

# Service Tickets

# User Guide

Issue 01  
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# 1 Creating a User and Assigning Permissions

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This section describes IAM's fine-grained permissions management for your service tickets. With [IAM](#), you can:

- Create IAM users for employees based on your enterprise's organizational structure. Each IAM user will have their own security credentials for accessing service tickets.
- Assign only the permissions required for users to perform specific tasks.
- Entrust a HUAWEI CLOUD account or cloud service to perform efficient management on your service tickets.

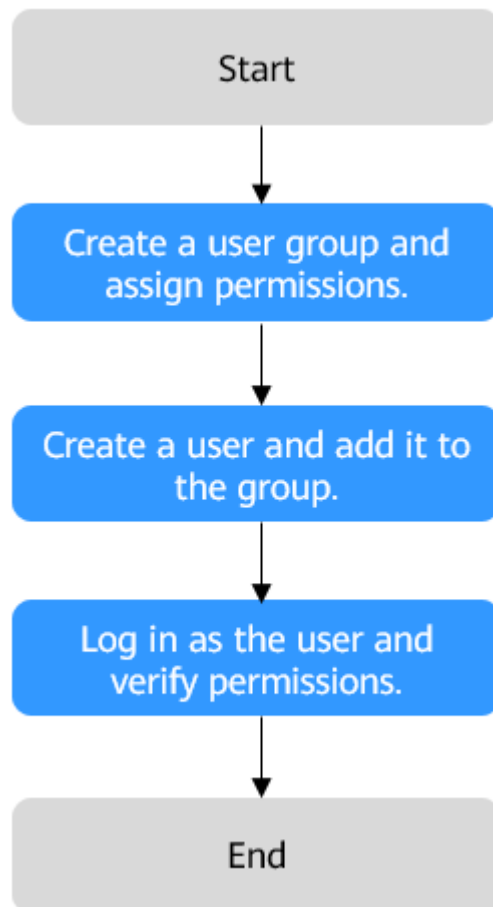
If your account does not need individual IAM users, skip this section.

## Prerequisites

- Learn about the permissions supported by Service Tickets and choose policies or roles based on your requirements. For the system policies of other services, see [Permissions Policies](#).
- The **Ticket Policy** function has been enabled.

## Authorization Process

Figure 1-1 Authorization process



1. **Create a user group and assign permissions.**  
Create a user group on the IAM console and assign the user group the **Ticket Administrator** permission for Service Tickets.
2. **Create an IAM user add it to the user group.**  
Create a user on the IAM console and add the user to the group created in 1.
3. **Log in** and verify permissions.  
Log in to the console as the created user, and verify permissions.
  - In the upper right corner of the management console, choose **Service Tickets > Create Service Ticket**. If you can create a service ticket, the **Ticket Administrator** policy has already taken effect.
  - Choose any other service in **Service List**. If a message appears indicating that you have insufficient permissions to access the service, the **Ticket Administrator** policy has already taken effect.

# 2 Creating a Service Ticket

This section describes how to create service tickets.

## Prerequisites

You have obtained the permissions required for creating service tickets. For details, see [Creating a User and Assigning Permissions](#).

### NOTE

Assume that A is an enterprise administrator and B is an IAM user. Administrator A needs to enable the **Ticket Policy** function and assigns the permissions required for creating service tickets to user B. For details, see [Creating a User and Assigning Permissions](#).

## Procedure

- Step 1** Log in to the management console.
- Step 2** In the upper right corner of the management console, click **Service Tickets**.

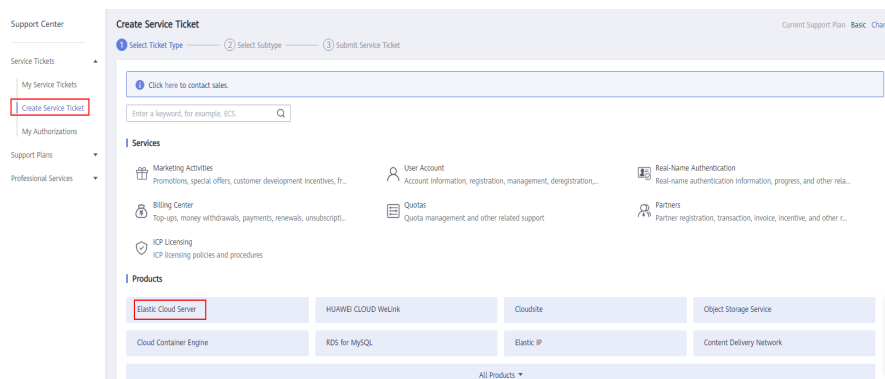
The [Service Tickets](#) page is displayed.

### NOTE

If the resolution is low or the browser window is small, choose **More > Service Tickets**.

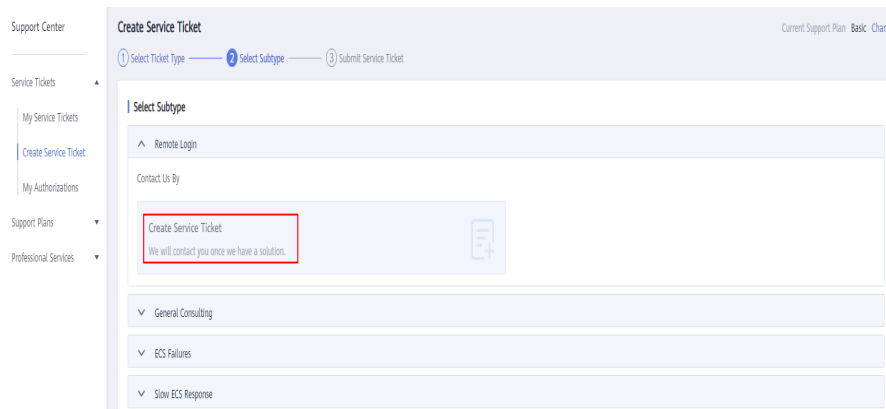
- Step 3** In the navigation pane on the left, click **Create Service Ticket**. On the displayed page, select the service or product that you encounter problems during usage.

**Figure 2-1** Selecting the service ticket type



**Step 4** Select a subtype and click **Create Service Ticket**.

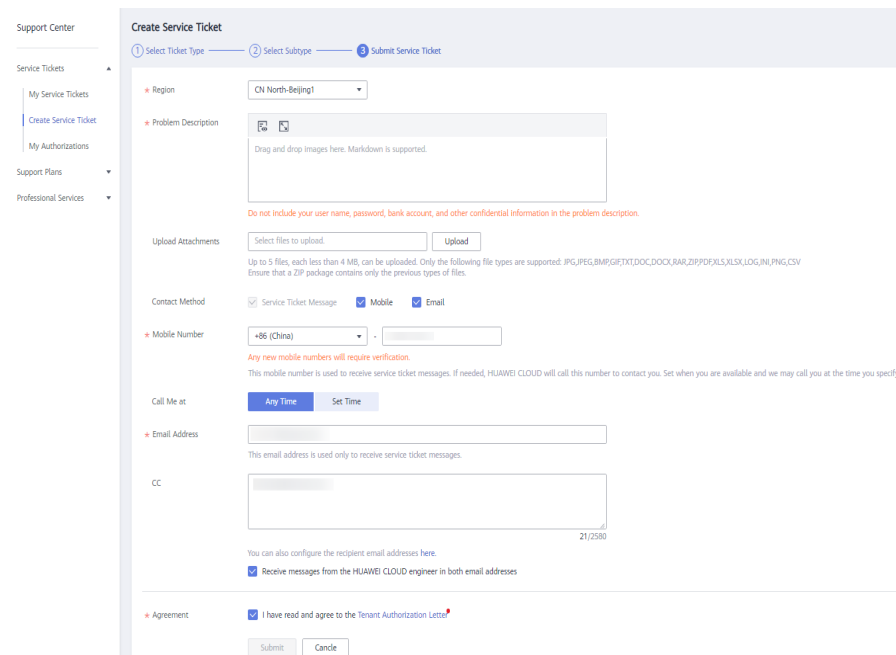
**Figure 2-2** Creating a service ticket



**Step 5** Set the region, problem description, confidential information, mobile number, contact time, email address, and attachment. Then, select **I have read and agree to the Tenant Authorization Letter**, and click **Submit**.

The **My Service Tickets** page is displayed showing the service tickets that you have submitted.

**Figure 2-3** Submitting a service ticket



**NOTE**

The severity of the service ticket you submitted depends on the level of the Support Plan you purchased. For details, see [Support Plans SLA](#).

----End

# 3 Viewing Service Tickets

This section describes how to view details about a service ticket and its processing progress.

## Prerequisites

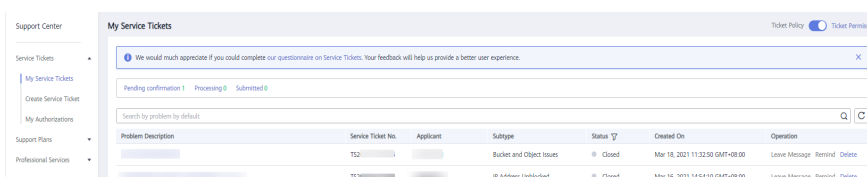
You have submitted a service ticket. For details, see [Creating a Service Ticket](#).

## Procedure

- Step 1** Log in to the management console.
- Step 2** In the upper right corner of the management console, click **Service Tickets**.  
The [Service Tickets](#) page is displayed.
- Step 3** In the navigation pane on the left, choose **My Service Tickets**.

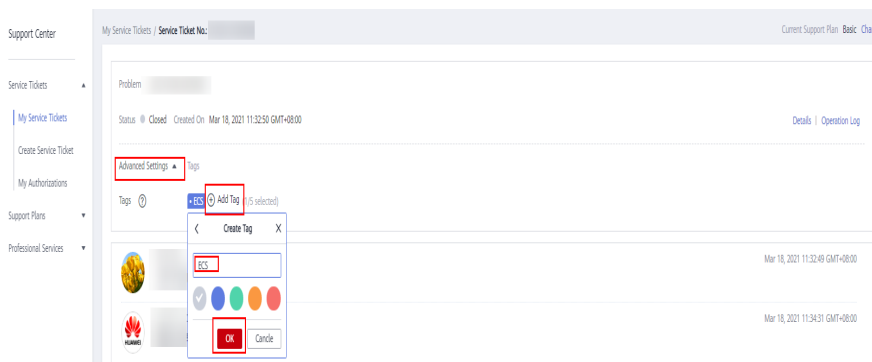
You can filter service tickets by creation time, status, applicant, tag, ticket No., or problem description.

**Figure 3-1** Viewing service tickets




- Step 4** Locate the row that contains the service ticket you want to view, and click the problem description to view the details and processing progress of the service ticket.
- Step 5** On the ticket details page, choose **Advanced Settings > Add Tag > Create Tag > OK** to add a tag to the service ticket. This can help you search and classify your service tickets easily.

**Figure 3-2** Adding a tag

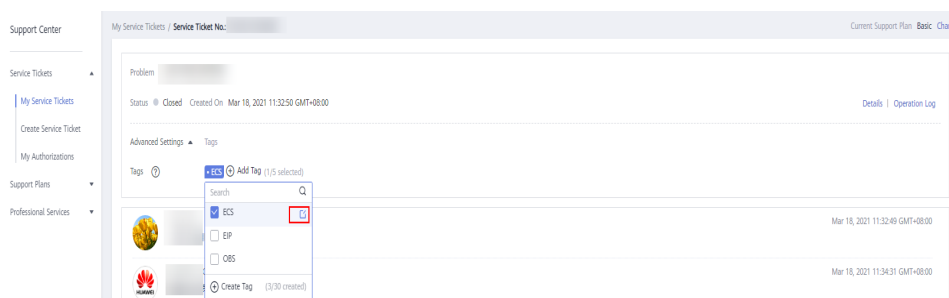


**NOTE**

Each user can create up to 30 tags, and add up to 5 tags to a ticket.

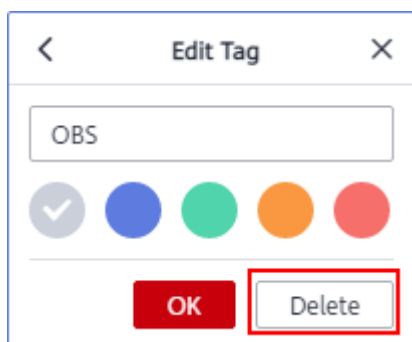
**Step 6** On the ticket details page, choose **Advanced Settings > Add Tag** and click . The **Edit Tag** page is displayed. You can modify the added tag.

**Figure 3-3** Modifying a tag



**Step 7** On the **Edit Tag** page, click **Delete** to delete the tag.

**Figure 3-4** Deleting a tag



----End

# 4 Managing Service Tickets of the Same Group

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This section describes how to associate, disassociate, add reminders to, cancel, close, and delete service tickets of other users in your groups.

## Prerequisites

- You have submitted a service ticket. For details, see [Creating a Service Ticket](#).
- You must have the **Ticket Group Operator** permission. For details, see [Creating a User and Assigning Permissions](#).

### NOTE

Assume that IAM users B and C belong to the same user group **Ticket** that has been assigned with the **Ticket Group Operator** permission. In this case, users B and C can view and manage the service tickets created by each other.

## Constraints

- Associating service tickets can only be performed on the **Tickets of My Group** page. Only service tickets of users in the same group can be associated.
- Only users in the same group can view details about the associated tickets of each other. For example, IAM users A and C belong to group 1 and group 2 respectively, and IAM user B belongs both group 1 and group 2. If a service ticket created by user B is associated with the user C's tickets, user A can see that user B's ticket is associated with user C's tickets in the details, but cannot view the details of user C's tickets.

## Procedure

**Step 1** Log in to the management console.

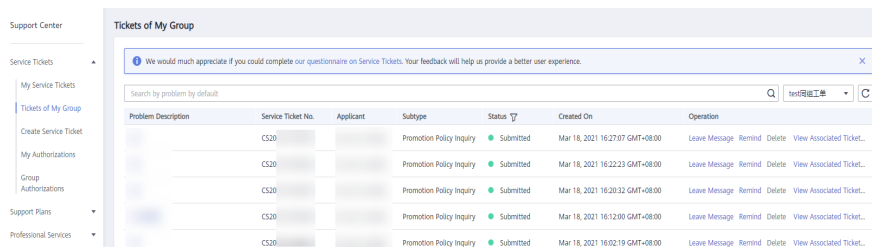
**Step 2** In the upper right corner of the management console, click **Service Tickets**.

The [Service Tickets](#) page is displayed.

**Step 3** In the navigation pane on the left, choose **Tickets of My Group** to view all service tickets that have been created by other users in your groups.

You can filter service tickets by creation time, user group, status, applicant, tag, ticket No., or problem description.

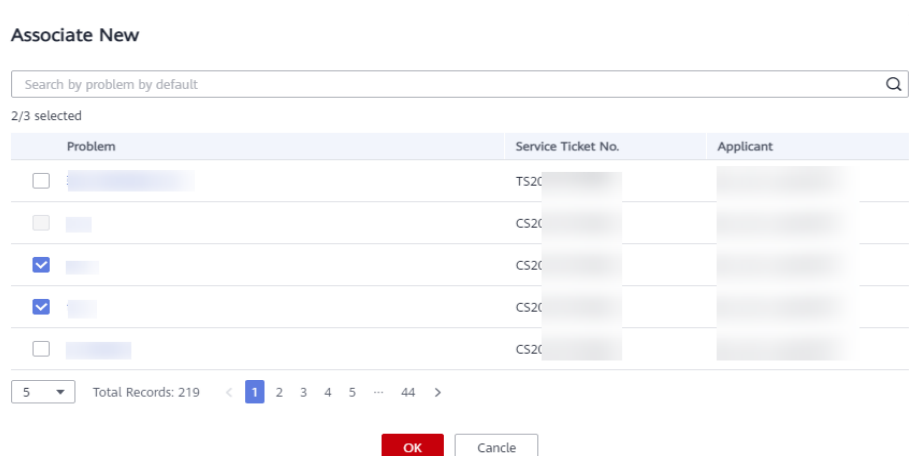
**Figure 4-1** Viewing service tickets of users in the same group



**Step 4** Locate the row that contains the service ticket you want to view, and click the problem description to view the details and processing progress of the service ticket.

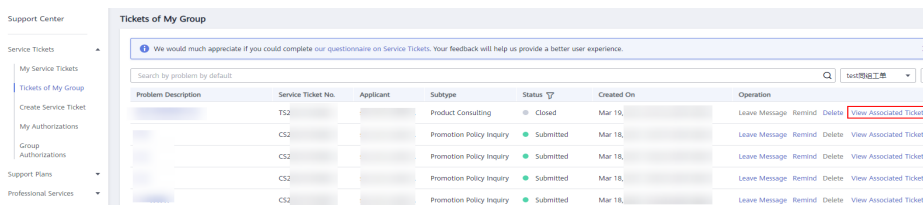
**Step 5** On the ticket details page, choose **Advanced Settings > Associate New**. On the displayed window, select the ticket to be associated and click **OK**.

**Figure 4-2** Associating service tickets



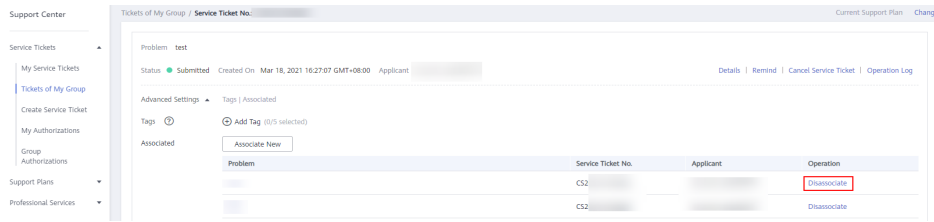
**Step 6** Go back to the **Tickets of My Group** page, click **View Associated Tickets** to view all associated tickets.

**Figure 4-3** Viewing associated service tickets



**Step 7** Go to the ticket details page, click **Advanced Settings**, locate the row that contains the ticket to be disassociated, and click **Disassociate** in the **Operation** column.

**Figure 4-4** Disassociating a service ticket



----End

## Related Operations

You can perform the following operations on tickets of other users in your groups:

If You Need To	You Can
Adding a ticket reminder	If a service ticket is in the <b>Submitted</b> or <b>Processing</b> state for a long time, you can click <b>Remind</b> in the <b>Operation</b> column to add a ticket reminder.
Canceling a service ticket	If a service ticket is in the <b>Submitted</b> state but you have resolved the problem by yourself, you can click <b>Cancel Service Ticket</b> in upper right corner of the ticket details page.
Closing a service ticket	If the service ticket is in the <b>Processing</b> state and you have confirmed that the problem has been resolved, you can click <b>Close Service Ticket</b> in upper right corner of the ticket details page.
Deleting a service ticket	If a service ticket has been closed, you can click <b>Delete</b> in the <b>Operation</b> column of the row that contains the service ticket to delete it.

# 5 Managing Service Tickets

This section describes how to manage service tickets, including adding a ticket reminder, and canceling, closing, and deleting a ticket.

## Prerequisites

You have submitted a service ticket. For details, see [Creating a Service Ticket](#).

## Procedure

**Step 1** Log in to the management console.

**Step 2** In the upper right corner of the management console, click **Service Tickets**.

The [Service Tickets](#) page is displayed.

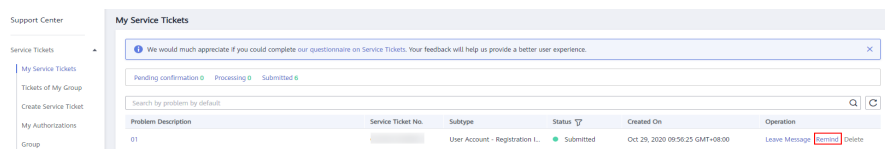
**Step 3** In the navigation pane on the left, choose **My Service Tickets** to view all service tickets.

You can filter service tickets by creation time, status, applicant, tag, ticket No., or problem description.

**Step 4** Perform operations on a ticket based on the ticket status.

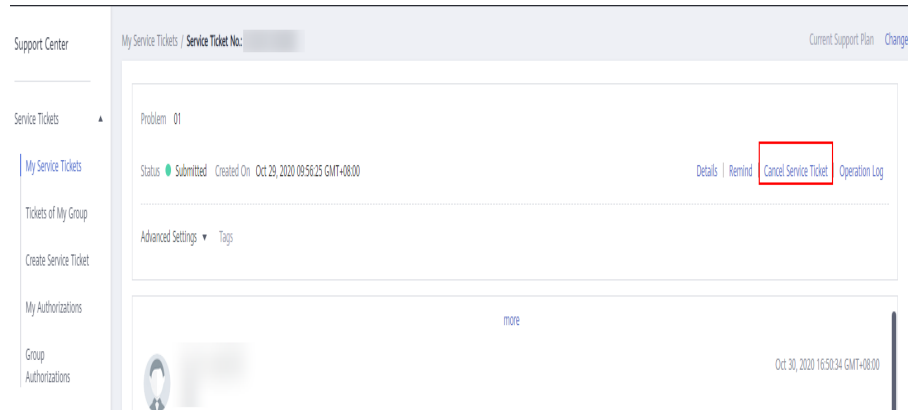
- If a service ticket is in the **Submitted** or **Processing** state for a long time, you can click **Remind** in the **Operation** column to add a ticket reminder.

**Figure 5-1** Adding a ticket reminder



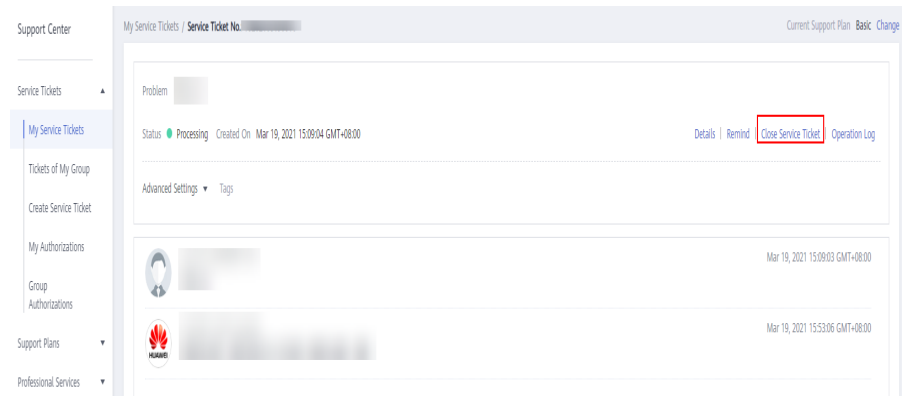
- If a service ticket is in the **Submitted** state but you have resolved the problem by yourself, you can click **Cancel Service Ticket** in upper right corner of the ticket details page.

**Figure 5-2** Canceling a service ticket



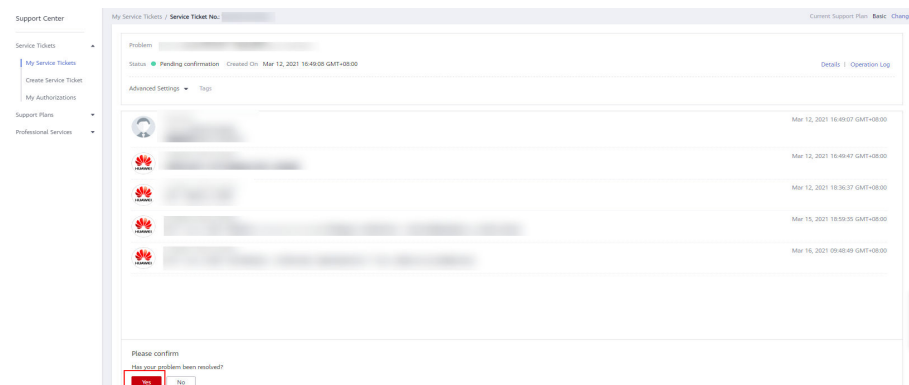
- If the service ticket is in the **Processing** state and you have confirmed that the problem has been resolved, you can click **Close Service Ticket** in upper right corner of the ticket details page.

**Figure 5-3** Closing a service ticket



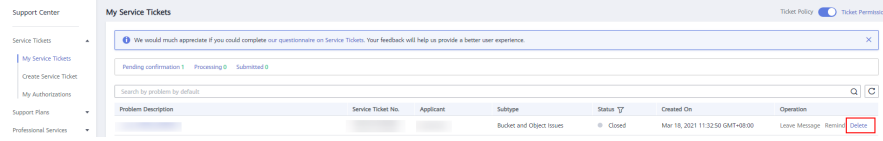
- If a ticket is in the **Pending confirmation** state, you can click **Yes** at the bottom of the ticket details page to close the ticket.

**Figure 5-4** Confirming the resolution of the problem



- If a service ticket has been closed, you can click **Delete** in the **Operation** column of the row that contains the service ticket to delete it.

**Figure 5-5** Deleting a service ticket



----End

# 6 Processing Authorizations

If you submit a service ticket for a special problem, you may need to provide your HUAWEI CLOUD account and password and ECS details. This section describes how to process authorizations for you during ticket processing.

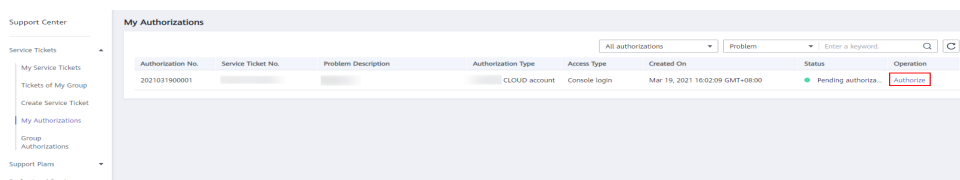
## Prerequisites

You have submitted a service ticket. For details, see [Creating a Service Ticket](#).

## Procedure

- Step 1** Log in to the management console.
- Step 2** In the upper right corner of the management console, click **Service Tickets**.  
The [Service Tickets](#) page is displayed.
- Step 3** In the left navigation pane, click **My Authorizations** to view all authorizations.
- Step 4** Locate the row that contains the authorization you want to view, and click **Authorize** in the **Operation** column. On the displayed page, view the information requested by Huawei engineers.

**Figure 6-1** Authorizing requested information



- Step 5** Enter the requested information, select **I have read and agree to the Tenant Authorization Letter**, and click **Confirm** to provide the information to Huawei engineers.

**Figure 6-2 Confirmation authorization**

**NOTE**

- Currently, the common authorization types include:
  - Server information: SSH (including passwords and private keys), RDP, and VNC protocols
  - HUAWEI CLOUD account: account authorization and agency authorization
  - FTP: SFTP
  - Confidential information
- Authorized information is cleared when the service ticket process ends. You are advised to change your passwords after the service ticket process ends.

----End

# 7 Processing Authorizations of the Same Group

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If you submit a service ticket for a special problem, you may need to provide your HUAWEI CLOUD account and password and ECS details. This section describes how to process authorizations for other users in your groups during ticket processing.

## Prerequisites

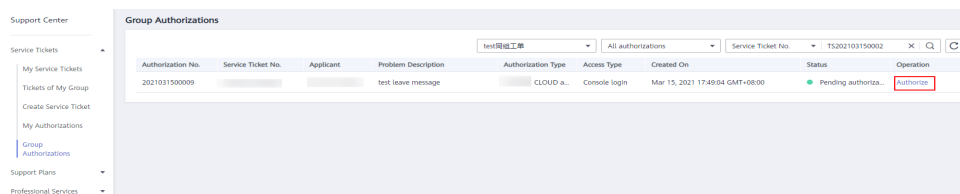
- You have submitted a service ticket. For details, see [Creating a Service Ticket](#).
- You must have the **Ticket Group Operator** permission. For details, see [Creating a User and Assigning Permissions](#).

### NOTE

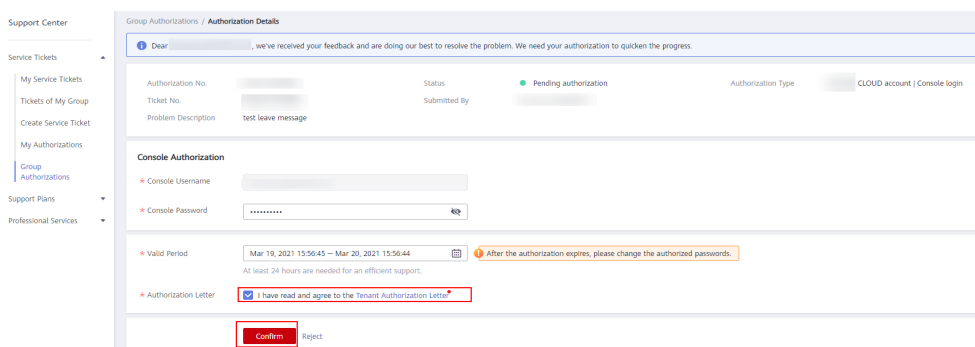
Assume that enterprise administrator A and IAM users B and C belong to the same user group **Ticket** that has been assigned the **Ticket Group Operator** permission. In this case, A, B and C can view and process the authorizations for each other.

## Procedure

- Step 1** Log in to the management console.
- Step 2** In the upper right corner of the management console, click **Service Tickets**.  
The [Service Tickets](#) page is displayed.
- Step 3** In the left navigation pane, click **Group Authorizations** to view all authorizations for users in your group.
- Step 4** Locate the row that contains the authorization you want to view, and click **Authorize** in the **Operation** column. On the displayed page, view the information requested by Huawei engineers.

**Figure 7-1** Authorizing requested information

**Step 5** Enter the requested information, select **I have read and agree to the Tenant Authorization Letter**, and click **Confirm** to provide the information to Huawei engineers.

**Figure 7-2** Confirmation authorization**NOTE**

- Currently, the common authorization types include:
  - Server information: SSH, RDP, and VNC protocols
  - HUAWEI CLOUD account: account authorization and agency authorization
  - FTP: SFTP
  - Confidential information
- Authorized information is cleared when the service ticket process ends. You are advised to change your passwords after the service ticket process ends.

----End

# 8 Change History

Date	Description
2021-03-23	This issue is the seventh official release. Optimized <a href="#">Managing Service Tickets of the Same Group</a> .
2020-05-13	This issue is the sixth official release. Added the description of ticket association in <a href="#">Managing Service Tickets of the Same Group</a> . Added the description of authorization types in <a href="#">Processing Authorizations</a> and <a href="#">Processing Authorizations of the Same Group</a> .
2020-04-24	This issue is the fifth official release. Added tag management in <a href="#">Viewing Service Tickets</a> .
2020-01-20	This issue is the fourth official release. Optimized <a href="#">Creating a User and Assigning Permissions</a> .
2019-12-30	This is the third official release. <ul style="list-style-type: none"><li>• Optimized <a href="#">Creating a User and Assigning Permissions</a>.</li><li>• Added <a href="#">Managing Service Tickets</a>.</li><li>• Added <a href="#">Processing Authorizations of the Same Group</a>.</li></ul>
2019-09-23	This is the second official release. Modified the document structure.
2018-08-30	This is the first official release.