

**Service Tickets**

# **User Guide**

**Issue**            01  
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# Contents

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<b>1 Creating a User and Assigning Permissions.....</b>	<b>1</b>
<b>2 Creating a Service Ticket.....</b>	<b>3</b>
<b>3 Viewing Service Tickets.....</b>	<b>6</b>
<b>4 Managing Service Tickets of the Same Group.....</b>	<b>8</b>
<b>5 Managing Service Tickets.....</b>	<b>11</b>
<b>6 Processing Authorizations.....</b>	<b>14</b>
<b>7 Processing Authorizations of the Same Group.....</b>	<b>16</b>
<b>8 Viewing CTS Traces.....</b>	<b>18</b>
8.1 Key Operations Supported by CTS.....	18
8.2 Viewing Traces.....	19

# 1 Creating a User and Assigning Permissions

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This section describes how to use [IAM](#) to implement fine-grained permissions control on 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.

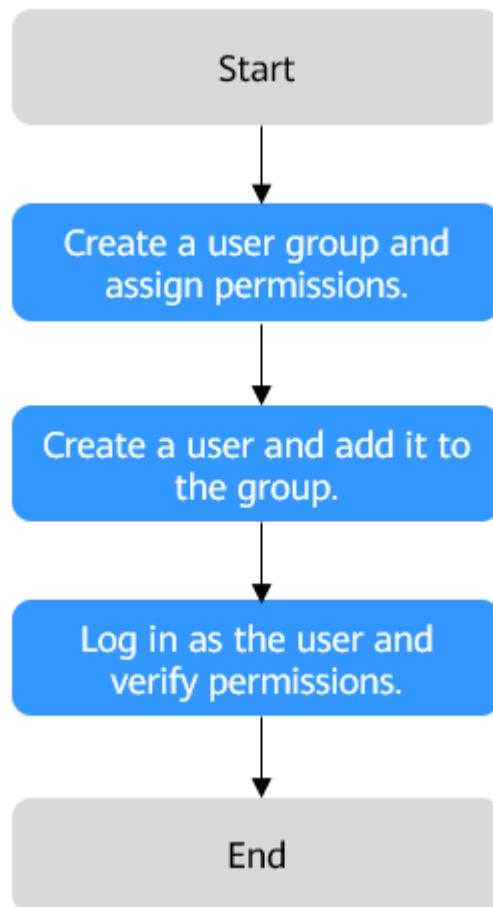
If your account does not need individual IAM users, skip this section.

## 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. **Creating a User Group and Assigning Permissions**  
Create a user group on the IAM console and assign the **Ticket Administrator** permission to the group.
2. **Create an IAM user and 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 as the IAM user** and verify permissions.  
Log in to the management console as the created user, and verify the user's 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** role 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** role has already taken effect.

# 2 Creating a Service Ticket

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This section describes how to create service tickets.

 **NOTE**

The following uses ECS as an example to describe how to submit a service ticket.

## 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**.

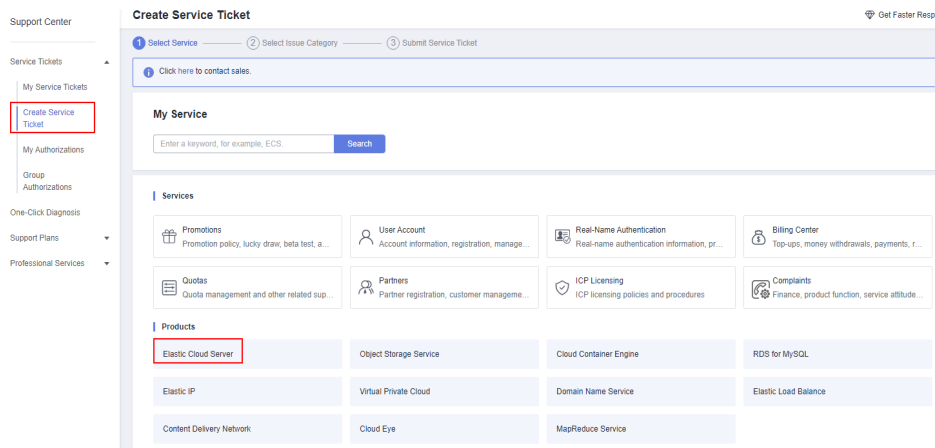
The [Service Tickets](#) page is displayed.

 **NOTE**

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

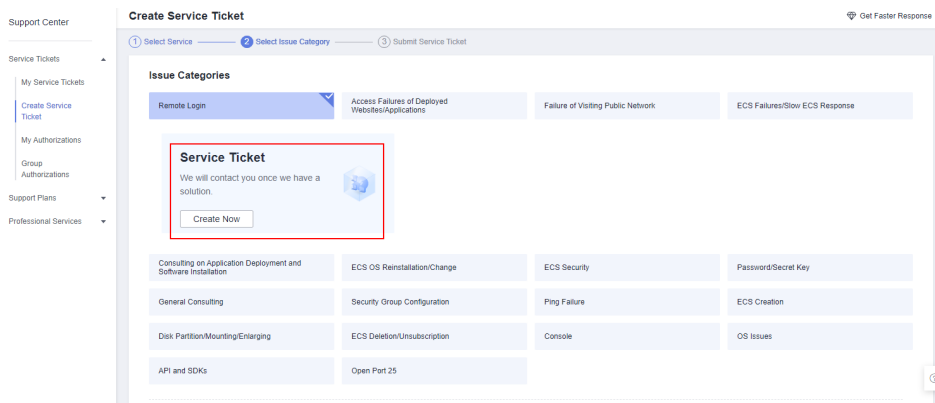
**Step 3** In the navigation pane on the left, click **Create Service Ticket**. On the displayed page, select the service or product for which you create the service ticket.

**Figure 2-1** Selecting a service or product



**Step 4** Select an issue category. In the **Service Ticket** area, click **Create Now**.

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



**Step 5** On the **Submit Service Ticket** page, select a region, enter the problem description, and upload files (optional).

**Step 6** In the **My Resource Information** area, specify **EIP**, **ECS ID**, and **Remote Login Port** (optional).

**Step 7** In the **Contact Options** area, select how you want to be notified of the ticket handling progress and enter the required information.

Select **I have read and agree to the Letter of Authorization and Privacy Statement** and click **Submit**.

The **My Service Tickets** page is displayed. You can view the tickets that you have submitted.

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

**Create Service Ticket**

1 Select Service — 2 Select Issue Category — 3 Submit Service Ticket

**My Issue: ECS - Remote Login**

\* Region

\* Problem Description

Drag and drop images smaller than 8 MB here.  
Markdown is supported.  
Do not share any sensitive information, such as usernames, passwords, or bank account numbers.

0/1,200

Upload Attachments

---

**Contact Options**

Mobile

\* Mobile Number  -

Call Me At  Any time  Set time

Email

\* Email Address

CC

Add a maximum of 20 CC email addresses. Use a semicolon (;) between email addresses and do not enter any spaces.

0/2,500

You can also configure the recipient email addresses [here](#).

Receive HUAWEI CLOUD engineer messages from all of these addresses.

I have read and agree to the [Letter of Authorization](#) and [Privacy Statement](#).

**NOTE**

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

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# 3 Viewing Service Tickets

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

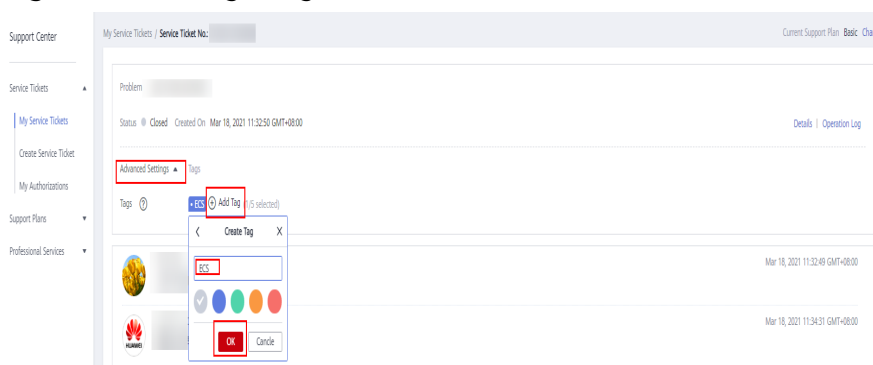
## Prerequisites

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 ID, or problem description.
- 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 3-1** Adding a tag

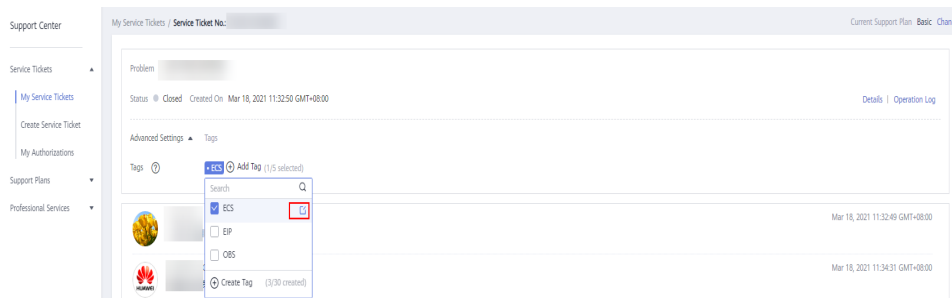


 **NOTE**

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

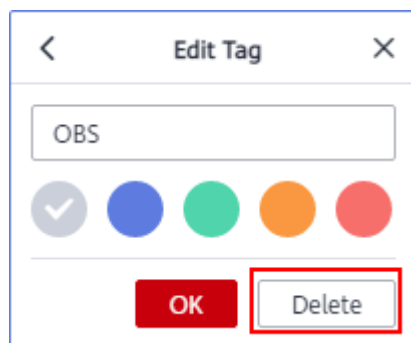
**Step 6** On the ticket details page, choose **Advanced Settings > Add Tag** and click . The **Edit Tag** page is displayed. You can edit the tag name.

**Figure 3-2** Editing a tag name



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

**Figure 3-3** 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

- The other users in your groups have submitted service tickets. For details about how to submit a service ticket, 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. 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 to 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, but cannot view the details of user C's tickets.

## Procedure

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

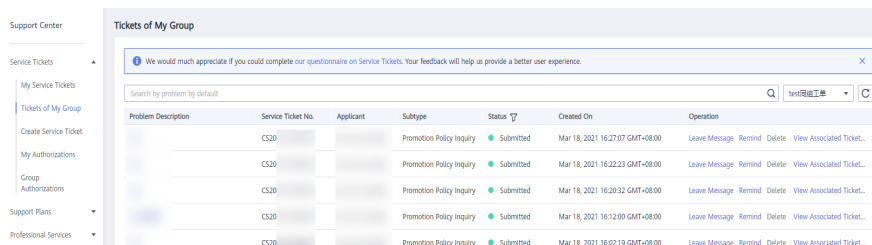
**Step 2** In the upper right corner of the management console, click **Service Tickets**.

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 ID, or problem description.

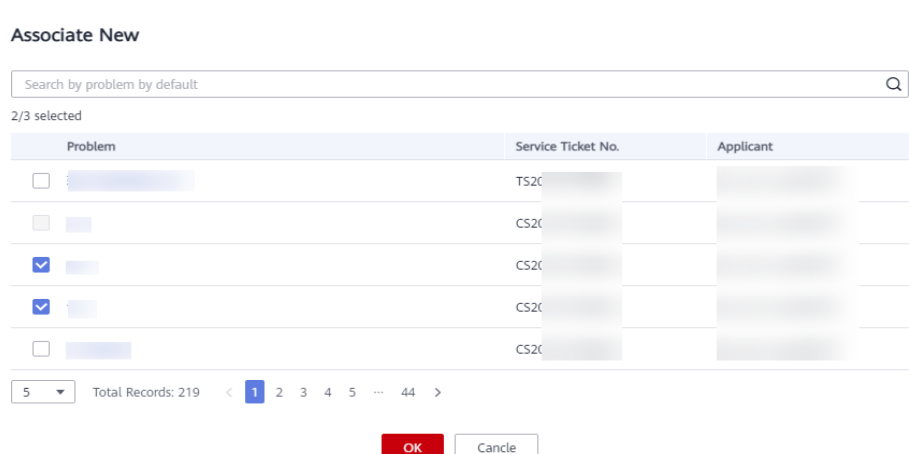
**Figure 4-1** Viewing service tickets of users in the same group



**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.

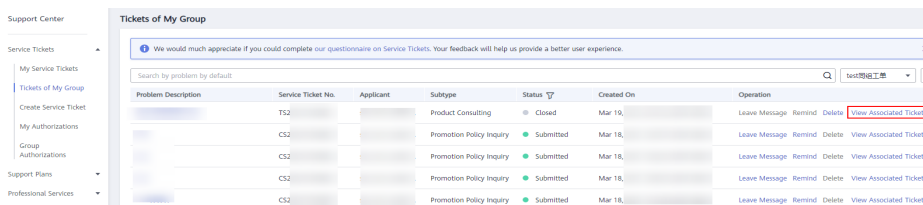
**Step 5** On the ticket details page, choose **Advanced Settings > Associate New**. On the displayed window, select the ticket to be associated and click **OK**.

**Figure 4-2** Associating service tickets



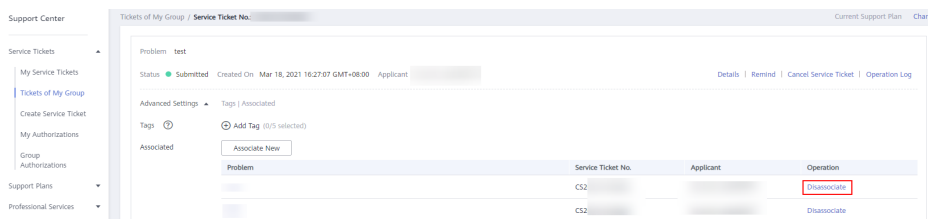
**Step 6** Go back to the **Tickets of My Group** page, click **View Associated Tickets** to view all associated tickets.

**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:

Operation	Description
Adding a ticket reminder	If a service ticket stays 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 but 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.

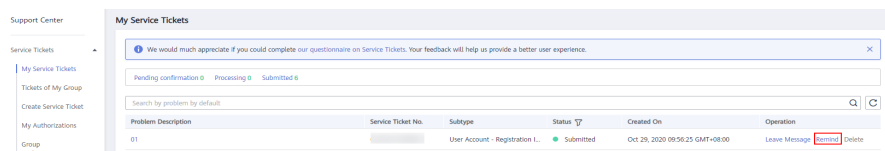
**Step 3** In the navigation pane on the left, choose **My Service Tickets** to view all service tickets.

You can filter service tickets by creation time, status, applicant, tag, ticket ID, or problem description.

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

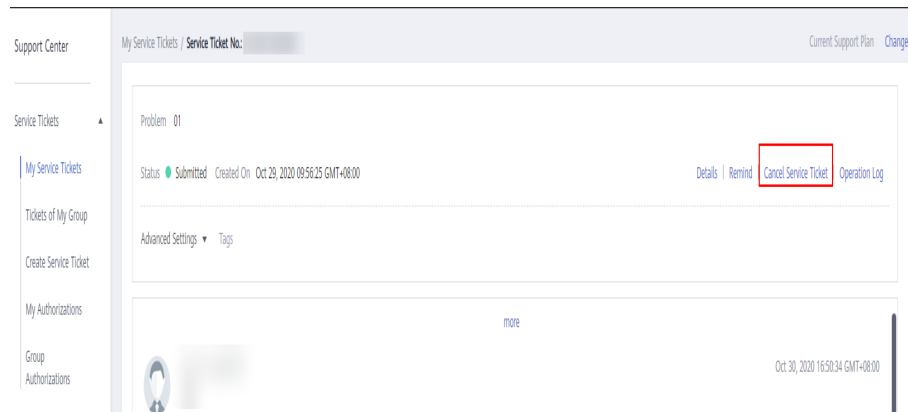
- If a service ticket stays in the **Submitted** or **Processing** state for a long time, you can click **Remind** in the **Operation** column to add a ticket reminder.

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



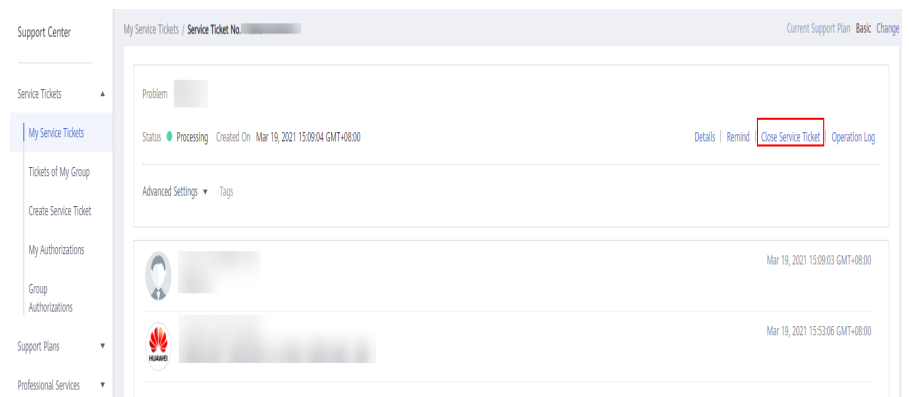
- If a service ticket is in the **Submitted** state but you have resolved the problem by yourself, you can click **Cancel Service Ticket** in upper right corner of the ticket details page.

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



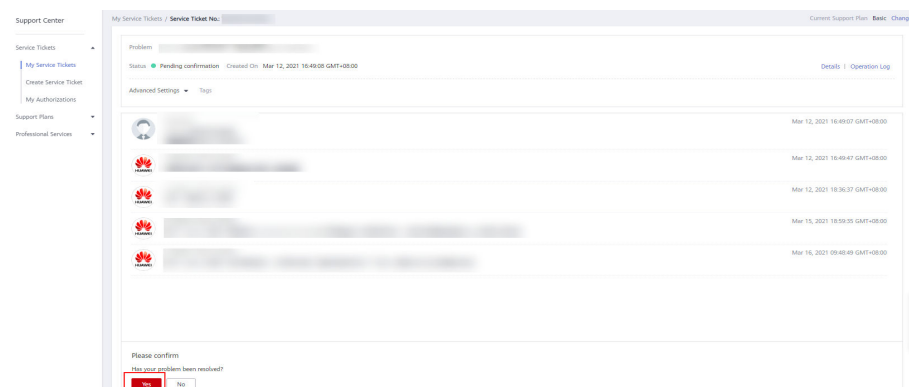
- If the service ticket is in the **Processing** state but the problem has been resolved, you can click **Close Service Ticket** in upper right corner of the ticket details page.

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



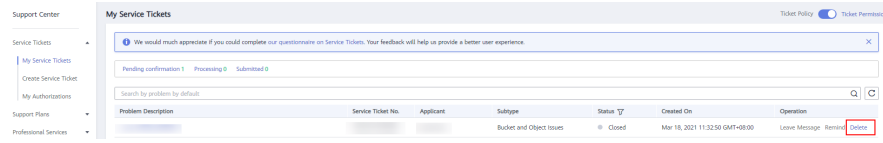
- If a ticket is in the **Pending confirmation** state, you can click **Yes** at the bottom of the ticket details page to close the ticket.

**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.

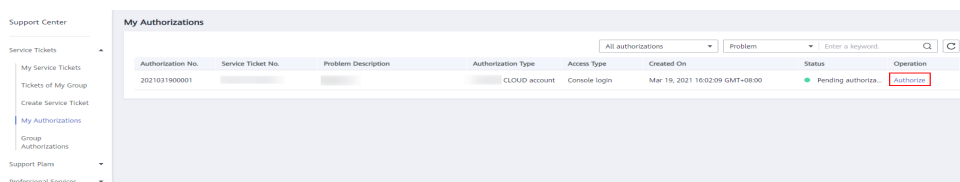
## Prerequisites

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** Confirming the authorization

The screenshot displays the 'Authorization Details' page. At the top, a message reads: 'Dear [redacted], we've received your feedback and are doing our best to resolve the problem. We need your authorization to quicken the progress.' Below this, the authorization details are shown: Authorization No. 2021031900001, Status Pending authorization, Authorization Type CLOUD account | Console login, Ticket No. [redacted], Submitted By [redacted], and Problem Description [redacted]. The 'Console Authorization' section contains: Console Username [redacted], Console Password [redacted], Valid Period Mar 10, 2021 16:03:12 - Mar 20, 2021 16:03:11 (with a note: 'After the authorization expires, please change the authorized passwords.'), and Authorization Letter [checked] I have read and agree to the Tenant Authorization Letter\*. At the bottom, there are 'Confirm' and 'Reject' buttons.

**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

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](#).

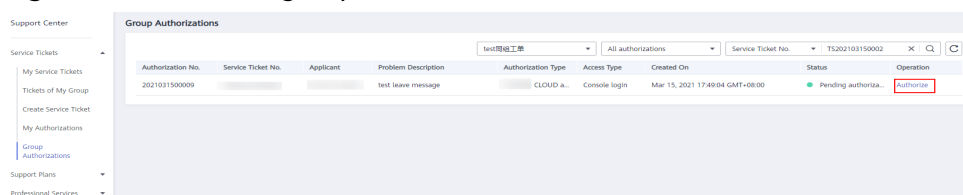
### NOTE

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. Users A, B and C can view and process 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 process, 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**.

**Figure 7-2** Confirmation authorization

The screenshot displays the 'Authorization Details' page in the Support Center. It shows a 'Console Authorization' form with the following fields and values:

- Authorization No. [Redacted]
- Ticket No. [Redacted]
- Problem Description: test leave message
- Status: Pending authorization
- Submitted By: [Redacted]
- Authorization Type: CLOUD account | Console login

The 'Console Authorization' section includes:

- Console Username: [Redacted]
- Console Password: [Redacted]
- Valid Period: Mar 19, 2021 15:56:43 – Mar 20, 2021 15:56:44. A note indicates: After the authorization expires, please change the authorized passwords. At least 24 hours are needed for an efficient support.
- Authorization Letter:  I have read and agree to the Tenant Authorization Letter. This checkbox is highlighted with a red box.

At the bottom, there are two buttons: 'Confirm' (highlighted in red) and 'reject'.

**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 Viewing CTS Traces

## 8.1 Key Operations Supported by CTS

### Scenarios

With Cloud Trace Service (CTS), you can record operations associated with Service Tickets for future query, audit, and backtracking.

### Prerequisites

You have enabled CTS.

### Key Operations Recorded by CTS

**Table 8-1** Service Tickets operations supported by CTS


Operation	Resource Type	Trace Name
Creating a service ticket	case	createCase
Deleting a service ticket	case	deleteCase
Canceling a service ticket	case	cancelCase
Closing a service ticket	case	closeCase
Rating a service ticket	case	createScores
Confirming an authorization	authorization	confirmAuthorizations
Rejecting an authorization	authorization	rejectAuthorizations
Canceling an authorization	authorization	cancelAuthorizations

## 8.2 Viewing Traces

### Scenarios

After you enable CTS, it starts recording operations on service tickets. You can view the operation records (called traces in CTS) of the last seven days on the CTS console.

### Procedure

1. Log in to the management console.
2. Click **Service List** and choose **Management & Governance > Cloud Trace Service**.
3. In the navigation pane on the left, choose **Trace List**
4. Set the search criteria. The following filters are available:
  - **Trace Type, Trace Source, Resource Type, and Search By:** Select a filter from the drop-down list.  
If you select **Resource ID** for **Search By**, specify a resource ID.
  - **Operator:** Select a specific operator from the drop-down list.
  - **Trace Status:** Select **All trace statuses, Normal, Warning, or Incident**.
  - **Time range:** In the upper right corner of the page, you can query traces in the last one hour, last one day, last one week, or within a customized period of time.
5. Click **Query**.
6. On the right of the filter box, click **Export**. CTS exports a CSV file listing query results.
7. (Optional) Click  on the left of a trace to expand its details.
8. (Optional) Click **View Trace** in the **Operation** column. The trace structure details are displayed.

#### NOTE

For more information about CTS, see [Cloud Trace Service User Guide](#).