

提交分類請求

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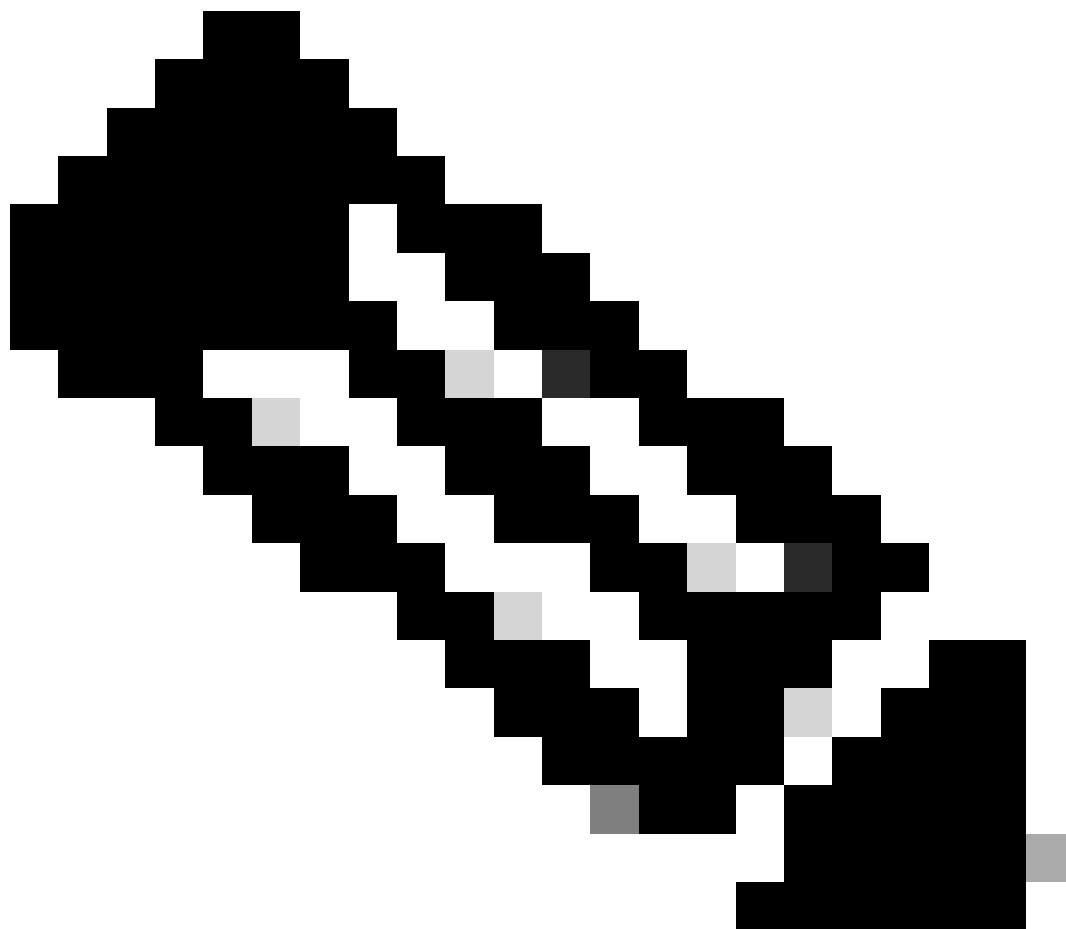
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簡介

本文檔介紹如果認為Cisco Umbrella中報告的域、URL、IP或檔案雜湊分類不正確，如何提交票證。

概觀

Cisco Umbrella和許多其他思科產品的分類資料由Cisco Talos處理。思科Talos團隊稽核分類請求。思科Talos情報組是世界上最大的商業威脅情報團隊之一。



附註：如果域或URL分類當前在生產環境中導致P1/URGENT問題，請直接與Cisco Umbrella支援團隊一起開啟支援案例，其中包含有問題的域/URL以及緊急性的詳細資訊。

提交請求（活動搜尋）

現在，您可以通過Umbrella Dashboard提交與安全或內容類別相關的請求。有關更多詳細資訊，請轉到[Umbrella Documentation中的](#)內容分類發生爭議。

導覽至Reports > Core Reports > Activity Search，然後尋找相關請求（DNS或Web）。按一下操作選單，然後選擇檢視全部詳細資訊。按一下爭議分類。



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

帳戶。如果沒有登入，系統會將您重新導向至登入頁面。使用者可以免費建立帳戶，但是如果您有其他思科產品，則您可能已經擁有Cisco.com帳戶。

輸入域、URL、IP或檔案雜湊條目（最多50個），然後按一下Get Category Data以檢視其當前分類。

Web & Email Reputation Support Ticket

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): 0

Bulk Suggest Reputation Change

Bulk Select Platform

Dispute Entry	Web Reputation ?	Threat Category	Suggested Reputation Changes	Platform
vesica-nonconvivially-anguineal.xyz				

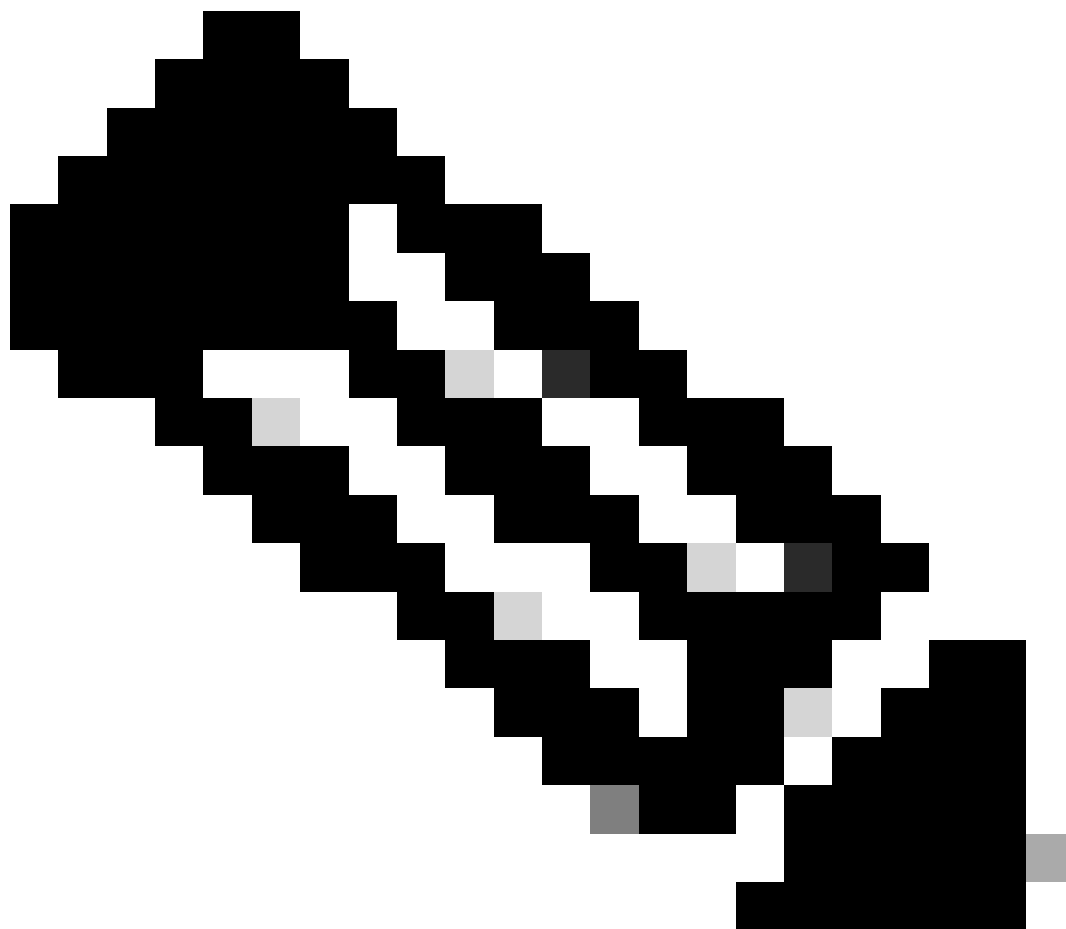
GET REPUTATION DATA If reputation data does not populate on hitting 'Enter', click the 'Get Reputation Data' button to populate current reputation and threat category.

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

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

sec_get.png

選擇您要檢視條目的建議分類標籤，然後輸入與建議請求相關的註釋詳細資訊。為確保它應用於正確的平台，請從平台清單中選擇「Umbrella」，或按一下「批次選擇平台」將所有條目更改為「Umbrella」。



附註：如果Umbrella的選項不可用，請選擇TalosIntelligence作為備用選項。

如果您的Cisco.com(CCO)帳戶未與Cisco Umbrella合約相關聯，則客戶無法使用Umbrella選項。要將許可合約與您的CCO帳戶相關聯，請參閱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

填寫所需的條目和欄位後，點選「提交」，系統會將您重定向到「我的票證」控制面板上的提交確認消息。

管理提交

您可以通過「我的票證」檢視提交給Talos團隊的案例的進度^度和^{解決}情況。

Tickets

Ticket successfully created

Create New Ticket

All Tickets

Web & Email Reputation

File Reputation

Web Category

EMAIL STATUS PORTAL

Submissions

Metrics

Manage Account

Help Center

My Tickets 2 TICKETS

Company Tickets 3646 TICKETS

Show 50 results

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

1

Screen_Shot_2021-04-05_at_10.01.04_AM.png

選擇票證編號將開啟該案例的更多詳細資訊，如狀態、解決方案和Talos團隊的評論。

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

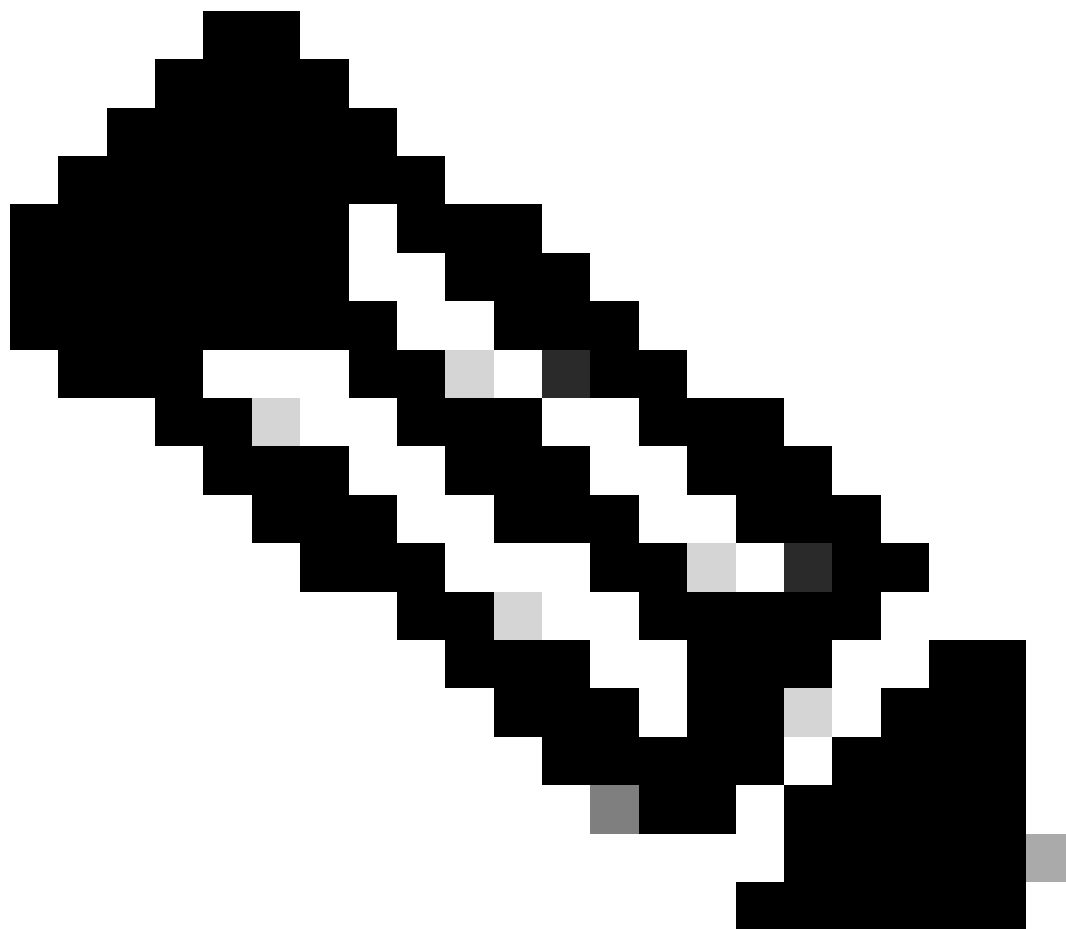
2 ENTRIES

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



附註：如果您在提交時遇到任何問題，請使用「關於此票證的電子郵件支援」按鈕與Cisco Talos聯絡。提交票證後，請允許幾分鐘時間訪問此功能。

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）。