



思科常用工具介绍

Trysher Nong

Jan 10th, 2020

让我们一起走进 百科全思

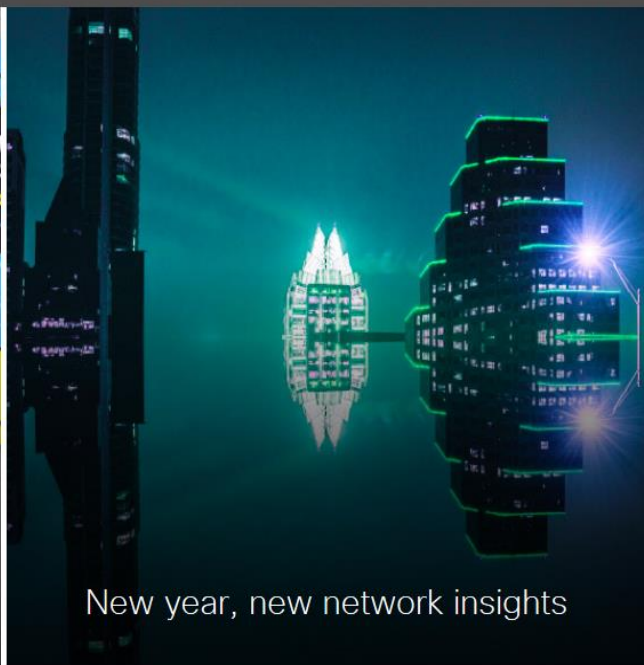
- 如何联系思科
- 售前常用工具介绍
- 售后常用工具介绍
- 代理商常用工具介绍
- 考试认证常用工具介绍



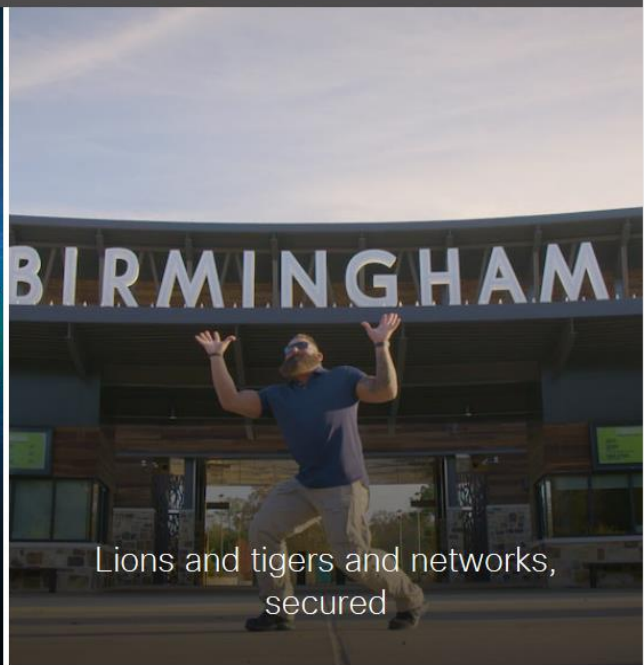
Employees take action to positively impact people, planet and society [Get started >](#)



Cisco Umbrella's Ransomware Defense for Dummies



New year, new network insights



Lions and tigers and networks, secured



Design Guides



Learning Locator



Career Certifications



Software Downloads



Cisco Community



Tech Support Cases

根据业务需求分类检索

关键字查询，不懂就搜

更高速、更出色、更安全的互联网引擎。

业界首款统一芯片架构，将交换机、路由器和软件集于一身。

未来已来



中文资料下载



学习资源



职业认证



软件下载



支持社区



客户成功故事

注册Cisco.com ID (CCO) 获取更多在线资源



已有帐户?

- ✓ 个性化内容
- ✓ 您的产品和支持

登录

忘记了用户 ID 或密码?

管理帐户

需要帐户?

创建帐户

帮助

帐户



客户简档管理器

• 编辑客户简档



合作伙伴简档管理器

• 需要登录 Cisco.com



Home



Personal



Settings



Access Management

查看和管理合同详细信息:

对于用户:

思科服务合同中心 (CSCC) 🔒

合同管理员资源:

服务访问管理工具 (SAMT) 🔒

息

通信首选项

如何 花式 联系思科？



[支持主页](#)

[产品和下载](#)

[联系支持人员](#)

[许可证和合同](#)

[工具和资源](#)

产品技术支持人员 (TAC)

[提交新支持请求](#)

需要有产品或软件支持合同

[管理支持请求](#)

退货 (RMA)

[退货门户](#)

我们已简化了 RMA。
[了解详情 >](#)

通过电话联系 TAC
企业和运营商产品
中国
[800-810-8886 >](#)

[全球电话号码](#)

小型企业产品
中国
[800-888-8168 >](#)

[全球电话号码](#)

思科全球支持联系方式

通过电话联系 TAC

企业和服务提供商产品

美国/加拿大

1 800 553 2447

1 408 526 7209

全球

请参阅以下国家/地区列表（按地域排列）。

注意：

- 带有一个星号 (*) 的电话号码附有特殊的拨打说明。

1. 拨打本地接入号码。
2. 音乐结束后，请拨卡号和 PIN 号码 5689。
3. 听到几声提示音后，请拨 *99。
4. 如果拨 *99 无法接通，话务员会询问您想要拨打的电话号码；请使用卡号。

- 对于带有两个星号 (**) 的电话号码，不可使用手机拨打。

中国大陆
800 810 8886（不适用于手机）
400 810 8886

中国香港
852 3077 5555

概述

思科面向持有有效思科服务合同的所有客户、合作伙伴、经销商和总代理，通过网络和电话提供屡获殊荣的全天候技术支持服务。

请在联系思科支持时提前准备好您的 Cisco.com 用户 ID、相关合同和序列号，以免耽搁支持请求的处理。

企业和服务提供商电话支持

其它资源

[小型企业支持](#)

[其他思科联系方式](#)

[在线提交 TAC 支持请求](#)

[产品退货与替换\(RMA\)](#)

[思科支持社区](#)

电子邮件支持

英语：
tac@cisco.com

日语：
japan-tac@cisco.com

汉字（中文）：
chinese-tac@cisco.com

朝鲜语字母（韩语）：
korea-tac@cisco.com

思科Systems总部

cisco Systems, Inc.
公司总部
170 West Tasman Drive
San Jose, CA 95134

联系Cisco

联系信息 **Asia Pacific**

联系 **China - 简体中文**

请告知我们您遇到的问题，以便尽快为您联系到合适的人员

1 您是:

- 客户 (小型企业)
- 客户 (企业/服务提供商)
- 合作伙伴、分销商、经销商
- 投资者
- 讲师和学员
- 办公地点信息

联系我们

致电 4008 100 110

Cisco Systems, Inc.
Corporate Headquarters
170 West Tasman Dr.
San Jose, CA 95134
USA
[Feedback](#)

请告知我们您遇到的问题，以便尽快为您联系到合适的人员

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- 合作伙伴、分销商、经销商
- 投资者
- 讲师和学员
- 办公地点信息

了解思科产品和解决方案

联系我们

请致电 4008 100 110, 选择“产品与服务”菜单

有用的工具或网页
[产品和服务查询表单](#)

2 您需要帮助:

购买前

- 产品
- 服务
- 报价和订单

购买后

- 技术支持
- 服务支持
- 成为思科合作伙伴
- 许可支持

培训和认证

- 思科认证
- 思科培训
- 其他
- Cisco.com

1 您是:

- 客户 (小型企业)
- 客户 (企业/服务提供商)
- 合作伙伴、分销商、经销商
- 投资者
- 讲师和学员
- 办公地点信息

2 您需要帮助:

- 成为思科合作伙伴

渠道合作伙伴申请支持

- Cisco Commerce Workspace
- 合作伙伴计划订单支持
- PDI (规划, 设计, 实施) 服务台
- 合作伙伴奖励
- 合作伙伴教育认证

购买前

- 产品
- 服务
- 报价和订单

购买后

- 技术支持
- 订单、计费或返回
- 许可支持

培训和认证

- 思科认证
- 思科培训

其他

- 活动
- Cisco.com

3

- 软件下载问题
- 网络或环境中断
- 现有案例的状态
- 智能备件授权请求
- 返回材料授权请求
- 权利服务请求
- 许可服务请求

获得与您的网络相关的技术产品支持, 注意: 所有严重性为 1 级的案例必须通过电话 Contact Us

联系我们

800 810 8886 (Not applicable for cell phones) or 400 810 8886

建立一个网上支持案例

[TAC 服务请求工具](#)

给我们发电子邮件

[技术支持](#)

Cisco Frontline 思科总机——百科全思

部门	热线	一级菜单	二级菜单	服务领域
Cisco Frontline 思科总机 支持时间： 周一至周五，9点 到18点	大陆： 4006680680 4008100110 台湾： 0800666588 香港： 30714911	选1普通话支持 选8英文支持	1	售前产品与服务咨询
			2	售后技术支持
			3	订单管理
			4	认证与培训
			5	合作伙伴支持中心
			6	思科智能服务支持中心
			7	转接思科员工
			8	重复以上菜单
			0	如果您需要其他协助请按0，我们将为您转接思科客服代表

我是
重点

1前2后3订单，4试5代6智能

Presale 售前咨询

售前咨询途径：

- 售前热线
- 网上提交请求

常用工具：

- Partner Locator
- Distributor Locator
- 思科销售代表查询工具（for partner）

部门	热线	选项	服务领域
Presale 售前咨询	针对最终用户 售前咨询	1	最终用户售前咨询
		2	合作伙伴或集成商售前咨询： 1) 行业聚焦合作伙伴 2) 其他合作伙伴通过partner helpline提交请求
		3	合作伙伴服务报价和订单咨询
		8	重复菜单
		9	返回
		0	其他支持

网上提交售前咨询请求

产品 支持 合作伙伴与代理商 **更多**



培训与活动

订购主页

购买

如何购买

服务

思科租赁

如何购买

从思科合作伙伴处购买
在思科认证合作伙伴/经销商的帮助下，查找解决方案、生成报价并下单订购。

[查找合作伙伴](#)

了解合作伙伴

通过思科线上旗舰店购买

进入京东自营思科品牌专区

咨询思科顾问

联系思科销售代表

致电：4006 680 680 或
4008 100 110

全球联系方式



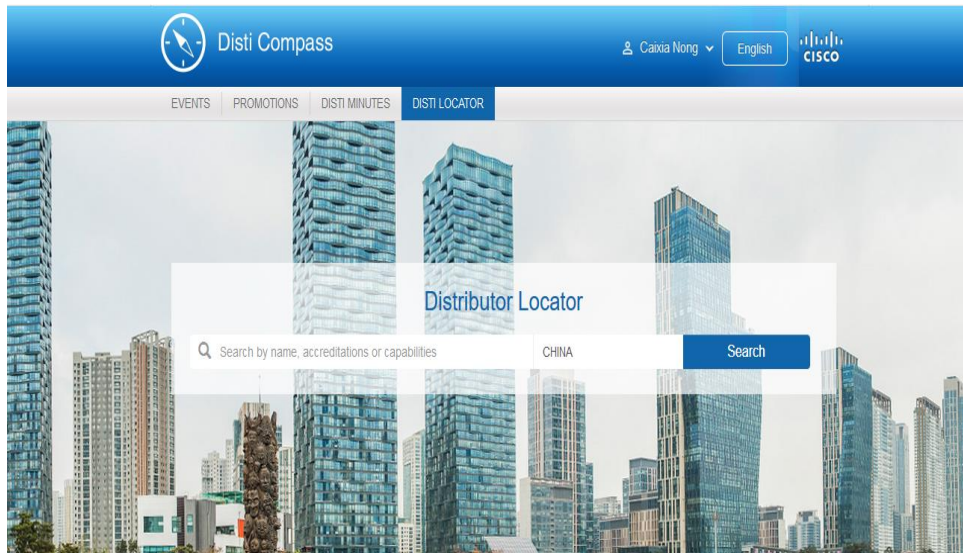
查找经销商 Partner Locator

<https://locatr.cloudapps.cisco.com/WWChannels/LOCATR/openBasicSearch.do>

The screenshot displays the Cisco Partner Locator interface. On the left, a dark blue navigation menu contains several items, with '合作伙伴与代理商' (Partners & Resellers) highlighted in a red box. Below this, '查找合作伙伴' (Find Partners) and '查找经销商' (Find Resellers) are also highlighted in red boxes. The main content area is titled 'Find a Cisco Partner' and includes a search bar with two tabs: 'Search by capability and fit' and 'Search by partner name'. Below the search bar, there are several filter fields: 'Location*' (with a note '(Up to 8 selections)' and '* required'), 'Technology', 'Your Industry', and 'Your Company Size'. There are also three checkboxes for filtering by partner type: 'Show only Gold and Global Gold Certified Partners', 'Show only Master Specialized Partners', and 'Show only Customer Experience Specialized Partners'. At the bottom, there are three dropdown menus for 'Certifications', 'Specializations', and 'Authorizations', each with 'Any' selected. A 'Clear selections' link is visible below these dropdowns. The footer of the search form includes a 'Search' button, a 'View Advanced Search' link, and a 'Reset Search' link.

查找总代理Distributor Locator

<https://www.disticompass.com/user/Distributor/Locator>



查找思科销售代表 Who is my Cisco Rep (partner)

<https://camloc.cloudapps.cisco.com/WWChannels/CAMLOC/whoismyciscorep.do>

产品 支持 **合作伙伴与代理商** 更多

合作伙伴主页
我们的合作伙伴
渠道合作伙伴计划
合作伙伴认证和专业化认证
营销和销售
合作伙伴支持
合作伙伴工具

合作伙伴工具

- 思科商务工作空间 (CCW)
- 思科商务工作空间 - 软件订用与服务 (CCW-R)
- 合作伙伴访问在线 (PAL)
- 合作伙伴自助服务 (PSS)
- 计划管理和申请
- 快速定价工具
- 合作伙伴销售线索报备机制 (LnP)
- 合作伙伴超级加油站 (Incentive Hub)
- 合作伙伴标识创建工具
- 服务访问管理工具
- Total Partner View (TPV)
- 查找您的思科代表**
- 全部合作伙伴工具
- 支持工具和资源

Solutions Products & Services Ordering Support Training & Events Partner Central

Who is my Cisco Rep...

Please Enter a Company Name or Keyword to Search for Team members:

Company

Country

Roles

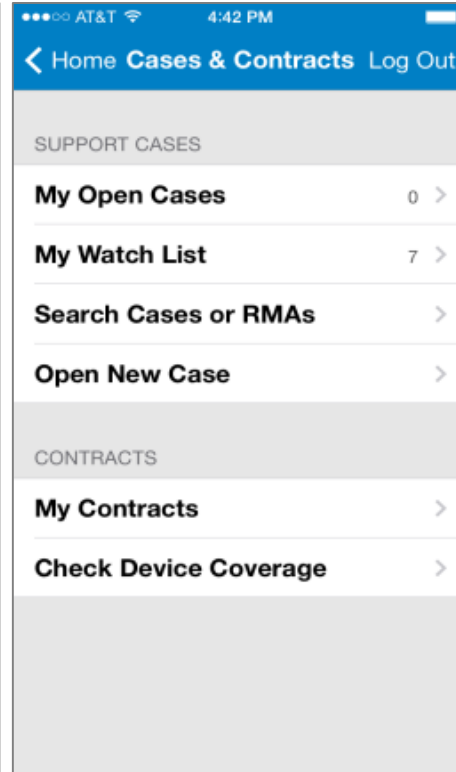
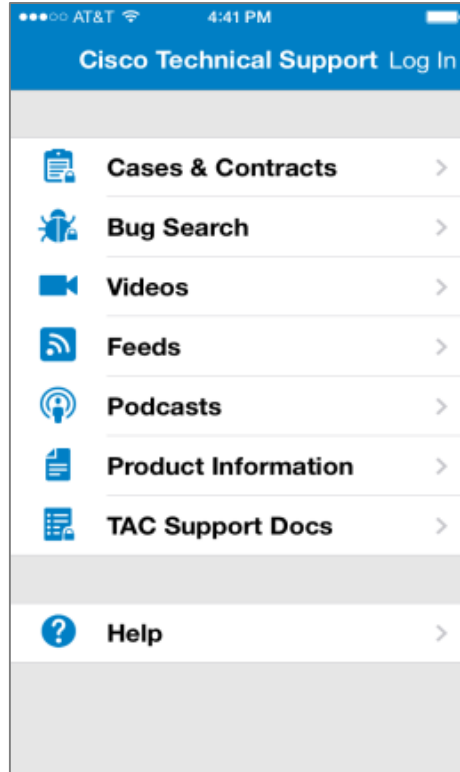
Postal Code

售后技术支持

部门	热线	选项	服务领域
TAC Frontline 售后技术支持	中国大陆 800 810 8886/ 400 810 8886 中国香港 852 3077 5555 中国澳门 0800 352 中国台湾 0 080 1 611206 0800-666-588	1	网络中断需立即协助
		2	一般故障需技术支持
		3	已有支持案例号码
		4	查询硬件换修状态或咨询RMA相关问题
		5	智能尊享服务
		6	思科解决方案支持服务
		8	重复以上菜单
		0	没有购买售后服务合；其他服务

Mobile App – Cisco Technical Support

Available for IOS, Android



查询产品信息

The screenshot displays the Cisco support website interface. At the top, there are navigation links: "产品" (Products), "支持" (Support), "合作伙伴与代理商" (Partners & Resellers), and "更多" (More). The "支持" link is highlighted with a red box. A dark blue sidebar on the left contains the following menu items: "支持主页" (Support Home), "产品和下载" (Products and Downloads), "联系支持人员" (Contact Support Personnel), "许可证和合同" (Licenses and Contracts), and "工具和资源" (Tools and Resources), which is also highlighted with a red box. The main content area features a "工具" (Tools) section with a red box around "漏洞搜索工具" (Vulnerability Search Tool) and a red arrow pointing to it. Below it are links for "根据产品版本和关" (According to product version and rel), "我的设备" (My Device), "查看设备相关信息" (View device-related information), "软件研究" (Software Research), "查看思科关于受支" (View Cisco's support for), "设备覆盖范围检查" (Device coverage check), "检查一个设备或一" (Check a device or a), and "所有支持工具 >" (All support tools >). Two search tool interfaces are shown in red boxes. The top one is the "Bug Search Tool" under "Tools & Resources", featuring a search bar with "Search For:" and "Examples: CSCtd10124, router crash, etc...", and dropdown menus for "Product" (Series/Model) and "Releases" (Affecting or Fixed in these Releases). The bottom one is the "Software Research" tool, with tabs for "Software", "Features", and "Bugs", and search fields for "Product" (with a "Select from list" button) and "Software Image File".

订单管理支持组 Customer Service


部门	热线	选项	服务领域
Customer Service 订单管理支持组	1、订单事宜，包括下单，催单，更改订单，取消订单等； 2、3C证明； 3、电信设备入网许可证； 4、CCW下单工具的使用问题； 5、维保信息的更新等	1	如需了解订单状态和发货信息
		2	如需催单或对现有订单进行更改
		3	如需通过电子商务工具支持，咨询如何使用CCW,CCW-R,或CCE进行在线下单时需要协助
		4	如需提请退货
		5	服务合同相关帮助
			1) SMS3
			2) 2及上一代支持
			3) CSCC报价支持
		4) 其他服务及合同的问题	
		6	如需其他任何请求, 需要订单服务组协助的
7	如果您已在思科订单小组建立一个案例, 现在需要升级, 请准备好案例号		
8	如需重复收听菜单选项		
9	返回主菜单		
0	其他帮助		

合作伙伴支持中心Channel Specialist Group

部门	选项	服务领域
合作伙伴支持中心	1	售前产品咨询
	2	新合作伙伴注册流程、现有合作伙伴认证计划、渠道激励计划及系统工具使用等问题支持或思科专属合作伙伴（如行业聚焦计划、星云、点石成金）。 1) 非专属项目合作伙伴 2) 行业聚焦计划 3) 星云合作伙伴和点石成金
	3	思科商务空间CCW
	8	重听
	9	返回上一级菜单

Global Export Trade

<https://gcta.cloudapps.cisco.com/FinAdm/GCTA/servlet/ControllerServlet?action=QueryForm>

Trade Tool
Home

Welcome to Trade Tool

Trade Tool provides trade related information specific to Cisco products and Customer Orders including Harmonized Tariff Schedule (HTS) Numbers, Country of Origin (COO), Export Compliance Classification Numbers (ECCN), Export Authorization Encryption Note, and Product Approval Status information.

Cisco makes this trade data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant or guarantee that it is complete, accurate or up-to-date. This information is subject to change without notice. This information is not intended to constitute legal advice or to be used as a substitute for specific legal advice from a licensed attorney. You should not act (or refrain from acting) based upon this information without obtaining professional advice regarding your particular facts and circumstances.

Please note that items with status "Enable Opt" may NOT have an HTS in Trade Tool as these items are options that ship along with a major line item on sales orders and rarely ship alone. These part numbers are classified (HTS) along with their corresponding major line item. If it is to be shipped on its own, it will have a separate part number assigned.

Please enter your Email Address as some Queries return data to your Email in Excel Format Email Address:

This address is only valid for as long as you are logged on to this session. You may come back to this screen at any time while logged on and change this Email Address.

Global Export Trade

Global Export Trade promotes the compliant selling of our products by proactively creating US and country-specific export policies and guidelines to ensure Cisco's conformance with its obligations.



How Do I?

Answers to common questions

[Learn More >](#) [Key Contacts >](#)



Cisco Parts Lookup (Public Export Product Data)

Access relevant parts restriction information, including the Export Control Classification Number (ECCN) and Commodity Classification Automated Tracking (CCAT) number.

[Learn More >](#)



General Export

Get information about general export regulations, including controlled products and technologies, prohibited destinations, parties, uses, and end users.

[Learn More >](#)



Cisco Products and Export Classifications

Useful resources for locating export compliance information associated with Cisco products.

[Learn More >](#)



Military and Defense (International Traffic in Arms Regulations [ITAR])

No Cisco products are regulated by the ITAR.

[Learn More >](#)



Non-U.S. Regulatory Information on Cisco Products?

France:

ANSSI (Formerly the DCSSI) Authorizations and Declarations for Cisco Products may be viewed and downloaded in PDF format or as an Excel spreadsheet. [.PDF](#) / [.XLS](#)

Singapore:

ECCN Dual-Use Code, 5A002 DL05A , 5D002 DL05D

Related Forms

Online Forms

[FBI Questionnaire](#)

[License Questionnaire](#)

Downloadable Forms

[Malaysia End User Statement](#)

[Instructions: Malaysia End User Statement](#)

[Hong Kong End User Statement](#)

[Singapore End User Statement](#)

[Example: Singapore End User Statement](#)

[Cisco Controlled Technology Transfer Assessment](#)

[Declaration Letter - no stamp](#)

[Declaration Letter - no letterhead](#)

[Company Profile form.doc](#)

[United Kingdom Consignee Undertaking](#)

[UKCU FAQs](#)

Related External Links

[European Union](#)

[UK Export Control - Checker Tools](#)

[US Bureau of Industry and Security](#)

[Hong Kong Trade Authority](#)

[Denied Parties List](#)

[Department for Business Innovation & Skills](#)

[Business Link \(Practical Advice for Business\)](#)

[Ministry of Economic Affairs - Netherlands](#)



Certification Support Group

Related Tools

- [Certificate Verification](#)
- [CCIE Verification](#)
- [Certifications Online Support](#)
- [Partner Help Online](#)

Related Links

- [Recertification](#)
- [CCIE](#)
- [Cisco Learning Network](#)

Search **Go**

Home Career Certifications & Paths
Certification Tracking System

Welcome to the Cisco Certifications Tracking System!

The Certification Tracking System is now part of the Cisco network and can be accessed by your Cisco.com login. In order to access the Cisco network and the Certification tracking system with the same Login ID.

To protect your privacy: If you are using a shared/public computer please close all open browser windows after you have completed your session.

Major system upgrade in progress and will be inaccessible starting Jan 5th at 4 pm (PST). A

I do not have a Cisco.com ID [Get a new Cisco.com ID](#)

I have a Cisco.com ID [Login with Cisco.com ID](#)

The Certification Tracking System is now part of the Cisco.com network and can be accessed by your CISCO.COM account. If you do not have a Cisco.com account, please click here to register and create an account.

The Certification Tracking System is now part of the Cisco.com network and can be accessed by your CISCO.COM account. If you already have a Cisco.com account, click here to map it to your Certification Tracking System profile.

To view a video tutorial detailing how to map your Cisco.com account to your Certification record, select the following: [Existing User](#) or [New User](#)
Click [here](#) for login assistance.

Learning@Cisco Centralized Support

[Support Home](#) [Instant Answers](#) [My Cases](#) [Contact Support](#) [My Profile](#) [Exam Security Tipline](#) [Exam Security FAQ's / Links](#)

Announcements

トランキンシステムの名変更について
北京CCIE实验考场地址变更及电话付款信息
[材料中国2010春节放假通知](#)

Related Links

- [CCIE Policies](#)
- [SCIE/CCIE Verification Tool](#)
- [Certification Exam Policies](#)
- [Certifications Tracking System](#)
- [Cisco Learning Network](#)
- [Pearson VUE](#)
- [Schedule CCIE Lab](#)

Find Answers

Search by product, keywords, or phrases.

Search by Keyword

Login

To submit a case, check the status of your cases or modify your profile.

Username/Email Address

Password

[Login](#)

[Create Account/Password Reset](#)

Frequently Asked Questions (FAQs)

You can also click to view one of our most popular answers.

- [Contacting Support](#)
- [Certification Tracking System: First-Time Users](#)
- [Cisco ID number or CSCO number](#)
- [View my certificate status](#)
- [Electronic Certificate Option \(pdf format\)](#)

[See All Popular Answers](#)

- Use this website to:
- View your certification progress and exam history*
 - Update your demographics
 - Request logos for certifications you have achieved
 - Sign the Cisco Career Certifications Agreement
 - Provide access to third parties or employers to verify your certifications
 - Find out when your certificate was mailed
- * It takes approximately 10 business days for Cisco to receive your exam.
- * The Tracking System does not track CCIE lab results. For CCIE program information, visit www.cisco.com/go/ccie

For step-by-step instructions on many of the Certification Tracking System features, such as registering for the first time, viewing your certification progress, tracking certificate fulfillment, or accessing logos, please read the [Tracking System Users Guide](#).

Questions?



