

聯絡思科安全訪問支援團隊

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簡介

本檔案介紹聯絡安全存取支援團隊(作為技術協助中心(TAC)的一部分)所需的步驟。

如何聯絡Secure Access支援團隊

如果您對Secure Access產品或其整合功能有任何型別的問題或疑問，請與Secure Access支援團隊聯絡。

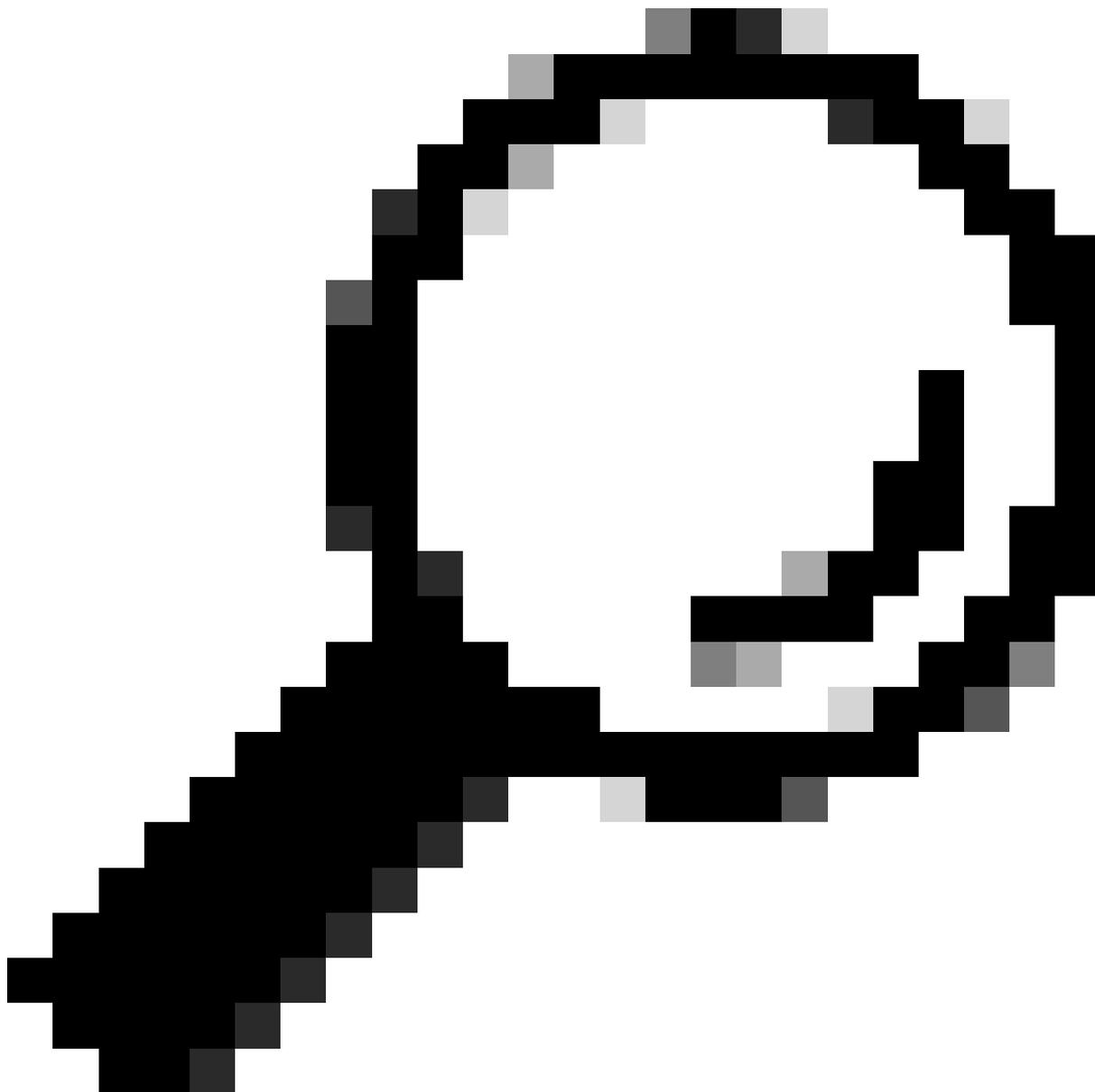
步驟 1: 登入 [支援個案管理器](#) 工具。

步驟 2: 按一下「Open New Case」。

步驟 3: 按一下「Open Case」。

The screenshot displays the 'Support Case Manager' web interface. At the top, the text 'Support Case Manager' is followed by a green box containing the number '1'. Below this, there is a dropdown menu showing '<cisco id>' with a blue arrow pointing to it from a blue box on the right that says 'Logged in Cisco Account'. The main content area contains an information message about Splunk support and links to 'Open a Splunk Technical Support Case' or 'Open a Splunk OnDemand Service Case'. At the bottom, there is a blue button labeled 'Open New Case' with a green box containing the number '2'. A modal window titled 'Open a New Case for Support on Cisco Products and Services' is open, showing a list of product categories: Webex, Software Licensing, Splunk, Fluidmesh / CURWB, and Trial Offer Support. At the bottom of this modal is a blue button labeled 'Open Case' with a green box containing the number '3'.

步驟 4:通過直接選擇其中一個選項或搜尋產品名稱(PID)部分找到您的Secure Access訂購。



提示：確保您使用與支援合約關聯的帳戶登入。「Find Product by Service Agreement (按服務協定查詢產品)」部分下可以顯示包含關聯合約數量的標語。

Request Type
 Diagnose and Fix Request RMA Ask a Question

Do not use the Serial Number option as this is a cloud product and have no serial number

Find Product by Serial Number

Find Product by Service Agreement

There are 1 service agreements associated with this profile.

Product Name (PC) Product Description Product Family Site Name

Service Contract

Smart Account Subscription Number

Virtual Account #R Subscription Number

Advanced Options

Search

Search Results:

Product		Site		Service Agreement				
Name	Description	Product Family	Name	Address	Number	Smart Account	Sevi. Level	Usage Type
SA-SIA-ADV-K9	Cisco Secure Internet Access Advantage	SECAGDS						
SA-SPA-ADV-K9	Cisco Secure Private Access Advantage	SECAGDS						
SECURE-ACCESS-SUB	Cisco Secure Access Subscription	SECAGDS						

next Save draft and exit

This banner indicates that this user is associated with Support Contract
 If you do not see this banner, follow the steps described for associating contract with Cisco ID

Use this option and search for (Secure) to locate your subscription

Select one of the Subscription:
 SA-SIA-ADV-K9: Secure Access for Internet Access
 SA-SPA-ADV-K9: Secure Access for Private Access
 SECURE-ACCESS-SUB: Secure Access for Internet and Private Access

步驟 5:按一下「下一步」轉到下一步。

步驟 6:輸入您的支援票證詳細資訊 (標題和說明)。

附註：[思科嚴重性和上報指南](#)。

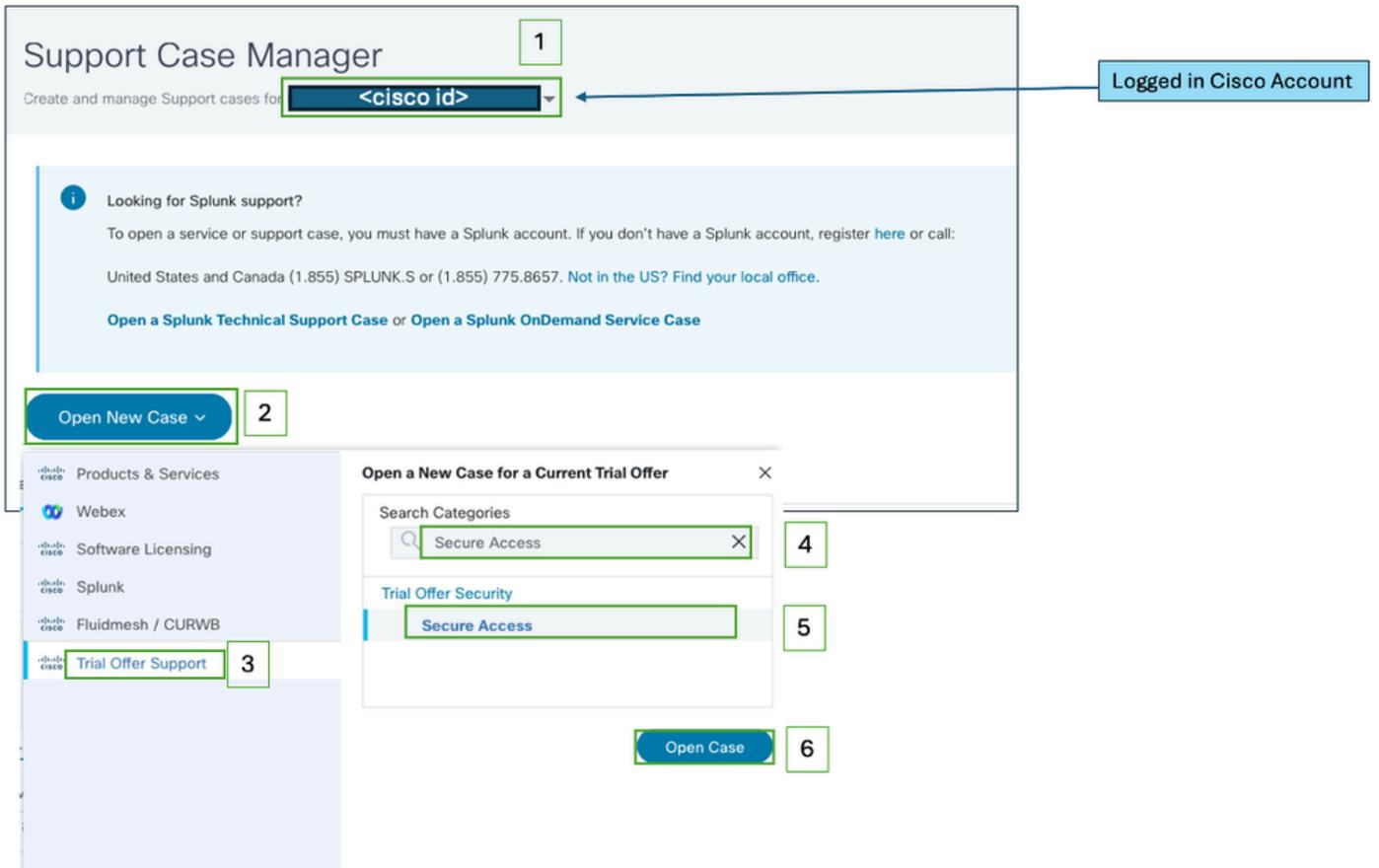
The screenshot shows a form with the following elements:

- Severity:** Radio buttons for Critical Impact (S1), High Impact (S2), Moderate Impact (S3) (selected), and Ask a Question / Warranty (S4).
- Loss of Service:** A checkbox for "Extended loss of 15 seconds or more".
- Title:** A text input field with the placeholder "Enter brief description" and a character count of "23/240 characters".
- Description:** A rich text editor with a toolbar (bold, italic, link, etc.) and a text area with the placeholder "Enter Detailed problem Description" and a character count of "34/32000 characters".

It's recommended to include organization ID in your problem description can be located in your login URL
<https://dashboard.sse.cisco.com/org/{orgId}/overview>

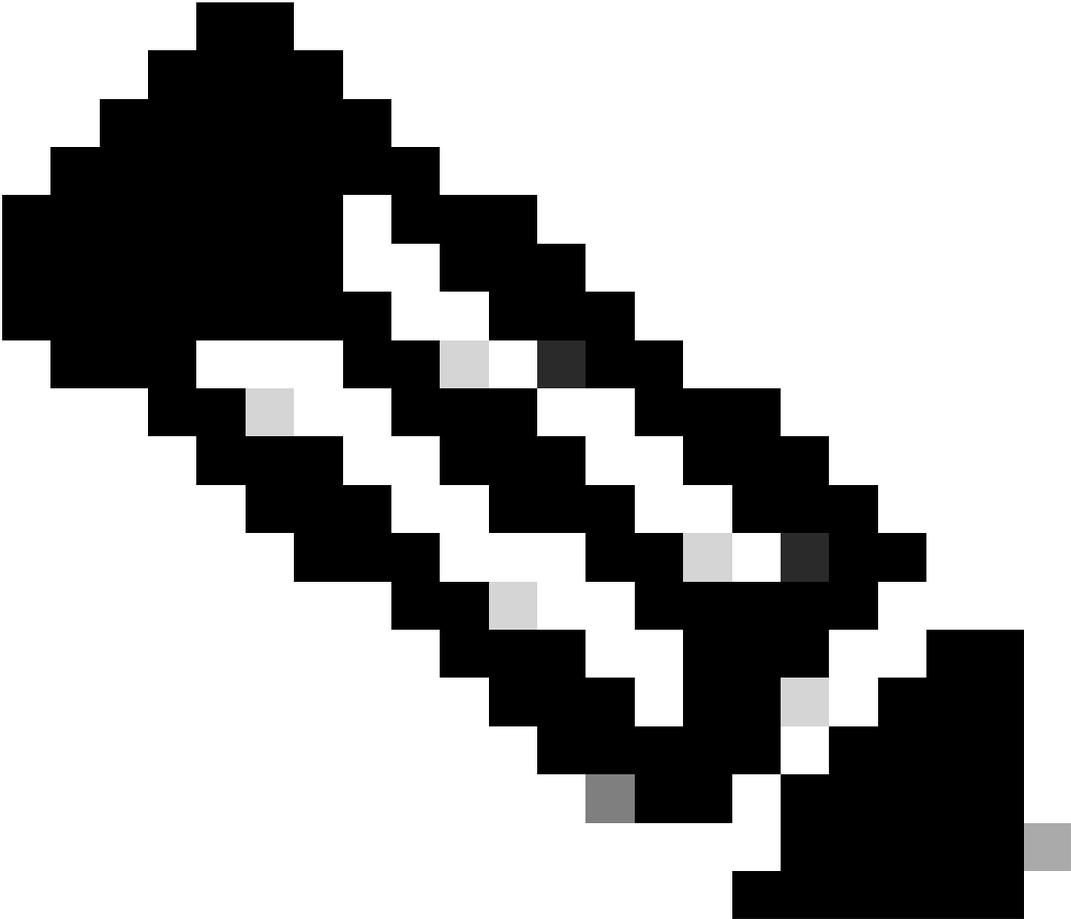
步驟 7:選擇Secure Access Technology and Sub-Technology (安全訪問技術和子技術)。

步驟 8:選擇問題區域。



步驟 9:新增要通知有關此支援票證的任何其他CC清單。

步驟 10:提交票證。



附註：檢查您的收件箱，瞭解包含支援票證確認的電子郵件後，一旦工程師分配到票證，即可收到支援團隊的初始電子郵件。

如何聯絡Secure Access支援團隊 (試用帳戶)

如果您擁有概念驗證(POC)或價值驗證(POV)的試用帳戶，並且希望與思科支援團隊一起開啟支援票證，請檢視本節中所述的說明。

步驟 1: 登入 [支援個案管理](#) 器工具。

步驟 2: 按一下「Open New Case」。

步驟 3: 選擇Trial Offer Support。

步驟 4: 搜尋安全訪問。

步驟 5: 選擇Secure Access。

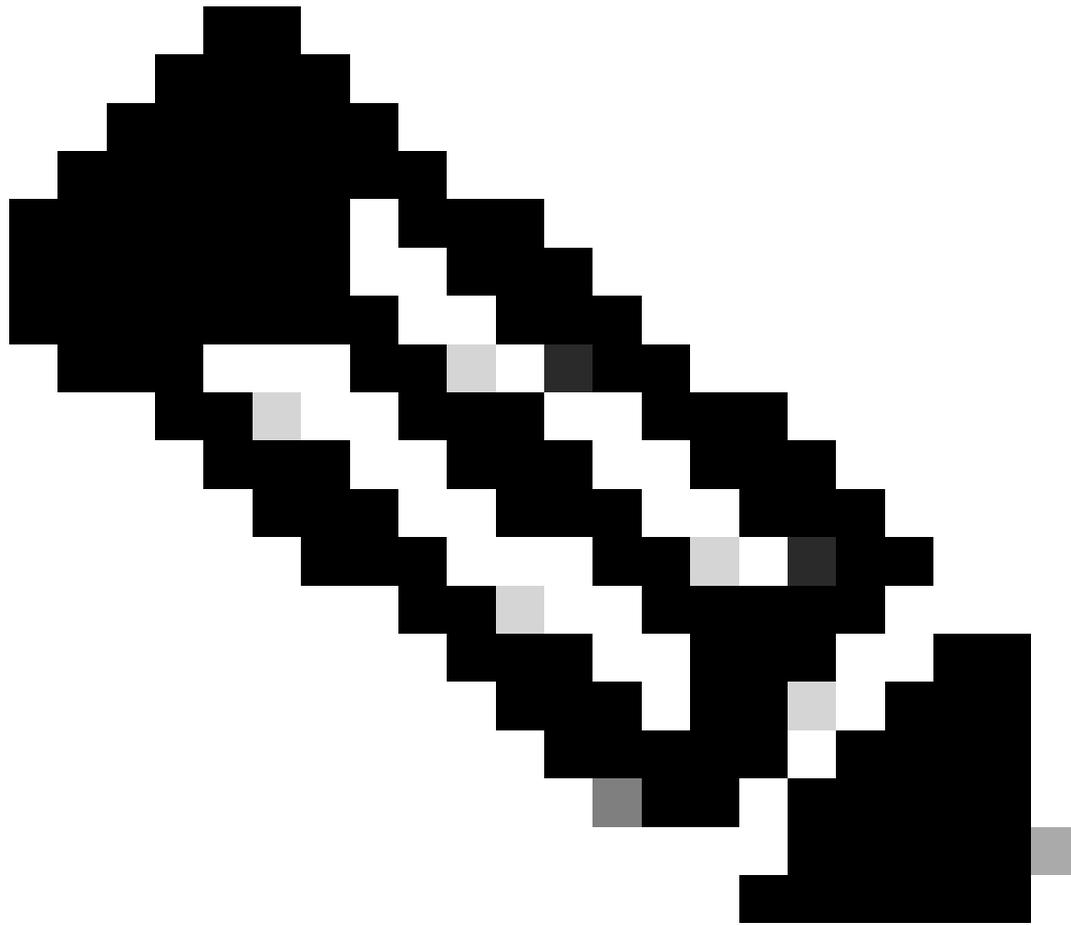
步驟 6:選擇Open Case。

The screenshot shows the 'Support Case Manager' interface. At the top, it says 'Create and manage Support cases for Fuad Al Asouli (faldasoul@cisco.com)'. A callout box labeled '1' points to the user name. A blue box labeled 'Logged in Cisco Account' has an arrow pointing to the user name. Below this is a message about Splunk support. A blue button labeled 'Open New Case' is highlighted with a callout box labeled '2'. A sidebar on the left lists categories: Products & Services, Webex, Software Licensing, Splunk, Fluidmesh / CURWB, and Trial Offer Support. 'Trial Offer Support' is highlighted with a callout box labeled '3'. A modal window titled 'Open a New Case for a Current Trial Offer' is open. It has a search bar with 'Secure Access' entered, highlighted with a callout box labeled '4'. Below the search bar, 'Trial Offer Security' is selected, and 'Secure Access' is highlighted with a callout box labeled '5'. At the bottom of the modal, an 'Open Case' button is highlighted with a callout box labeled '6'.

步驟 7:輸入您的支援票證詳細資訊 (標題和說明)。

The screenshot shows the 'Severity' section with radio buttons for 'Critical Impact (S1)', 'High Impact (S2)', 'Moderate Impact (S3)', and 'Ask a Question / Warranty (S4)'. The 'Moderate Impact (S3)' option is selected. Below this is the 'Loss of Service' section with a checkbox for 'Extended loss of 15 seconds or more'. The 'Title' section has a text input field with the placeholder 'Enter brief description' and a character count of '23/240 characters'. The 'Description' section has a rich text editor with the placeholder 'Enter Detailed problem Description' and a character count of '34/12000 characters'.

It's recommended to include organization ID in your problem description can be located in your login URL
[https://dashboard.sse.cisco.com/org/\(orgId\)/overview](https://dashboard.sse.cisco.com/org/(orgId)/overview)



附註：[思科嚴重性和上報指南](#)。

步驟 8:新增要通知有關此支援票證的任何其他CC清單。

步驟 9:提交票證。



附註：檢查您的收件箱，瞭解包含支援票證確認的電子郵件後，一旦工程師分配到票證，即可收到支援團隊的初始電子郵件。

將思科帳戶連結到服務合約

如果您執行了所述的步驟，且找不到您的Secure Access訂閱，則需要將合約與您的Cisco ID相關聯。

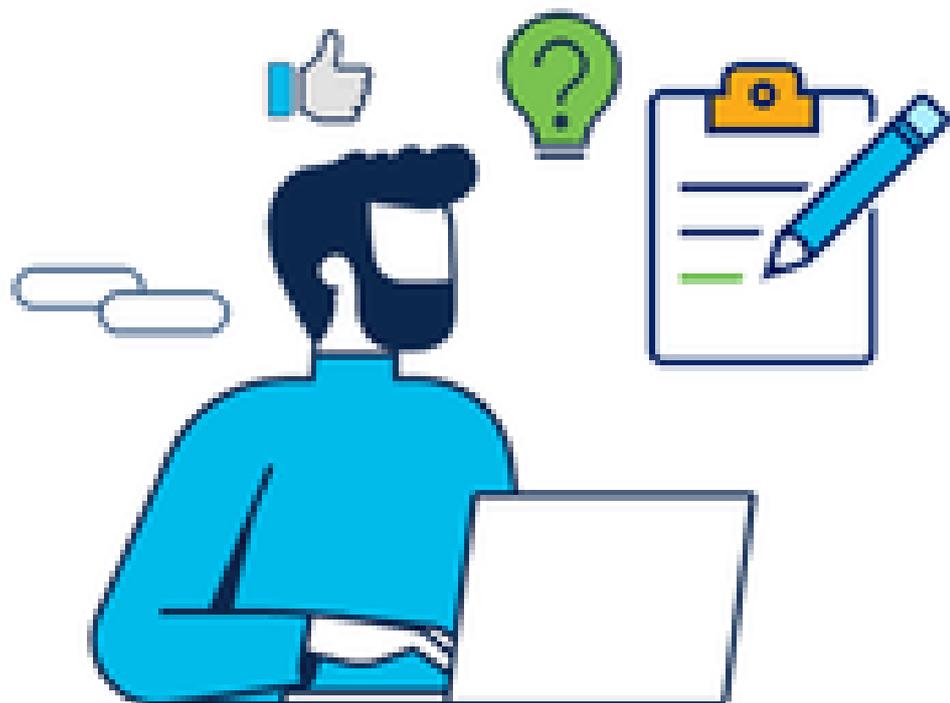
請按照本影片或本文所述的[步驟](#)將您的Cisco ID與合約相關聯：[建立對Cisco.com帳戶的服務合約訪問許可權](#)

如果您沒有合約編號，請檢視以下文章以找到它：[查詢合約編號並向您的合約編號新增訪問許可權](#)

如果您有EA或找不到合約編號，請在此連結中提交新的查詢：[Web幫助查詢門戶](#)

Haven't found what you're looking for?

[Submit Inquiry](#)



Issue Category*

Contracts & Contract Association



Issue Subcategory*

Add Contract to User



Description*

Web order: xxxxxxxx

Subscription ID: xxxxxxxx

Account/email to associated: xxxxxx@company.com

We need to associate this email account to the following Sub|ID

Add this information

Submit Inquiry

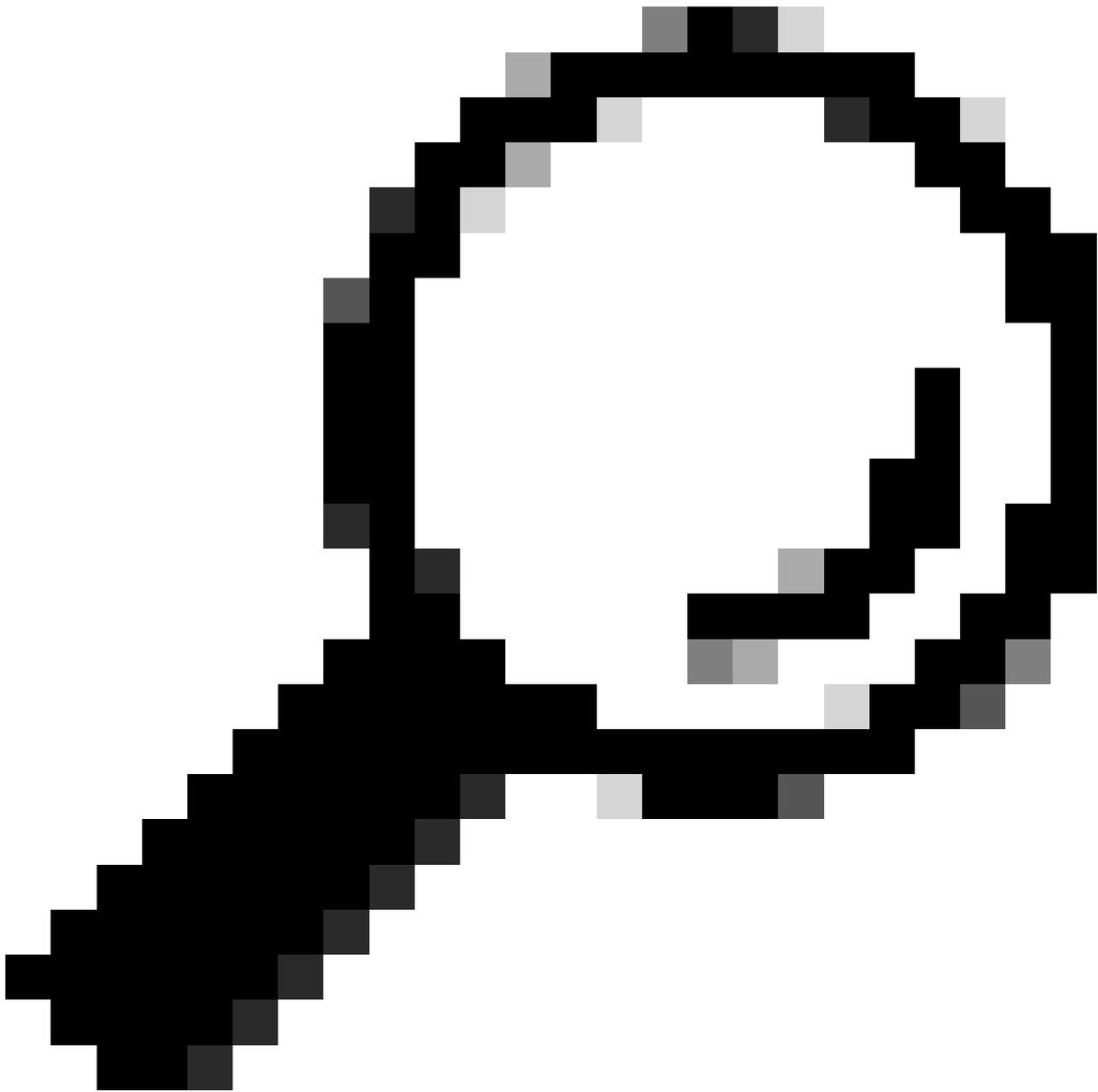
Cancel

一旦您點選Submit Inquiry，系統將向您傳送一封包含後續步驟的電子郵件。



附註：需要1到24小時才能在門戶上反映合約更改。

關聯合約後，請使用本文前面部分中介紹的步驟開啟支援票證。



提示：要查詢您的合約ID，請聯絡您的銷售代表或協助您購買Cisco Secure Access的合作夥伴

為Secure Access支援團隊排除故障並收集基本資訊

處理Cisco Secure Access時，您可能會遇到需要聯絡思科支援團隊，或者希望對問題進行基本調查並嘗試檢視日誌和隔離問題。本文介紹如何收集與Secure Access相關的基本故障排除日誌。請注意，並非所有步驟都適用於每個場景。

[為Secure Access支援團隊排除故障並收集基本資訊](#)

技術服務資源指南

思科技術服務有助於確保您的思科產品和網路高效運行，並從最新的系統和應用軟體中受益。當您需要技術協助時，您可以使用思科技術服務合約中提供的資源和工具快速解決問題。

有關思科支援服務等級協定的詳細資訊，請造訪以下文章：[技術服務資源指南](#)

相關資訊

- [為Secure Access支援團隊排除故障並收集基本資訊](#)
- [如何將思科服務合約存取權限新增至 Cisco.com 帳戶](#)
- [技術服務資源指南](#)
- [思科嚴重性和上報指南](#)
- [Support Case Manager](#)
- [技術支援與下載 — 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）。