

联系思科安全访问支持团队

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简介

本文档介绍作为技术支持中心(TAC)的一部分联系安全访问支持团队所需的步骤。

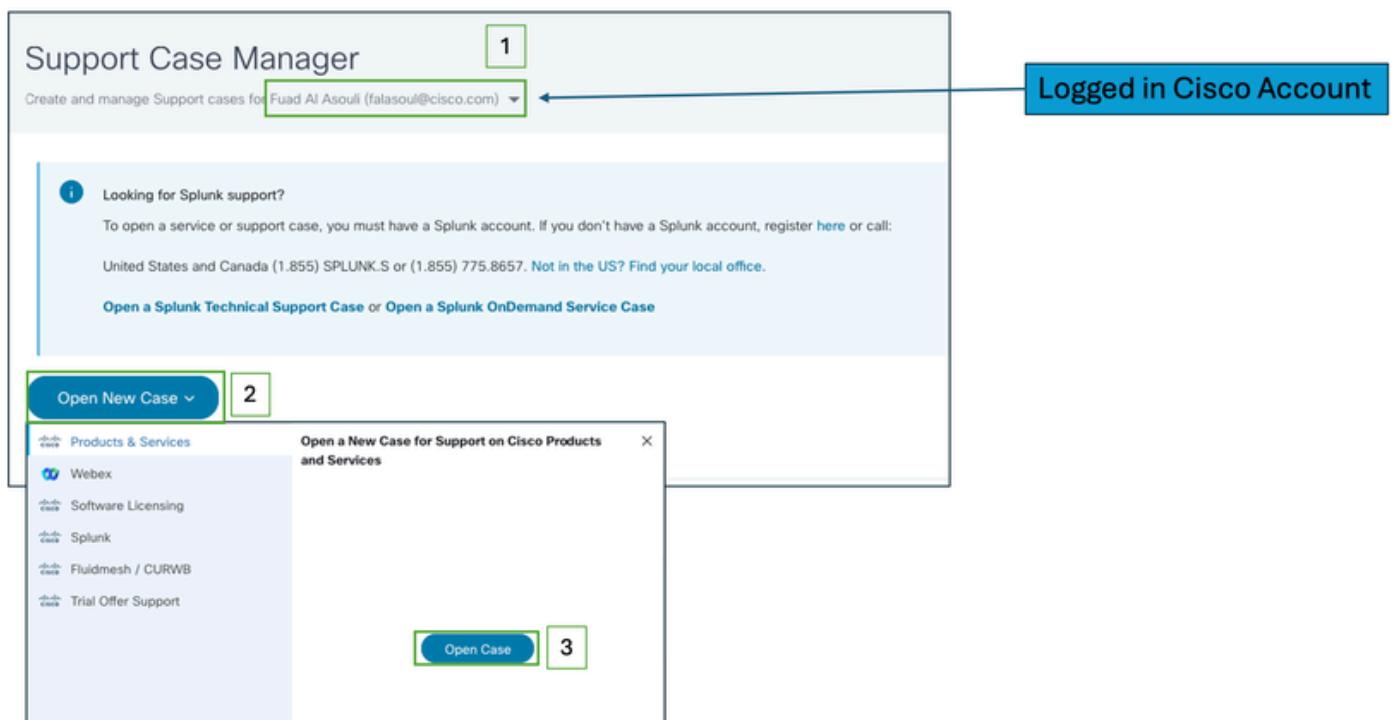
如何与Secure Access支持团队联系

如果您对Secure Access产品或其集成功能有任何类型的问题或疑问，请与Secure Access支持团队联系。

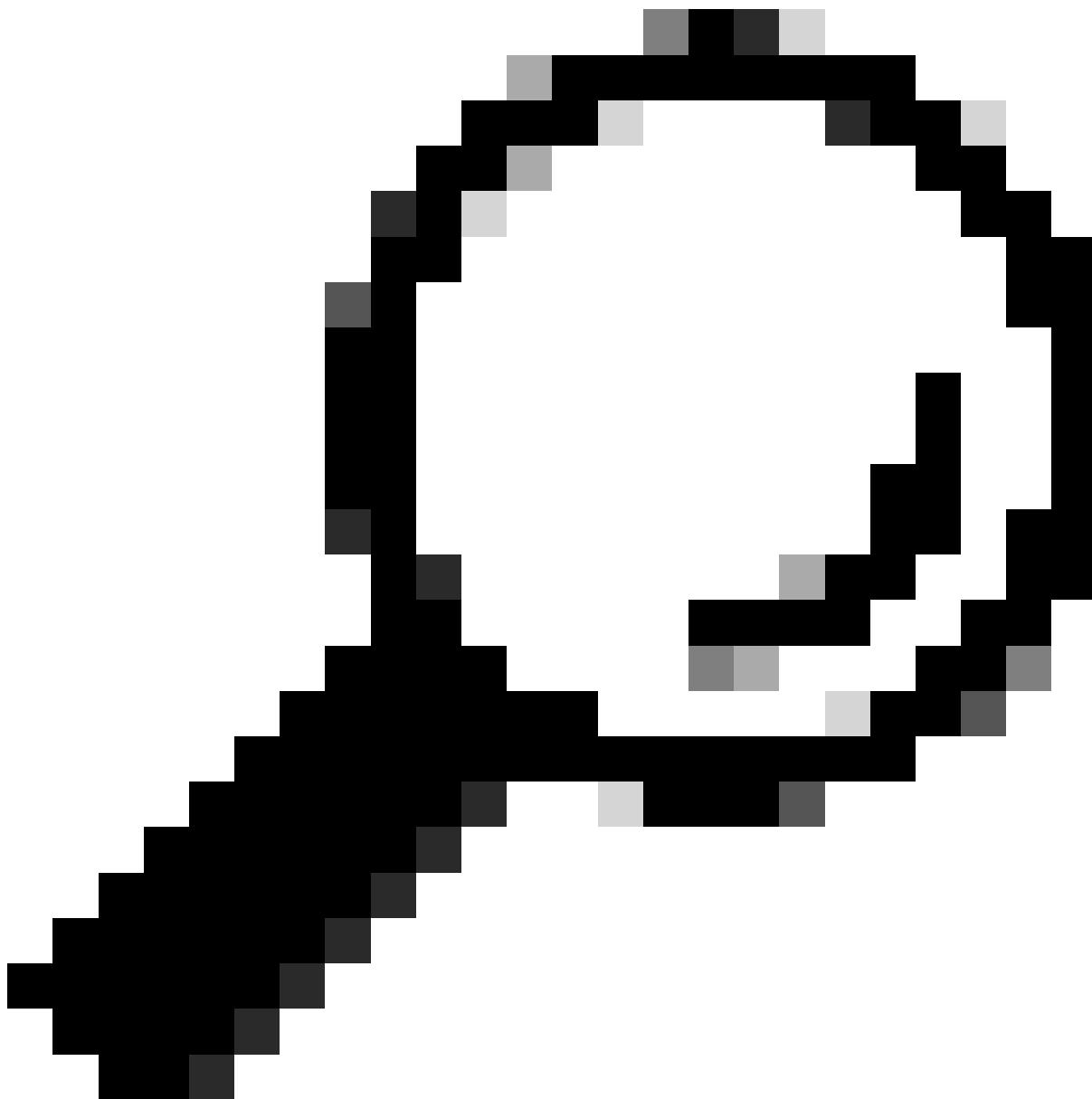
第1步：登录到[支持案例管理器](#)工具。

第2步：点击打开新案例(Open New Case)。

第3步：点击提交问题(Open Case)。



第4步：直接选择其中一个选项或在“产品名称(PID)”部分搜索（安全），找到您的安全访问订用。



提示：确保您登录的帐户与支持合同关联。在（按服务协议查找产品）部分下可以显示一个包含关联合同数量的标语。

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 (PID) Product Description Product Family Site Name

Service Contract

Smart Account Subscription Number

Virtual Account #R Subscription Number

Advanced Options

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						

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

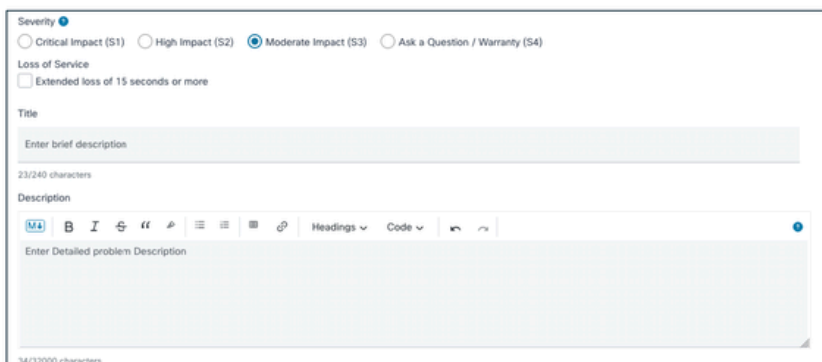
Use this option and search for (Secure) to locate your subscription

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

第5步：点击下一步(Next)转到下一步。

第6步：输入您的支持票证详细信息（标题和说明）。

注意：[思科严重性和升级指南](#)。



The screenshot shows a form with the following sections:

- 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" which is currently unchecked.
- 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>

第7步：选择安全访问技术和子技术。

第8步：选择问题区域。

Technology

Suggested Technologies

LAN Switching > Cat9200

Cloud and Hybrid Products > Webex Joining a meeting

LAN Switching > Cat2960

OR

1

Selection required

Problem Area

Select Technology

2

Solution Support (SSPT - contract required)

3

4

Solution Support (SSPT - contract required) > Secure Access

Problem Area

5

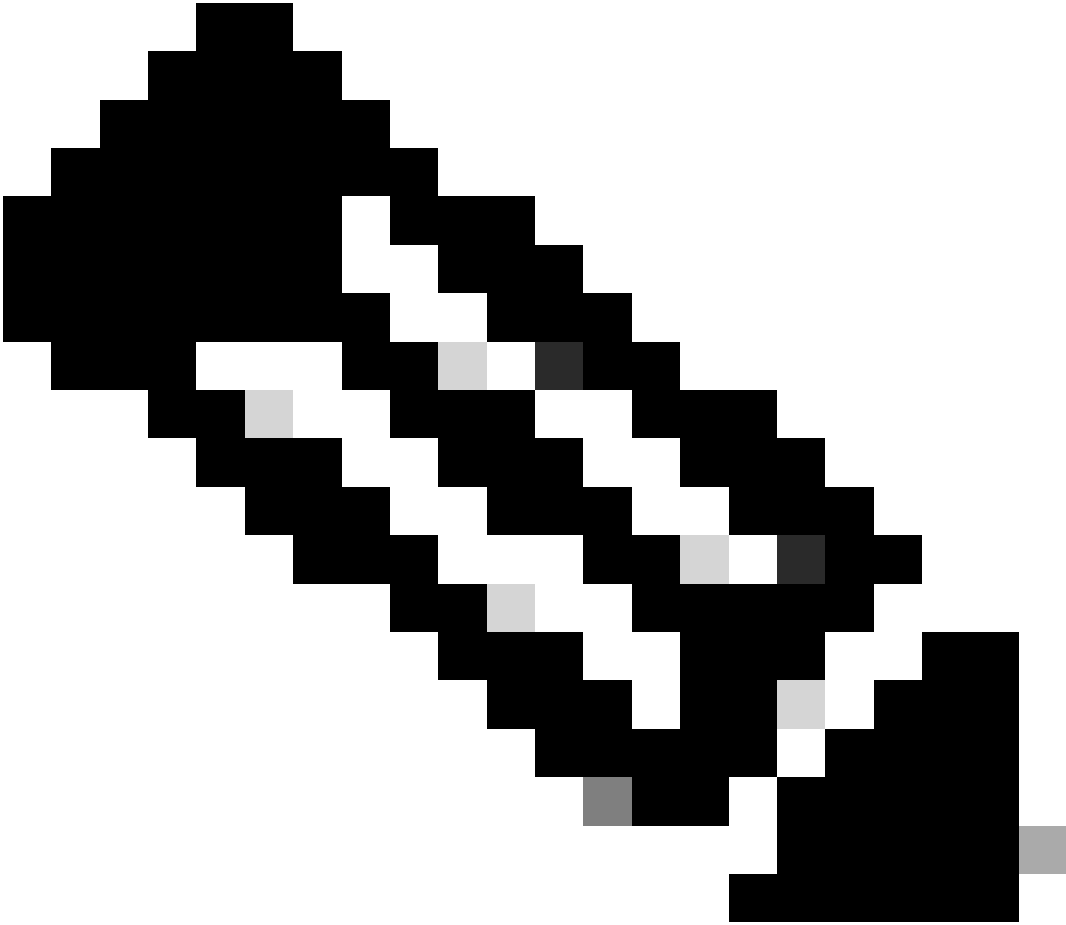
Problem Area

<p>CONFIGURATION</p> <p><input type="button" value="Error Messages, Logs, Debugs"/></p> <p><input type="button" value="Configuration Assistance"/></p> <p><input type="button" value="Licensing"/></p>	<p>INSTALLATION</p> <p><input type="button" value="Configuration Assistance"/></p> <p><input type="button" value="Error Messages, Logs, Debugs"/></p> <p><input type="button" value="Licensing"/></p>
<p>OPERATE</p> <p><input type="button" value="Error Messages, Logs, Debugs"/></p> <p><input type="button" value="Licensing"/></p>	<p>UPGRADE</p> <p><input type="button" value="Configuration Assistance"/></p> <p><input type="button" value="Licensing"/></p> <p><input type="button" value="Error Messages, Logs, Debugs"/></p>

6

第9步：添加要通知的有关此支持票证的任何其他CC列表。

第10步：提交故障单。



注意：检查您的收件箱，了解支持票证确认邮件，一旦为票证分配了工程师，即可收到支持团队发送的初始电子邮件。

如何联系Secure Access支持团队（试用帐户）

如果您拥有概念验证(POC)或价值验证(POV)的试用帐户，并且您想与思科支持团队一起打开支持票证，请检查本节中所述的说明。

第1步：登录到[支持案例管理器](#)工具。

第2步：点击打开新案例(Open New Case)。

第3步：选择试用版产品支持。

第4步：搜索安全访问。

第5步：选择安全访问(Secure Access)。

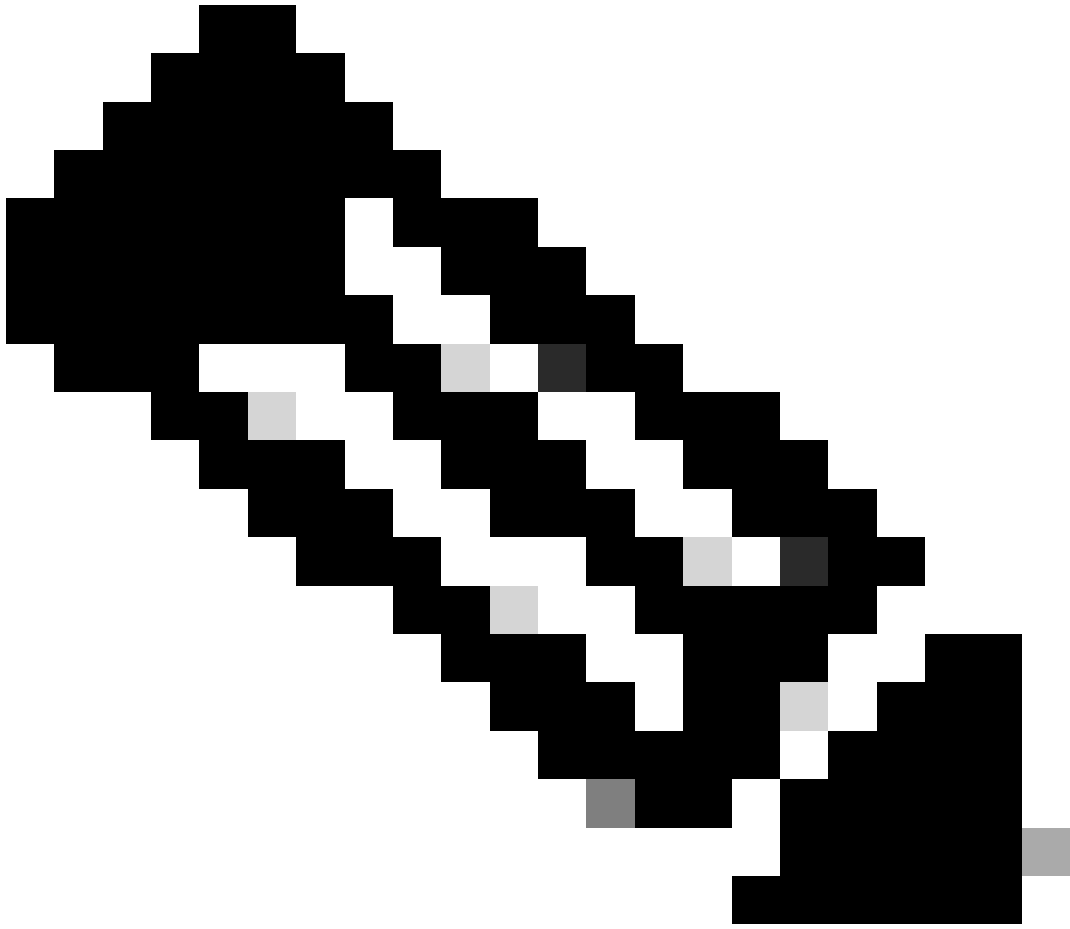
第6步：选择“Open Case”。

The screenshot shows the 'Support Case Manager' interface. At the top, it says 'Support Case Manager' with a '1' in a box next to it. Below that, it says 'Create and manage Support cases for: Fuad Al Asouli (faldasoul@cisco.com)' with a dropdown arrow. A blue box on the right says 'Logged in Cisco Account' with an arrow pointing to the user name. Below this is a light blue banner with a '1' in a circle and the text 'Looking for Splunk support? To open a service or support case, you must have a Splunk account. If you don't have a Splunk account, register here or call: United States and Canada (1.855) SPLUNK.S or (1.855) 775.8657. Not in the US? Find your local office. Open a Splunk Technical Support Case or Open a Splunk OnDemand Service Case'. Below the banner is a blue button 'Open New Case' with a '2' in a box next to it. To the left is a sidebar menu with 'Products & Services', 'Webex', 'Software Licensing', 'Splunk', 'Fluidmesh / CURWB', and 'Trial Offer Support' (highlighted with a '3' in a box). To the right is a modal window titled 'Open a New Case for a Current Trial Offer' with a close button. It has a search bar with 'Secure Access' and an 'X' button (with a '4' in a box). Below the search bar is a list of 'Trial Offer Security' categories, with 'Secure Access' selected (with a '5' in a box). At the bottom of the modal is an 'Open Case' button (with a '6' in a box).

第7步：输入您的支持票证详细信息（标题和说明）。

The screenshot shows the support case form. At the top, it says 'Severity' with a dropdown arrow. Below that are four radio buttons: 'Critical Impact (S1)', 'High Impact (S2)', 'Moderate Impact (S3)' (selected), and 'Ask a Question / Warranty (S4)'. Below that is a section for 'Loss of Service' with a checkbox 'Extended loss of 15 seconds or more'. Below that is a 'Title' field with the placeholder 'Enter brief description' and a character count '23/240 characters'. Below that is a 'Description' field with a rich text editor toolbar and the placeholder 'Enter Detailed problem Description' and a character count '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)



注意：[思科严重性和升级指南](#)。

第8步：添加要通知的有关此支持票证的任何其他CC列表。

第9步：提交故障单。



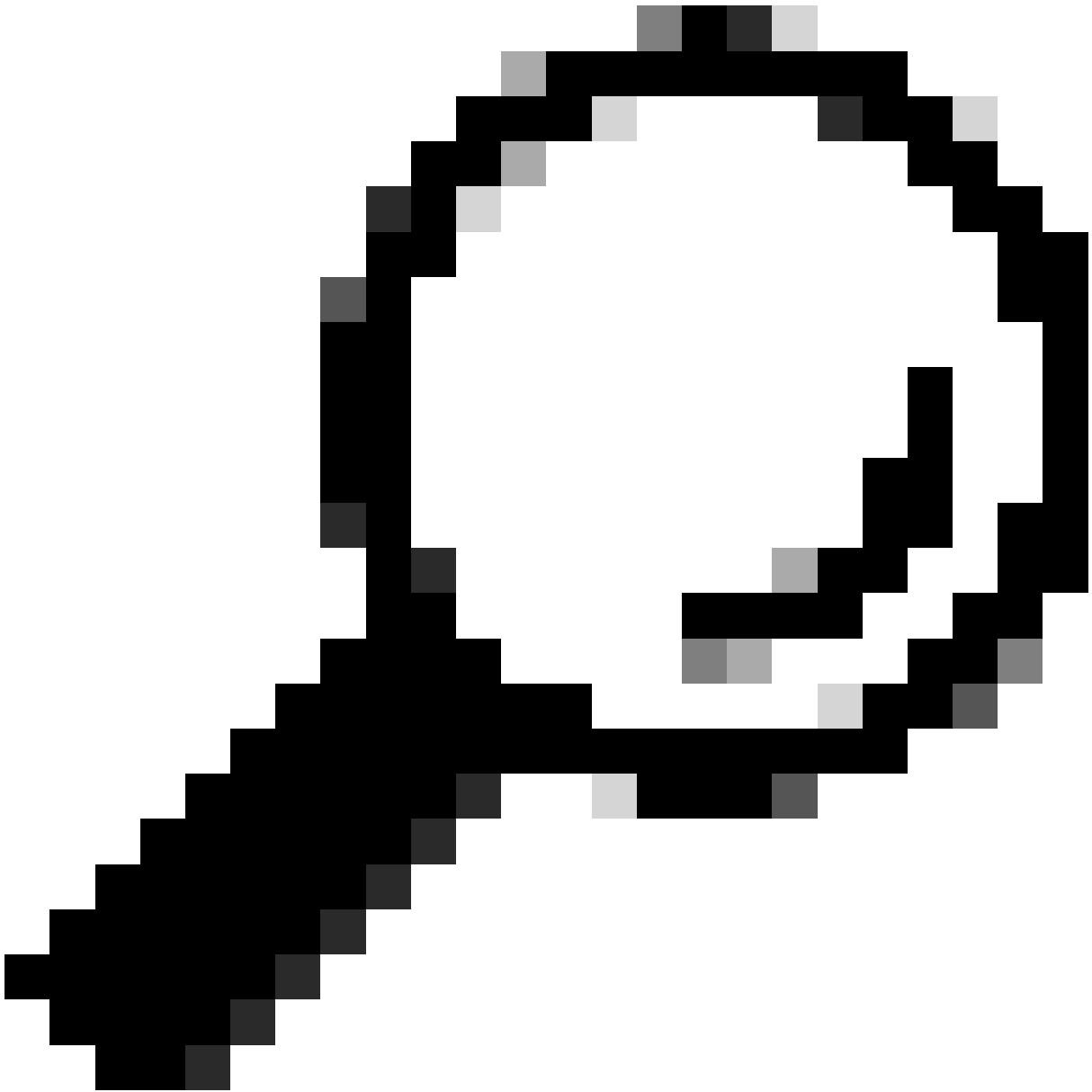
注意：检查您的收件箱，了解支持票证确认邮件，一旦为票证分配了工程师，即可收到支持团队发送的初始电子邮件。

将思科帐户链接到服务合同

如果您执行了上述步骤，但找不到您的安全访问订用，则需要将您的合同与您的思科ID相关联。

执行本文所述的步骤将您的思科ID与合同关联：[如何向Cisco.com帐户添加思科服务合同访问权限](#)

关联合同后，请使用本文前面部分所述的步骤打开支持票证。



提示：要查找您的合同ID，请联系您的销售代表或帮助您购买Cisco Secure Access的合作伙伴

为安全访问支持团队排除故障并收集基本信息

在使用Cisco安全访问时，您可能会遇到一些问题，需要联系思科支持团队，或者希望对问题进行基本调查，然后尝试查看日志并隔离问题。本文继续介绍如何收集与安全访问相关的基本故障排除日志。请注意，并非所有步骤都适用于每个场景。

[为安全访问支持团队排除故障并收集基本信息](#)

技术服务资源指南

思科技术服务有助于确保您的思科产品和网络有效运行，并从最新的系统和应用软件中受益。当您需要技术支持时，您可以使用思科技术服务合同中提供的资源和工具快速解决问题。

有关思科支持服务级别协议的详细信息，请访问以下文章：[技术服务资源指南](#)

相关信息

- [为安全访问支持团队排除故障并收集基本信息](#)
- [如何向Cisco.com帐户添加思科服务合同访问权限](#)
- [技术服务资源指南](#)
- [思科严重性和升级指南](#)
- [Support Case Manager](#)
- [技术支持和下载 - 思科系统公司](#)

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。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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