



客户 Cisco 支持合同与合作伙伴 CCOID 关联失败

https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/Customer_Cisco_support_contract_assoc...

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适用场景

- 从 NetApp 购买的 Cisco MDS 和 Nexus 交换机
- 有效的 Cisco SMARTnet Total Care (SNTC) 支持合同

问题描述

- 无法向 Cisco 技术支持中心 (TAC) 提交案例
- 尝试将客户的 Cisco 支持合同编号添加到其 Cisco.com 帐户 (CCOID) 的合作伙伴
- 支持合同关联失败并显示错误

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https://rpfa.cloudapps.cisco.com/rpfa/profile/profile_management.do并通知我们。

完成这些更新后，我们将重新处理您的合同关联请求。

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