

The background of the slide features a close-up photograph of several hands assembling white puzzle pieces. The puzzle pieces are arranged in a grid pattern, and the hands are visible at the top, bottom, and right edges, actively fitting the pieces together. The lighting is soft, highlighting the texture of the puzzle pieces and the skin of the hands.

# Web-to-caseユーザーガイド(V1.2)



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第1部

アクセス方法とワークフロー

# Web to Caseのサイトへアクセス

## H3C公式Webサイト/support/Online help/Web to Case

The screenshot shows the H3C support website interface. The browser address bar displays 'h3c.com/en/Support/'. The navigation menu includes 'Products & Technology', 'Solutions', 'Support', 'Training & Certification', 'Partners', and 'About Us'. The 'Support' menu item is circled in red with a red circle containing the number '1'. Below the navigation menu, the 'Support' page is displayed with a 'View All >' button. The page is divided into four main sections: 'Resource Center', 'Policy', 'Online Help', and 'Security Vulnerability Announcement'. The 'Web to Case' link is circled in red with a red circle containing the number '2'. The Windows taskbar at the bottom shows the system tray with the date '2021/5/13' and time '19:22'.

Resource Center	Policy
Software Download	Service Bulletin
Technical Documents	Product Life Cycle Management Strategy
Knowledge Base	Channel Service
	Service and Warranty

Online Help
License Service
Warranty Query
H3C Product Anti-Counterfeit Query
Service Hotlines
Repair & Replace
Community
Web to Case
H3C Support APP
Security Vulnerability Announcement

# このサイトはケースの送信とレビューの両方をサポート

H3C

Support - Web to Case- H3C x

Not secure | h3c.com/en/Support/Online\_Help/Web\_to\_Case/

H3C

Products & Technology Solutions Support Training & Certification Partners About Us

## Web to Case

Home > Support > Online Help > Web to Case

## Welcome to New H3C Online Technical Support Platform

新しいケースを送信



Submit new case

Create your cases for equipment failures or technical consulting.

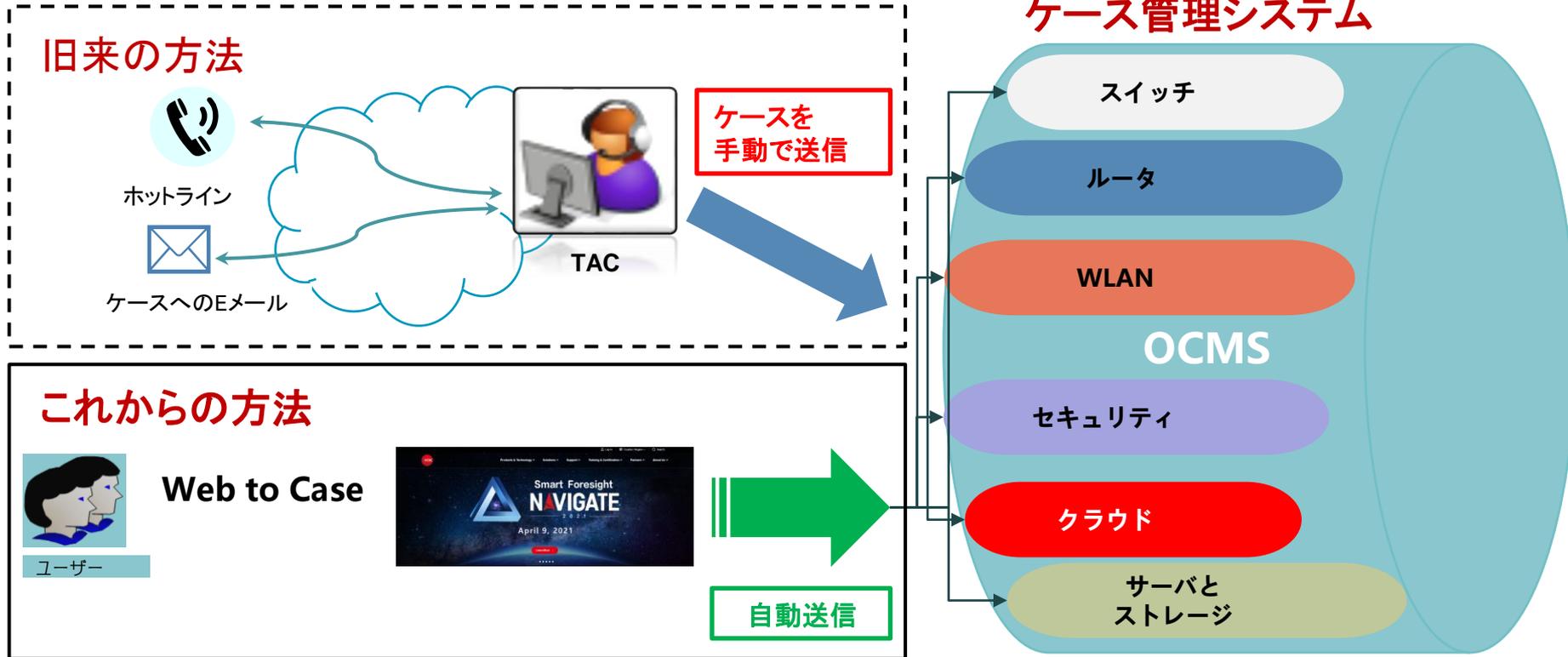
ケースの進捗を確認



Review existing cases

Tracking the latest progress of your cases.

# 新たなケースの送信方法



# ワークフロー



## Register

1度だけユーザー登録が必要です

User ID

\* TYAMADA12

Email address

\* tyamada@abc.co.jp

Phone

\* 0355558888

Password

\* ●●●●●●●●

Enter Password Again

\* ●●●●●●●●

First Name

\* Taro

Last Name

\* Yamada

Company/Organization

\*

Company/Organization

\* ABC K.K.

\* network group

Verification Code

\* 9294



I agree to the use of my personal information according to the [H3C Privacy Statement](#). I understand that my personal information may be transferred for processing outside my country of residence.

H3C may use my contact data to keep me informed of products, services and offerings:

By email

Register

# ユーザーをアクティブにする

ユーザー登録すると確認のメールが届きます



## Check Your Email

We have sent an email to [antihurricane@vip.sina.com](mailto:antihurricane@vip.sina.com) containing a link for activating your H3C Common User ID.

Please follow this link to complete your registration.

If you do not see the email in your inbox, please check your spam folder for an email from H3C.

### Need Help ?

For help or any other questions, please email [webmaster@h3c.com](mailto:webmaster@h3c.com).



## 確定します

Dear TerenceZSN:

Thank you for your registration, please follow the instructions below to complete the registration of the final step.

Please click [here](#) to complete the registration confirmation.

If you click on the link above does not work, please copy the following address into your browser's address bar, direct access to complete the confirmation.

[http://www.h3c.com/en/Aspx/Home/Registration/ActiveUser.aspx?  
RegisterID=85384d7d29514425abbb28a14def790a](http://www.h3c.com/en/Aspx/Home/Registration/ActiveUser.aspx?RegisterID=85384d7d29514425abbb28a14def790a)

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If you want to learn more about H3C, please visit H3C website:

<http://www.h3c.com/en/>



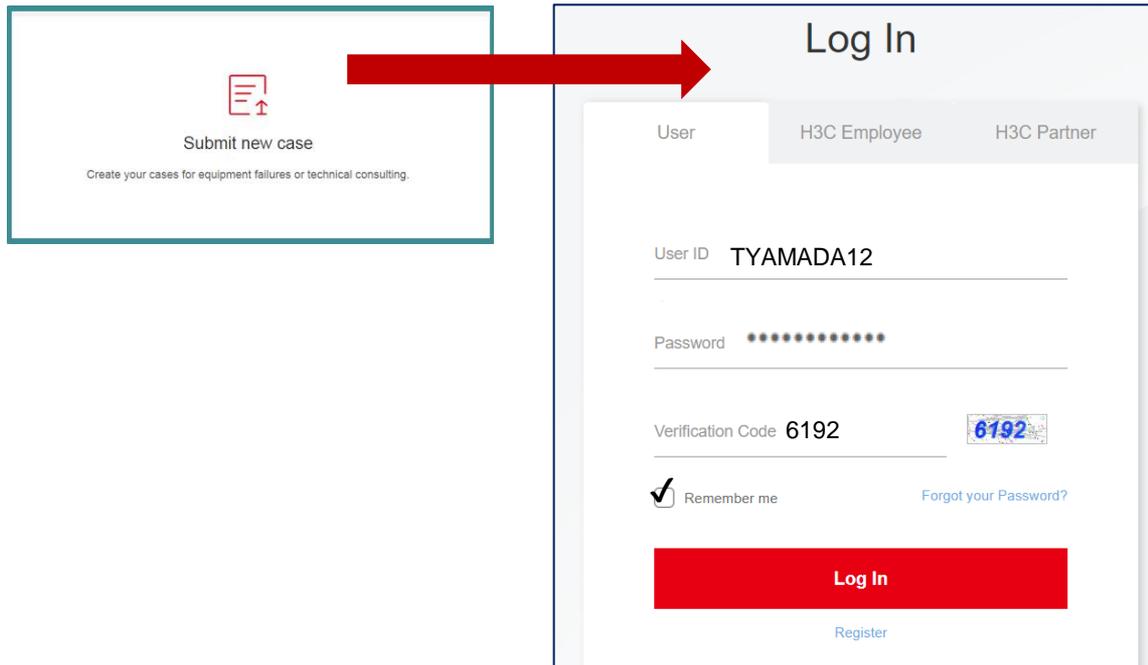
2

第2部

## ケースを送信する

# ケースを送信する

登録したユーザーIDでログインします



The image shows two parts of a web interface. On the left, a box contains a red icon of a document with an upward arrow, the text 'Submit new case', and a smaller line of text: 'Create your cases for equipment failures or technical consulting.' A large red arrow points from this box to the right. On the right, a 'Log In' form is shown. It has a header 'Log In' and two tabs: 'User' (selected) and 'H3C Employee' / 'H3C Partner'. The form fields are: 'User ID' with the value 'TYAMADA12', 'Password' (masked with dots), and 'Verification Code' with the value '6192' and a small image of the code '6192'. Below the fields are a checked 'Remember me' checkbox and a link 'Forgot your Password?'. At the bottom of the form is a large red 'Log In' button and a smaller blue 'Register' link.

# ケースを送信します

## New H3C Group Online Technical Support Platform

\*Please check [information collection guide](#) to make efficient feedback

\* Please make a call to technical support [Hotline](#) in case of any urgent case

### Case related information

\* Japan

Your Email

\* tyamada@abc.com

\* Your Mobile/Telephone  +81  35555888  ext.

\* Wireless

Product Serial Number

219801A2959199G0010G

Subject

\* WA6638-JPが起動しない

\* Description in detail

[製品名]WA6638-JP  
[バージョン] 2449P11  
[問題発生日]2022/07/01  
[状況説明] 停電後再起動しなかった  
電源投入後LEDがオレンジ色になり、  
管理AC下の他のAPは正常に起動

詳細説明は日本語で  
OKです

Please input Your Problem description

Attachment

## お客様情報を入力します

### Customer information

Customer Name

\* ABC K.K.

Email

\* tyamada@abc.co.jp

\* Mobile/Telephone  +81  35555888  ext.

Company Name

\*

Verification Code

\* 7092



Submit

# ケースの説明の例

H3C Products & Technology Solutions Support Training & Certification

### Case related information

- \* [プロダクト名]WA6638-JP
- \* [バージョン] 2449P11
- [問題発生日]2022/07/01
- \* [問題説明]停電後再起動しなかった  
電源投入後LEDがオレンジになるがそのままになっている  
管理AC下の他のAPは正常に起動

Description in detail

Attachment

### Customer information

- \* Customer Name  
H3C
- \* Email  
h3c@h3c.com

記入例を表示するには  
ここをクリックしてください

構成図などをここで添付し  
てください

# ケースの説明の例(続き)

【H3C カスタマーサービス ケース送信テンプレート】

会社名&担当者名:

プロジェクト名 (オプション) : **\*\*\*office Network Reconstruction Project**

問題説明: **S5130S Switch interface fails to go up**

※オペレーションログ : **Record the process of the operation, or the process log of the failure.**

※Diag診断ログ: **diagnostic information in failure time**

※ログファイル : **log information in failure time**

※ネットワークトポロジー: **\*\*\***

※製品モデル: **S5130S-28P-EI**

※シリアル番号: **219801A1N59186Q0XXXX**

※ソフトウェアバージョン : **Version 7.1.064, Release 5223**

※緊急性:

# サポートリクエストの送信が成功した場合のWebおよびEメールによる通知

Request Submitted successfully

Dear \_\_\_(User ID)\_\_\_ :

Your feedback is highly appreciated, your case number is: **90000123**.

Currently supporting team is working on the case , we will keep you posted with latest progress

For progress tracking, please click here \_ **Link to review case page**\_

You may also contact us via hotline [Service Hotlines](#)

Best regards,  
H3CTS

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第3部

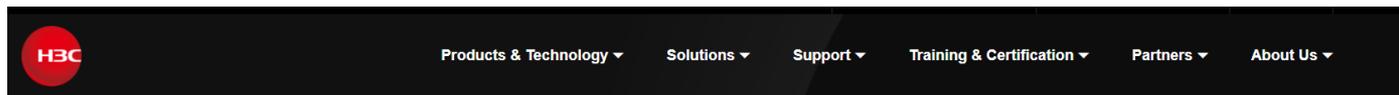
ケースのレビュー

# ケースのレビュー

① ユーザーのすべてのケースが表示されます

② ケース名による正確なケースのトレースをサポート

③ 製品モデル、送信時期、ケースステータスによるケースフィルターをサポート



Case Number:  **2**

Product model:  **3**

Submission period:

Case Status:

No match found for this case number . Please check if this case number is valid

**1**

Case Number	Status	Product Name	Issue	Resolution	Opened date	Closed date
90001917	Active		11		2021-04-19 14:43:32	
90001916	Active		333		2021-04-19 11:35:52	