

提交分类请求

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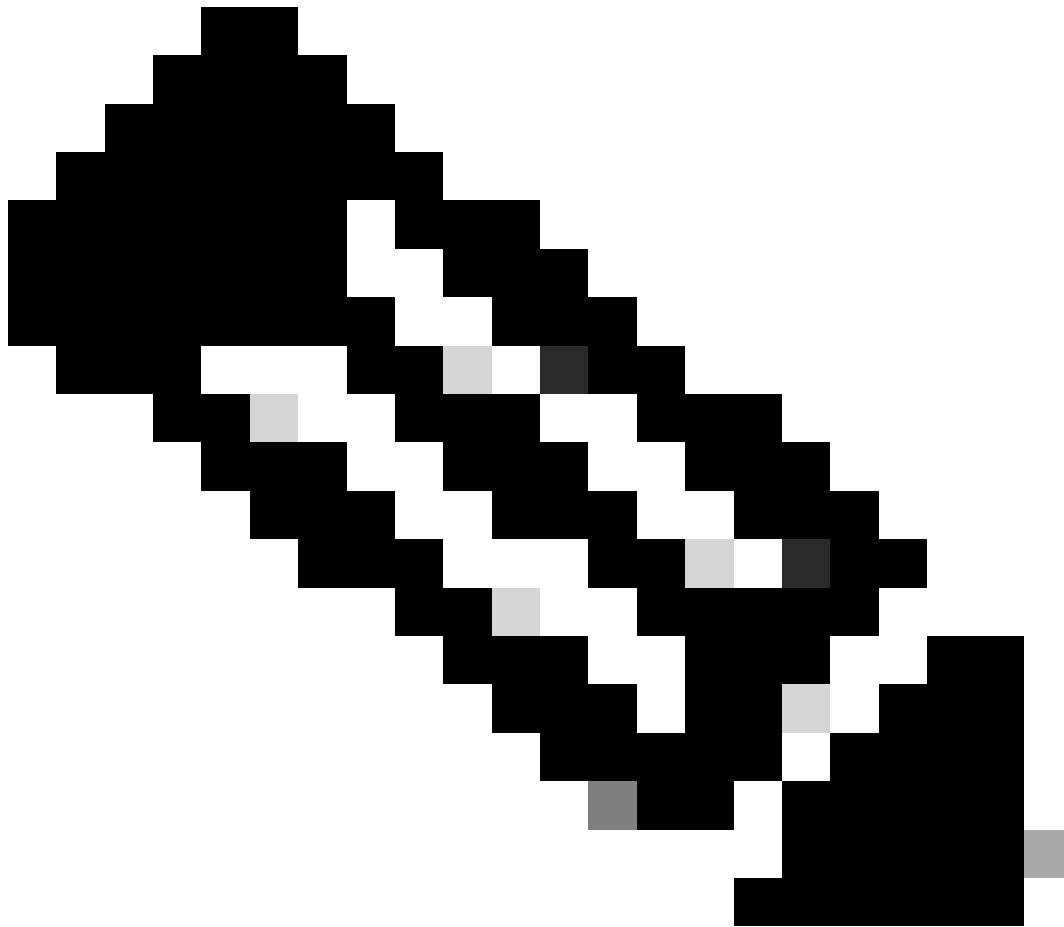
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简介

本文档介绍如何提交票证，如果您认为Cisco Umbrella中报告的域、URL、IP或文件哈希分类不正确。

概述

Cisco Umbrella和许多其他思科产品的分类数据由Cisco Talos处理。思科Talos团队审核分类请求。思科Talos情报组是世界上最大的商业威胁情报团队之一。



注意：如果某个域或URL分类当前在生产环境中导致P1/URGENT问题，请直接向Cisco Umbrella支持团队提交支持案例，其中包含有问题的域/URL以及有关紧急性的详细信息。

提交请求（活动搜索）

现在，您可以通过Umbrella Dashboard提交与安全或内容类别相关的请求。有关更多详细信息，请转到[Umbrella Documentation中的](#)内容分类争议。

导航到Reports > Core Reports > Activity Search并查找相关请求（DNS或Web）。单击操作菜单并选择查看全部详细信息。单击争议分类。



proxy.threatpulse.net

by [Network A](#)

Jun 24, 2021 at 5:40 PM

DISPUTE CATEGORIZATION

Identity



[Network A](#)

★ Policy

Destination

proxy.threatpulse.net

DNS Type

A

Internal IP

-

External IP

209.165.200.254

Action

✔ Allowed

Categories

Computer Security Infrastructure

帐户。如果未登录，则会将您重定向到登录页面。用户可以免费创建帐户，但如果您有其他思科产品，则可能已经拥有Cisco.com帐户。

输入域、URL、IP或文件哈希条目（最多50个），然后点击Get Category Data以查看其当前分类。

Web & Email Reputation Support Ticket

URL/IPs/Domains to Dispute

Users can inspect up to 50 reputation disputes at a time.

- ☒ Web - Websites, URIs, or web IP addresses to be investigated
- ☐ Email - Sender IP addresses to be investigated

Number of Entries (max 50): 0		Bulk Suggest Reputation Change		Bulk Select Platform	
Dispute Entry	Web Reputation ⓘ	Threat Category	Suggested Reputation Changes	Platform	
vesica-nonconvivially-anguineal.xyz					

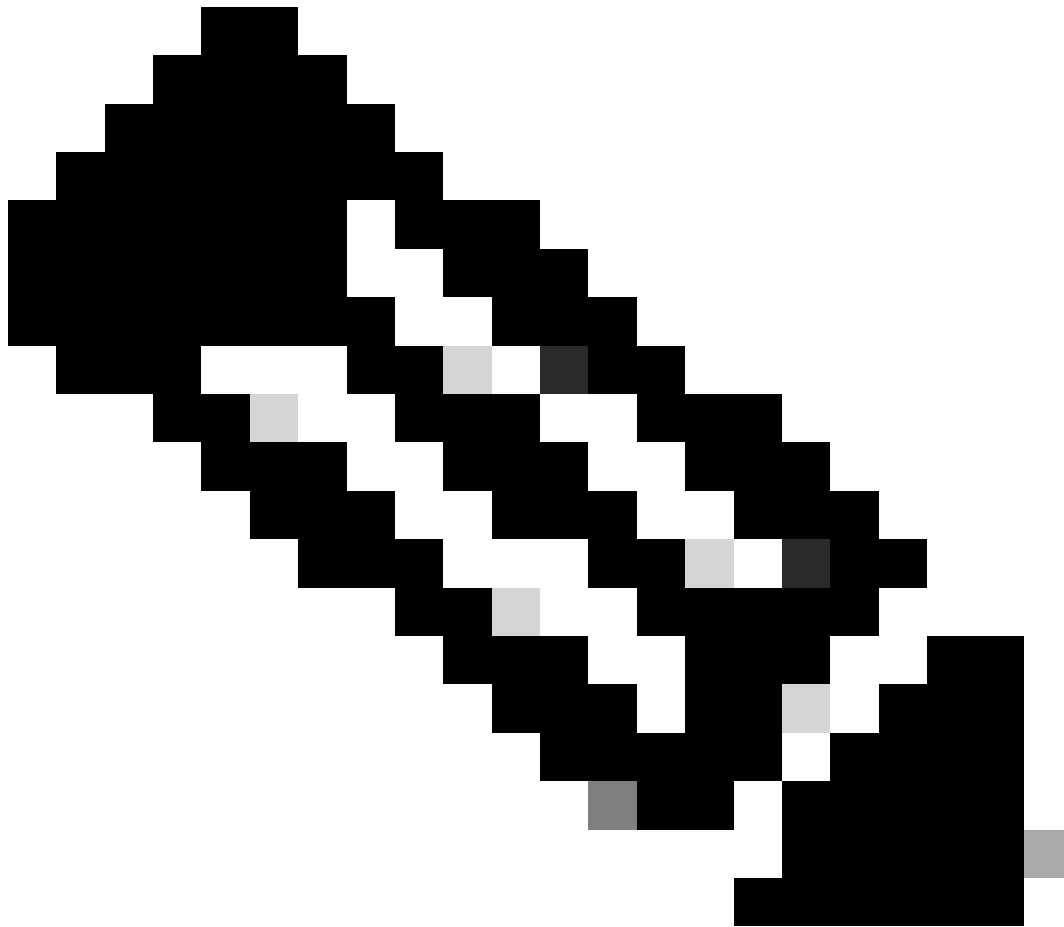
GET REPUTATION DATA If reputation data does not populate on hitting 'Enter', click the 'Get Reputation Data' button to populate current reputation and threat category.

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***NOTE:** If no clear reasoning is provided for suggested reputation changes the ticket will be considered inactionable.

sec_get.png

选择您要为条目查看的建议分类标记，然后输入与建议的请求相关的注释详细信息。为确保它应用于正确的平台，请从平台列表中选择“Umbrella”，或单击“批量选择平台”将所有条目更改为“Umbrella”。



注意：如果Umbrella的选项不可用，请选择TalosIntelligence作为备用选项。

如果您的Cisco.com(CCO)帐户未与Cisco Umbrella合同关联，则Umbrella选项对客户不可用。要将许可合同与您的CCO帐户关联，请参阅identity.cisco.com。

URL/IPs/Domains to Dispute

Users can inspect up to 50 reputation disputes at a time.

To submit this ticket, you must replace the existing reputation for each disputed entry.

Why can I not dispute a higher reputation for a URL/IP?

Why can I not dispute a lower reputation for a URL/IP?

Type of Ticket

☒ Web - Websites, URIs, or web IP addresses to be investigated

☐ Email - Sender IP addresses to be investigated

Number of Entries (max 50): 1

Bulk Suggest Reputation Change

Dispute Entry	Web Reputation ?	Threat Category	Suggested Reputation Changes	Platform
vesica-nonconvivially-anguineal.xyz	Untrusted Poor	Phishing	Suggest Different Threat... Phishing	Umbrella
url.com				

GET REPUTATION DATA

If reputation data does not populate on hitting 'Enter', click the 'Get Reputation Data' button to populate current reputation and threat category.

Comments and Site Description (please provide as much detail as possible).

domain is malicious

*NOTE: If no clear reasoning is provided for suggested reputation changes the ticket will be considered inactionable.

SUBMIT

sec_submit.png

填写所需的条目和字段后，点击“提交”，系统会将您重定向到“我的票证”控制面板上的提交确认消息。

管理提交文件

您可以通过“我的票证”查看提交给Talos团队的案例的进度和解决方案。

Ticket successfully created

Create New Ticket

Tickets All Tickets

My Tickets 2 TICKETS Company Tickets 3646 TICKETS

Click on a ticket to view all entries and details.

TICKET ID	DATE SUBMITTED	LAST UPDATED	TOP LOOKUP ITEM	SUMMARY	ENTRIES	TICKET TYPE	STATUS
Processing...	2021-04-05 17:00:31 UTC	2021-04-05 17:00:31 UTC	Processing...	domain is malicious	0	Web & Email Reputation	PENDING
1396955	2020-07-14 15:56:48 UTC	2020-07-15 12:48:37 UTC	lux.speedcurve.com	Domain is not malware	2	Web & Email Reputation	RESOLVED

Show 50 results

Showing 1 to 2 of 2 results

Screen_Shot_2021-04-05_at_10.01.04_AM.png

选择票证号码会打开案例的更多详细信息，例如状态、解决方案和Talosh团队的评论。

Web & Email Ticket Information

Email Support Regarding this Ticket

RESOLVED

#86025

SUMMARY

SUBMISSION DATE

LAST UPDATED

Domain is not malware

2020-07-14 15:56:48

2020-07-15 12:48:37

Tickets

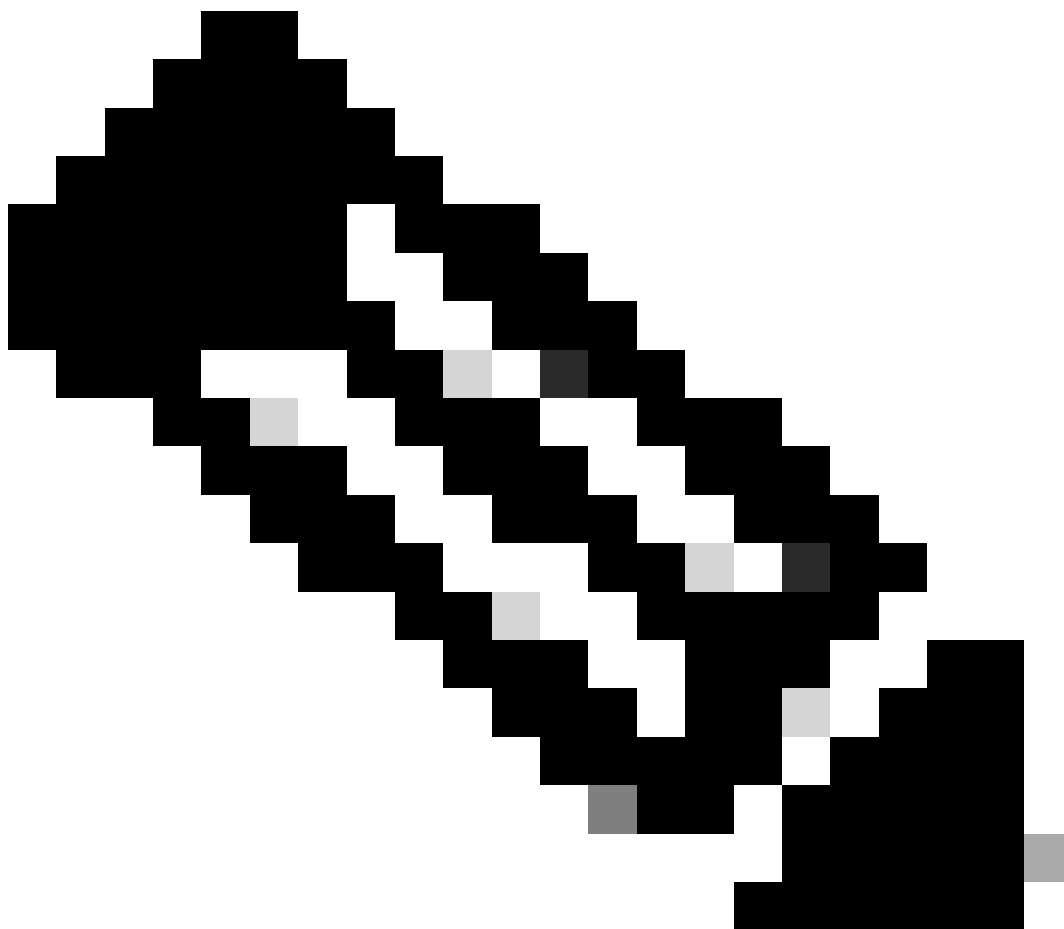
2 ENTRIES

Search

LOOKUP ITEM	CURRENT REPUTATION	CURRENT THREAT CATEGORY	SUGGESTED VALUE	STATUS	RESOLUTION	COMMENTS
lux.speedcurve.com	Favorable Neutral		Reputation: ✖ Untrusted	RESOLVED_CLOSED	UNCHANGED	RESOLVED_CLOSED : UNCHANGED - Talos has not found sufficient evidence to modify the current reputation of the submission; we cannot change the submission's reputation because it can negatively affect our customers. However, a customer has the option of locally changing a submission's reputation, if they understand the risks in doing so. Please open a TAC case and provide additional details if you need further assistance.
lux.speedcurve.com/lux	Favorable Neutral		Reputation: ✖ Untrusted	RESOLVED_CLOSED	UNCHANGED	RESOLVED_CLOSED : UNCHANGED - Talos has not found sufficient evidence to modify the current reputation of the submission; we cannot change the submission's reputation because it can negatively affect our customers. However, a customer has the option of locally changing a submission's reputation, if they understand the risks in doing so. Please open a TAC case and provide additional details if you need further assistance.

Showing 1 to 2 of 2 results

Screen_Shot_2021-04-05_at_10.02.09_AM.png



注意：如果您在提交时遇到任何问题，请使用“关于此票证的电邮支持”按钮与Cisco Talos联系。请在提交您的票证后等待几分钟，然后才能访问此功能。

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。

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