Service Tickets

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Contents

1 Creating a User and Assigning Permissions

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 by the master account.

Authorization Process

Figure 1-1 Authorization process
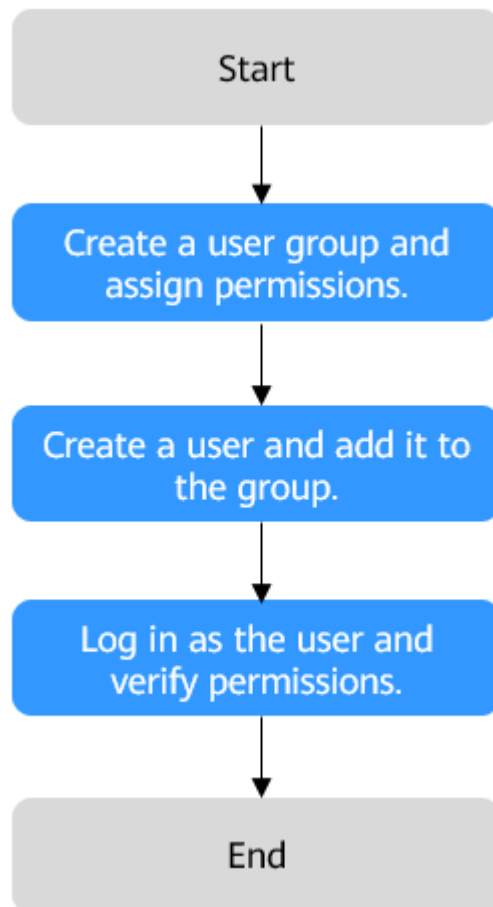
1. **Create a user group and assign permissions**.

   Create a user group on the IAM console and assign the **Ticket Administrator** permission to the group.

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 the user's 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 Submitting a Service Ticket

This section describes how to submit a service ticket.

☐ NOTE

The following uses ECS as an example.

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**.

- Under your partner support plan, the monthly technical support ticket quota has not been exhausted. For example, with a Standard partner support plan, you can submit a maximum of 30 technical support tickets each month. If you have used up the quota for a month, you can purchase an add-on package for 10 more chances.

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 with which you encounter a problem.
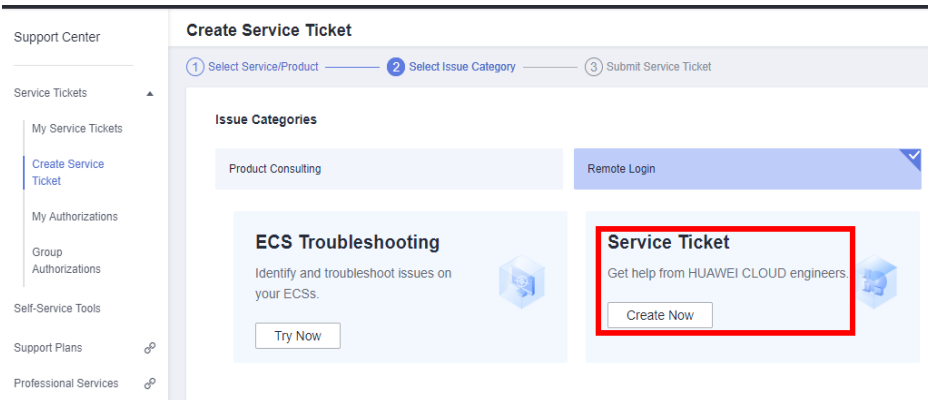
Figure 2-1 Selecting a service or product
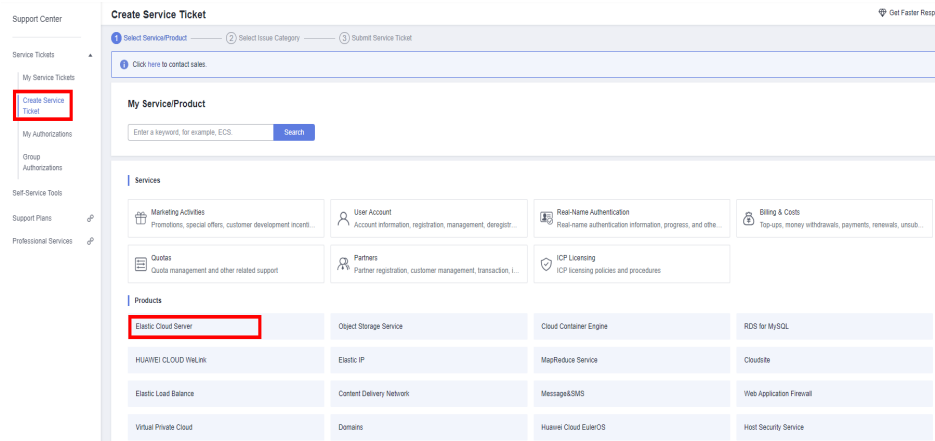
Step 4 Select an issue category. In the **Service Ticket** pane, click **Create Now**.

1. In the **Service Ticket** pane, click **Create Now**.

Figure 2-2 Creating a service ticket

2. On the displayed page, select a region, enter the problem description, and upload files (optional).

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

4. 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 Ticket Service Protocol** and click **Submit**. On the displayed **My Service Tickets** page, you can view the ticket that you submitted.

Figure 2-3 Submitting a service ticket

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**.

----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 **Submitting 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.

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
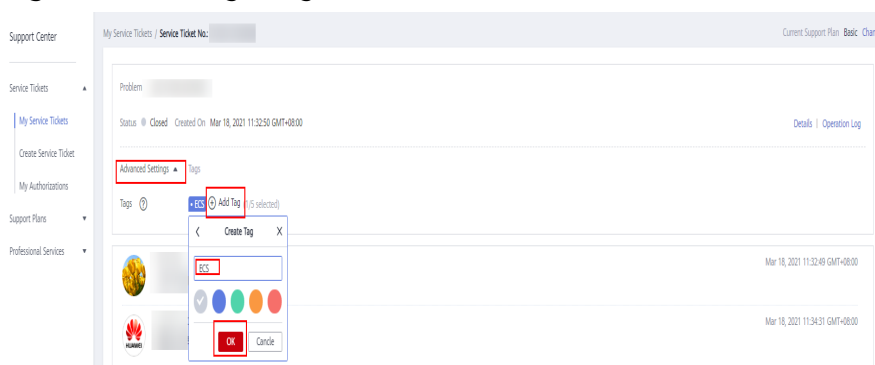
📖 **NOTE**

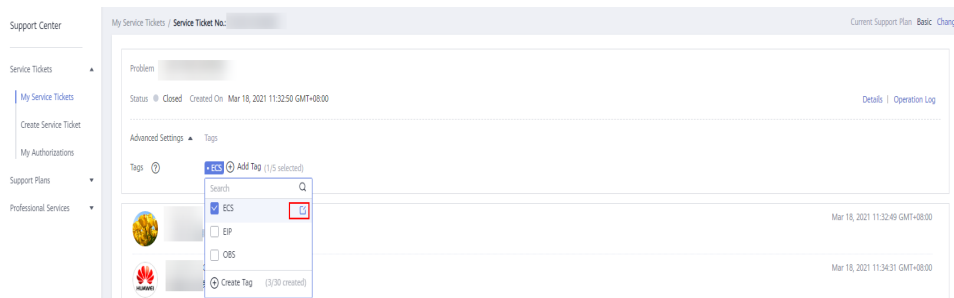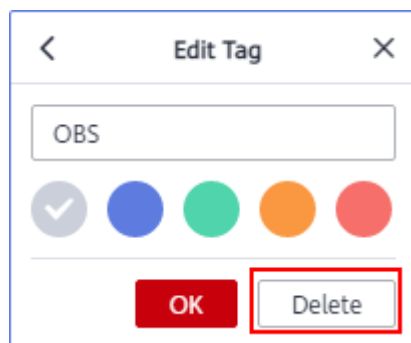Each user can create up to 30 tags, and add up to 5 tags to a ticket.

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

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 **Submitting 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 No., or problem description.

Figure 4-1 Viewing service tickets of users in the same group
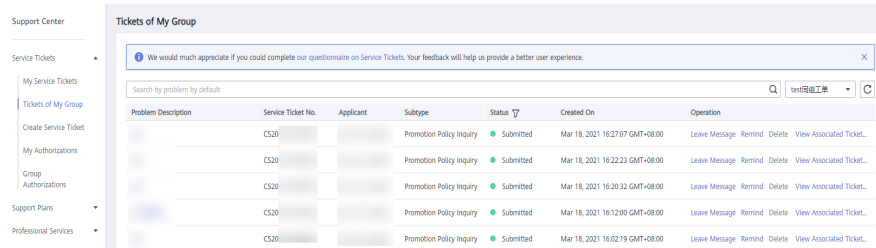
Step 4 Locate the row that contains the service ticket you want to view, and click the problem description to view the details and processing progress of the service ticket.
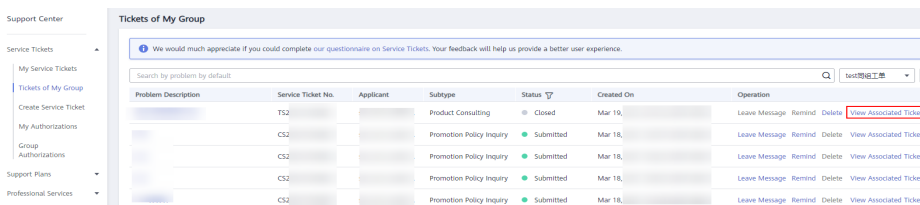
Step 5 On the ticket details page, choose **Advanced Settings** > **Associate New**. On the displayed window, select the ticket to be associated and click **OK**.

**Figure 4-2** Associating service tickets
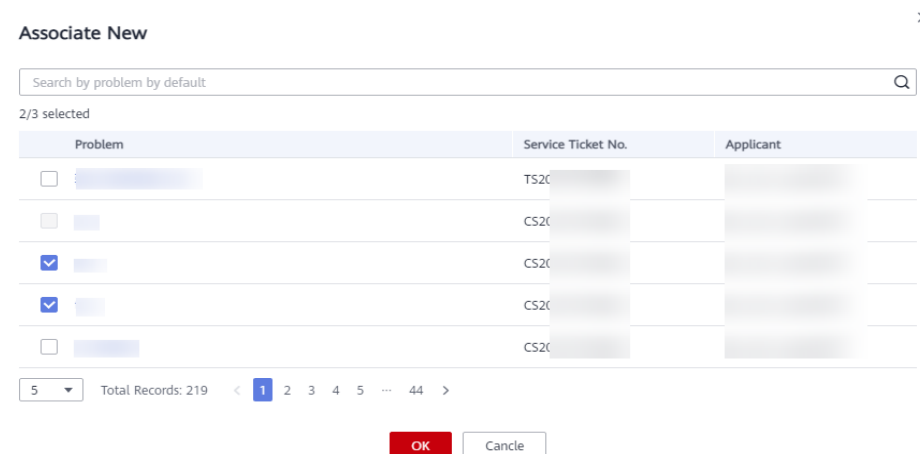
Step 6 Go back to the **Tickets of My Group** page, click **View Associated Tickets** to view all associated tickets.

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
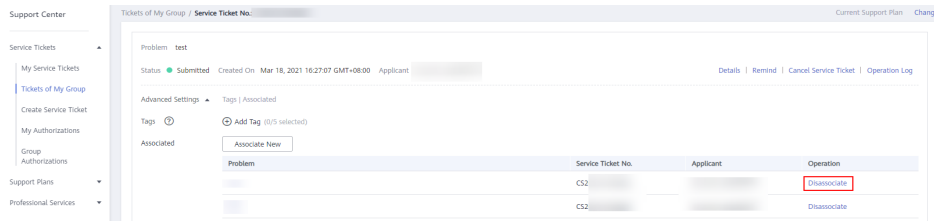
----End

Related Operations

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

Operation	Description
Adding a ticket reminder	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.
Canceling a service ticket	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.
Closing 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.
Deleting a service ticket	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.

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 **Submitting 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 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
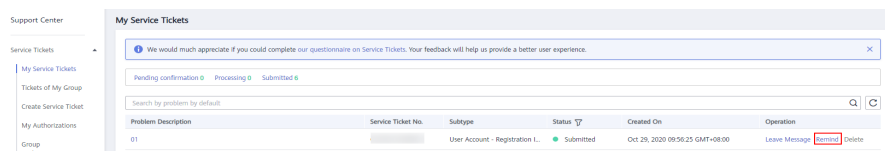
- If a service ticket is in the **Submitted** state but you have resolved the problem by yourself, you can click **Cancel Service Ticket** in upper right corner of the ticket details page.
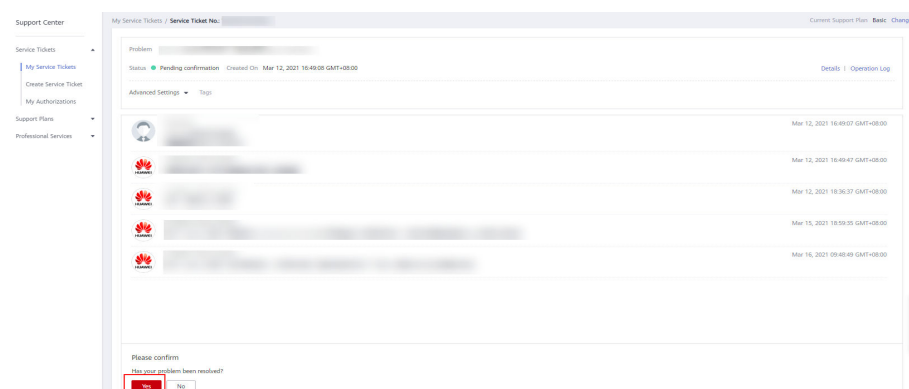
Figure 5-2 Canceling a service ticket
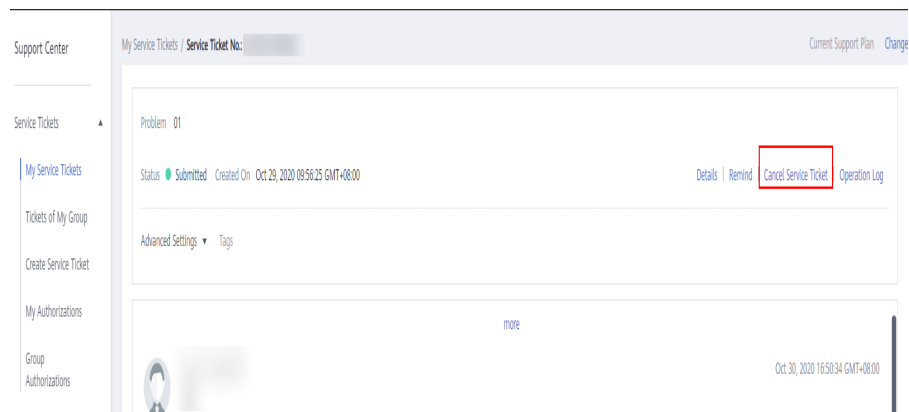
- If the service ticket is in the **Processing** state but the problem has been resolved, you can click **Close Service Ticket** in upper right corner of the ticket details page.

**Figure 5-3** Closing a service ticket
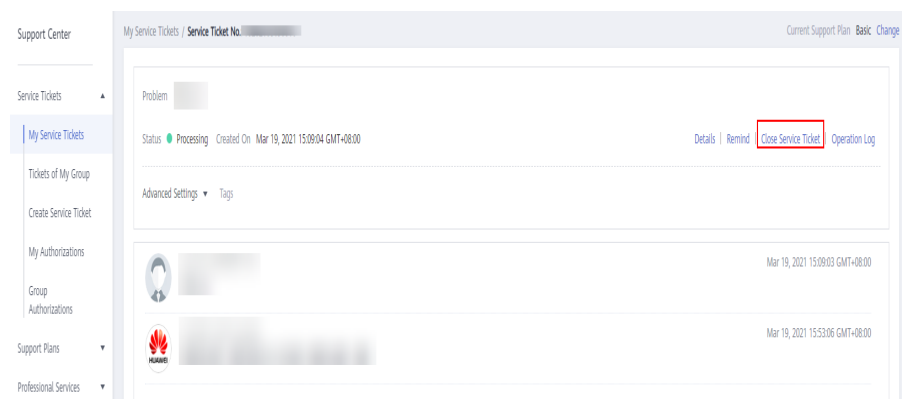
- If a ticket is in the **Pending confirmation** state, you can click **Yes** at the bottom of the ticket details page to close the ticket.

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
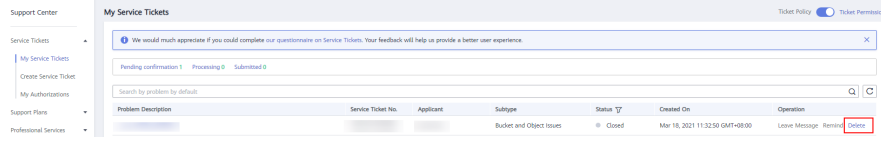
----End

6 Processing Authorizations

During the ticket processing, you may be requested to provide your Huawei Cloud account and password and ECS details. This section describes how to process authorizations for you during ticket processing.
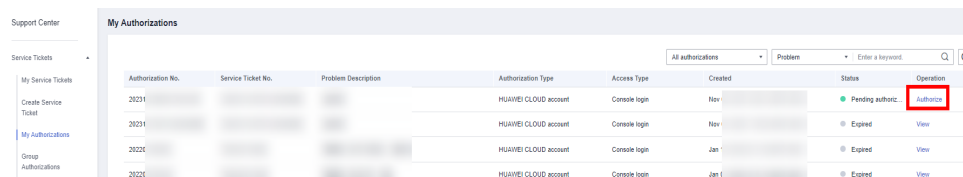
Prerequisites

You have submitted a service ticket. For details, see **Submitting 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 Ticket Service Protocol**, and click **Confirm** to provide the information to Huawei engineers.

Figure 6-2 Confirming an authorization

📖 **NOTE**

- The current authorization methods are as follows:
  - Server information: SSH (including passwords and private keys), RDP, and VNC protocols
  - Console: credential or agency authorization

    Credential authorization: This method allows service personnel to log in to the console using the authorized account and have all permissions of that account. This means the scope of authorization will be large. You do not need to enter your account and password.

    Agency authorization: This method uses an **IAM agency** to grant only the required permissions to service personnel.
  - 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

During the ticket processing, you may be requested 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 **Submitting a Service Ticket**.
- You must have the **Ticket Group Operator** permission. For details, see **Creating a User and Assigning Permissions**.
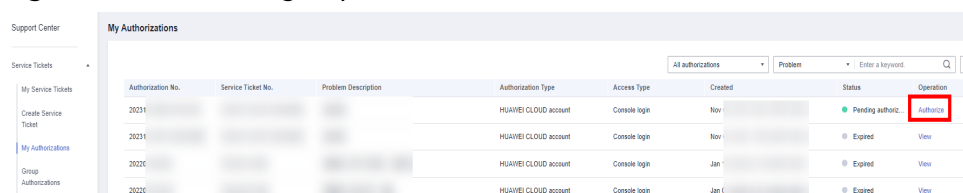
  📖 **NOTE**

  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 Ticket Service Protocol**, and click **Confirm** to provide the information to Huawei engineers.

Figure 7-2 Confirming an 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 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**.

9 Change History

Date	Description
2024-12-03	This is the eleventh official release. Updated the description of authorization.
2023-11-02	This is the tenth official release. Updated the description of service ticket submission and authorization.
2022-03-08	This issue is the ninth official release. Added **Viewing CTS Traces**.
2022-02-09	This is the eighth official release. Updated **Submitting a Service Ticket**.
2021-03-23	This is the seventh official release. Optimized **Managing Service Tickets of the Same Group**.
2020-05-13	This is the sixth official release. Added the description of ticket association in **Managing Service Tickets of the Same Group**. Added the description of authorization types in **Processing Authorizations** and **Processing Authorizations of the Same Group**.
2020-04-24	This is the fifth official release. Added tag management in **Viewing Service Tickets**.
2020-01-20	This issue is the fourth official release. Optimized **Creating a User and Assigning Permissions**.

Date	Description
2019-12-30	This is the third official release. • Optimized **Creating a User and Assigning Permissions**. • Added **Managing Service Tickets**. • Added **Processing Authorizations of the Same Group**.
2019-10-14	This is the second official release. Modified the document structure.
2018-08-30	This is the first official release.