

如何向Cisco.com帐户添加思科服务合同访问权限

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简介

本文描述向Cisco.com帐户添加思科服务合同访问权限的过程。

先决条件

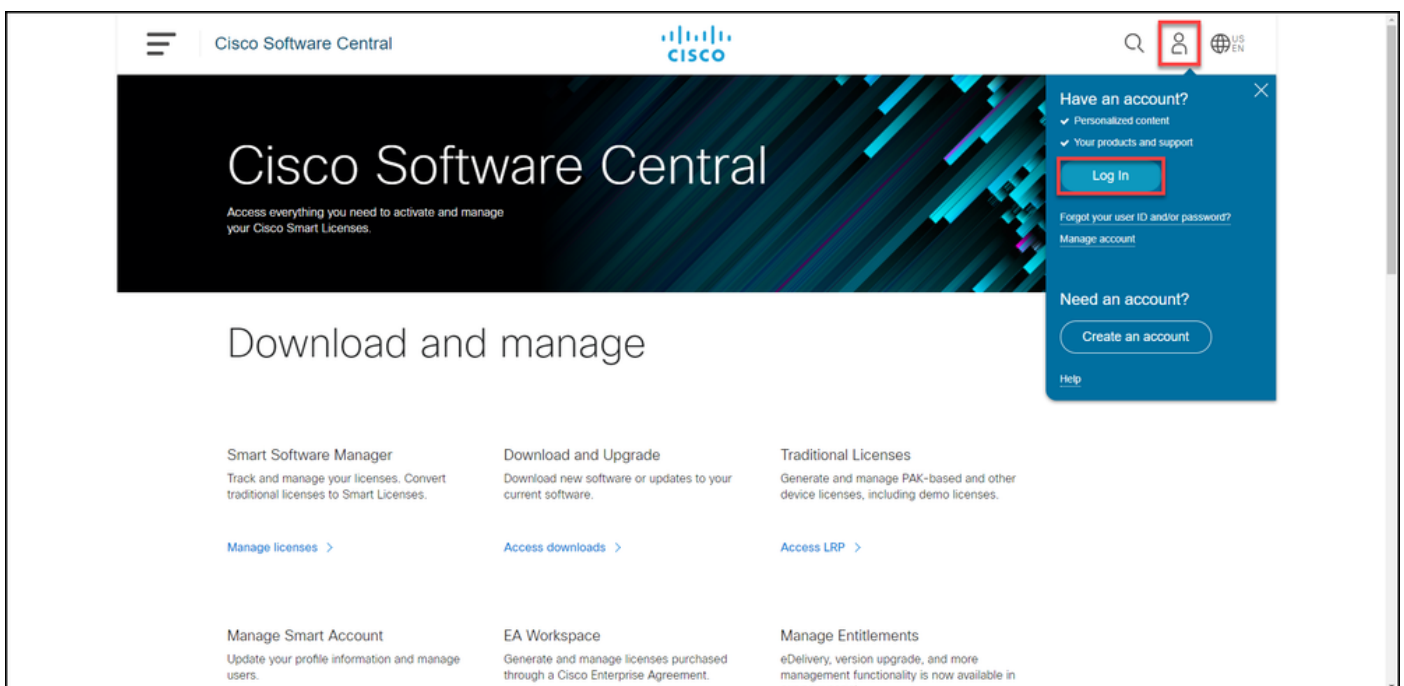
开始之前，请确保您拥有以下数据：

- [活动的Cisco.com帐户](#)
- [合同号](#)

向Cisco.com帐户添加思科服务合同访问权限

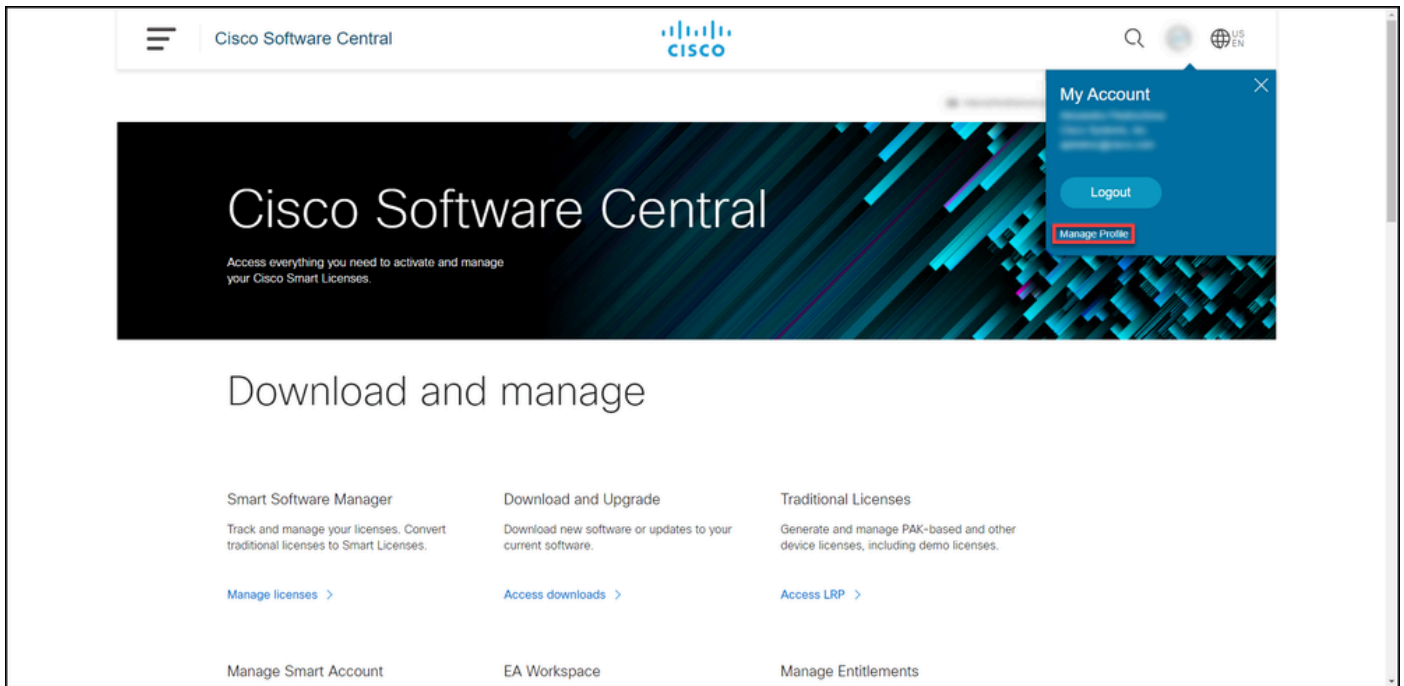
步骤 1：

转到 [思科软件中心](#) 并使用您的Cisco.com帐户登录。



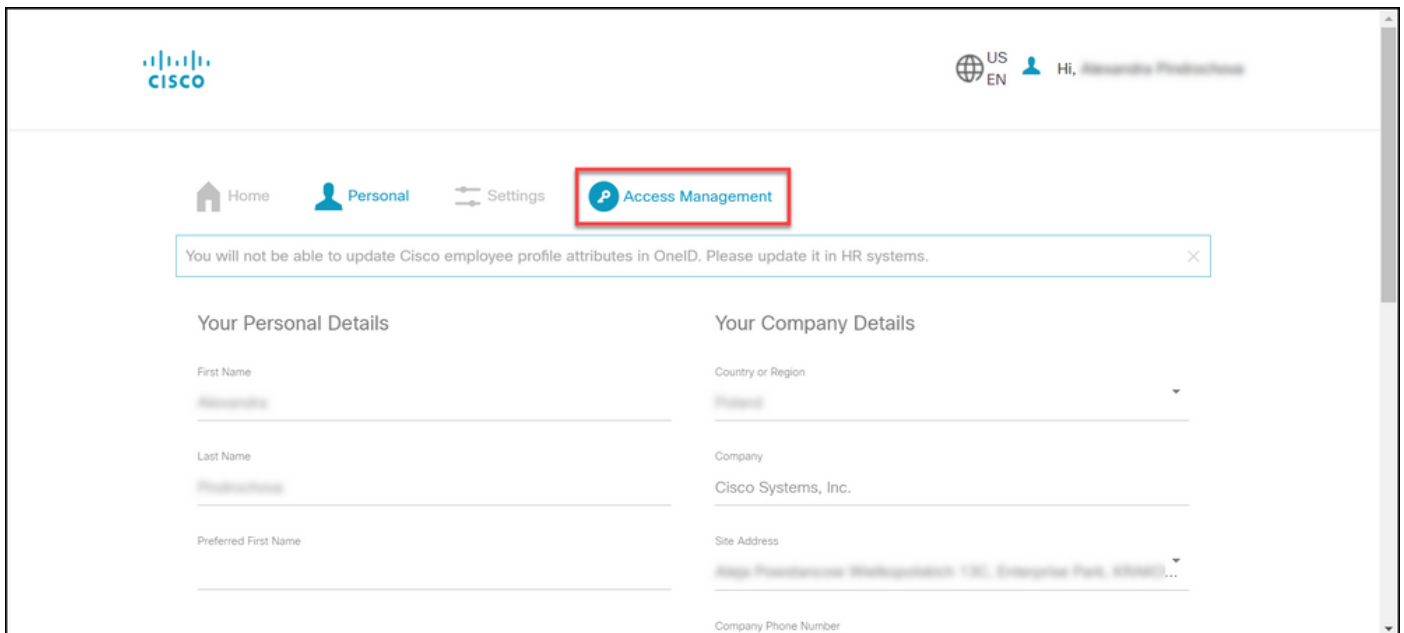
步骤 2:

单击配置文件按钮，然后选择管理配置文件。




步骤 3 :


在Profile Management页面上，单击Access Management。

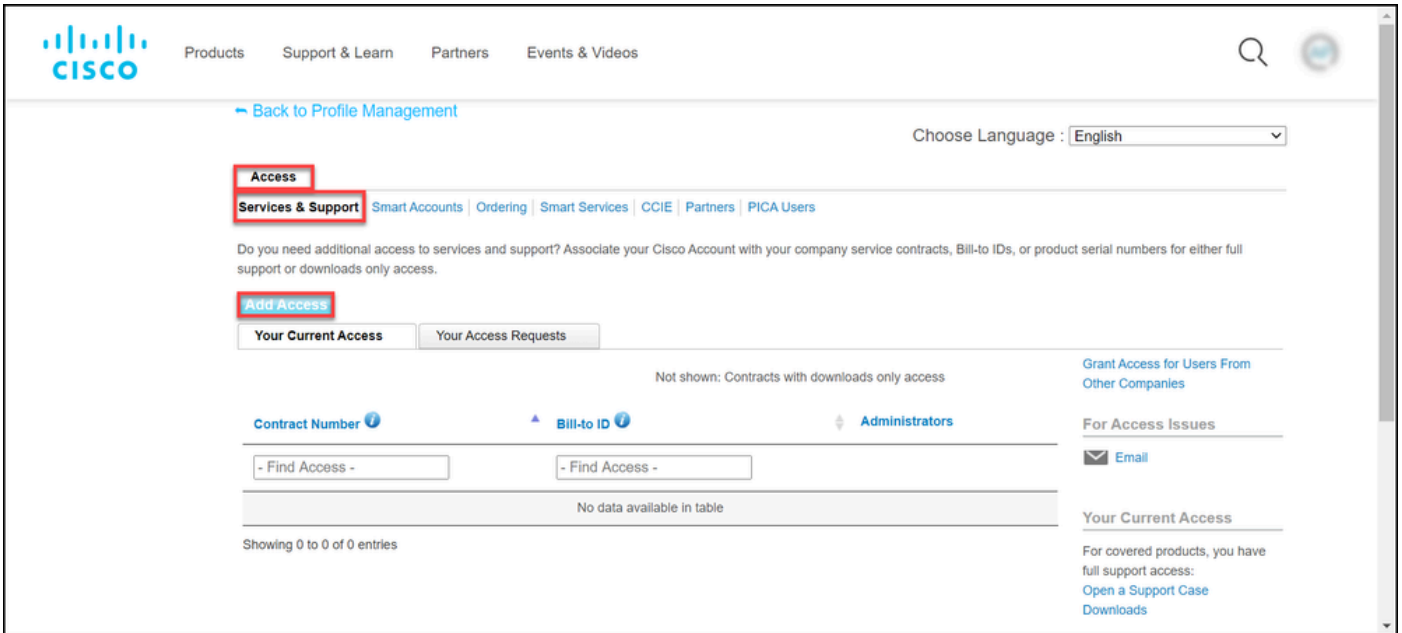


步骤 4 :

在Access选项卡的Services & Support下，单击Add Access。

 **注意：**如果您的服务合同已与您的Cisco.com帐户关联，您可以在“当前访问权限”选项卡上找到当前合同。如果您已经请求将服务合同与您的Cisco.com帐户关联，您可以在“您的访问请求”

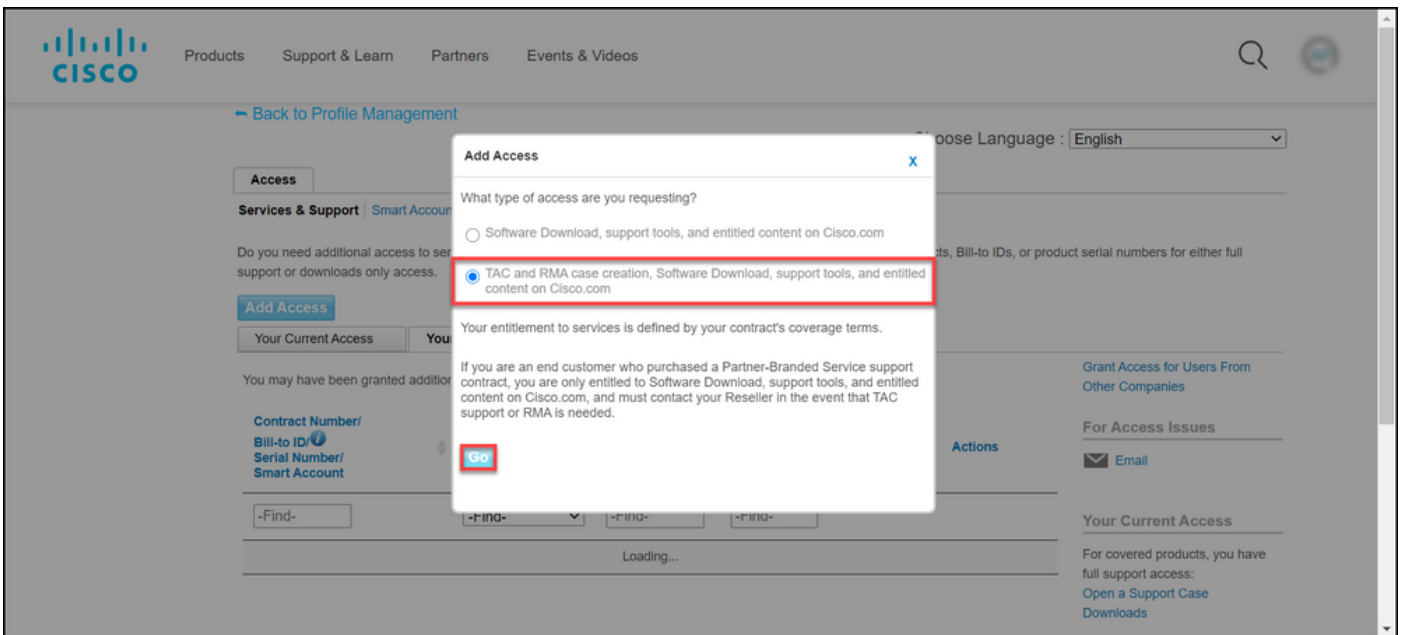
 ”选项卡上找到您的访问请求。



The screenshot shows the Cisco My Cisco account management interface. At the top, there are navigation links for Products, Support & Learn, Partners, and Events & Videos. A search icon and a language dropdown menu (set to English) are also visible. The main content area is titled "Back to Profile Management" and features a "Choose Language" dropdown. Below this, there are tabs for "Access" and "Services & Support". The "Access" tab is active, and the "Add Access" button is highlighted. The page contains a table for "Your Current Access" and "Your Access Requests", which is currently empty. A "Go" button is visible at the bottom of the page.

步骤 5 :

在Add Access对话框中，选择TAC和RMA案例创建、软件下载、支持工具以及Cisco.com上已授权的内容，然后单击Go。



The screenshot shows the "Add Access" dialog box overlaid on the account page. The dialog box asks "What type of access are you requesting?" and has two radio button options. The first option is "Software Download, support tools, and entitled content on Cisco.com". The second option, "TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com", is selected and highlighted with a red box. Below the options, there is a "Go" button, also highlighted with a red box. The background page is dimmed.

步骤 6 :

选择Specific Contract(s)单选按钮，然后选择By Service Contract Number(s)并在该合同旁边的字段中输入服务合同编号。单击“Submit”。

步骤结果：如果合同中的信息（例如，公司名称）与您的Cisco.com帐户中的信息匹配，则合同会自动添加到您的Cisco.com帐户。如果由于信息不匹配导致自动化失败，则需要手动进一步验证授权。如果出现这种情况，思科将在两小时内与您联系，要求您进一步说明。

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.

By Service Contract Number(s)

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

OR

By Serial Number

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

All submitted requests will be reviewed by an administrator.

故障排除

要管理与您的帐户相关的合同，请访问

https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do。如果您在合同方面需要进一步帮助，请发送电邮至web-help-sr@cisco.com。

相关信息

[如何将已履行PAK转换为CUCM智能许可证](#)

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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