

面向城市的Cisco Kinetic支援請求開啟指南

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簡介

本檔案介紹如何就Cisco Kinetic for Cities(CKC)相關問題或問題聯絡技術援助中心(TAC)。

如何提出支援請求(SR)，以請求對CKC相關問題或問題的幫助？

為了能夠向Cisco TAC提出SR，您需要執行以下步驟：

- Cisco.com(CCO)使用者名稱和密碼。
此處的步驟將向您說明如果沒有，如何建立一個。
- 您的支援合約編號。
此9位數字應由您的銷售代表或合作夥伴提供。如果你不知道號碼，最好的辦法就是聯絡他們。

步驟 1.為存取思科服務建立CCO帳戶

如果您已經擁有任何其他思科產品或服務的CCO帳戶，則可以跳過此步驟，使用步驟中已存在的帳戶登入。

若要建立新帳戶，請導覽至<https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui>，然後使用您的個人資訊填寫該表單，如下圖所示。最好使用您工作提供的電子郵件和業務地址，以便在後續步驟中加快合約驗證。



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

填寫完表單後，按一下註冊並等待電子郵件驗證到達您的郵箱。

收到6位元的代碼後，請立即按如下圖所示的格式輸入。

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](#)

如果一切順利，您已成功建立一個可存取思科服務的CCO帳戶。

步驟 2.將您的支援合約編號連結到您的CCO ID

要向您的CCO ID提供授權以便與思科一起開啟SR，需要執行此步驟。

使用<https://mycase.cloudapps.cisco.com/case>導覽至支援案件管理器(SCM)

使用步驟1中現有或新建立的CCO ID登入。如下圖所示。



Log in to your account

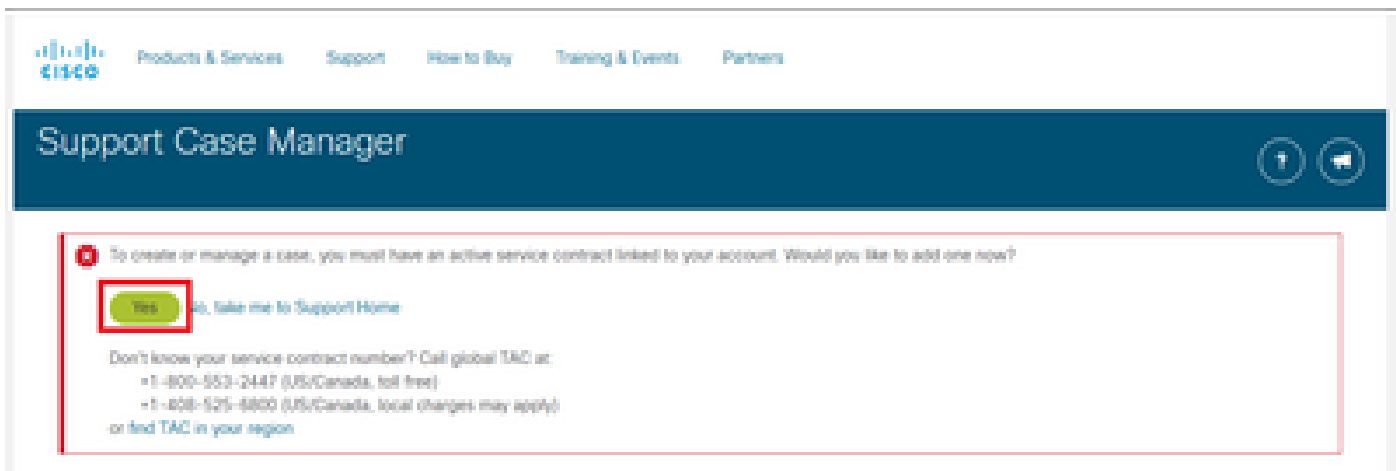
Username or email

[Forgot username?](#)

Next

[Create a new account](#)

在下一個螢幕中，如果您收到此消息，則表示尚未有任何合約連結到您的CCO ID。如果您沒有看到該消息，或者您想向CCO ID新增其他合約，可以使用以下連結：
<https://identity.cisco.com/ui/tenants/global/v1.0/profile-ui/personal>



按一下「Yes」以繼續。

在下一頁的「個人」部分，填寫您的地址資訊和公司名稱，如下圖所示。

Site Address

Add New Address

Company Phone Number



Job Role

Select job role

Job Level

Select job level

Job Title

Enter your job title

正確填寫資訊後，導航到Access Management部分，如下圖所示。

Profile Management



Home



Personal



Security



Settings



Access Management

在「Access Management」中，按一下Add Access以連結您的支援合約和您的CCO ID，如下圖所示。

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 - | - Find Access -

No data available in table

Showing 0 to 0 of 0 entries

For Access Issues

Email

Your Current Access

No access is found

在Cisco.com上選擇TAC和RMA案件建立、軟體下載、支援工具和授權內容，如下圖所示。

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

在下一頁上，選擇以指定合約並輸入您從銷售代表處收到或與您的訂單通訊的合約編號，如下圖所示。

如前所述，如果您沒有該號碼，請聯絡您的銷售代表或合作夥伴聯絡人。

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)



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.

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.

完成這些步驟後，按一下Submit以提交表單。

在新增合約之前可能需要一段時間，這取決於將CCO ID資訊與合約資訊連結起來有多容易。

如果一切順利，您應該會收到一封電子郵件，宣告將合約新增到您的CCO ID已獲得批准，您可以繼續執行步驟3。

步驟 3. 開啟CKC支援請求

此流程的最後一步是開啟您遇到的問題/問題的實際SR。

如果您希望在將來開啟另一個步驟，可以明顯跳過前兩個步驟，立即開始此步驟。

請記住，嚴重性較高的案例(S1/S2)只能通過電話開啟。

您可以透過這些號碼連線至思科互動網路(CIN)。 <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>。

確保您的CCO ID、合約編號和此技術/子技術已準備就緒，以便加快流程。

使用以下URL導覽至SCM: <https://mycase.cloudapps.cisco.com/case>。

使用步驟1中的CCO ID登入。如下圖所示。



Log in to your account

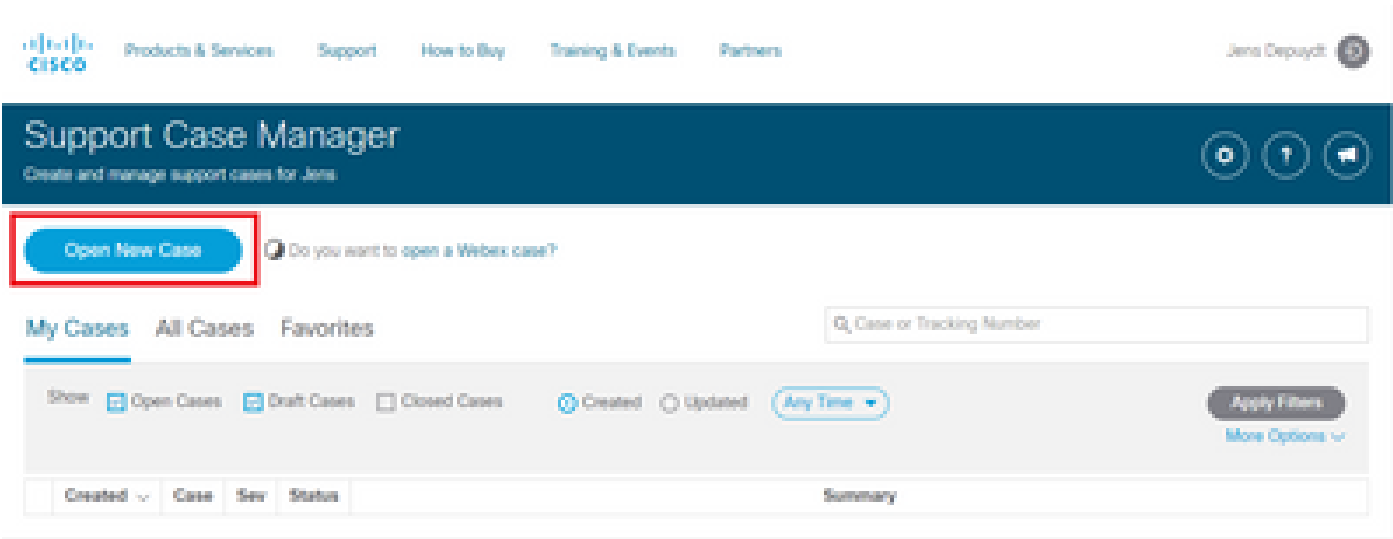
Username or email

[Forgot username?](#)

Next

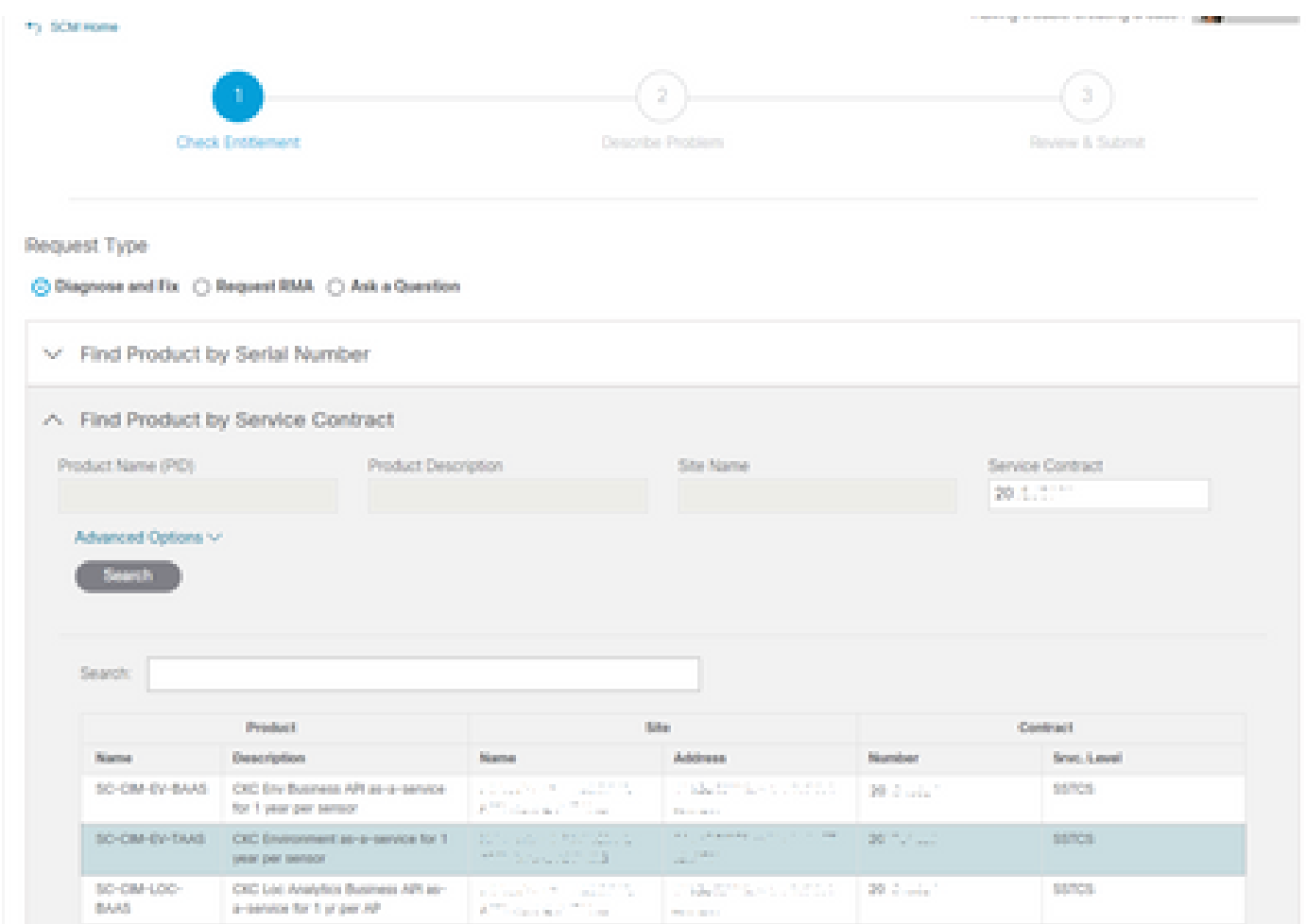
[Create a new account](#)

在SCM中，您可以看到您的CCO ID的現有案例。若要開啟新案件，請按一下Open New Case按鈕，如下圖所示。



在下一個螢幕中，如果步驟2一切順利，您應該能夠輸入/查詢CKC的合約編號。

在清單中，選擇任何有效的CKC產品PID（以SC-CIM開頭），如下圖所示。



接下來，選擇您的SR的嚴重性。如前所述，只能通過電話向CIN提出S1和S2問題（請參閱步驟3的開頭）。

新增您與CKC相關的問題/問題的標題和簡要說明，如下圖所示。

SCM Home

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Severity

Network Down (34) Severely Degraded (52) Network Impaired (53) Ask a Question (54)

Loss of Service

Extended loss of 15 seconds or more

Title

CKC - Issue getting environment sensor data for node 123456

16/90 characters

Description

Our CKC instance URL: <https://cisco-sandbox.cisco.com/app/?loginId=client+demo>
 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

完成後，按一下「Manually select a Technology」，然後選擇，如下圖所示。

Select Technology

CKC

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

這可確保SR能夠立即找到瞭解CKC的正確團隊。

接下來，選擇與您提出的服務請求型別最匹配的問題區域，並完成表單的其餘部分。

完成後，按一下「提交」按鈕提出Service Request。

如果一切順利，應建立請求並將其傳送給一名知識淵博的工程師，該工程師將與您聯絡以解決此問題。

在SR的其餘使用期限內，您可以通過SCM管理所有內容。

大多數通訊是通過電子郵件進行的。確保始終在To：欄位中包含attach@cisco.com，並在主題行中

包含SR編號。

如此一來，所有通訊都會連結到正確的大小寫上，且在SCM中可見，如下圖所示。

The screenshot displays the Cisco Support Case Manager interface. At the top, there is a navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. The user's name, Jens Depuydt, is shown in the top right corner. Below the navigation bar, the page title is "Support Case Manager" with a subtitle "Details for Jens". There are two circular icons on the right: a question mark and a speech bubble. A link for "SCM Home" is on the left, and a "Having trouble creating a case?" link with a "Chat Now" button is on the right. The case ID "687225519" is shown with a star icon. The main title of the case is "CKC - Issue getting environment sensor data for node 123456". Below the title, there are tabs for "Summary", "Notes", and "Attachments", with "Notes" being the active tab. There are three buttons: "Add Notes", "Add Files", and "Save as PDF". Below the buttons, there are options to "Expand All" or "Preview All", and a page indicator "1 - 6 of 6". The "Notes per page" is set to 25, with options for 50 and All. A table lists the notes with columns for From, Title, and Date. The footer contains links for Contacts, Feedback, Site Map, Terms & Conditions, Privacy Statement, Cookie Policy, and Trademarks.

Products & Services Support How to Buy Training & Events Partners Jens Depuydt

Support Case Manager

Details for Jens

SCM Home Having trouble creating a case? Chat Now

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

Contacts | Feedback | Site Map | Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。