

建立對Cisco.com帳戶的服務合約訪問許可權

目錄

[簡介](#)

[必要條件](#)

[向Cisco.com帳戶新增思科服務合約訪問許可權](#)

[疑難排解](#)

[相關資訊](#)

簡介

本檔案介紹將思科服務合約存取新增到Cisco.com帳戶的過程。

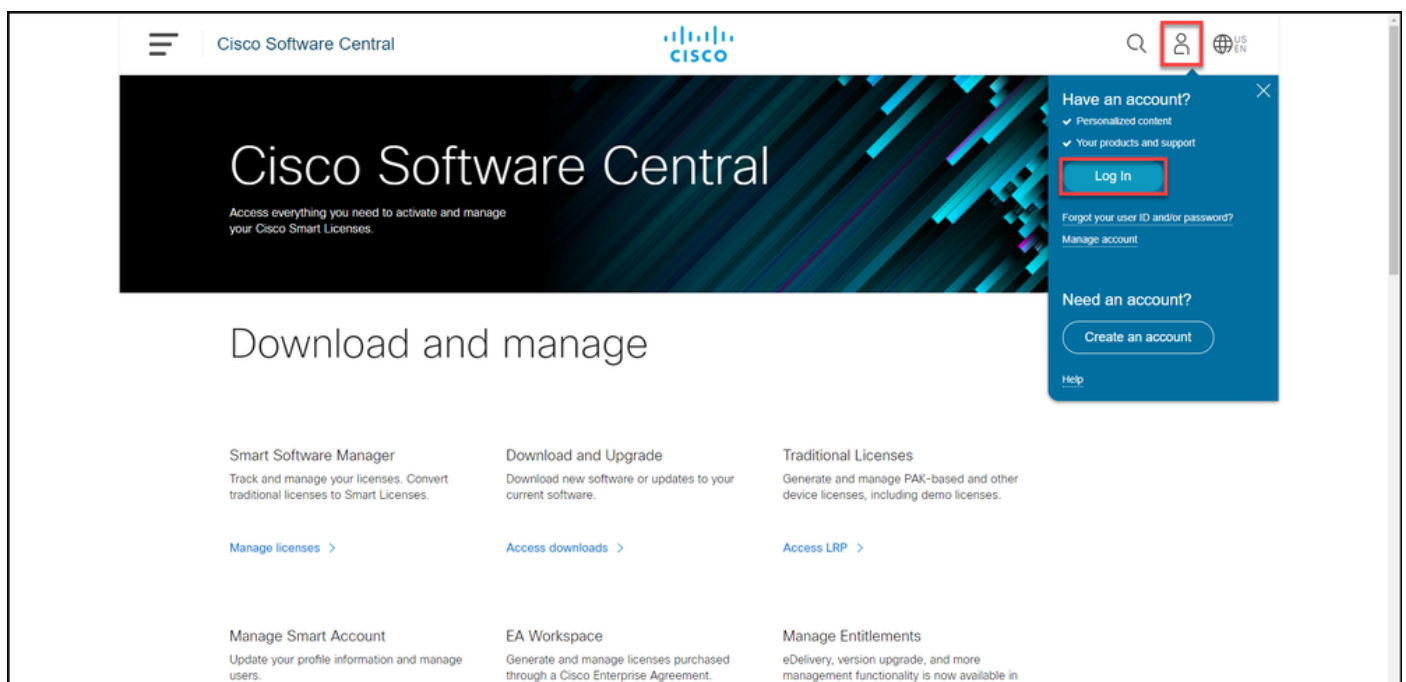
必要條件

開始之前，您必須有權訪問以下資料：

- [活動的Cisco.com帳戶](#)
- [合約編號](#)

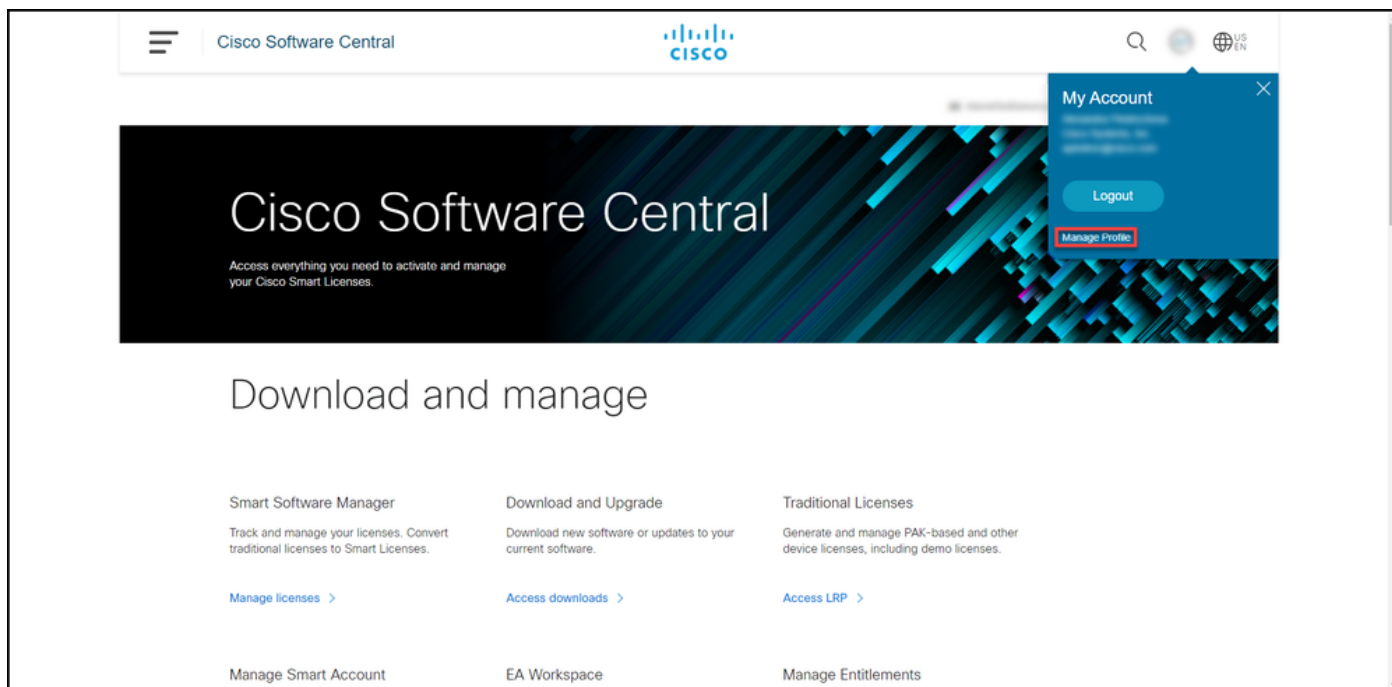
向Cisco.com帳戶新增思科服務合約訪問許可權

步驟1. 導覽至[思科軟體中心](#)，然後使用您的Cisco.com帳戶登入。

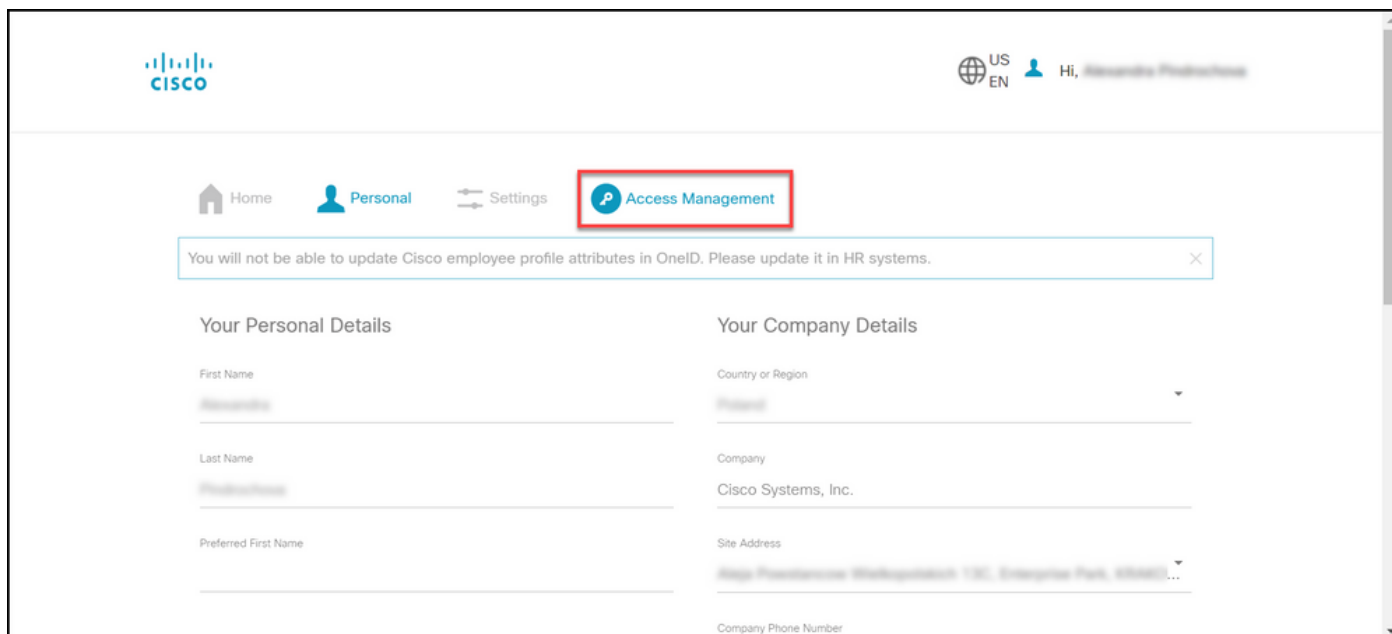


The screenshot displays the Cisco Software Central website interface. At the top, the navigation bar includes the Cisco logo and a search icon. A user profile icon is highlighted with a red box. A dropdown menu is open, showing options for account management. The 'Log In' button is also highlighted with a red box. Below the navigation bar, the main content area features a large banner with the text 'Cisco Software Central' and a sub-headline 'Download and manage'. Below the banner, there are several service tiles: 'Smart Software Manager', 'Download and Upgrade', 'Traditional Licenses', 'Manage Smart Account', 'EA Workspace', and 'Manage Entitlements'. Each tile includes a brief description and a link to access the service.

步驟2. 按一下配置檔案按鈕，然後選擇 **Manage Profile**。

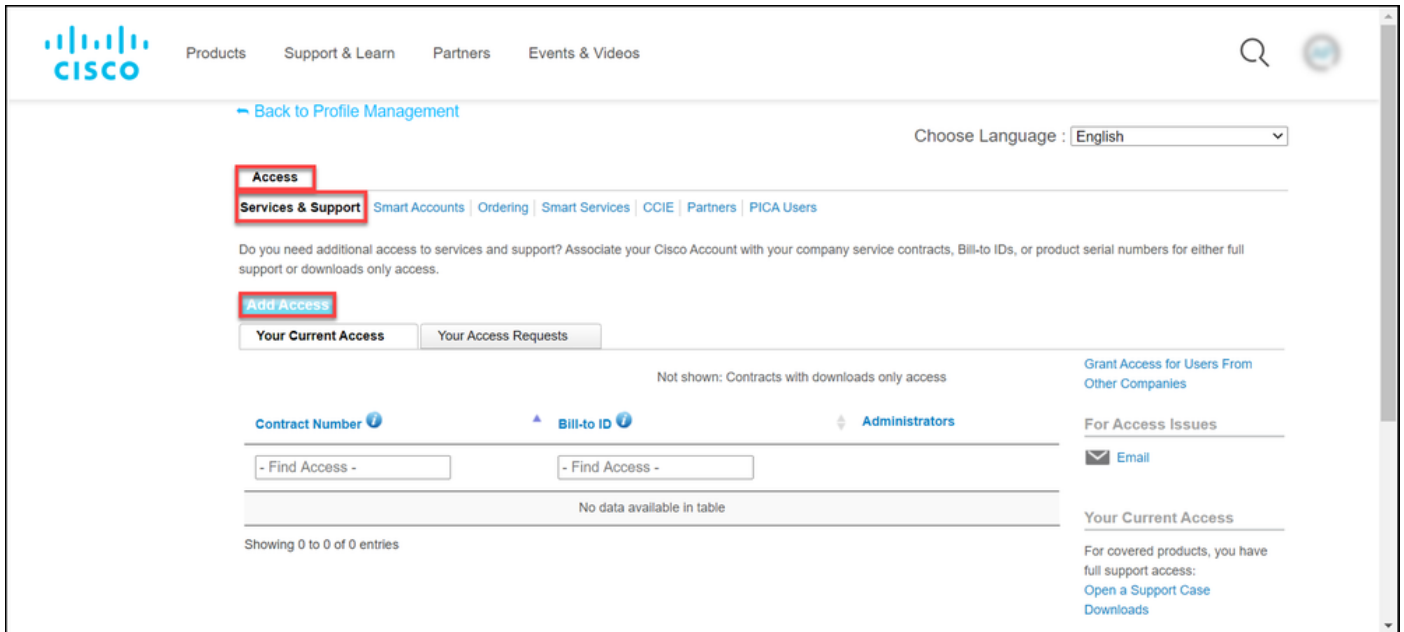


步驟3. 在 **Profile Management** 頁面，按一下 存取管理。

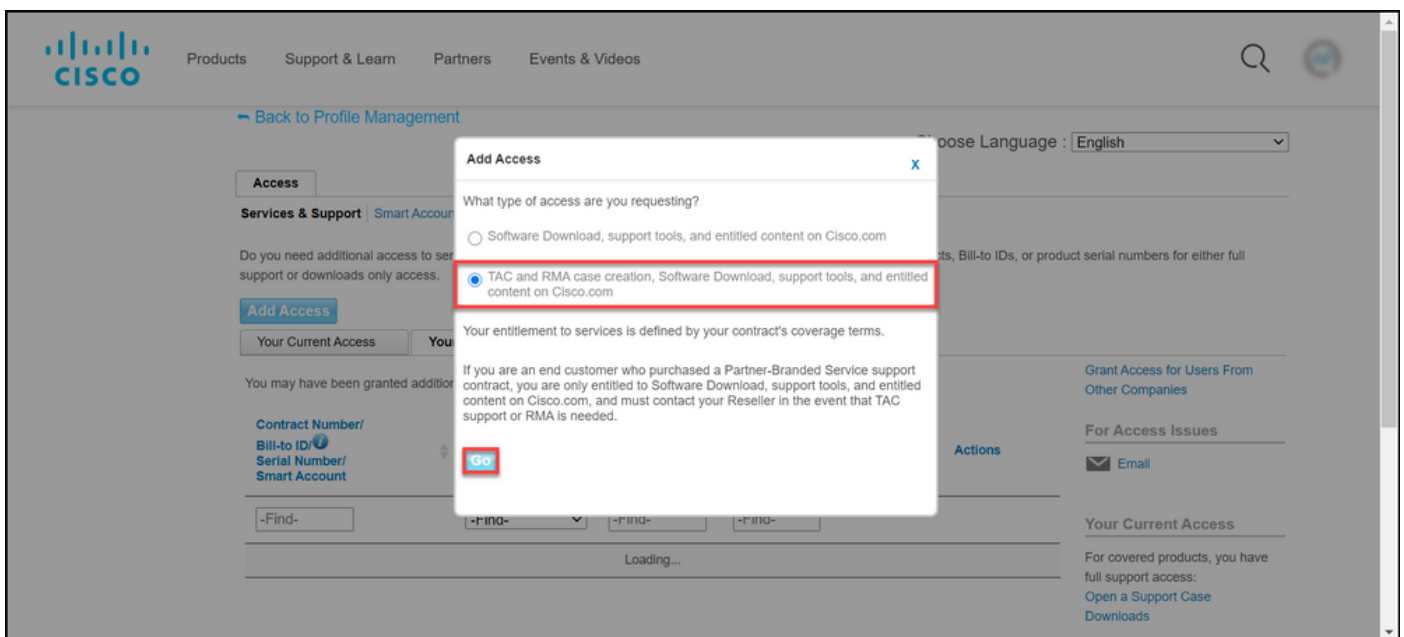


步驟4. 在 Access 頁籤上，在 服務與支援，按一下 **Add Access**。

注意：如果您的服務合約已經與您的 Cisco.com 帳戶關聯，您可以在「您的當前訪問許可權」頁籤上找到您的當前合約。如果您已經請求將服務合約與您的 Cisco.com 帳戶相關聯，您可以在「Your Access Requests」（您的訪問請求）頁籤上找到您的訪問請求。



步驟5. 在 Add Access 對話方塊，選擇 TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com，然後按一下 Go.



步驟6. 選擇 Specific Contract 單選按鈕，然後按一下 By Service Contract Number 並在旁邊的欄位中輸入服務合約編號。按一下 Submit.

如果合約中的資訊（例如，公司名稱）與您的 Cisco.com 帳戶中的資訊匹配，則合約將自動新增到您的 Cisco.com 帳戶中。

如果由於資訊不匹配導致自動化失敗，則需要手動進一步驗證權利。如果是這種情況，思科會在接下來的兩小時內與您聯絡，要求您作出進一步的說明。

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.

疑難排解

若要管理與您的帳戶關聯的合約，請訪問

https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do。如果您在合約方面需要進一步協助，請傳送電子郵件至web-help-sr@cisco.com。

相關資訊

- [如何將已履行的PAK轉換為CUCM智慧許可證](#)
- [技術支援與文件 - Cisco Systems](#)

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）。