知識與支援
AppTemplate

NetApp
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知識與支援

註冊以取得支援

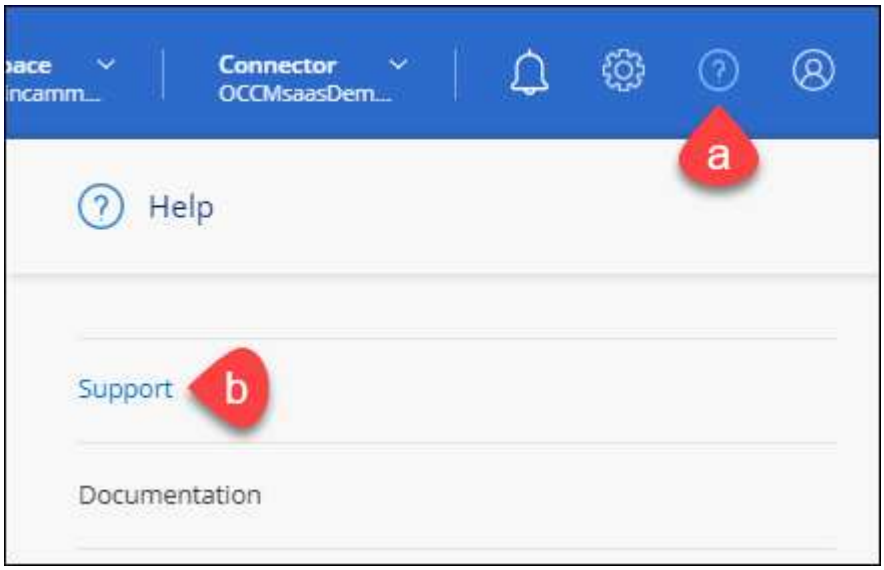
在您透過NetApp技術支援開啟支援案例之前、您必須先將NetApp支援網站帳戶新增至Cloud Manager、然後註冊以取得支援。

新增一個**NSS**帳戶

「支援儀表板」可讓您從單一位置新增及管理所有NetApp支援網站帳戶。

步驟

1. 如果您還沒有 NetApp 支援網站帳戶、 "註冊一項"。
2. 在Cloud Manager主控台右上角、按一下「說明」圖示、然後選取*「支援」*。



3. 按一下「」「**nss**管理」>「新增**nssAccount**」。
4. 出現提示時、按一下*繼續*以重新導向至Microsoft登入頁面。

   NetApp使用Microsoft Azure Active Directory做為身分識別供應商、提供專為支援與授權所設計的驗證服務。

5. 在登入頁面上、提供您的NetApp支援網站註冊電子郵件地址和密碼、以執行驗證程序。

   此動作可讓Cloud Manager使用您的NSS帳戶。

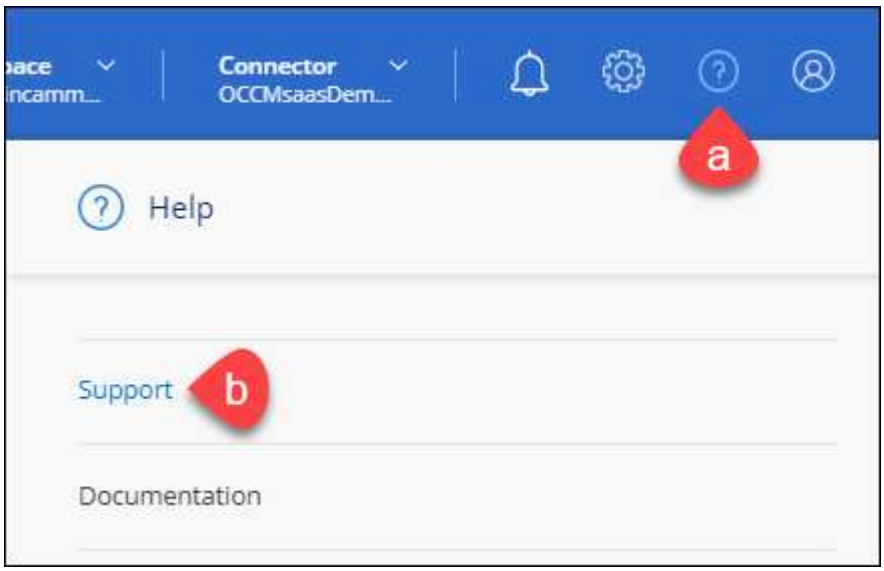
   附註：帳戶必須是客戶層級的帳戶（非來賓帳戶或臨時帳戶）。

註冊您的帳戶以取得支援

支援註冊可從支援儀表板的Cloud Manager取得。

步驟

1. 在Cloud Manager主控台右上角、按一下「說明」圖示、然後選取*「支援」*。



2. 在* Resources（資源）選項卡中，單擊 Register for Support*（註冊以獲得支持*）。
3. 選取您要登錄的NSS認證、然後按一下「登錄」。

取得協助

NetApp以多種方式支援Cloud Manager及其雲端服務。我們全年無休提供豐富的免費自助支援選項、例如知識庫（KB）文章和社群論壇。您的支援註冊包括透過網路票證提供遠端技術支援。

自我支援

這些選項可供免費使用、一天24小時、一週7天：

- "知識庫"

  請搜尋Cloud Manager知識庫、找出有助於疑難排解問題的文章。

- "社群"

  加入Cloud Manager社群、追蹤後續討論或建立新討論。

- 文件

  您目前正在檢視的Cloud Manager文件。

- mailto：ng-cloudmanager-feedback@netapp.com [意見反應電子郵件]

  我們非常重視您的意見。提交意見反應、協助我們改善Cloud Manager。

NetApp支援

除了上述的自我支援選項、您也可以與NetApp支援工程師合作、在您啟動支援之後解決任何問題。

步驟

1. 在Cloud Manager中、按一下*「說明」>「支援」*。
2. 在「Technical Support（技術支援）」下選擇可用的選項之一：
   a. 按一下*致電我們*以尋找NetApp技術支援的電話號碼。
   b. 按一下「開啟問題」、選取其中一個選項、然後按一下「傳送」。

      NetApp代表將審查您的案例、並盡快回覆您。

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