
- Workarounds:
- Case View for the Entire Org

Introduction

This document describes the migration of Umbrella technical support to Cisco Support Tools.

Overview

At Cisco, we are committed to delivering a consistent and excellent support experience across all our products. To achieve this, we are migrating Umbrella technical support from its current third-party ticketing system to Cisco's industry-leading support tools. This change allows us to align Umbrella support with the best-in-class technical support capabilities that you already enjoy. By adopting Cisco's Support Case Manager (SCM) and Customer Support Assistant (CSA), you benefit from enhanced tools, improved automation, and seamless access to Cisco's support ecosystem.

In this FAQ, we have provided answers to key questions about what this migration means for you and why it

is being implemented.

What's changing?

The way you submit support cases is changing, but the world-class support you receive remains the same. While the Support Platform link now directs you to Cisco's Support Case Manager (SCM) for opening, viewing, and managing cases, the same dedicated Umbrella technical support engineers continue to assist you.

Support Channel	Current Process	After August 9
Email	Email support opens case via 3rd party	Same email address, but CCO ID required
Phone	Call support to open a case	Same phone numbers, but CCO ID required
In-Product	Case opened within Umbrella dashboard	New look and feel + CCO ID login required
SCM	—	New – Case creation via CCO ID login

How do I open a support case?

To open and manage support cases, you need aCisco.comuser profile (CCOID). Your CCOID must be configured with the same email address that you currently use for Umbrella support. This ensures a seamless transition and proper access to support tools.

It is important to note that your CCOID is distinct from your Umbrella credentials, which remain unchanged. To create a CCOID, you can use the instructions provided in theLogin and Account Help - Ciscoresource. After the transition, logging in with your CCOID is required to access Cisco's support tools, including opening, viewing, and managing technical support cases.

We strongly encourage you and partners to create their CCOID in advance to simplify the process during the transition.

- If you are a free user, you are redirected to online digital help resources for assistance.
- If you are a trial user, you can open a support case only through the Umbrella Portal.
- You must have an active subscription to open a support case. If your subscription expires, you are no longer able to create new support cases.
- Customer IT Admins for Orgs managed by Partners are redirected to their Partners to open a support case

What happens to my past cases and open cases?

All currently open cases are to be migrated to Cisco's new support tools, and one year of closed cases (from

August 10, 2024, to August 9, 2025) are also to be migrated. To access these cases, the email address used to open the original case must match the email address associated with your CCOID. Only the case creator (linked to the email address) is able to view their migrated cases in Cisco's Support Case Manager (SCM).

Migrated cases include the original Zendesk case number in the title, making them easy to identify. You are also be able to search for cases in SCM using the Zendesk case number, ensuring quick and efficient access to your previous support tickets.

What happens after the transition?

After the transition to Cisco's new support tools, aCisco.com profile (CCOID) are required to open support cases. This profile is different from your Umbrella user ID and password and grants you access to the Support Case Manager (SCM) and other tools for managing your cases.

The support link in the Umbrella dashboard and Console pages now redirects to the SCM login page instead of the Umbrella Knowledge base. However, the Documentation and Learning Center links in the dashboard remains unchanged.

You can open a case in three ways:

1. By clicking the support link in Umbrella (redirects to SCM).
2. By logging in directly at Cisco.comand accessing SCM.
3. By calling the support number listed in your dashboard (for Enhanced/Premium service customers).

The case creation process is also to be updated. Instead of using a generic form, you must use the SCM case tool, which allows you to:

- Select the specific organization you need help with.
- Provide detailed information about your issue.
- Add additional contacts for case updates.

If your profile is not created by August 9th, you are not able to open a support case until the CCOID is set up.

If you do not have a CCOID by August 9th, 2025, and try to access the Support link in Umbrella, you are prompted to create a CCOID profile. Once your profile is created, future attempts to access the Support link automatically redirects you to the Support Case Manager (SCM). All cases opened after August 9, 2025are to be created in Cisco’s ticketing system.

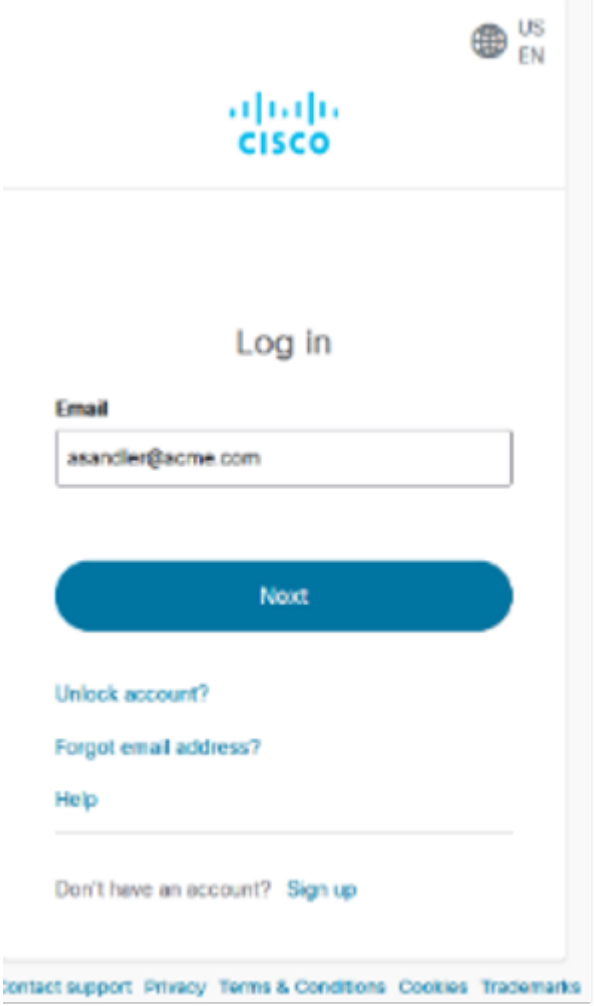
Support Channel	
In Product	In the Umbrella Console or dashboard, the Support Platform link now redirects you to the Support Case Manager (SCM) instead of the previous Support Page.

Login to SCM	You can always access the Support Case Manager (SCM) directly through Cisco.com to open a support case. Visit Cisco.com and log in using the link in the top-right corner. After logging in, you can navigate to the support link or go directly to SCM by visitinghttps://mycase.cloudapps.cisco.com/case.
Phone	If your support agreement includes a phone number, you can continue accessing support by calling the number displayed on your dashboard. Any support cases opened through this method are created in Cisco's ticketing system.
Email	The option to create support cases via email is eventually to be phased out. However, for a limited time, you can still email Umbrella support, and a case is opened on your behalf. Please note that you must have a valid CCOID profile for the support case to be created.

For Customer IT Admins

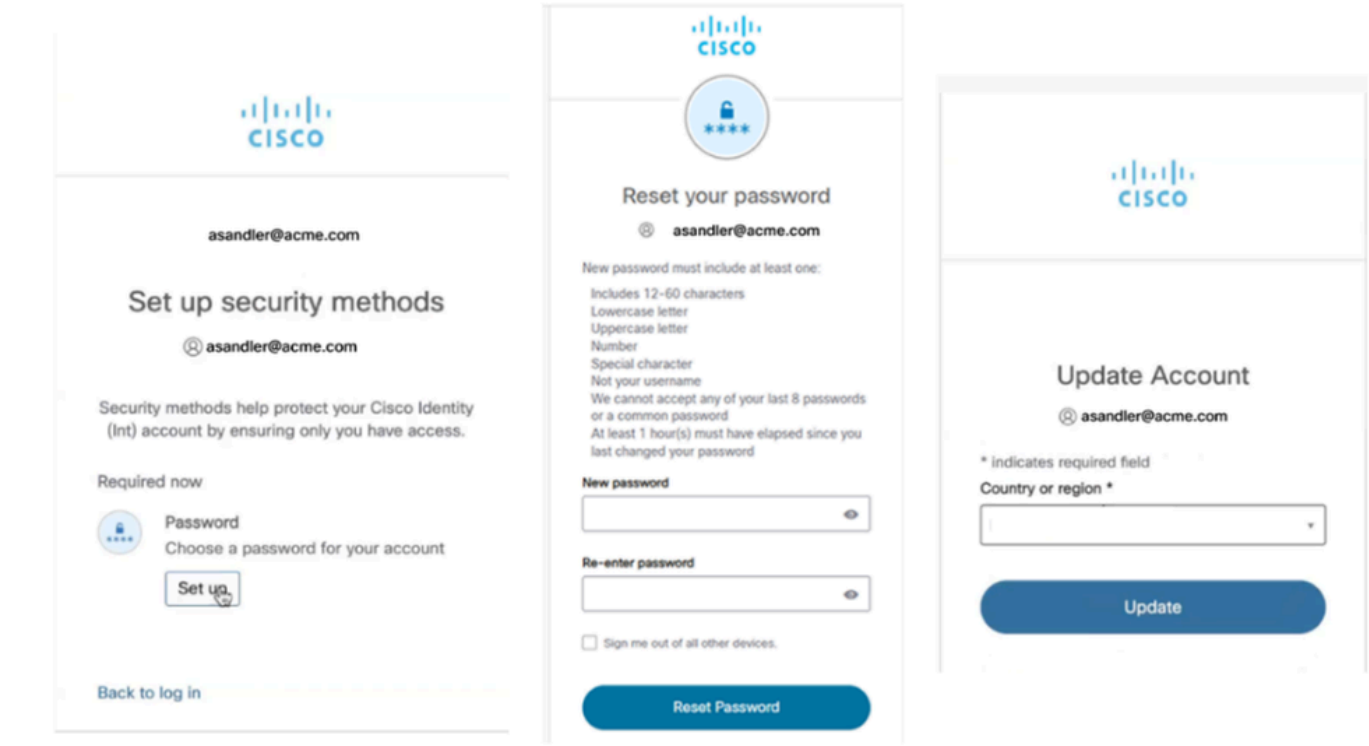
If you already have a CCO ID:

Clicking the Support link in Umbrella redirects you to the Cisco.com Support Case Manager (SCM) login page, where you sign in using your CCO ID email and password.



If you do not have a CCO ID:

The first time you click the Support link after the transition, you are guided through creating a CCO ID profile using your Umbrella work email. This email must match the one associated with your Umbrella account. For additional help, visit Login and Account Help – Cisco.



New Umbrella Admins Without a CCO ID:

If you are new to Umbrella and don't yet have a Cisco.com (CCO) profile, you must first complete your Umbrella account setup. After that, you are given the option to create a CCO ID.

If your role doesn't involve opening or managing support cases, you can skip this step. However, if you do need access to support, we'll guide you through setting up your CCO ID.

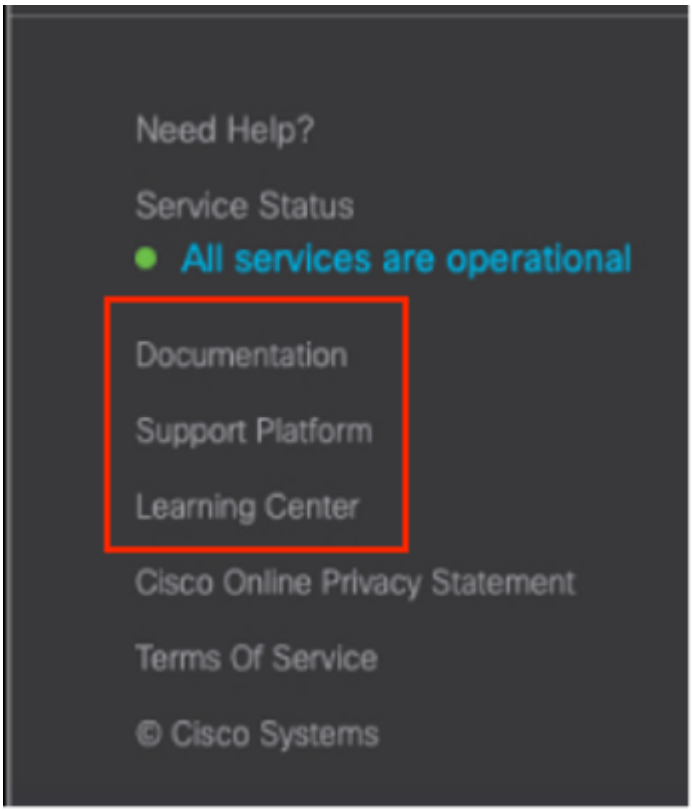
You can also create a CCO ID later by visiting[Cisco.com](), clicking**Log In**at the top right, and completing the profile setup.



Dashboard link changes

- The Documentation and Learning Center links continue to function as they do currently.
- The Support Platform link in the Dashboard and the support link in the Console now redirects you to the Support Case Manager (SCM).

- A new link is to be added to provide access to the Umbrella Knowledge Base



Managing Support Cases

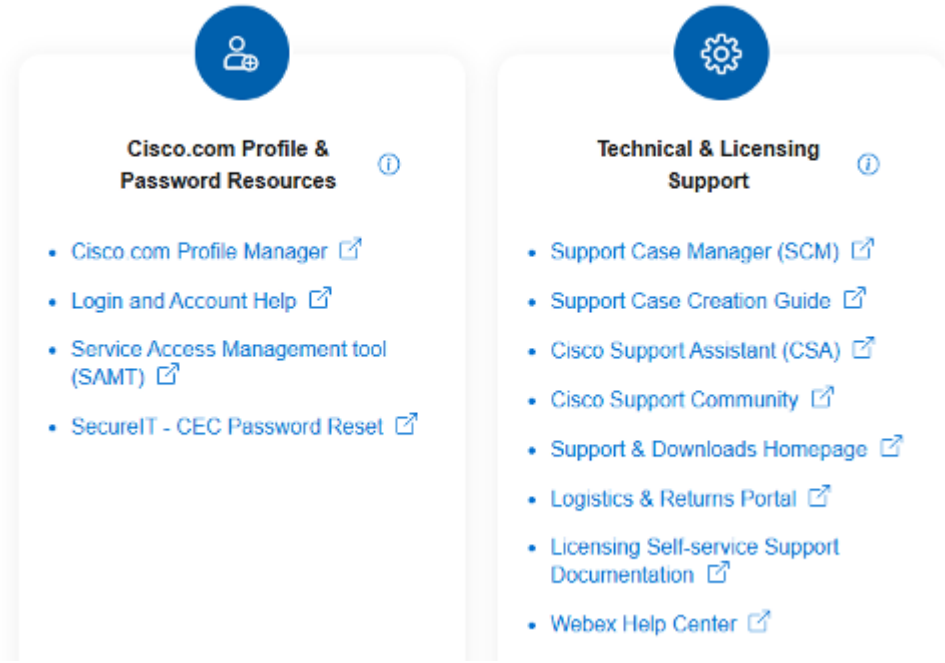
With the Support Case Manager (SCM), you can view and manage all your support cases, whether they are open or closed. SCM allows you to:

- Search for cases
- Update case details
- Upload attachments to cases
- Request to close a case

For additional self-service options, you can use the Cisco Support Assistant (CSA), which offers:

- Status updates on service requests
- The ability to update cases and upload attachments
- Options to modify case severity, escalate, or close cases
- Subscriptions for case summaries, status updates, and severity changes
- Contextual proactive alerts from the Technical Assistance Center (TAC), including information on trending issues, tools, and article updates

If you need assistance with setting up aCisco.com profile, managing your support cases through SCM, or using CSA, visit theWeb Help Portalfor guidance.



Umbrella and Cisco SSO Federation

Umbrella and Cisco.com/SCM use different single sign-on (SSO) identity providers (IdPs). If you've already configured SSO federation with Umbrella, a separate SSO setup is required for Cisco.com to enable seamless access to SCM.

These are the requirements for Cisco SSO federation:

Information Needed From You (can be submitted as a metadata XML file):

Requirement	Description
SubjectNameID	The key account linking attribute (typically the user's email address)
Remote IDP Issuer URI	The SAML Metadata EntityID of your Identity Provider (IdP)
Remote IDP Single Sign-On URL	The endpoint that receives SAML AuthnRequest messages from Cisco (CCI-Okta)
Remote IDP Signature Certificate	The PEM or DER encoded public key certificate used to verify SAML signatures

Cisco Provides:

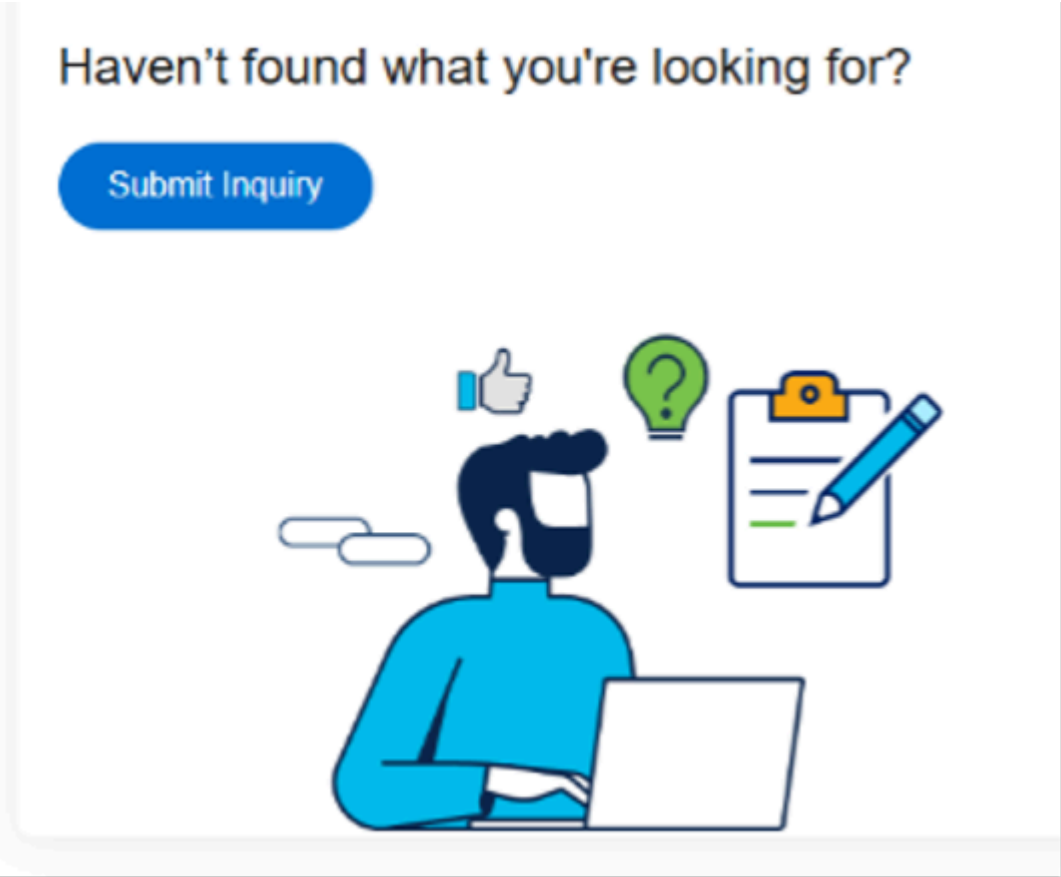
Provided by Cisco	Description
Assertion Consumer Service URI	The URL where SAML assertions are posted after successful authentication
Audience URI	Cisco's EntityID for use in your IdP configuration

Provided by Cisco	Description
SP Signature Certificate	Cisco’s PEM or DER encoded certificate to verify SAML request signatures

Required Attributes to be Included in the SAML Assertion:

- firstName
- lastName
- email
- company (company name)
- countryCode (two-letter code, for example US, UK, BE)

For help with SSO setup, visit theWeb Help Portaland submit an inquiry.



Known Issues (Last updated: 8.1.2025)

Case Open Issues Using SCM Outside of the Product

After the Umbrella migration to Cisco Support tools on August 9th, IT Admins can continue to open cases via Phone, Email, and In-Product options; however, the in-product case submission now opens the new Support Case Management (SCM) system. Please note, there is a known issue affecting about 10% of users who access SCM outside the product that is to be resolved on September 27th. This issue prevents you from viewing your Umbrella subscriptions and opening a case. All users can still open cases through Phone, Email, or the In-Product case submission without impact.

Workarounds:

1. We advise you to open cases through the Umbrella Product Portal, Email, or Phone as usual.
2. Bookmark your specific Umbrella Cross Launch link to SCM. You can find this URL by selecting 'Support' from the Umbrella portal after August 9th. This URL is specific to you.

Case View for the Entire Org

After the migration, all customers can view their organization's cases if the cases are properly entitled. Previously, only Premium customers had this capability. However, there are some important caveats:

1. Historical cases (up to one year) migrated to CSOne can only be viewed by the original case creator.
2. Cases opened via email are only visible to the originator.**We strongly recommend opening a case within the product**.
3. A small percentage of cases remain unentitled due to unmatched user entitlements; these cases are only visible to the originator. This issue is expected to improve after a fix scheduled for September 27th.