



COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

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# Introduction

Welcome to the CommScope *My Support Customer Portal* User Guide. This document is a functional reference designed for new and existing users of the *My Support Customer Portal* who have a current support contract. This document describes the basic functionality of the tool, including menu structure and task-related procedures.

You can use the Customer Portal to:

- Create and manage Technical Support and RMA cases based on your product line and level of support Active CommScope Support Entitlement (Contract) is needed for access
- Attach supporting documentation or files to Cases
- View updates on progress made on Cases via portal comments
- Update and request closure of *Cases*
- View Entitlements
- Browse and search for Knowledge Base articles, rate articles and submit feedback

# Access the Portal and Sign In

After accessing the portal, you can use your membership account to sign in.

## Access the Portal

You can access the CommScope My Support Customer Portal in the following ways:

Go to <u>https://www.commscope.com/contact-us/contact-arris/</u>. If you have access to the My Support Portal, the My Support tile is in the Login Required section.

Click on the tile to open the portal.

Go to <u>https://mysupport.commscope.com</u>. You are asked to sign in with your CommScope membership account.

| COMMSCOPE                |
|--------------------------|
| Sign in<br>Email address |
| Email address            |
| Sign in                  |
| Sign up                  |

## Sign In

You can sign in to the My Support Customer Portal with your CommScope Single-Sign On (SSO) Membership account. If you do not have an account, go to <a href="http://commscope.com">http://commscope.com</a> and click on Login (My CommScope) in the upper right corner the Sign Up on the next page.

# **Home Page**

The home page appears after you sign in. From the home page, you can:

- Access the Knowledge Base, Case Management, Entitlements and RMA Cases pages
- View your recently modified cases
- View Most Recent and Top Rated Knowledge Base Articles
- Return to the MyCommScope page with the < back button

|                                                                              | rt<br>Base, manage your Ca                  | ases and view your En | titlements                   |          |                        |                   |  |
|------------------------------------------------------------------------------|---------------------------------------------|-----------------------|------------------------------|----------|------------------------|-------------------|--|
| < back to My CommScop                                                        | e                                           |                       |                              |          |                        |                   |  |
| Knowledge Ba                                                                 | ase Case Manager                            | nent Entitlement      | RMA Cases                    |          |                        | Q                 |  |
| Recently Modif                                                               | ied Cases                                   |                       |                              |          |                        |                   |  |
| Case Number                                                                  | Subject                                     | Status                | Product                      | Severity | Created On             | Modified On 🕇     |  |
| CS2310624434                                                                 | TESTING SLA<br>MILESTONES ON<br>PORTAL CASE | User Cancelled        | ARRIS VOD Content<br>Manager | S3       | 10/25/2023 12:41<br>PM | 8/13/2024 1:32 PM |  |
| CS2407733431                                                                 | SUSAN TESTING<br>SURVEYS                    | Closed - Resolved     | AgileMax                     | S3       | 7/12/2024 7:11 AM      | 7/12/2024 9:38 AM |  |
| CS2407733422                                                                 | survey test                                 | Closed - Resolved     | AgileMax                     | S3       | 7/12/2024 6:57 AM      | 7/12/2024 7:00 AM |  |
| View All Cases     Open a New Case     Open An RMA Case       Knowledge Base |                                             |                       |                              |          |                        |                   |  |
| Most Recent Articles                                                         |                                             |                       | Top Rated                    | Articles |                        |                   |  |

## **Header and Navigation Bar**

The Navigation bar allows you to choose a language. *My Support Portal* offers ten different languages:

- English
- Spanish
- German
- French
- Portuguese
- Simplified Chinese
- Traditional Chinese
- Japanese
- Korean

Changing your language translates the portal column headings and field labels.

**Note**: The data within the tables is not translated. If you entered from commscope.com and selected a language, the My Support portal uses that language.

To log out of the My Support portal, click *Logout* at the top of the page.

Your Customer Login Name appears in the banner.

# **Case Management**

The Case Management RMA Cases pages enables you to submit cases and monitor present and past cases. Up to 10 cases are displayed in the view. If there are more than 10 cases, there is a next page feature.

Advanced Search can help you locate cases using additional field information.

Default display for cases displayed is All Cases. You can click on the All Cases and choose options:

- All Cases
- Open Cases
- Closed Cases
- Not Submitted Cases.

The case lists can be exported to an MS Excel (xlsx) file.

## Case Management: Create a Technical Support Case

From the Home page or the Case Management page, click **Open a New Case**. The *Open a new case* page opens up.

Home | Case Management

Case Management

|                | Advanced Search 🗸 |   |                 |                  |        |
|----------------|-------------------|---|-----------------|------------------|--------|
| III All Cases+ | Search Cases      | ٩ | Open a New Case | Open An RMA Case | Export |

#### Open a new case

#### \* indicates a required field

| Account *                                                                                                                                                                                                         |                          | Contact         |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------|--|
|                                                                                                                                                                                                                   | *                        | Your name here  |  |
| Severity *                                                                                                                                                                                                        |                          | Case Email *    |  |
| 53                                                                                                                                                                                                                | ~                        | Your email here |  |
| required for these types of cases due to Service Level Agreements (S<br>support case opened on the portal will be responded to during norma<br>hours. The SLA response time for portal cases is one-business day. | SLA). Any<br>al business |                 |  |
| Product Family *                                                                                                                                                                                                  |                          | Product *       |  |
| _                                                                                                                                                                                                                 | ~                        |                 |  |
| Description *                                                                                                                                                                                                     | ٩                        |                 |  |
|                                                                                                                                                                                                                   |                          |                 |  |
|                                                                                                                                                                                                                   |                          |                 |  |
|                                                                                                                                                                                                                   |                          |                 |  |

Complete the mandatory fields on the page:

- Case Subject: Enter a brief description of the issue or request
- Account: Automatically populated. If you are a contact entitled to more than one account, the field drop down values displays all of your entitled accounts.
- **Contact:** Shows your name
- **Severity:** Choose from the drop down, if applicable. The field defaults to S4. Only Severity 3 and Severity 4 cases may be created in the portal.
- **Case Email:** The field shows your primary email by default. You may choose an alternate email from the drop down, if applicable.
- **Product Family:** Choose from the drop down. This field shows the product families associated to the products that your company has active support contract for.
- **Product:** Choose from the drop down. The values are populated based on the Product Family and service contract.

- Category:
  - Technical Support: To request assistance with product issue. (Default value)
  - *Request:* Used to submit a request for documentation, training, or feature request.
  - PMD (Post Mortem Dump): Used when requesting Commscope Technical Support to determine why a CMTS card, such as the E6000; reset occurred and the customer has PMD files that need to be analyzed. This case type should only be used when attaching PMD files to the case. In the My Support portal, you will attach your PMD files in the Attachments section of the case.
- **Customer Internal Case #:** Enter your company internal case/ticket number, if applicable.
- **Description:** Enter the appropriate information. Include as much detail as possible.

When finished completing information in the fields, click the **Submit** button. The *Case Summary* page appears with message "Thank you for contacting CommScope Technical Support. Your Case number for this request is BBN – CSxxxxxxxxx. See below if you would like to include additional details on your case:"

To return to the *Case Management* page without saving your information, click **Cancel**.

Review your *Case Details*. You can use the **Interested Parties** section to add contacts to receive email updates about your case. If you have attachments, you can add them in the **Attachments** section. If you have comments, you can add them in the **Timeline** before submitting the case.

Thank you for contacting CommScope Technical Support. Your Case number for this request is BBN -CS2312501769. See below if you would like to include additional details to your case:

| Details                                          |      |                               |               |                      |
|--------------------------------------------------|------|-------------------------------|---------------|----------------------|
| Case Subject<br>CASMR Restarting                 |      |                               |               |                      |
| Account *<br>TECH SVC DOMESTIC TRIALS            |      | Contact<br>SUSAN TESTER       |               |                      |
| Severity<br>S3                                   |      | Case Email<br>your email here | ~             |                      |
| Product Family                                   |      | Category<br>Tochoical Support |               |                      |
| Product                                          |      | Customer Internal Case #      |               |                      |
| CASMR<br>Description                             |      |                               |               |                      |
| CASIMIK IS randoning restarting at 10 p.m. dang. |      |                               |               |                      |
| nterested Parties                                |      |                               |               |                      |
|                                                  |      |                               | Add           | lew Interested Party |
| Contact Email Address 🕇                          | Not  | fication Subscription         |               |                      |
| There are no records to display.                 |      |                               |               |                      |
| Attachments                                      |      |                               |               |                      |
| File Name : Uploaded Bu                          | : Us | load Date : Descriptio        | IN            | New Attachment       |
| There are no records to display.                 |      |                               |               |                      |
| Email Messages                                   |      |                               |               |                      |
| Subject                                          | То   | Modif                         | fied On 🕂 🛛 I | Direction            |
| There are no records to display.                 |      |                               |               |                      |
|                                                  |      |                               |               |                      |
| Fimeline                                         |      |                               |               |                      |
|                                                  |      |                               |               | Add Comment          |
|                                                  |      |                               |               |                      |
| There are no activities to display.              |      |                               |               |                      |

Once you submit your case, it is assigned to a member of the CommScope Technical Support Team for processing. You can track the case in the portal under **Case Management**.

| 🕈 Kno        | wledge Base                    | Case Management  | Entitleme       | nt                 |                      |          |                       |             |                         | Q                  |  |
|--------------|--------------------------------|------------------|-----------------|--------------------|----------------------|----------|-----------------------|-------------|-------------------------|--------------------|--|
| Home   Case  | Management                     |                  |                 |                    |                      |          |                       |             |                         |                    |  |
| Case N       | lanager                        | nent             |                 |                    |                      |          |                       |             |                         |                    |  |
|              |                                |                  |                 | Advanced           | Search 🗸             |          |                       |             |                         |                    |  |
| 📕 All Cases+ |                                |                  | S               | earch Cases        |                      | ۹.       | Open a New Cas        | e           | Open An RMA Case        | Export             |  |
| Case Number  | Account                        | Subject          | Contact         | Status             | Category             | Severity | Created On<br>↓       | Close<br>On | ed Customer<br>Ticket # | Legacy<br>Case ID# |  |
| CS2312501769 | TECH SVC<br>DOMESTIC<br>TRIALS | CASMR Restarting | SUSAN<br>TESTER | Open -<br>New Case | Technical<br>Support | S3       | 12/12/2023<br>7:46 AM |             |                         | ~                  |  |

## **Adding Additional Case Information**

You can add additional information to your case once it has been submitted. You can add additional information to your case from the confirmation page that your case has been submitted or from <u>Case Management</u>.

Interested Parties – Interested parties sends an emails to additional users with case information.

**Note**: Email addresses entered are not validated as contacts to your company entitlements. You cannot add emails with commscope.com to interested parties.

To add Interested Parties:

- a. Click Add Interested Party. The Create box appears.
- b. In the Contact Email address field, type in email of the interested party. Type in only one email address.
- c. In the Subscription Notification field, select option of either Case Opened/Closed or All Notifications
- d. Press **Submit** to save the Interested Party to save the Interested Party to the case. You may press **x** button at top right of Create box to close without saving Interested Party to the case.

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| Cre          | ate                                                                                                                | × |   |
|--------------|--------------------------------------------------------------------------------------------------------------------|---|---|
|              | Contact Email Address *                                                                                            | _ |   |
|              | interested.party_email address here                                                                                |   |   |
|              | Notification Subscription *                                                                                        |   |   |
|              | Case Open/Closed 🗸                                                                                                 |   |   |
|              | Case Open/Closed                                                                                                   |   |   |
|              | All Notifications                                                                                                  |   |   |
|              |                                                                                                                    |   |   |
|              |                                                                                                                    |   |   |
|              |                                                                                                                    |   |   |
|              |                                                                                                                    |   |   |
|              |                                                                                                                    |   |   |
| <b>G</b> Cre | eate                                                                                                               |   |   |
| <b>ઈ</b> Cre | eate                                                                                                               |   |   |
| Cre          | Contact Email Address *                                                                                            |   | : |
| <b>C</b> re  | Contact Email Address *<br>interested.party email address here                                                     |   |   |
| <b>C</b> Cre | Contact Email Address *<br>interested.party.email.address.here<br>Notification Subscription *                      |   |   |
| Cre          | Contact Email Address *<br>interested.party.email.address.here<br>Notification Subscription *<br>Case Open/Closed  | ~ | 3 |
| <b>C</b> Cre | Contact Envall Address *<br>interested.party.email.address.here<br>Notification Subscription *<br>Case Open/Closed | ~ | : |

**Attachments** – Attachments can include additional information i.e. log files that will be helpful in diagnosing the issue on your case.

To add attachments:

- a. Click New Attachment. The Upload Attachment box appears.
- b. Select Choose File.
- c. Write a description of your issue in the *Description* box. This is not required, but highly recommended that you add information.
- d. Press **Upload**. A message displays *File is uploading*. When complete, you are returned to the *Attachments* section, which shows the attached file(s).

| Attachments      | 5                     |             |                                |                |
|------------------|-----------------------|-------------|--------------------------------|----------------|
|                  |                       |             |                                | New Attachment |
| File Name        | ↑ Uploaded By         | Upload Date | Description                    |                |
| portalupload.txt | Comms Jones(External) | 01/20/2022  | File attachment for SW Request | Download       |
| < 1 >            |                       |             |                                |                |

Timeline – You can addition comments to your case.

To add comments:

- a. Click on **Add comment**. The *Add a Comment* box appears.
- b. Enter your comment into the comment box.

| Т | imeline                             |             |
|---|-------------------------------------|-------------|
|   | [                                   | Add comment |
|   | There are no activities to display. |             |

c. Press Submit. Your comment appears in the *Timeline*.

| Add a C   | omment ×      |  |
|-----------|---------------|--|
| Coninient |               |  |
|           |               |  |
|           |               |  |
|           |               |  |
|           | Subnit Cancel |  |

d. Once you are finished adding items on this page, click the Update button at the bottom of the page.

# Case Management: Create an RMA (Return Material Authorization) Case

An RMA Case can also be created in the RMA Cases section. RMA cases require different information, such as; part number(s), shipping address, etc. and can be created without an active entitlement.

| Knowledge Base     Case Management | Entitlement RMA Cases | Q                                       |
|------------------------------------|-----------------------|-----------------------------------------|
| Home   Case Management             |                       |                                         |
| Case Management                    |                       |                                         |
|                                    | Advanced Search 🗸     |                                         |
| I≣ All Cases -                     | Search Cases 🧣        | Open a New Case Open An RMA Case Export |
|                                    |                       | Legacy                                  |

## **Creating an RMA Case**

To create an RMA case, click on the Open An RMA Case button. The Open a New Return (RMA) case form will be

#### displayed.

**Note:** There are three pages to this form, all must be completed to submit the case to CommScope.

Enter the following information:

- a. Case Subject
- b. Account

If you are already associated with an account in the CommScope system, click the down arrow to select the account.

- c. Your name and email will be prepopulated from your My CommScope account
- d. Severity of S3 will be prepopulated. You can change that to an S4.

Note: For High Severity cases, S1 or S2, call CommScope Technical Support

- e. The Category will be prepopulated with RMA Request
- f. Enter a Customer Internal Case #, if applicable
- g. Enter a Description. Please add as much information as possible
- h. The Shipping Contact information will be populated with your contact information. You can change this, if needed.

Open a New Return (RMA) case

| Your name here<br>egory<br>RMA Request | ~                     | Your email here<br>Custonier Internal Case # |                                       |
|----------------------------------------|-----------------------|----------------------------------------------|---------------------------------------|
| egory<br>IMA Request                   | ~                     | Customer Internal Case #                     |                                       |
| RMA Request                            | ~                     |                                              |                                       |
|                                        |                       |                                              |                                       |
|                                        |                       |                                              |                                       |
| polog Copiari Nuo-bor                  |                       | Chipping Excell                              |                                       |
| pping contact Number                   |                       |                                              |                                       |
|                                        |                       |                                              |                                       |
|                                        |                       |                                              | ~                                     |
|                                        | pping Contact Nuniber | pping Contact Number                         | pping Contact Number Shipping Email • |

i. Select a Ship To Address, using the down arrow. If the correct one is not available, click Add New Address

- Adding a new Shipping Address
  - Enter the Shipping Company Name
  - Type a full or partial address an hit Enter
  - The system will search for an address matching your details. Select the appropriate address

Add a New Shipping Address

| Shipping Company *   | Type Partial / Full Address *          |
|----------------------|----------------------------------------|
| COMMSCOPE            | 1825 NW 167th PI                       |
| Shinning Address 1 * | 9 1825 NW 167th PI Beaverton, DR, USA  |
| Shipping Address 1   | 1825 NW 167th PI Trenton, FL, USA      |
|                      | 9 1825 NW 167th PI Reddick, FL, USA    |
| Shipping State       | 1825 NW 167th PI High Springe, FL, USA |
|                      | 1825 NW 167th PI Alachua, FL, USA      |
|                      | powered by Google                      |

The Shipping Address 1, Shipping City, Shipping State, Shipping Country and Shipping Postal Code will populate based on what you entered.

- j. Enter the Captcha code from the displayed image
- k. Click Save and Next

At the top of the page you will see CSxxxxxxxx – Search and Add Serial Numbers Note: The case has not been submitted.

#### Move on to complete the following fields on this page

I. Enter one or more serial numbers in the Enter Serial Number: box. Separate numbers by a line

Alternatively, you can download the Excel Template, fill it out then upload it here using Choose File to import it.

| CS2312501812 - Search and Add Serial Num                                                                                                                                                             | bers                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Note:The case has not been submitted.                                                                                                                                                                |                                                                     |
| You can enter serial numbers as comma-separated values / a single value per lines to find product<br>Also you can upload an Excel file to populate the Serial Numbers.We provide a downloadable Exce | detail.<br>I template that you can use to format the uploaded file  |
| Enter Serial Number:<br>12345<br>6789<br>Search                                                                                                                                                      | Option 2<br>© Download Excel Template<br>Choose File No file chosen |

m. Click Search

- n. The parts Warranty Details will be displayed
- o. Select the Part(s) you need replaced.

If this part has open RMAs on it, already they will be displayed when you select the part

| Warranty Details                                                               |                                       |                               |                                             |                                                               | ×                   |
|--------------------------------------------------------------------------------|---------------------------------------|-------------------------------|---------------------------------------------|---------------------------------------------------------------|---------------------|
| Serial Number Mfg SerialNo I                                                   | Item Number Description               | Warranty Status War           | anty Type Shipment Date Warranty Expiration | Repair Warranty Expiration<br>Date Last Repair Ship Date Date | Problem Description |
| 12345     1                                                                    | FFHH-65C-R3 ANT-4L8, 4H8, 65DE0, 3RET | Warranty Not Available in SAP |                                             |                                                               |                     |
| Alert : Below is the list of open RMA cases in which the Serial Number exists. |                                       |                               |                                             |                                                               |                     |
| RMA Case Number                                                                | RMA Case Contact Name                 |                               | RMA Case Status                             | RMA Status                                                    |                     |
| C\$2310501397                                                                  | SUSANP TESTING                        |                               | Open - New Case                             |                                                               |                     |
| C\$2311501411                                                                  | SUSANP TESTING                        |                               | Open - New Case                             |                                                               |                     |

- p. Enter a Problem Description
- q. Click Add to Case
- r. The Product Details will populate with the part information
- s. Click Save and Next

At the top of the next page you will see *This case has not been submitted to CommScope Support. Please review the information below and click on the submit button.* 

t. Verify the information you have entered

If you need to make changes, click Back at the bottom of the page

- u. If you would like to add additional information; such as; Interested Parties and Attachments, you can do so here. Instructions can be found <u>here</u>. You can add this information later, as well.
- v. If you are finished adding information, click Submit at the bottom of the page

You will be taken to the Case Management page with your new case listed with in the table.

# Case Management and RMA Cases: View and Update Cases

You can manage Technical Support cases on the portal for which you are an entitled contact. For RMA cases, you can view and manage cases for the same Account. The *Case Management* page has the following options:

- Manage case
- Quick View
- Advanced Search allows you to filter Cases by specific parameters, such as the date the case was opened.
- Search Cases allows you to search field for information within the columns displayed in the cases table.
- Export Case List allows you to export your case list in MS Excel (xlsx) format.
- View Case Details allows you to see case communications and portal comments submitted by you or CommScope Technical Support.

The default view for the cases displayed is *All Cases*. The *All Cases* view will show you all active cases and cases closed in the last 90 days.

You can click on the down arrow next to *All Cases* and choose to *View Active Cases, Closed Cases, or Not Submitted Cases.* The *Closed Case* view will display cases closed in last 90 days

The Case Management page includes the following information for each case:

- Case Number
- Account
- Subject
- Contact
- Status
- Category
- Severity
- Created On
- Closed On
- Customer Ticket #
- Legacy Case ID (legacy Ask ARRIS Case ID)

### Case Management

|              |                                |                  |                 | Advanced           | Search 🗸             |          |                       |              |                      |                    |
|--------------|--------------------------------|------------------|-----------------|--------------------|----------------------|----------|-----------------------|--------------|----------------------|--------------------|
| 📕 All Cases+ |                                |                  | S               | earch Cases        |                      | ٩        | Open a New Cas        | ie (         | Open An RMA Cas      | e Export           |
| Case Number  | Account                        | Subject          | Contact         | Status             | Category             | Severity | Created On<br>↓       | Closed<br>On | Customer<br>Ticket # | Legacy<br>Case ID# |
| CS2312501769 | TECH SVC<br>DOMESTIC<br>TRIALS | CASMR Restarting | SUSAN<br>TESTER | Open -<br>New Case | Technical<br>Support | S3       | 12/12/2023<br>7:46 AM |              |                      | ~                  |

You can view case details and edit cases by clicking on the blue highlighted Case Number.

| CS2312501769 View details<br>DOMESTIC<br>TRIALS | CASMR Restarting | SUSAN<br>TESTER | Open -<br>New Case | Technical<br>Support | S3 | 12/12/2023<br>7:46 AM | ~ |
|-------------------------------------------------|------------------|-----------------|--------------------|----------------------|----|-----------------------|---|
|-------------------------------------------------|------------------|-----------------|--------------------|----------------------|----|-----------------------|---|

This will bring up the Case page. The Case page gives you the following options to view and update your case:

• **Details** – View case details. You may add or modify your *Customer Internal Case #* here.

### BBN - CS2312501769

| Open - New Case                       |                                 |
|---------------------------------------|---------------------------------|
| Details                               |                                 |
| Case Subject<br>CASMR Restarting      |                                 |
| Account *<br>TECH SVC DOMESTIC TRIALS | Contact<br>SUSAN TESTER         |
| Severity<br>S3                        | Case Email<br>Your email here 🗸 |
| Product Family<br>Conditional Access  | Category<br>Technical Support   |
| Product<br>CASMR                      | Customer Internal Case #        |
|                                       |                                 |

#### Description

CASMR is randomly restarting at 10 p.m. daily.

a. Interested Parties – Interested parties sends an emails to additional users with case information.

Note: Email addresses entered are not validated as contacts to your company entitlements. You cannot add emails with commscope.com to interested parties.

#### **To add Interested Parties:**

a. Press Add New Interested Party.

| Interested Parties               |                           |                          |
|----------------------------------|---------------------------|--------------------------|
|                                  |                           | Add New Interested Party |
| Contact Email Address 🕈          | Notification Subscription |                          |
| There are no records to display. |                           |                          |

b. Enter the email address of another contact that you would like to have case updates sent to.

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| Contact Email Address *     |   |
|-----------------------------|---|
|                             |   |
|                             |   |
| Notification Subscription * |   |
| Case Open/Closed            | ~ |

c. Press Submit. The Interested Parties section is updated with the new contact.

Interested Parties

|                         |                           | Add New Interested Party |
|-------------------------|---------------------------|--------------------------|
| Contact Email Address 🕇 | Notification Subscription |                          |
| tech.tester@tech.com    | Case Open/Closed          | ~                        |

×

b. **Attachments** – Attachments can include additional information i.e. log files that will be helpful in diagnosing the issue on your case. More than one attachment can be added.

To add attachments:

- a. Click New Attachment. The Upload Attachment box appears
- b. Select Choose File
- c. Write a description of your issue in the *Description* box. This is not required, but highly recommended
- d. Press **Upload**. A message displays *File is uploading*. When complete, you are returned to the Attachments section, which shows the attached file(s)

To download a file, press the **Download** button to the right of the file name.

| Attachment       | s                     |             |                                |                |
|------------------|-----------------------|-------------|--------------------------------|----------------|
|                  |                       |             |                                | New Attachment |
| File Name        | ↑ Uploaded By         | Upload Date | Description                    |                |
| portalupload.txt | Comms Jones(External) | 01/20/2022  | File attachment for SW Request | Download       |
| < 1 >            |                       |             |                                |                |

c. Email Messages – This section displays email communications for your case

Email Messages Subject To Sent/Received On ↓ Direction CommScope Support Case BBN - CS2312501769 created for TECH SVC DOMESTIC TRIALS for CASMR Restarting TrackID:034530056816 Utgoing

- d. **Timeline** Displays comments you have added and those that are added by CommScope Technical Support. To add a Comment:
  - a. Click Add Comment
  - b. Enter your comment
  - c. Click Submit

|                                     | Add a C | omment           |        | ×   |             |
|-------------------------------------|---------|------------------|--------|-----|-------------|
| Timeline                            | Comment | adding a comment |        |     |             |
|                                     |         |                  |        | li  | Add Comment |
| There are no activities to display. |         |                  | Submit | :el |             |

d. Click Update Case – The case status is changed to Open-Updated in the CommScope CRM. When you refresh your browser, you will see that the status is changed to Open – Updated. CommScope Technical Support receives the case update.

| Timeline                                                                                               |             |
|--------------------------------------------------------------------------------------------------------|-------------|
|                                                                                                        | Add Comment |
| Iess than a minute ago     adding a comment       Modified on 12/13/2023 12:52 PM     adding a comment |             |
| Update Case Back                                                                                       |             |
| BBN - CS2312501769                                                                                     |             |
| Open - Updated                                                                                         |             |
| Details                                                                                                |             |
| Case Subject<br>CASMR Restarting                                                                       |             |

## **Case Management: Request Case Closure**

You can request that your case be closed with some preset reasons and add additional details when making the request.

- 1. Click on the Case link in Case Management or RMA Cases
- 2. Scroll to the bottom of the page and click **Close Case**
- 3. Select the appropriate Reason

If you select the Reason = Other, the Close Request Details becomes mandatory



#### 4. Click Update

The case is saved and the case status is changed to **Open – Resolved.** CommScope Technical Support receives the case update and will review it before officially setting the case status to *Closed - Resolved*.

**Note**: Once CommScope Technical Support sets the case status to *Closed*, you cannot request to re-open the case from the portal.

| BBN - CS2312501769 |  |  |
|--------------------|--|--|
| Open - Resolved    |  |  |
| Saved              |  |  |
| Details            |  |  |
| Case Subject       |  |  |

CASMR Restarting

## **Using Advanced Search**

Advanced Search allows you to filter your cases by specific parameters. The same search parameters are available in

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#### the Case Management and RMA Cases sections.

#### 1. Click Advanced Search

#### Case Management

|               |                   | Adva           | nced Search 🗸                     |                                                  |
|---------------|-------------------|----------------|-----------------------------------|--------------------------------------------------|
| Severity      | Category          | Status Reason  | Functional Location               | n Account                                        |
| □ <b>S</b> 1  | Technical Support |                | ~                                 | ~                                                |
| □ <b>S</b> 2  | RMA Request       |                |                                   |                                                  |
| □ S3          | Request           |                |                                   |                                                  |
| □ S4          | PMD               |                |                                   |                                                  |
| Created Da    | te                |                | Close Date                        |                                                  |
|               |                   |                |                                   | Clear Filter                                     |
| 📕 All Cases 🗸 |                   |                | Search Cases                      | Q Open a New Case Export                         |
| Case Number   | Account Subject   | Contact Status | Created<br>Category Severity On ↓ | 1 Customer Legacy<br>Closed On Ticket # Case ID# |

- 2. Filter by Severity: Check the boxes with the severities you want included in your search
  - Severity s1 s2 s3 s3 s4
- 3. Filter by Category: Check the boxes with the categories you want included in your search
  - Category
  - Technical Support
  - RMA Request
  - Request
  - D PMD

4. **Filter by Status Reason:** Choose one reason from the drop-down menu. Only active/open status reasons are included in the drop down. If you want to view closed cases, use the *Close Date* field.



5. Filter by Functional Location: Choose from the drop-down menu. You may choose one *Functional Location* from the values to filter cases for.

| Functional Location       |   |
|---------------------------|---|
| ~                         |   |
|                           |   |
| ARRIS SUPPORT-HURSHAW, PA |   |
|                           |   |
|                           |   |
|                           |   |
| ARRIS-ENGLEWOOD CO        |   |
| ARRIS-HORSHAM, PA         | 1 |
| ARRIS-KIRKLAND, WA        |   |
| ARRIS-LAB-SUWANEE, GA     |   |
| ARRIS-LISLE, IL           |   |
| ARRIS-LOWELL, MA          |   |
| ARRIS-NOC-SUWANEE, GA     |   |
| ARRIS-SAN DIEGO, CA       |   |
| ARRIS-SANTA CLARA, CA     |   |
| ARRIS-SHENZHEN, CHINA     |   |
| ARRIS-STATE COLLEGE, PA   |   |
| ARRIS-SUWANEE, GA         |   |
| ARRIS-WALLINGFORD, CT     |   |
| ARRIS-WESTBOROUGH, MA     | - |
|                           |   |

- 6. **Filter by Created Date**: This filter allows you to include cases created on a certain day. You can also set a custom range. Choose from the drop-down menu. To set a custom range:
  - a. Click on the first date to set the start of the range
  - b. Click on the second date to set the end of the range
  - c. Click Apply to apply the filter.

| ireated Date<br>≡ |    |    |    |       |    |    |       |         |       |       |       |       |    |     |
|-------------------|----|----|----|-------|----|----|-------|---------|-------|-------|-------|-------|----|-----|
| -Select Option-   | <  |    | Ja | an 20 | 22 |    |       |         |       | F     | eb 20 | 22    |    | >   |
| Today             | Su | Мо | Tu | We    | Th | Fr | Sa    | Su      | Мо    | Tu    | We    | Th    | Fr | Sa  |
| Yesterday         | 26 | 27 | 28 | 29    | 30 | 31 | 1     | 30      | 31    | 1     | 2     | 3     | 4  | 5   |
| Previous 7 Days   | 2  | 3  | 4  | 5     | 6  | 7  | 8     | 6       | 7     | 8     | 9     | 10    | 11 | 12  |
| Previous 30 Days  | 9  | 10 | 11 | 12    | 13 | 14 | 15    | 13      | 14    | 15    | 16    | 17    | 18 | 1   |
| Previous Month    | 16 | 17 | 18 | 19    | 20 | 21 | 22    | 20      | 21    | 22    | 23    | 24    | 25 | 20  |
| This Year         | 23 | 24 | 25 | 26    | 27 | 28 | 29    | 27      | 28    | 1     | 2     | 3     | 4  | 5   |
| Last year         | 30 | 31 | 1  | 2     | 3  | 4  | 5     | 6       | 7     | 8     | 9     | 10    | 11 | 12  |
| Custom Range      |    |    |    |       |    |    |       |         |       |       |       |       |    |     |
|                   |    |    |    |       |    |    | 01/19 | /2022 - | 01/29 | /2022 | C     | ancel | A  | nni |

- 7. Filter by Closed Date: This filter allows you to include cases created on a certain day. You can also set a custom range. Choose from the drop-down menu. To set a custom range:
  - a. Click on the first date to set the start of the range
  - b. Click on the second date to set the end of the range
  - c. Click **Apply** to apply the filter.

| ( | Close Date       |    |    |    |       |    |    |       |         |        |      |       |       |    |      |
|---|------------------|----|----|----|-------|----|----|-------|---------|--------|------|-------|-------|----|------|
| ļ | <b>I</b>         |    |    |    |       |    |    |       |         |        |      |       |       |    |      |
|   | Select Option    | <  |    | Ja | in 20 | 22 |    |       |         |        | Fe   | eb 20 | 22    |    | >    |
|   | Today            | Su | Мо | Tu | We    | Th | Fr | Sa    | Su      | Мо     | Tu   | We    | Th    | Fr | Sa   |
|   | Yesterday        | 26 | 27 | 28 | 29    | 30 | 31 | 1     | 30      | 31     | 1    | 2     | 3     | 4  | 5    |
|   | Previous 7 Days  | 2  | 3  | 4  | 5     | 6  | 7  | 8     | 6       | 7      | 8    | 9     | 10    | 11 | 12   |
|   | Previous 30 Days | 9  | 10 | 11 | 12    | 13 | 14 | 15    | 13      | 14     | 15   | 16    | 17    | 18 | 19   |
|   | Previous Month   | 16 | 17 | 18 | 19    | 20 | 21 | 22    | 20      | 21     | 22   | 23    | 24    | 25 | 28   |
| F | This Year        | 23 | 24 | 25 | 26    | 27 | 28 | 29    | 27      | 28     | 1    | 2     | 3     | 4  | 5    |
|   | Last year        | 20 | 21 | 1  | 2     | 2  | 4  | -5    | 8       | 7      |      | 0     | 10    |    | 12   |
| 1 | Custom Range     | 50 |    | 1  | 2     | 2  | 4  | 2     |         | 1      | 9    | 9     | .0    |    | 144  |
|   |                  |    |    |    |       |    |    | 01/19 | /2022 - | 01/29/ | 2022 | C     | ancel | A  | pply |

## **Knowledge Base**

The *Knowledge Base* page allows you to search articles based upon the product support that you are entitled to. You can rate and provide feedback on the articles.

## **Knowledge Base: Search**

In the Search box, you can type in text in the search box to search for knowledge articles related to that text.

In the Product box, you can select a product from the drop-down list. The list of products displayed will be based on support products you are entitled to.

You can use the Search box and the Product box to filter search for the text typed in the Search box and the product selected in the Product field.

| My Support<br>Explore the Knowledge Base, manage your Cases and view your Entitlements      |                |
|---------------------------------------------------------------------------------------------|----------------|
| < back to My CommScope                                                                      |                |
| Rowledge Base Case Management Entitlement                                                   | ٩              |
| Home   Knowledge Base                                                                       |                |
| Knowledge Base                                                                              |                |
| Please provide feedback on articles so we may continue to evolve your knowledge experience. |                |
| Search Product                                                                              |                |
| MAC address C4                                                                              | Q Clear        |
| Search Results 5 results found Knowledge Base Title                                         | Published Date |
| Subscriber Side ARP/DHCP/ND Throttling                                                      | 09/02/22 02:58 |
| CMTS Log message: Wrong State, SM[wrongStateFortMACMgmtMsg()]- msgType: 24                  | 09/02/22 02:58 |
| Debugging DHCPv6 Prefix Delegation                                                          | 09/02/22 02:57 |
| How to View Service Class Names That Cable Modems Are Using                                 | 09/02/22 02:52 |
| C4 CMTS CPE MAC address theft prevention mechanism                                          | 09/02/22 02:51 |
| < 1 >                                                                                       |                |

## **Knowledge Base: View and Provide Feedback on Article**

#### To view an article:

Click on the Knowledge Base Title (hyperlink in blue font). The article will be displayed with the title at the top followed by Symptom section and Details section.

Below the Article title, you can view the star rating of the article. If it has not been rated by previous viewers, there will be no stars. The number of times that the article has been viewed is displayed, as well.

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#### To rate and provide feedback on an article:

Under the Rate Your Experience section; select the number of stars to rate this article. One star is the lowest rating with 5 stars being the highest.

**Add a comment.** Type your comments in the "Comment box. Press the Post a Comment button to have your comments submitted. Your feedback will be recorded on the article for our Knowledge Team to review.

If the article does not help you resolve your issue, you can open new case by clicking on the **Open a New Case** button. The Open a New case form will be displayed.

| Open a New Case                                       |                                                        |
|-------------------------------------------------------|--------------------------------------------------------|
| Rate your Experience<br>How helpful was this article? |                                                        |
| Add a comment                                         |                                                        |
| * Comment                                             | $\begin{array}{c c c c c c c c c c c c c c c c c c c $ |
|                                                       |                                                        |
|                                                       |                                                        |
|                                                       |                                                        |
|                                                       |                                                        |
|                                                       |                                                        |
|                                                       | Post comment                                           |

# **Entitlements**

Entitlements are the support/service contracts that your company has with CommScope. The *Entitlements* page allows you to view your individual entitlement(s) that define the type of support that you are entitled to.

#### **Entitlements: View**

T

By default, Entitlements shows active entitlements. You can change your settings to view expired entitlements.

| Entitlements                  |                   |                                      |               |                    |        |           |            |   |
|-------------------------------|-------------------|--------------------------------------|---------------|--------------------|--------|-----------|------------|---|
| View and lookup the status of | f your Entitlemen | t that define the type of support an | d details tha | t you are entitled | to.    |           |            |   |
|                               |                   | Advanced S                           | earch 🗸       |                    |        |           |            |   |
| I≣ Active Entitlements -      |                   |                                      |               |                    |        |           |            |   |
| ECH SVC DOMESTIC TRIALS       | 80000             | SVC CTRCT; SUPPORT E6000             | Active        | 7686TE             | 801169 | 12/1/2021 | 11/29/2022 | ~ |
| ECH SVC DOMESTIC TRIALS       | 99999             | SVC CTRCT; SUPPORT E6000             | Active        | 10203              | 801169 | 1/11/2021 | 12/30/2022 | ~ |

#### To view active and expired entitlements:

Click Active Entitlements. You can change the filter to see All Entitlements or Inactive Entitlements.



#### Advanced Search allows you to search by Start Date or End Date.

#### Entitlements

View and lookup the status of your Entitlement that define the type of support and details that you are entitled to.

|                         | Advanced Search 🗸 |              |
|-------------------------|-------------------|--------------|
| Start Date              | End Date          |              |
|                         |                   |              |
|                         |                   | Clear Filter |
| E Active Entitlements - |                   |              |