



# 英特尔® 首要支持

客户培训



# 欢迎使用“英特尔® 首要支持”

接下来显示的各张幻灯片中包含英特尔® 首要支持培训与帮助主题。本文档仅供有权使用英特尔® 首要支持的英特尔客户使用。

其他使用情况均未经授权。



# 主要变动事宜摘要



# 变动事宜摘要

- 我们将于 3 月 14 日（星期一）把我们当前使用的售前支持工具 - 英特尔® 首要支持 - 迁移到基于云的新平台上，以便为您提供更完善的界面。
- 除了英特尔® 软件销售与服务产品或是通过英特尔® 注册中心注册的产品，其他所有产品都将迁移到基于云的新平台。
- 初期将迁移所有待处理的案例\* 和所有在过去 30 天关闭的案例。
- 英特尔® 首要支持旧版中仍会通过英特尔® Business Portal 保留英特尔® 软件销售与服务产品或是通过英特尔® 注册中心注册的产品，但这些产品将于日后迁移到基于云的新平台上。

\*以前在英特尔® 首要支持旧系统中被称为“问题”。

# 可见性方面发生的主要变动

- 为了实现加快客户服务响应速度的目标，我们正在施行内部业务流程转型。
- 这其中包括改变您帐户内的案例（以前也被称为“问题”）可见性。
- 在新平台中，我们提供帐户级别（而不是联系人级别）的产品支持，因此，贵公司有权访问此工具的所有联系人都能看到案例。
- 这项变更措施将可缩短您获取产品支持的时间，有助于确保更快地解决您的问题。

# 可见性变动有何影响？

- 贵公司所有处于激活状态的英特尔® 首要支持联系人 都将可以看到所有获得批准的产品
- 贵公司内有权访问此工具的所有联系人 都能看到案例
- 如果您需要限制可见性，请使用名为“首要支持项目” (Premier Support Project) 的新功能创建案例，此功能可以限制案例可见性，仅允许与项目有关的联系人查看案例。\*

如果您对您的案例可见性存有疑虑，请联系您的英特尔代表。

\*现有协作团队将作为一个项目迁移到英特尔® 首要支持云中

# 访问、登录和导航



# 英特尔® 首要支持云访问

您可以通过三种途径访问英特尔® 首要支持

1. [premiersupport.intel.com](https://premiersupport.intel.com)
2. 在英特尔® Business Portal 中找到英特尔® 首要支持旧版工具，该处将提供新客户门户链接。
3. 资源和设计中心 (RDC) 将提供英特尔® 首要支持的链接。

您可以使用现有英特尔® Business Portal 登录凭据访问英特尔® 首要支持门户

[单击此处获取支持的浏览器列表。](#)

# 英特尔® 首要支持云登录

## 现有客户

- 系统会自动将您迁移到英特尔® 首要支持云
- 使用您在旧版英特尔® 首要支持中的现有用户 ID/密码

## 新客户

- 联系您的 FAE 或英特尔® 支持负责人，获取访问权限

客户支持：通过帮助菜单提交与英特尔® 首要支持有关的任何问题

# 保密协议 (NDA)

- 登录英特尔® 首要支持后, 界面上将出现保密声明, 您必须接受该声明才能继续前往您的主页。
- 系统将根据您上次接受该声明的日期每三个月显示一次保密声明。

**Confidentiality Statement**

This Issue Management application (the "Website") is subject to the Terms of Use of the Business Portal (the "Terms of Use") and the Terms and Conditions of Company's Corporate Non-Disclosure (CNDA), Restricted Secret Non-Disclosure (RSNDA), RS-CITR or RSNDA-Special Purpose (RSNDA-SP) agreement with Intel. Terms not defined herein shall have the definition specified in the Terms of Use. Company acknowledges that the Website contains confidential, proprietary, restricted and trade secret information owned by Intel Corporation or its subsidiaries ("Intel"). To access and use such confidential information ("Confidential Information"), Company must have the appropriate CNDA, RSNDA, RS-CITR or RSNDA-SP in place with Intel depending on the classification of the information being accessed. The Confidential Information disclosed on the Website and any communications or emails generated by this Website are subject to the terms and restrictions specified in the relevant non-disclosure agreement between Company and Intel. Please consult your Company's Agreement with Intel for the specific terms and requirements. You may not be able to access all contents of the web site. Please see the Terms of Use for additional details regarding confidentiality requirements and direct questions about this policy or the terms of your CNDA, RSNDA or RSNDA-SP to your Intel field representative.

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**For more complete information about compiler optimizations, see our [Optimization Notice](#).**

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[Legal Information](#) and [Privacy Policy](#)

# 英特尔® 首要支持门户功能

- 英特尔® 首要支持门户支持 HTML 格式的说明性文本和注释，包括剪切和粘贴图像。
- 英特尔® 首要支持门户支持附加数个 GB 大小的文件附件。
- 可以下载从英特尔发送的文件附件（已附加到案例中）。
- 提供全局搜索功能。



# 英特尔® 首要支持云通用导航

**通过该站点搜索各种记录和字段。**

**单击各选项卡即可导航到不同的内容部分。**

**使用不同的列表视图搜索案例**

**列出您最近查看过的所有记录类型。**

**快速链接 (Quick Links) 提供对常用功能的访问服务。**

**单击此链接即可通过电子邮件报告站点问题。**

**英特尔® 首要支持**

Intel Premier Support

Cases Intel® Products Premier Support Projects

Create New...

Cases Home

Search

Select the cases you want to view from the dropdown.

View: My Open Cases Go!

Recent Cases

Create New Case

Recently Viewed

Case Number	Status	Subject	Last Modified Date/Time	Date/Time Opened
00112679	New	MJ Test 4	3/3/2016 3:34 AM	3/3/2016 3:31 AM
00112600			2/29/2016 5:28 AM	2/29/2016 5:23 AM
00112678			3/3/2016 1:34 AM	3/3/2016 1:28 AM
00112651			3/2/2016 8:36 PM	3/2/2016 8:28 PM
00112506			2/24/2016 12:26 PM	2/24/2016 12:17 PM
00108193	New	Test customer case	2/23/2016 7:22 AM	2/23/2016 7:22 AM
00100443	New	Steve M test case 9	2/9/2016 4:23 AM	1/21/2016 4:39 PM
00112646	New	test	3/2/2016 3:32 AM	3/2/2016 3:32 AM
00100937	Open	Test from Customer UI - UAT readiness test Issue promotion to JIRA ACI	2/9/2016 3:08 AM	1/31/2016 10:13 AM
00112606	New	Test M...	2/29/2016 1:29 PM	2/29/2016 1:26 PM
00112658	New		3/2/2016 4:34 PM	3/2/2016 4:30 PM
00100885	New		2/9/2016 3:08 AM	1/29/2016 7:20 AM
00112624	Open		3/1/2016 3:20 AM	3/1/2016 2:16 AM
00112493	New	test customer	2/24/2016 2:33 AM	2/24/2016 2:33 AM
00112575	New	This is a test	2/26/2016 2:59 PM	2/26/2016 2:59 PM

Recent Items

- Multi Account Project
- 00112679
- Single Account1 Project
- RTF-000164903
- 00112600

Quick Links

- Premier Support Training
- File Downloads
- Preferences
- Confidentiality Statement
- Resource Design Center
- Validation Internet Portal (VIP)
- Intel® Premier Support (legacy)

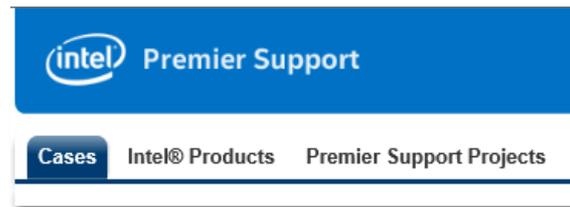
Help

Report a site problem

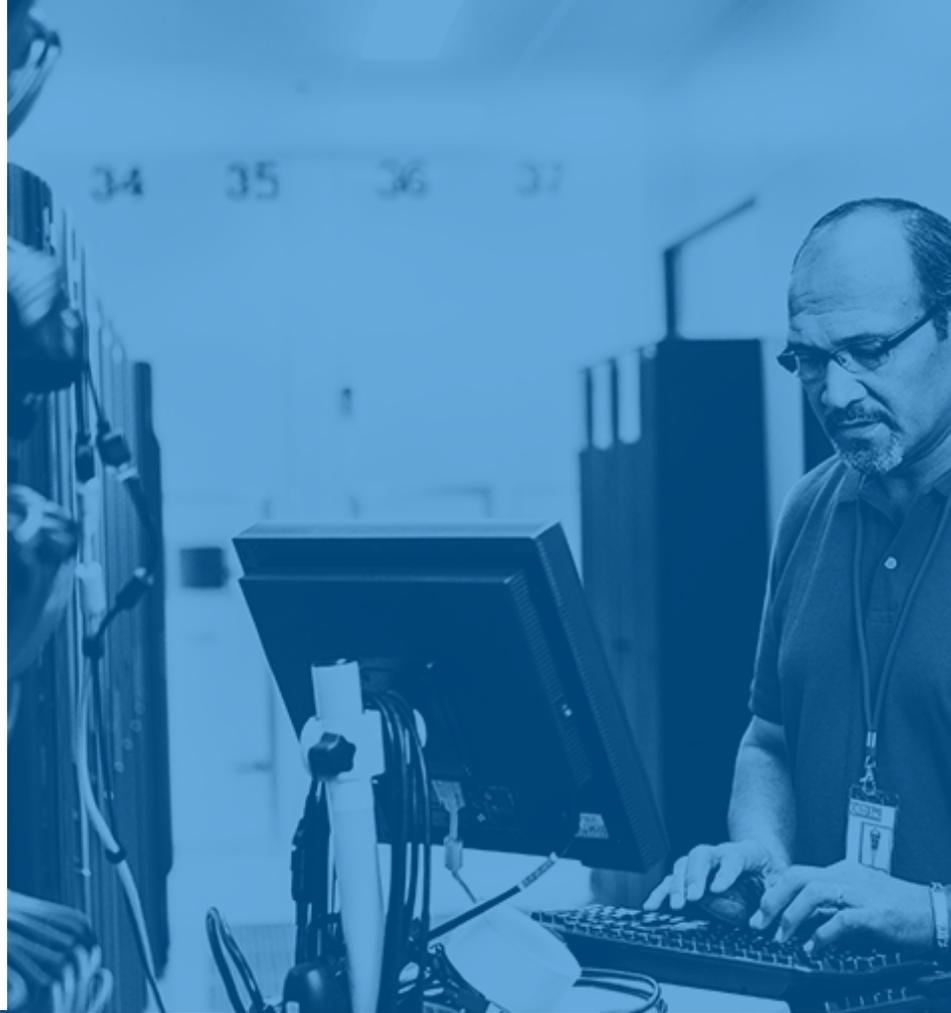
# 英特尔® 首要支持门户内容

英特尔® 首要支持门户包含三个选项卡。您可以通过各个选项卡执行以下操作：

- **案例 (Cases)** – 查看和访问现有案例，创建新案例。
  - 以前在旧系统中被称为“问题”
- **英特尔® 产品 (Intel® Products)** – 查看您有权为其提交案例的产品。可通过该视图创建新案例。
- **首要支持项目 (Premier Support Projects)** – 查看您有权访问的项目。
  - 您可以利用这些项目创建新案例。
  - 您可以审阅/编辑关于这些项目的现有案例。



# 案例



# “案例”选项卡

- 案例 (Cases) 选项卡中显示了您最近查看过的案例，以便您进行访问。单击所需的案例编号 (Case Number) 即可访问案例并查看案例详细信息。
- “案例”选项卡中包含您获权查看的所有案例，其中包括其他联系人提交的与您帐户有关的案例。

intel Premier Support

Cases Intel® Products Premier Support Projects

Create New...

Cases Home

Search

Select the cases you want to view from the dropdown.

View: All Cases Go!

Advanced Search

Recent Items

- 00100342 Single Account1 Project
- 00112766
- RTF-000164963
- 00112600
- 00101198
- Apollo Lake

Recent Cases Create New Case

Case Number	Status	Subject	Last Modified Date/Time
<a href="#">00100342</a>	New	<a href="#">Steve M test case</a>	2/9/2016 2:22 AM
<a href="#">00112766</a>	New	<a href="#">MJ Test 5</a>	3/8/2016 3:38 PM
<a href="#">00112600</a>	New	<a href="#">Test case for Customer Portal Training</a>	2/29/2016 5:28 AM
<a href="#">00101198</a>	Open	<a href="#">Test</a>	2/18/2016 1:20 PM
<a href="#">00112724</a>	New	<a href="#">New Case</a>	3/4/2016 1:27 PM
<a href="#">00112493</a>	New	<a href="#">test customer</a>	2/24/2016 2:33 AM

# 案例列表视图

您可以查看不同的列表视图：

- 所有案例 (All Cases)
- 我关闭的案例 (My Closed Cases)
- 我待处理的案例 (My Open Cases)
- 我最近更新的案例 (My Recently Updated Cases)
- 最近查看的案例 (Recently Viewed Cases)

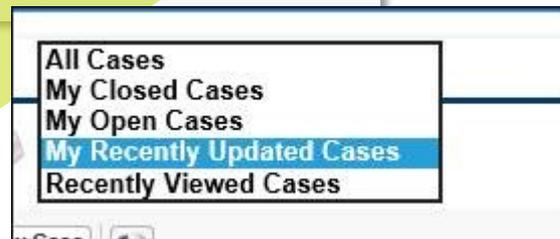
单击下拉箭头即可查看您的选项。选择列表视图，然后单击前往！(Go!) 即可查看该列表中的案例。



Cases  
Home

Select the cases you want to view from the dropdown.

View:



# 案例列表视图

有些列表视图中的列可以移动，以适应您的查看偏好。

- 单击列标题并将其拖到其他位置

但这样产生的列顺序变化只是暂时的。变更结果不会变为默认设置，当您导航到另一页面时，变更的设置将恢复原状。

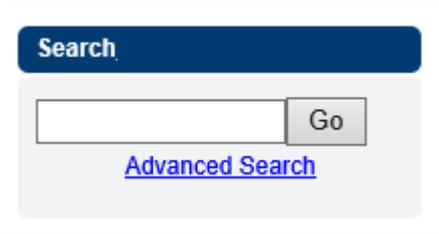
The screenshot displays the 'Cases' view in the Intel Premier Support Projects application. The page title is 'Cases Intel® Products Premier Support Projects'. Below the title, there are navigation elements: 'Create New...' and 'My Open Cases'. A search bar is visible on the left. The main content is a table with the following columns: Action, Copy, Case Number, Status, Severity, Subject, and Project. The 'Subject' column header is highlighted in green, and a mouse cursor is positioned over it, indicating a drag-and-drop action. A tooltip for the 'Subject' column shows a checkmark and the text 'Subject no test'. The table contains three rows of case data:

Action	Copy	Case Number	Status	Severity	Subject	Project
Edit		00112661	New	Low	case subject	
Edit		00112542	Open	Critical	Subject no test	Single Account1 Pro...
Edit		00112658	New	Low	MJ Test 3	

单击列标题即可进行排序。屏幕内容只能按单个列排序。再次单击此列即可逆向排序。排序时遵循字母数字顺序。

# 客户案例搜索

如果使用各种列表视图仍找不到案例，请使用“全局搜索”。



- 在搜索字段中输入文本（比如产品名城或案例备注中的信息）以查找具体案例。
- 搜索文本长度不能超过 80 个字符。

Search My Current and Past Issues

Search Text  [More Options](#)

Show  entries

Case Number	Status	Severity	Subject	Product Name	Project	Account Name	Created Date	Last Modified Date
<a href="#">00102589</a>	New	High	Androdi test WOuter	Skylake		UAT-Account1	2-10-2016	2-10-2016
<a href="#">00100347</a>	Closed	Low	Bay Trail does not function	Bay Trail		UAT-Account1	1-20-2016	2-18-2016
<a href="#">00103761</a>	New	High	byt test for ish Wouter	Bay Trail		UAT-Account1	2-14-2016	2-14-2016
<a href="#">00102586</a>	Open	Low	BYT Wouter test 2/10 1.48pm	Bay Trail		UAT-Account1	2-10-2016	2-10-2016
<a href="#">00100772</a>	Closed	Medium	Copy of Test Case 3	Intel® Server Board S2600GZ		UAT-Account1	1-27-2016	2-29-2016
<a href="#">00112542</a>	Open	Critical	Demo test	SoFIA	Single Account1 Project	UAT-Account1	2-25-2016	2-25-2016
<a href="#">00102038</a>	New	Low	DML error test	Skylake		UAT-Account1	2-9-2016	2-9-2016
<a href="#">00100462</a>	New	Critical	dual role note test	Bay Trail		UAT-Account1	1-21-2016	2-8-2016
<a href="#">00100659</a>	New	Low	file upload test	Bay Trail		UAT-Account1	1-25-2016	2-8-2016
<a href="#">00100397</a>	New	Low	File upload test	Apollo Lake Desktop		UAT-Account1	1-21-2016	2-9-2016

Showing 1 to 10 of 73 entries

Previous  2 3 4 5 ... 8 Next

# 案例详细信息

## 案例详细信息包括:

- 说明 (Description)
- 案例信息 (Case Information)
- 产品信息 (Product Information)
- 环境详细信息 (Environmental Details)
- 案例备注 (Case Comments)
- 相关方 (Interested Parties)
- 英特尔® 首要支持案例附件 (Intel® Premier Support Case Attachments)

### Case Detail

[Edit Case Details](#) [Request Case Closure](#) [Copy](#) [New Comment](#) [Manage Interested Party](#)

---

#### Description Information

Subject Test Subject  
Case Description <p>Case Description</p>

---

#### Case Information

Case Number	00112179	Account Name	4WD INFORMATICA SRL
Case Origin	Web	Contact Name	Stefano Zendri
Status	New	Customer Reference ID	ID#123
Sub Status		End Customer	Mr. End Customer
Severity	Low		
Severity Reason			
Case Type	Debug Request		
Legacy IPS ID			

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#### Product Information

Product	Purley	Case Category	Tool
Code Name		Case Subcategory	Android
IPS Project	Facile 09		

---

#### Environment Details

Environment Details	Question	Response
	What is ur Name	Name

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#### Case Comments

---

#### Interested Parties

First Name	Last Name	Account Name
IPS-UAT-801	UAT-Tester	UAT-Account1

---

#### Premier Support Case Attachments

[Attach File](#) [Refresh to See New Attachments](#)

No records to display

# 案例与项目对比

案例	项目
您帐户下的所有成员都可以查看和编辑与您帐户有关的案例。	项目只允许部分帐户成员查看相关案例。
您可以查看并创建英特尔明确授权您帐户访问的产品案例。	如果某个案例属于某个项目，只有在英特尔将您明确添加为此项目团队的成员后，您才能查看和编辑该案例。
您可以查看和编辑由同一帐户下处于激活状态的其他英特尔® 首要支持联系人提交的所有案例。	如果您是项目成员，您可以查看和编辑由该项目其他成员提交的所有案例。

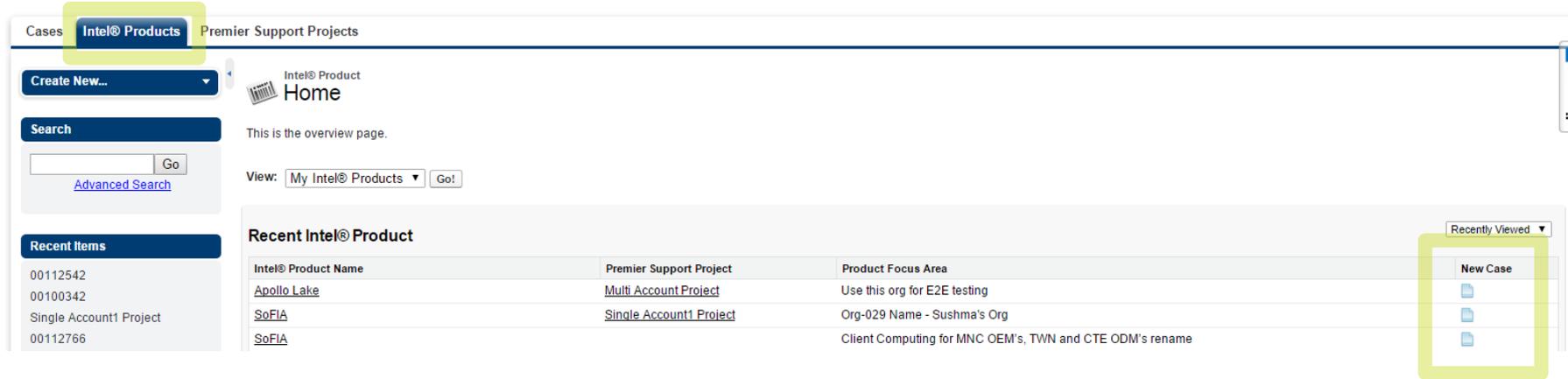
- 如果您想创建项目，请联系您的英特尔代表。
- 您还可以使用项目向为同一项目工作的、使用不同帐户的两名或多名客户提供访问权限。在这种情况下，必须签订多方保密协议 (MPNDA)。

# 创建案例



# 创建案例 - “英特尔® 产品”选项卡

- 要创建案例，最简单的方法就是使用**英特尔® 产品 (Intel® Products)** 选项卡。
- 该选项卡中列出了您可能要为其提交案例的产品。默认视图中会显示您最近查看过的产品。
- 单击  图标，创建关于对应产品的新案例。



Cases **Intel® Products** Premier Support Projects

Create New...

Search

Go

Advanced Search

Recent Items

- 00112542
- 00100342
- Single Account1 Project
- 00112766

Intel® Product Home

This is the overview page.

View: My Intel® Products Go!

Recent Intel® Product

Intel® Product Name	Premier Support Project	Product Focus Area
<a href="#">Apollo Lake</a>	<a href="#">Multi Account Project</a>	Use this org for E2E testing
<a href="#">SoFIA</a>	<a href="#">Single Account1 Project</a>	Org-029 Name - Sushma's Org
<a href="#">SoFIA</a>		Client Computing for MNC OEM's, TWN and CTE ODM's rename

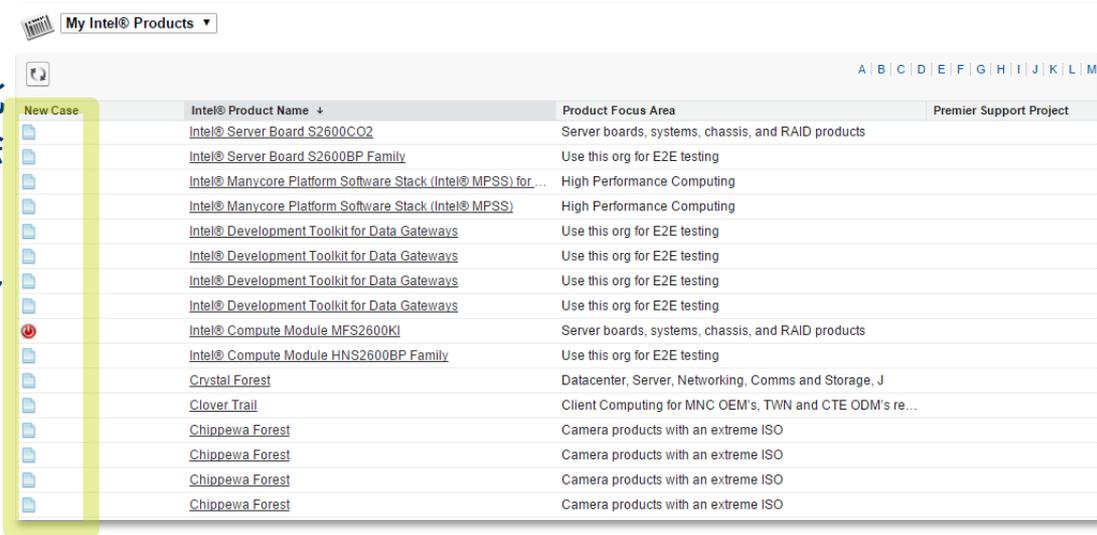
Recently Viewed

- New Case

# 创建案例 - “英特尔® 产品”选项卡

要查找另一产品，请单击我的英特尔® 产品 (My Intel® Products) 视频旁边的前往 (Go) 按钮，即可查看您有权访问的所有产品。

- 单击  图标，创建关于对应产品的新案例。  图标表示不再通过此渠道支持该产品，或表示已经删除了您对此内容的访问权限。
- 请联系您的英特尔代表，获取更多信息。



New Case	Intel® Product Name +	Product Focus Area	Premier Support Project
	<a href="#">Intel® Server Board S2600CQ2</a>	Server boards, systems, chassis, and RAID products	
	<a href="#">Intel® Server Board S2600BP Family</a>	Use this org for E2E testing	
	<a href="#">Intel® Manycore Platform Software Stack (Intel® MPSS) for ...</a>	High Performance Computing	
	<a href="#">Intel® Manycore Platform Software Stack (Intel® MPSS)</a>	High Performance Computing	
	<a href="#">Intel® Development Toolkit for Data Gateways</a>	Use this org for E2E testing	
	<a href="#">Intel® Development Toolkit for Data Gateways</a>	Use this org for E2E testing	
	<a href="#">Intel® Development Toolkit for Data Gateways</a>	Use this org for E2E testing	
	<a href="#">Intel® Development Toolkit for Data Gateways</a>	Use this org for E2E testing	
	<a href="#">Intel® Compute Module MFS2600K</a>	Server boards, systems, chassis, and RAID products	
	<a href="#">Intel® Compute Module HNS2600BP Family</a>	Use this org for E2E testing	
	<a href="#">Crystal Forest</a>	Datacenter, Server, Networking, Comms and Storage, J	
	<a href="#">Clover Trail</a>	Client Computing for MNC OEM's, TWN and CTE ODM's re...	
	<a href="#">Chippewa Forest</a>	Camera products with an extreme ISO	
	<a href="#">Chippewa Forest</a>	Camera products with an extreme ISO	
	<a href="#">Chippewa Forest</a>	Camera products with an extreme ISO	
	<a href="#">Chippewa Forest</a>	Camera products with an extreme ISO	

# 创建案例 - “英特尔® 产品”选项卡

如果您在英特尔® 产品 (Intel® Products) 选项卡中单击了某个案例图标，对应字段中将自动填入产品名称。



▼ Case Information

Project:

Search Product:

▼ List of products

- 如果产品与某个项目关联，则还会自动填入项目名称。
- 您可以通过输入产品名称前三个字符来搜索其他产品。

*无论您何时创建案例，以下步骤都是一样的。*

# 创建案例

请参阅后续各个页面，了解关于这些字段的更多信息。

**第 3 步:** 填写主题 (Subject)

**第 4 步:** 在案例说明 (Case Description) 字段中提供该案例的详细信息。

**第 5 步:** 选择案例类型 (Case Type)

**第 6 步:** 选择严重性级别 (Severity)

**第 7 步:** 输入客户参考 ID (Customer Reference ID)

**第 8 步:** 输入最终客户 (End Customer)

**第 9 步:** 单击提交 (Submit)\*

Case Details

3 Subject

Case Description

4

5 Case Type

6 Severity

7 Customer Reference ID

8 End Customer

9 Cancel Submit

带有红色线条的字段是必填字段。

*\*在单击提交按钮之前，可能需要执行其他步骤！*

# 创建案例

**案例类型 (Case Type)** — 指明您所请求的支持类型。以下幻灯片中列出了各种案例类型值。

**案例严重性级别 (Case Severity)** — 定义对于您和贵公司而言的案例严重性级别。这些值均以您所选择的案例类型为基础。

**客户参考 ID (Customer Reference ID)** — 如果您使用内部案例管理工具，则该字段为可选字段。输入您的内部身份信息，以帮助跟踪您的案例。

**最终客户 (End Customer)** — 该字段为可选字段。如果是代表其他公司提交案例，请输入最终客户的名称。

# 案例类型

案例类型决定了问题的性质。

Case Type	Definition
Debug Request	Customer thinks they have identified a violation of specification or feature expectations. This may result in a change or clarification of the feature, via documentation, software or hardware. Likely it will require Intel and the customer to perform debug and replication on a reference platform or CRB.
Question	Customer has a general question or concern. This will result in an answer.
Feature Request	Customer has a request for a feature that is not currently part of the Intel product's scope or plan of record. This may result in a future change or clarification of the feature via documentation, software or hardware.  If this request can only be supported in the next Product, Intel needs to work with the customer to close the request on the current Product and open a new Feature Request in the next version of the Product.
Design Review	Customer would like Intel to review their hardware, electrical margins, simulations, or software design. This will result in feedback on their design and possibly some change recommendations to better match Intel's reference platform/software or industry specifications.

# 案例严重性级别

**严重性级别 (Severity)** 指明了对于您和贵公司而言的问题重要程度（“重大”、“高”、“中”、“低”）。

**严重性级别** 取决于您所选择的案例类型 (Case Type)（调试请求、问题、功能请求或设计审阅）。

提交案例后，只有您才能更改案例严重性级别。

Question Severity	Definition
Critical	Without clarification this will slip the schedule past Intel's launch or next release.
High	Depending on clarification this may slip the schedule past Intel's launch or next release.
Medium	
Low	Curious how something works, would not block schedule or launch.

Feature Request - Severity	Definition
Critical	Customer's Business/Marketing says this is required for launch or the next release.
High	Customer's Business/Marketing prefers this for launch or the next release.
Medium	Customer's Business/Marketing says this is required for the next generation launch or the release.
Low	Customer's Business/Marketing recommends this for the next generation launch or the release.

Design Review - Severity	Definition
Critical	Due to a business or validation decision customer needs this faster than normal time frame.
High	Needed in a normal time frame.
Medium	Whenever Intel can handle the request.
Low	This is a request beyond the usual 2 submits. If Intel's has time the customer would prefer a review.

# 其他案例创建步骤

## 案例类别/子类别

- 系统可能要求您为您的案例选择案例类别 (Case Category) 和子类别 (Subcategory)。
- 类别和子类别均已链接到所支持的产品，它们有助于系统将案例传送给适当的英特尔代理。



The screenshot shows a form section titled "Product/Project Info". It contains two dropdown menus. The first is labeled "Case Category" and has "Tool" selected. The second is labeled "Case Subcategory" and has "Select SubCategory" selected.

# 其他案例创建步骤

## 环境详细信息

- 如果系统要求您选择类别和子类别，您可能还会看到“环境详细信息”问题。
- 这些问题可提供与案例有关的其他背景信息，能帮助英特尔代理更快地了解并解决您提交的案例。

The screenshot shows a form titled "Environment Details" with the following fields:

- bkc\_bsp\_version**: A text input field.
- environmental details**: A dropdown menu with "1. Environment" selected.
- pch\_stepping**: A dropdown menu with "Select Option" selected.
- soc\_stepping**: A dropdown menu with "Select Option" selected.
- cpu\_stepping**: A dropdown menu with "Select Option" selected.
- operating**: A dropdown menu with "Select Option" selected.
- reproductibility**: A dropdown menu with "Select Option" selected.
- to\_reproduce**: A dropdown menu with "1. Setup Description" selected.

**现在，请单击提交！**

# 确认

此时将打开“案例详细信息”页面，同时会出现一则确认消息告知已收到您提交的案例。

The screenshot displays the Intel Premier Support interface. At the top, the Intel logo and 'Premier Support' are visible. The main navigation bar includes 'Cases', 'Intel® Products', and 'Premier Support Projects'. A search bar is present on the left, and a 'Create New...' button is at the top left. The central area shows the case number '00122750' with a printer icon. Below this, a confirmation message is highlighted in green: 'Thank you for contacting Intel Premier Support, Your case was successfully submitted'. The 'Case Detail' section includes buttons for 'Edit Case Details', 'Request Case Closure', 'Copy', and 'New Comment'. The 'Description Information' section shows 'Subject: test' and 'Case Description: test'. The 'Case Information' table provides details about the case number, origin, status, severity, and type.

Case Information	
Case Number	00122750
Case Origin	
Status	New
Sub Status	
Severity	Low
Severity Reason	
Case Type	Feature Request
Legacy IPS ID	
Account Name	4WD INFORMATICA SRL
Contact Name	Stefano Zendri
Customer Reference ID	
End Customer	

# 创建案例 – 可选方法



# 创建案例 – 可选方法

您可以通过两种方式从案例选项卡创建案例。

如果使用这些方法创建案例，系统将不会自动填入产品或项目信息。

intel Premier Support

Cases Intel® Products Premier Support Projects

Create New...  
Case  
Go  
Advanced Search

Recent Items  
00112542  
00100342

Cases Home  
Select the cases you want to view from the dropdown.  
View: My Open Cases Go!

Recent Cases

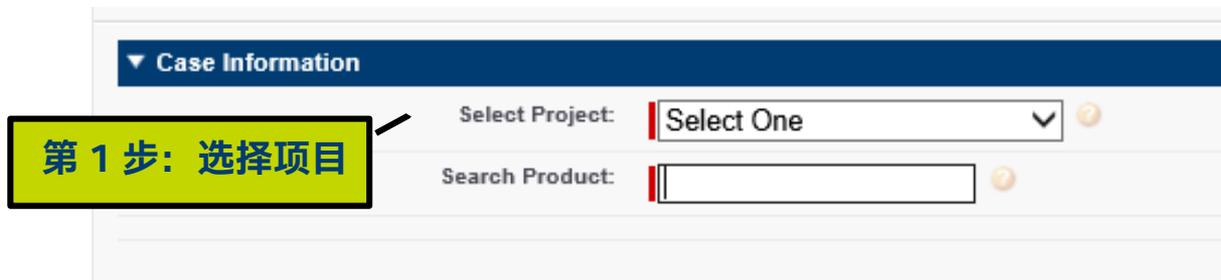
Case Number	Status	Subject
<a href="#">00112542</a>	Open	<a href="#">Demo test</a>

Create New Case

单击左侧的新建 (Create New), 然后选择案例 (Case), 或……

单击案例主页中的新建案例 (Create New Case) 按钮。

# 创建案例 – 可选方法



第 1 步: 选择项目

Case Information

Select Project: Select One

Search Product:

如果您是项目成员，选择项目 (Select Project) 下拉菜单中将提供可供您选择的项目列表。

如果您希望使与您帐户有关的所有英特尔® 首要支持联系人都能看到此案例，请选择**不适用 (Not Applicable)**。

如果您不是项目成员，项目创建页面中将不会激活该字段。

# 创建案例 – 可选方法

## 第 2 步：选择产品

如果您选择不适用 (Not Applicable)，请在已选产品 (Selected Products) 字段中输入至少 3 个字符以搜索产品。

如果您选择了项目，请单击产品列表 (List of products) 下方的[此处 \(here\)](#) 链接，以从项目的可选产品中进行选择。

Intel Premier Support

Cases Intel® Products Premier Support Projects

Create New...

Search

Go

Advanced Search

Recent Items

00112542

Cancel Submit

Case Information

Select Project: Facile 09

Search Product: Search Product...

List of products

Click [here](#) for the list of available products in the selected project

Case Details

Name	Product Focus Area
<input type="radio"/> Purley	Datacenter, Networking, Comms and Storage

### Recent Items

00122745  
Apollo Lake  
00122740  
00100123  
00100029  
00099968

### Case Information

Select Project: Not Applicable

Search Product: Bro

### List of products

Please type in the product name in the "Select Product" field and search

### List of products

Name	
<input type="radio"/> Broadwell	ORG-001 Description
<input type="radio"/> Broadwell	ORG-002 Description002
<input type="radio"/> Broxton	CCG CCE

# 创建案例 – 可选方法

如“创建案例”部分所示，填好必要的字段信息。

# 编辑案例和其他案例功能



# 编辑案例

访问您要编辑的案例所对应的“案例详细信息”页面。

# 为案例附加文件

在“案例详细信息”页面，向下滚动到**英特尔® 首要支持案例附件 (Intel® Premier Support Case Attachments)** 部分。

除非上载进度条显示 100%，否则请勿单击**返回案例 (Return to Case)**。

上载完毕后，返回“案例详细信息”页面，单击**刷新以查看新案例附件 (Refresh to See New Case Attachments)** 即可查看新添加的文件。

单击附加文件 (Attach File)

Premier Support Case Attachments

Attach File

Refresh to See New Attachments

No records to display

Cases Intel® Products Premier Support Projects

*In case you decide to Upload Files, please do not 'Return to Case' until the Upload Progress bar shows 100% completion*

Return to Case

Upload Files

1. Select File \*

Select File

The recommended file size limit is 2GB

2. Set Attributes

Enter Description \*

Enter file description (1200)

Submit

\*Must fill out required fields before submitting\*

屏幕上出现“上载文件”页面。单击**选择文件 (Select File)** 即可选择要上载的文件。

在设置属性 (**Set Attributes**) 部分输入说明文本。

单击**提交 (Submit)**。

# 为案例下载文件

要下载文件，请在快速链接 (Quick Links) 菜单中单击文件下载 (File Downloads)。此时将打开可供您下载的文件列表。

## Quick Links

[Premier Support Training](#)

[File Downloads](#)

[Preferences](#)

[Confidentiality Statement](#)

[Resource Design Center](#)

[Validation Internet Portal \(VIP\)](#)

[Intel® Premier Support \(legacy\)](#)

## Help

[Report a site problem](#)

## Downloads

Please find the secure files below that have been made available for you via Intel® Premier Support.

Results Found: 30

Product Name	File Name ▲	File Description ▲	File Category ▲	Size ▲	Effective Date ▼	Expiration Date ▲
<input type="text" value="contains..."/>	<input type="text" value="contains..."/>	<input type="text" value="contains..."/>	<input type="text" value="contains..."/>			
SoFIA	<a href="#">ATS_PRODS_070212.XLS</a>	Testing eff date	Software	273 KB	Feb 29 2016	Mar 31 2016
SoFIA	<a href="#">Case Category.docx</a>	effective dt in the future	Software	51.6 KB	Feb 29 2016	Mar 31 2016
Bay Trail	<a href="#">NetWeaver Ref Arch - Enterprise Issue Mgmt 3 0.vsd</a>	test13	Driver	2.65 MB	Feb 05 2016	Feb 05 2017
SoFIA	<a href="#">Active_Inactive status_logic.docx</a>	test2	Driver	17.2 KB	Feb 05 2016	Feb 05 2017
Bay Trail	<a href="#">High Fail 2133 no delete button in Dual role screen .msg</a>	test1	Patches	123 KB	Feb 05 2016	Feb 05 2017
Bay Trail	<a href="#">All rejected RMA -2010 -2011.xlsx</a>	test4	Documentation	5.64 MB	Feb 05 2016	Feb 05 2017

# 为案例下载文件

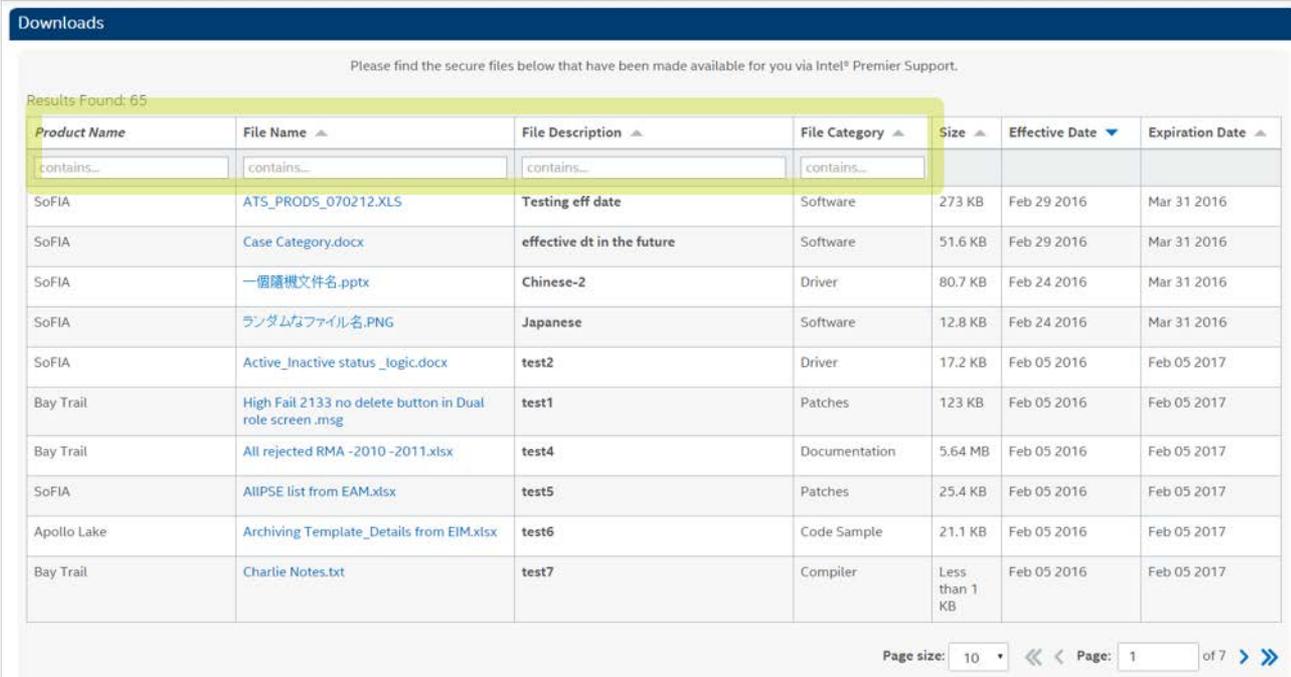
您可以通过使用位于以下字段下方的“包含”功能来缩小列表范围：

- 产品名称 (Product Name)
- 文件名 (File Name)
- 文件说明 (File Description)
- 文件类别 (File Category)

您也可按以下属性排序：

- 有效期 (Effective Date)
- 到期日 (Expiration Date)

单击文件名即可打开或保存文件。



The screenshot shows a 'Downloads' page with a table of files. The table has columns for Product Name, File Name, File Description, File Category, Size, Effective Date, and Expiration Date. There are search filters for each column, and the 'File Name' filter is highlighted. The table contains 7 rows of data.

Product Name	File Name	File Description	File Category	Size	Effective Date	Expiration Date
SoFIA	ATS_PRODS_070212.XLS	Testing eff date	Software	273 KB	Feb 29 2016	Mar 31 2016
SoFIA	Case Category.docx	effective dt in the future	Software	51.6 KB	Feb 29 2016	Mar 31 2016
SoFIA	一個隨機文件名.pptx	Chinese-2	Driver	80.7 KB	Feb 24 2016	Mar 31 2016
SoFIA	ランダムなファイル名.PNG	Japanese	Software	12.8 KB	Feb 24 2016	Mar 31 2016
SoFIA	Active_Inactive status _logic.docx	test2	Driver	17.2 KB	Feb 05 2016	Feb 05 2017
Bay Trail	High Fail 2133 no delete button in Dual role screen .msg	test1	Patches	123 KB	Feb 05 2016	Feb 05 2017
Bay Trail	All rejected RMA -2010 -2011.xlsx	test4	Documentation	5.64 MB	Feb 05 2016	Feb 05 2017
SoFIA	AllPSE list from EAM.xlsx	test5	Patches	25.4 KB	Feb 05 2016	Feb 05 2017
Apollo Lake	Archiving Template_Details from EIM.xlsx	test6	Code Sample	21.1 KB	Feb 05 2016	Feb 05 2017
Bay Trail	Charlie Notes.txt	test7	Compiler	Less than 1 KB	Feb 05 2016	Feb 05 2017

# 关闭案例

如需申请关闭案例，请单击“案例详细信息”页面中的**申请关闭案例 (Request Case Closure)** 按钮。

Case  
00122704

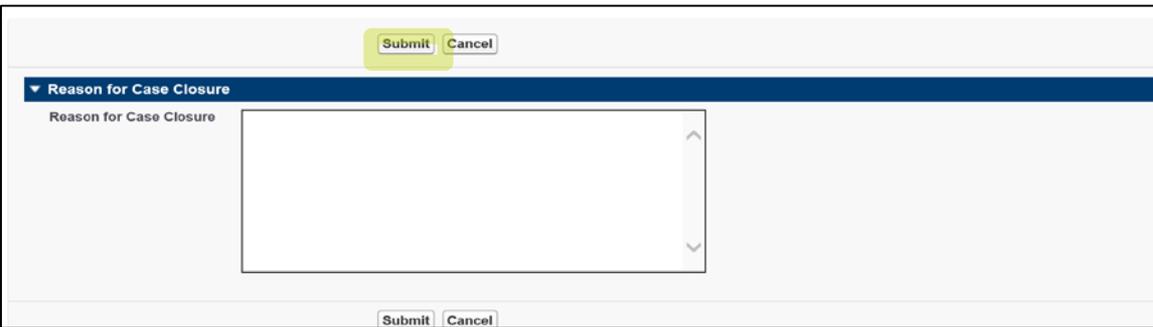
[← Back to List](#)

[Premier Support Case Attachments \(0\)](#)

Case Detail

[Edit Case Details](#) [Request Case Closure](#) [Copy](#) [New Comment](#) [Manage Interested Party](#)

给出理由，然后单击**提交 (Submit)**。

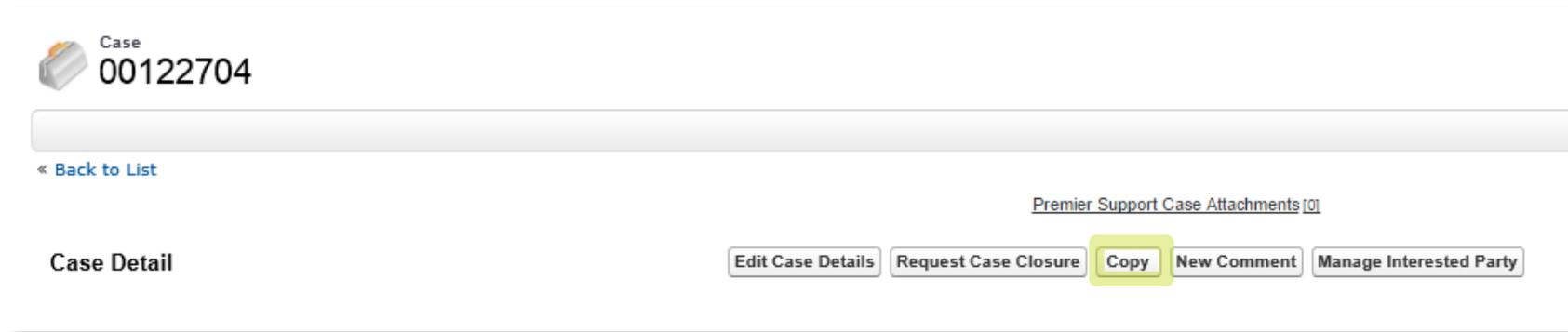


- 关闭案例后，您将收到一则电子邮件通知。其中包含客户满意度调查链接。
- 案例关闭后 30 天内可以重新打开案例。

# 复制案例

您可以复制案例，以便获取其中部分案例详细信息来创建新案例。

- 单击**复制 (Copy)** 按钮即可获得案例的产品、项目（如果适用）、环境详细信息、类别和子类别。
- 添加新主题和新案例说明，然后单击**提交 (Submit)**！

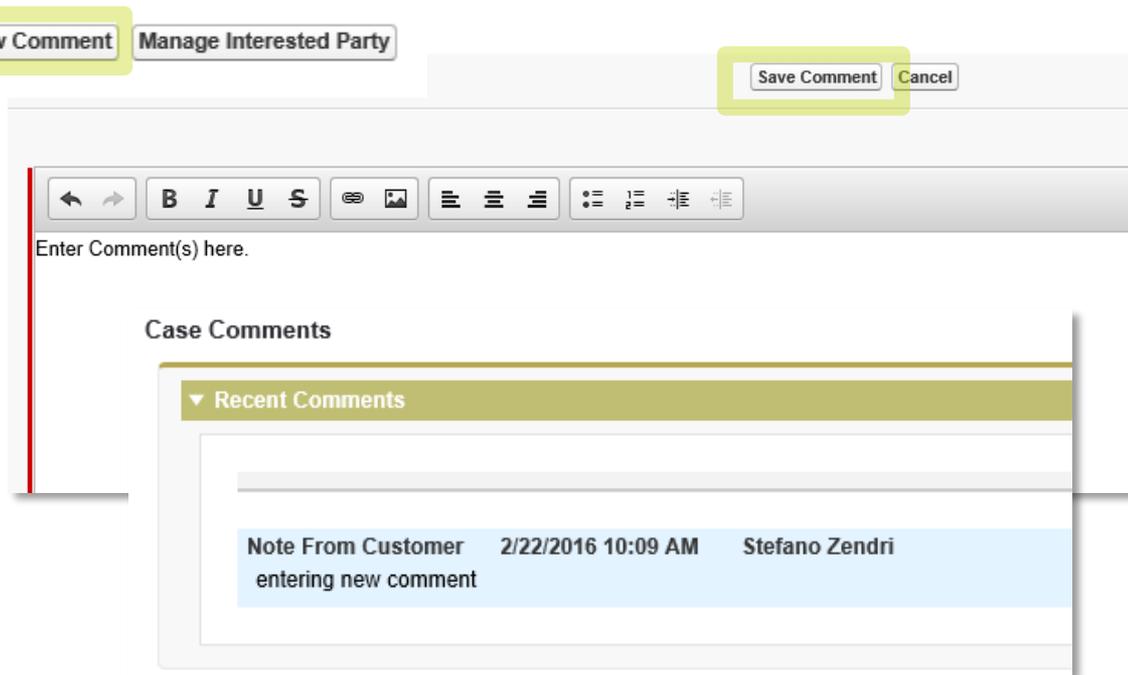


The screenshot shows a support case interface. At the top left, there is a 'Case' icon and the ID '00122704'. Below this is a search bar and a link to '< Back to List'. On the right side, there is a link for 'Premier Support Case Attachments [0]'. At the bottom, there is a 'Case Detail' section with a row of action buttons: 'Edit Case Details', 'Request Case Closure', 'Copy', 'New Comment', and 'Manage Interested Party'. The 'Copy' button is highlighted with a yellow border.

# 案例备注

要在案例中输入备注，请单击**新建备注 (New Comment)** 按钮。

- 在打开的自由格式文本页面输入备注，然后单击**保存备注 (Save Comment)** 按钮。
- 备注将出现在“案例详细信息”页面的**案例备注 (Case Comments)** 部分，其中包含日期和时间戳。



# 相关方

为案例添加“相关方”信息即可使他们收到与该案例有关的通知。

要向案例添加相关方（与您帐户有关的一位处于激活状态的英特尔® 首要支持联系人），请单击**管理相关方 (Manage Interested Party)** 按钮。

- 搜索您要向案例中添加的联系人。您可在搜索字段中插入星号 (\*)，以列出与帐户有关的、已经激活的所有英特尔® 首要支持联系人。
- 选中您要添加的联系人所对应的方框。
- 添加完毕后，单击**完成 (Done)** 按钮。

Edit Case Details Request Case Closure Copy New Comment **Manage Interested Party**

Add	First Name	Last Name
<input type="checkbox"/>	ipsusr700	test
<input type="checkbox"/>	ipsusr404	test
<input type="checkbox"/>	ipsusr403	test

# 与军事、航空与政府 (MAG) 方面有关的案例

对于已知的 MAG 帐户，您在创建案例时必须回答以下问题：

- 您提的问题中是否有任何问题与在军事、国防、情报、核能/生化或太空项目中使用英特尔® 产品有关？
- 您能否提供任何与国防用品，或与最终应用领域为军事、国防、情报、核能/生化或太空领域有关的技术数据？
- 您还须说明您在哪个国家/地区。

在经由我们的全球出口法规团队审核之前，案例将处于待批状态。

# 首要支持项目



# 首要支持项目 选项卡

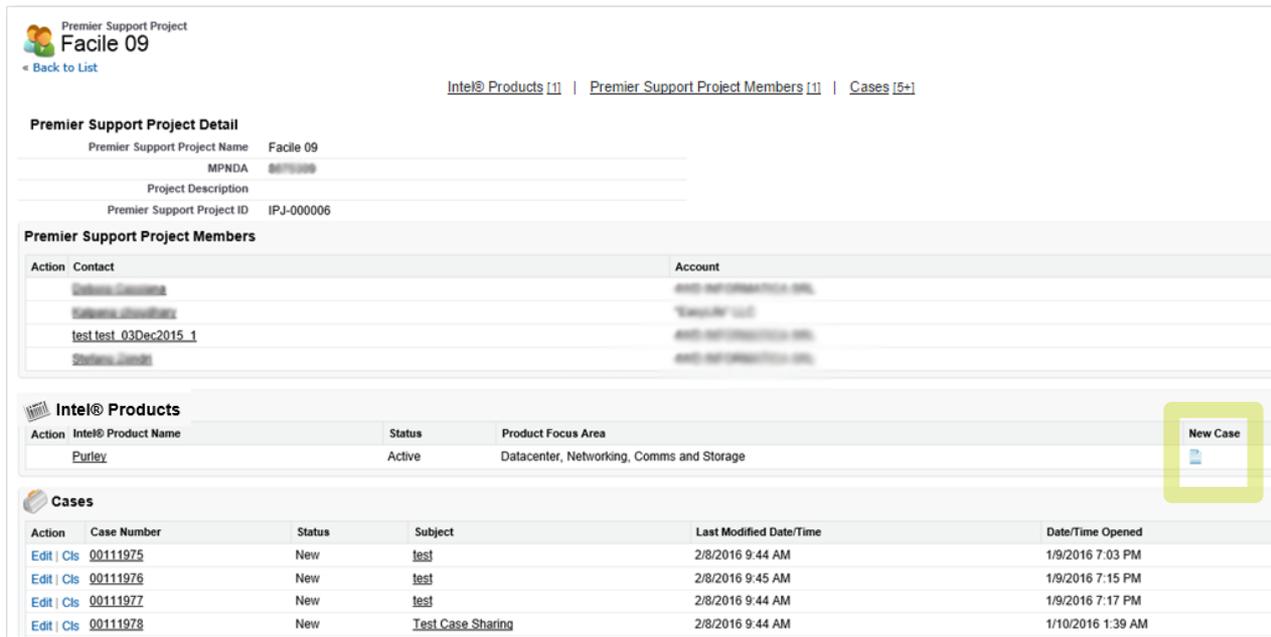
首要支持项目 (Premier Support Projects) 选项卡将显示您最近查看过的项目的列表。单击所有项目 (All Projects) 视图旁边的前往! (Go!) 按钮, 即可查看您有权访问的所有项目。

The screenshot displays the Intel Premier Support web interface. At the top, the Intel logo and 'Premier Support' are visible. Below this, a navigation bar contains three tabs: 'Cases', 'Intel® Products', and 'Premier Support Projects', with the latter being highlighted in yellow. On the left side, there is a 'Create New...' button with a dropdown arrow, a search bar with a 'Go' button and a link to 'Advanced Search', and a 'Recent Items' button. The main content area features a 'Premier Support Projects Home' header with a colorful icon, a 'View:' dropdown menu set to 'All Projects', and a 'Go!' button. Below this, a section titled 'Recent Premier Support Projects' contains a table with one row: 'Premier Support Project Name' and 'Facile 09'.

# 首要支持项目选项卡

单击列表中的“项目名称”即可访问“首要支持项目详细信息”页面。

- 此页面中列出了项目成员、产品，以及与项目关联的案例。
- 您在此视图中单击  图标即可创建新案例。
- 单击案例编号 (Case Number) 链接即可查看案例详细信息。



The screenshot displays the 'Premier Support Project Detail' page for 'Facile 09'. The page includes a breadcrumb trail: Intel® Products [1] | Premier Support Project Members [1] | Cases [5+].

**Premier Support Project Detail**

Premier Support Project Name: Facile 09  
MPNDA: [REDACTED]  
Project Description: [REDACTED]  
Premier Support Project ID: IPJ-000006

**Premier Support Project Members**

Action	Contact	Account
<a href="#">Edit</a>	[REDACTED]	[REDACTED]
<a href="#">Edit</a>	[REDACTED]	[REDACTED]
<a href="#">test</a>	test_03Dec2015_1	[REDACTED]
<a href="#">Edit</a>	[REDACTED]	[REDACTED]

**Intel® Products**

Action	Intel® Product Name	Status	Product Focus Area
<a href="#">Edit</a>	Purley	Active	Datacenter, Networking, Comms and Storage

**Cases**

Action	Case Number	Status	Subject	Last Modified Date/Time	Date/Time Opened
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111975</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:03 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111976</a>	New	test	2/8/2016 9:45 AM	1/9/2016 7:15 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111977</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:17 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111978</a>	New	Test Case Sharing	2/8/2016 9:44 AM	1/10/2016 1:39 AM

A 'New Case' button with a document icon is highlighted in a yellow box on the right side of the page.

# 通过“项目”选项卡编辑和关闭案例

您可通过英特尔® 项目 (Intel® Projects) 选项卡来编辑或关闭案例。

您可在案例 30 天内再次打开案例。

- 如有此需求，请访问项目，向下滚动到案例部分，然后单击编辑 (Edit) 或 Cls。

Action	Case Number
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111975</a>
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111976</a>
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111977</a>
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111978</a>
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111990</a>
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00112000</a>

The screenshot displays the 'Premier Support Project Detail' page for 'Facile 09'. It includes fields for MPNDA, Project Description, and Premier Support Project ID (IPJ-000006). Below this is a table for 'Premier Support Project Members'. A yellow callout box highlights the 'Cases' section, which contains a table with columns for Action, Case Number, Status, Subject, Last Modified Date/Time, and Date/Time Opened.

Action	Case Number	Status	Subject	Last Modified Date/Time	Date/Time Opened
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111975</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:03 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111976</a>	New	test	2/8/2016 9:45 AM	1/9/2016 7:15 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111977</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:17 PM
<a href="#">Edit</a>   <a href="#">Cls</a>	<a href="#">00111978</a>	New	Test Case Sharing	2/8/2016 9:44 AM	1/10/2016 1:39 AM

# 客户调查

当案例关闭或得到解决后，英特尔将通过电子邮件向您发送一个链接，邀请您参与一项简短的客户满意度调查。

请帮助我们更好地为您服务！



Dear Customer,

Thank you for taking time to complete the survey about your recent Case (00103616).

Please complete this brief survey and press Submit

**1. Was your issue resolved?**

Yes  No

Feedback Scale:

1 = Very Dissatisfied 2 = Dissatisfied 3 = Neither 4 = Satisfied 5 = Very Satisfied

**2. Please rate the quality of support you received from the Intel Support Agent:**

1  2  3  4  5

**3. Please provide the level of satisfaction you experienced while working with the Intel Premier Support Tool:**

1  2  3  4  5

**4. Please provide feedback on what we can do to improve your experience, or what we did well:**

*Please do not include any information that could be deemed as confidential.*

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