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COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

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Version 1.6

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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 https://www.commscope.com/contact-us/contact-arris/. 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 https://mysupport.commscope.com. You are asked to sign in with your CommScope membership account.
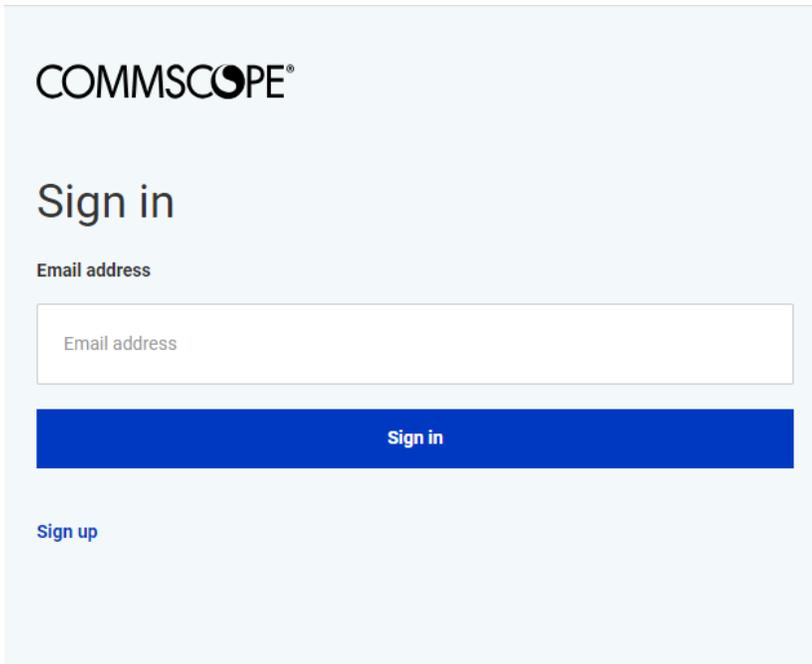
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Sign in

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 http://commscope.com 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

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.
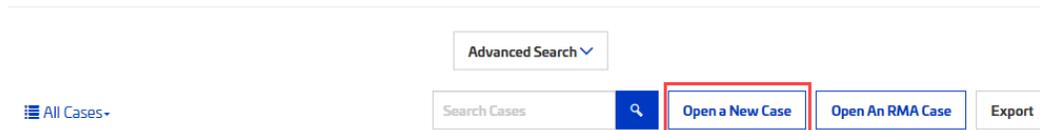
Open a new case

* indicates a required field

Case Subject *

Account *

Contact

> Your name here

Severity *

> S3

High Severity cases cannot be created on the customer portal. A phone call is required for these types of cases due to Service Level Agreements (SLA). Any support case opened on the portal will be responded to during normal business hours. The SLA response time for portal cases is one-business day.

Case Email *

> Your email here

Product Family *

Product *

Category *

Customer Internal Case #

Description *

Submit   **Cancel**

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 – CSxxxxxxxxxx. 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:

Open - New Case

Details

Case Subject
CASMR Restarting

Account *	**Contact**
TECH SVC DOMESTIC TRIALS	SUSAN TESTER
Severity	**Case Email**
S3	your email here ⌄
Product Family	**Category**
Conditional Access	Technical Support
Product	**Customer Internal Case #**
CASMR	

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

Interested Parties

[Add New Interested Party]

Contact Email Address ↑	Notification Subscription
There are no records to display.	

Attachments

[New Attachment]

File Name	:	Uploaded By	:	Upload Date	:	Description	:	:
There are no records to display.								

Email Messages

Subject	To	Modified On ↓	Direction
There are no records to display.			

Timeline

[Add Comment]

There are no activities to display.	

[Update Case]

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**.
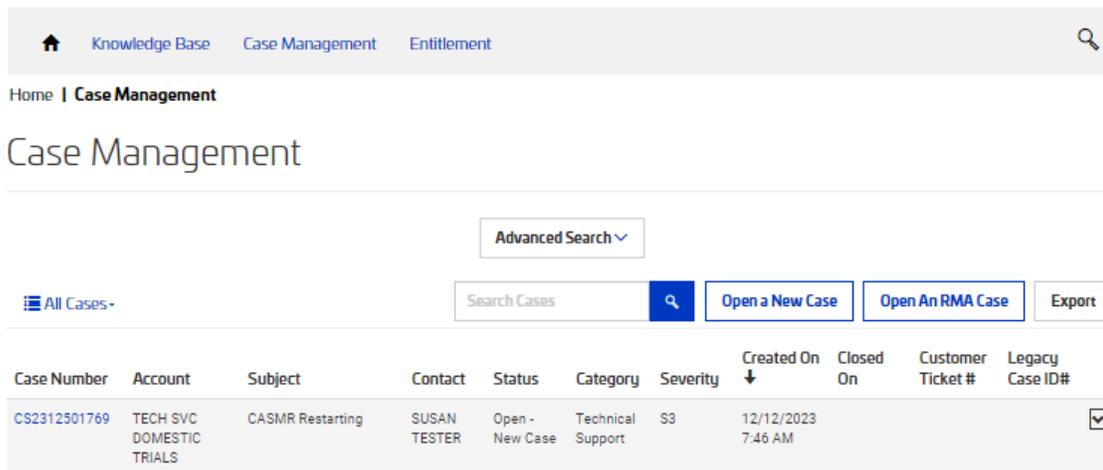
Adding Additional Case Information

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 **Case Management**.

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.

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).

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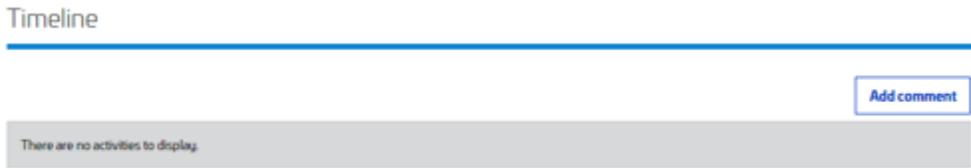
c. Press **Submit**. Your comment appears in the *Timeline*.

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.
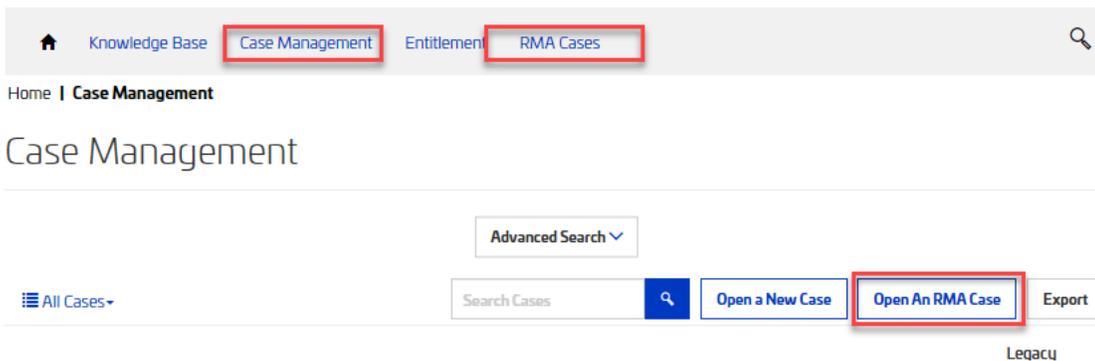
Creating an RMA Case

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.

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

- o 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

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 **CSxxxxxxxxxx – Search and Add Serial Numbers Note: The case has not been submitted.**

Move on to complete the following fields on this page
l. 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.

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

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 [here](#).   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 ▾		Search Cases	🔍	Open a New Case	Open An RMA Case	Export

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On ↓	Closed On	Customer Ticket #	Legacy Case ID#	
CS2312501769	TECH SVC DOMESTIC TRIALS	CASMR Restarting	SUSAN TESTER	Open - New Case	Technical Support	S3	12/12/2023 7:46 AM				⌄

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

CS2312501769	View details										
	DOMESTIC TRIALS	CASMR Restarting	SUSAN TESTER	Open - New Case	Technical Support	S3	12/12/2023 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
CASMR Restarting

Account *	**Contact**
TECH SVC DOMESTIC TRIALS	SUSAN TESTER
Severity	**Case Email**
S3	Your email here
Product Family	**Category**
Conditional Access	Technical Support
Product	**Customer Internal Case #**
CASMR	

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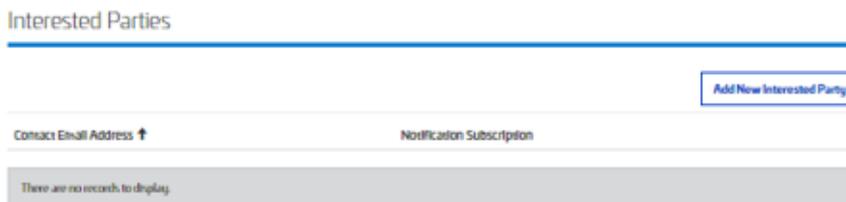
b. Enter the email address of another contact that you would like to have case updates sent to.

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

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.

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

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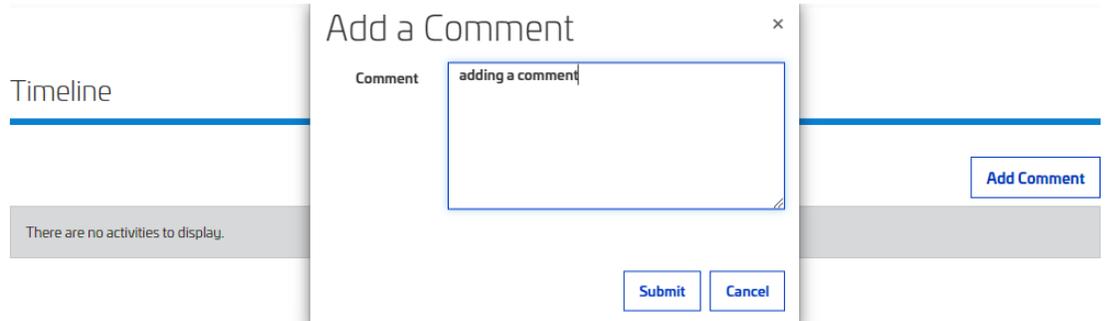
 d. Click **Update Case – The case status is changed to Open-Updated in the CommScope CRM.** When you refresh your browser, you will see that the status is changed to *Open – Updated*. CommScope Technical Support receives the case update.
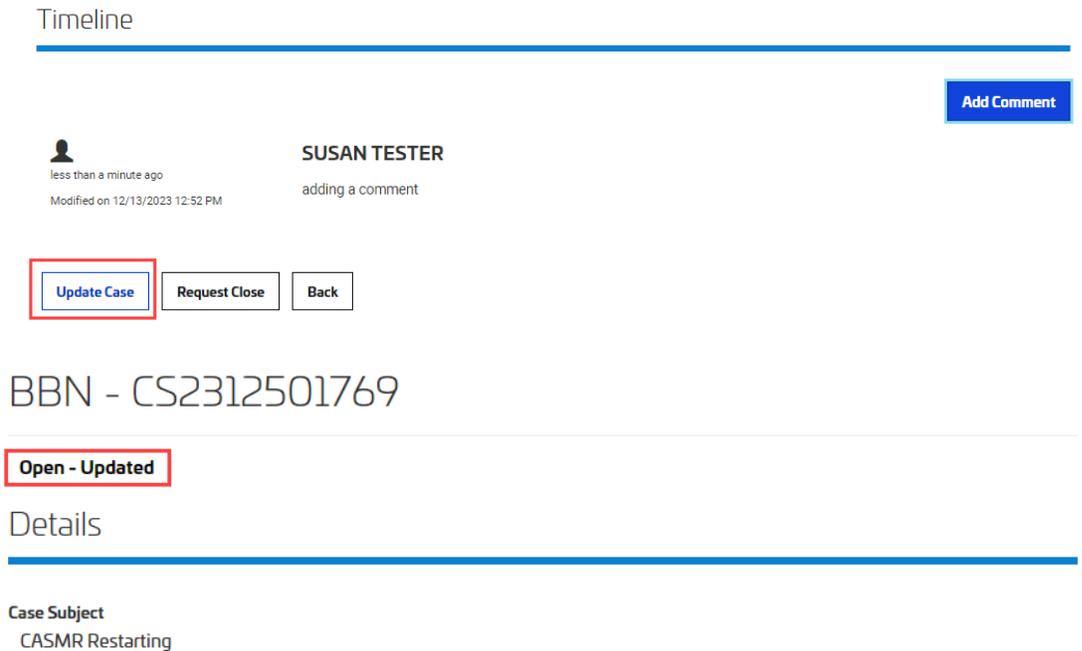
Case Management: Request Case Closure

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

Closure Details

Reason *

Issue Resolved Itself
Not a CommScope Issue
Resolved by CommScope Support
Other

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

the Case Management and RMA Cases sections.

1. Click **Advanced Search**

2. **Filter by Severity:** Check the boxes with the severities you want included in your search

3. **Filter by Category:** Check the boxes with the categories you want included in your search

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.

Status Reason

Open – New Case
Open – Awaiting SW
Open – Awaiting Cust
Open – WIP
Open – Updated
Open – RMA
Open – Eng
Open – Tracking
Open – Resolved
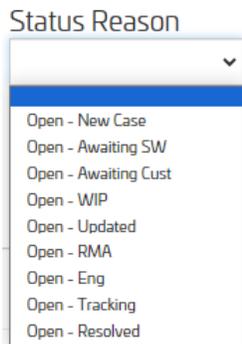
5. **Filter by Functional Location:** Choose from the drop-down menu. You may choose one *Functional Location* from the values to filter cases for.

Functional Location

ARRIS SUPPORT-HORSHAM, PA
ARRIS-Beaverton
ARRIS-BEAVERTON, OR
ARRIS-BOXBOROUGH, MA
ARRIS-DEPLOYMENT
ARRIS-ENGLEWOOD, CO
ARRIS-HORSHAM, PA
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.
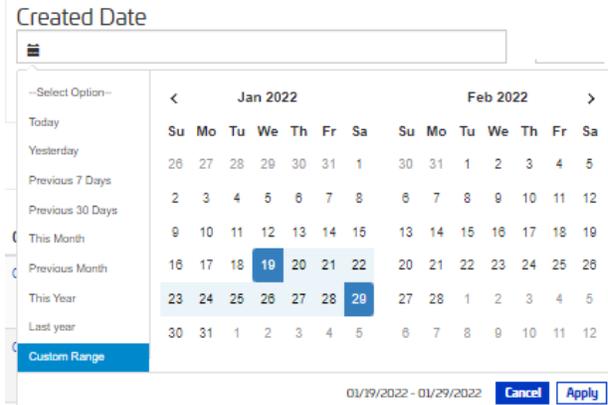
7. **Filter by Closed Date**: This filter allows you to include cases created on a certain day. You can also set a custom range. Choose from the drop-down menu. To set a custom range:
   a. Click on the first date to set the start of the range
   b. Click on the second date to set the end of the range
   c. Click **Apply** to apply the filter.
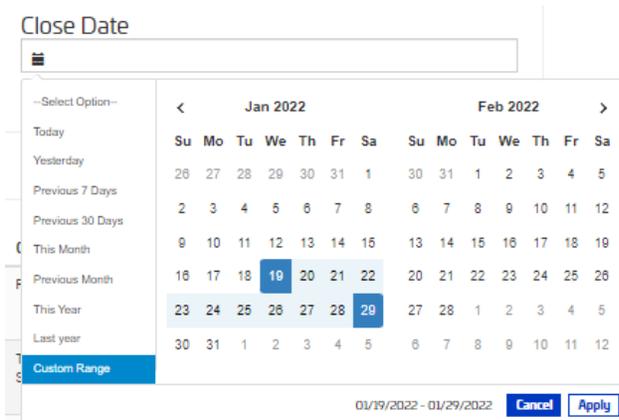
Knowledge Base

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.
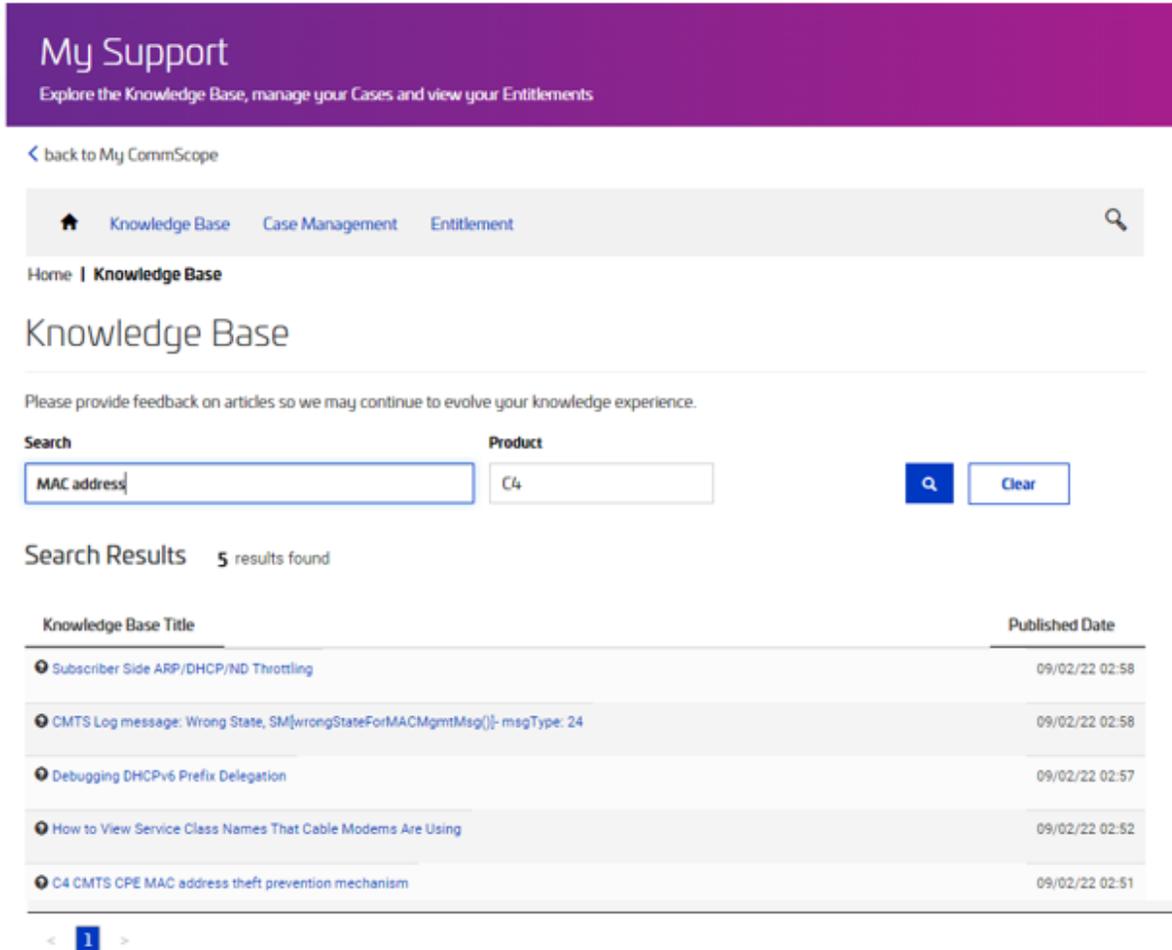
Knowledge Base: View and Provide Feedback on Article

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.

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.

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

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

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*.