

# Cisco Kinetic for Cities的支持请求开放指南

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## 简介

本文档介绍如何联系技术支持中心(TAC)，寻求与Cisco Kinetic for Cities(CKC)相关的问题或问题的帮助。

## 如何提出支持请求(SR)，以便帮助解决与CKC相关的问题或问题？

为了能够向Cisco TAC提交SR，您需要遵循以下步骤：

- Cisco.com(CCO)用户名和密码。  
此处的步骤将向您说明如何创建一个，如果您没有。
- 您的支持合同号。  
此9位数字应由您的销售代表或合作伙伴提供。如果你不知道号码，最好联系他们。

### 步骤1.创建CCO帐户以访问思科服务

如果您已拥有任何其他思科产品或服务的CCO帐户，则可以跳过此步骤，使用步骤中已存在的帐户登录。

要创建新帐户，请导航至<https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui>，然后使用您的个人信息填写表单，如图所示。最好使用您提供的工作电邮和业务地址，以便在后续步骤中加快合同验证。



# Create Account

Already have an account? [Sign In](#)

Email

---

First Name

---

Last Name

---

Country

Select a country or start typing for suggestions



---

Company

---

Password

Create a password

---

Confirm Password

Re-enter your password

---

Would you like updates about Cisco promotions, products and services?

Email

Yes

No

By clicking Register, I confirm that I have read and agree to the [Cisco Online Privacy Statement](#) and the [Cisco Web Site Terms and Conditions](#).

Register

填写完表单后，单击**Register**，然后等待邮件验证到达邮箱。

收到6位代码后，立即以图中所示的形式输入。

# Verify your email

We need to verify your email address

Please enter the code we sent to jens .com

Enter your 6-digit code here

Verify

Didn't get the code? [Resend](#)

Need Help? [Contact Support](#)

如果一切顺利，您已成功创建CCO帐户以访问思科服务。

## 步骤2.将您的支持合同号链接到您的CCO ID

要向您的CCO ID提供授权，以便向思科提交服务请求，需要执行此步骤。

使用：<https://mycase.cloudapps.cisco.com/case>导航至支持案例管理器(SCM)

使用您的现有或新创建的CCO ID登录步骤1。如图所示。



## Log in to your account

Username or email

[Forgot username?](#)

Next

[Create a new account](#)

在下一个屏幕中，如果您收到此消息，则表明尚未有合同链接到您的CCO ID。如果您没有看到该消息，或者您想要向CCO ID添加其他合同，则可以使用以下链接：<https://identity.cisco.com/ui/tenants/global/v1.0/profile-ui/personal>



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[Support](#)

[How to Buy](#)

[Training & Events](#)

[Partners](#)

## Support Case Manager



**x** To create or manage a case, you must have an active service contract linked to your account. Would you like to add one now?

Yes, take me to Support Home

Don't know your service contract number? Call global TAC at:

+1-800-553-2447 (US/Canada, toll free)

+1-408-525-6800 (US/Canada, local charges may apply)

or find TAC in your region

单击是继续。

在下一页的“个人”部分，填写您的地址信息和公司名称，如图所示。

Site Address

Add New Address

Company Phone Number



Job Role

Select job role

Job Level

Select job level

Job Title

Enter your job title

正确填写信息后，导航至“访问管理”部分，如图所示。

## Profile Management



Home



Personal



Security



Settings



Access Management

在访问管理中，单击添加访问，以将您的支持合同与CCO ID链接，如图所示。

Access

Services & Support | Smart Accounts | Ordering | Smart Services | CCIE | Partners | PICA Users

Do you need additional access to services and support? Associate your Cisco Account with your company service contracts, Bill-to IDs, or product serial numbers for either full support or downloads only access.

**Add Access**

Your Current Access | Your Access Requests

Not shown: Contracts with downloads only access

Grant Access for Users From Other Companies

Contract Number Bill-to ID Administrators

- Find Access -

No data available in table

Showing 0 to 0 of 0 entries

For Access Issues

Email

Your Current Access

在Cisco.com上选择TAC和RMA案例创建、软件下载、支持工具和授权内容，如图所示。

## Add Access

X

What type of access are you requesting?

- Software Download, support tools, and entitled content on Cisco.com
- TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com

Your entitlement to services is defined by your contract's coverage terms.

If you are an end customer who purchased a Partner-Branded Service support contract, you are only entitled to Software Download, support tools, and entitled content on Cisco.com, and must contact your Reseller in the event that TAC support or RMA is needed.

Go

在下一页，选择指定合同并输入您从销售代表处收到的合同编号或已与您的订单通信的合同编号，如图所示。

如前所述，如果您没有电话号码，请联系您的销售代表或合作伙伴联系人。

In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.

Bill-to ID(s)



Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID.

OR

Specific Contract(s)

Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts.

Enter service contract number(s) if you have it.

By Service Contract Number(s)

123456789



OR

If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.

By Serial Number



All submitted requests will be reviewed by an administrator.

Submit

By clicking Submit you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#)

Need help?

- You can check your current access from your [Cisco Account Profile](#). To purchase a contract, contact your Cisco Partner or Reseller, Cisco Account Team, or see [Order Services](#).



Chat Now

for live assistance with contract association requests or access issues.

完成这些步骤后，单击**Submit**以提交表单。

添加合同可能需要一段时间，这取决于将CCO ID信息与合同信息链接的难易程度。

如果一切顺利，您应收到一封电子邮件，说明将合同添加到您的CCO ID已获得批准，您可以继续执行步骤3。

### 步骤3.提交CKC支持请求

此过程的最后一步是打开您所有问题/问题的实际SR。

如果您将来想再打开一个，您显然可以跳过前两个步骤并立即开始这个步骤。

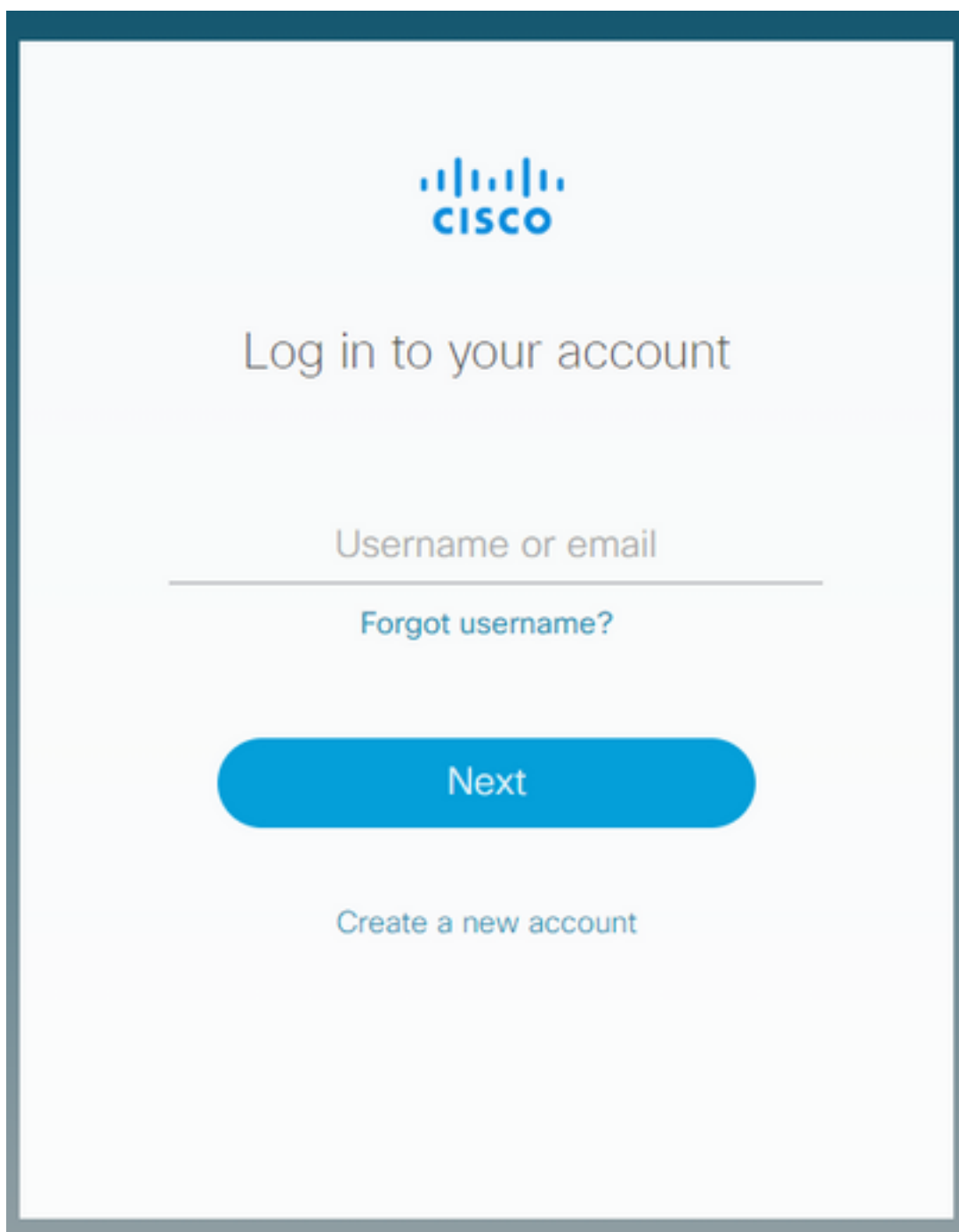
请记住，高严重性问题(S1/S2)只能通过电话打开。

您可以通过这些号码访问思科交互网络(CIN)。 <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>。

确保您的CCO ID、合同号和此技术/子技术已准备就绪，以加快流程。

使用此URL导航至SCM:<https://mycase.cloudapps.cisco.com/case>。

使用步骤1中的CCO ID登录，如图所示。

The image shows a login interface for a Cisco account. At the top center is the Cisco logo, consisting of a stylized signal icon above the word "CISCO". Below the logo, the text "Log in to your account" is displayed in a large, dark font. Underneath this is a text input field with the placeholder text "Username or email". Below the input field is a horizontal line, and below that is a link that says "Forgot username?". A large, blue, rounded rectangular button with the text "Next" is centered below the link. At the bottom of the screen, there is a link that says "Create a new account". The entire login area is enclosed in a dark blue border.

在SCM中，您可以看到您的CCO ID的现有案例。要打开新案例，请单击“Open New Case”按钮，如图所示。

# Support Case Manager

Create and manage support cases for Jens



**Open New Case**

Do you want to open a Webex case?

My Cases All Cases Favorites

Case or Tracking Number

Show  Open Cases  Draft Cases  Closed Cases  Created  Updated **Any Time**

Apply Filters  
More Options

Created	Case	Sev	Status	Summary
---------	------	-----	--------	---------

在下一个屏幕中，如果步骤2一切顺利，您应该能够输入/查找CKC的合同编号。

在列表中，选择任何有效的CKC产品PID（以SC-CIM开头），如图所示。

SCM Home

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Request Type

Diagnose and Fix  Request RMA  Ask a Question

Find Product by Serial Number

Find Product by Service Contract

Product Name (PID) Product Description Site Name Service Contract

20160000000000000000

Advanced Options

Search

Search:

Product		Site		Contract	
Name	Description	Name	Address	Number	Svc. Level
SC-CIM-EV-BAAS	CKC Env Business API as-a-service for 1 year per sensor	10000000000000000000	10000000000000000000	20160000000000000000	SSTCS
SC-CIM-EV-TAAS	CKC Environment as-a-service for 1 year per sensor	10000000000000000000	10000000000000000000	20160000000000000000	SSTCS
SC-CIM-LOC-BAAS	CKC Loc Analytics Business API as-a-service for 1 yr per AP	10000000000000000000	10000000000000000000	20160000000000000000	SSTCS


接下来，为您的SR选择严重性。如前所述，S1和S2问题只能通过电话提交给CIN（请参阅步骤3的开头）。

添加与CKC相关的问题/问题的标题和简要说明，如图所示。



1 Check Entitlement — 2 Describe Problem — 3 Review & Submit

Severity 

Network Down (S1)  Severely Degraded (S2)  Network Impaired (S3)  Ask a Question (S4) 

Loss of Service

Extended loss of 15 seconds or more

Title

CKC - Issue getting environment sensor data for node 123456


59/80 characters

Description

Our CKC instance URL: <https://ckcsandbox.cisco.com/app/?login&client=devnet>  
We are not getting any more data for a specific environment sensor (123456) for the last 45 minutes.

176/32000 characters


Technology

Cisco Suggestions 

OR

Manually select a Technology...

完成后，单击“手动选择技术”，然后按图所示进行选择。

Select Technology 

CKC 

▼ Solution Support (SSPT - contract required)

Cisco Kinetic for Cities-CKC (Solution Support Contract Required)

这确保SR将立即找到对CKC了如指掌的正确团队。

接下来，选择与您提出的服务请求类型最匹配的问题区域，并完成表单的其余部分。

完成后，点击“提交”按钮以提出服务请求。

如果一切顺利，应创建请求并发送给知识渊博的工程师，该工程师将与您联系以处理此问题。

在SR的余生中，您可以通过SCM管理所有事务。

大多数通信都通过电子邮件进行。确保在收件人：字段和主题行中的SR编号。

这样，所有通信都与正确的案例关联，并在SCM中可见，如图所示。

# Support Case Manager

Details for Jens



[SCM Home](#)

Having trouble creating a case?

☆ 687225519

## CKC - Issue getting environment sensor data for node 123456

1 of 1

Summary **Notes** Attachments

[Add Notes](#) [Add Files](#) [Save as PDF](#)

Expand All | Preview All 1 - 6 of 6 Notes per page: 25 | 50 | All

	From	Title	Date
▼	jedepuyd	Email In	07/31/2019 at 17:41:50
▼	jedepuyd	Email In	07/31/2019 at 17:39:47
▼	jedepuyd	KT ACTION PLAN	07/31/2019 at 17:38:48
▼	jedepuyd	PROBLEM DESCRIPTION	07/31/2019 at 17:38:48
▼	cisco-technical-support@cisco.com	Email In	07/31/2019 at 17:37:53
▼	Jensl	CUSTOMER SYMPTOM	07/31/2019 at 17:37:52

有关SCM及其使用方法的详细信息，请访问

: <https://www.cisco.com/c/en/us/support/web/tools/scm/help/en-US/index.html>