



# Intel® 高級支援

客戶訓練



# 歡迎使用 Intel® 高級支援

下列頁面包含 Intel® 高級支援的訓練與說明主題。本文件僅適用於可存取 Intel® 高級支援的 Intel 客戶。

其他所有用途均未經授權。



# 重大變更摘要



# 變更摘要

- 我們預計於 3 月 14 日星期一將售前支援工具 Intel® 高級支援移轉至新的雲端平台，為您提供一個更好的介面。
- 除了 Intel® 軟體銷售與服務產品以及透過 Intel® 註冊中心註冊的產品之外，所有產品都將移轉至新的雲端平台。
- 初期所有開啟個案\* 與過去 30 天內關閉的個案都會移轉。
- Intel® 軟體銷售與服務產品或透過 Intel® 註冊中心註冊的產品將透過 Intel® 商業入口網站保留在舊版 Intel® 高級支援上，未來將移轉至新的雲端平台上。

\*之前為 Intel® 高級支援舊版系統中的問題

# 能見度的重大變更

- 為了改善對客戶的反應時間，在達成此目標的過程中，我們改變了內部業務流程。
- 內容包含您帳戶中個案 (先前稱為問題) 可見度的變更。
- 在新的平台中，產品支援會在帳戶層級而不是聯絡人層級授與，因此您公司中所有可存取此工具的聯絡人都可以看見這些個案。
- 此變更可減少您取得產品支援的時間，並協助確保問題更快速解決。

# 可見度的變更會造成什麼影響？

- 您公司中所有 Intel® 高級支援的作用中聯絡人都可以看見所有核准的產品。
- 您公司中所有可存取此工具的聯絡人都可以看見個案。
- 如果您要限制可見度，請利用名為「高級支援專案」(Premier Support Project) 的新功能建立個案。此功能會將可見度限制為只限和該專案相關的聯絡人。\*

若您對個案可見度有任何疑問，請聯絡您的 Intel 代表。

\*現有的「合作」群組將移轉至 Intel® 高級支援雲端做為專案。

# 存取、登入與瀏覽



# Intel® 高級支援雲端存取

有三個方法可存取 Intel® 高級支援：

1. [premiersupport.intel.com](https://premiersupport.intel.com)
2. 在 Intel® 商業入口網站中的 Intel® 高級支援舊版工具中，有個新客戶入口網站的連結。
3. 資源與設計中心有連往 Intel® 高級支援的連結。

現有的 Intel® 商業入口網站登入認證可用來存取 Intel® 高級支援入口網站

[按這裡取得支援瀏覽器清單。](#)

# Intel® 高級支援雲端登入

## 現有客戶

- 您將自動移轉至 Intel® 高級支援雲端
- 使用您在舊版 Intel® 高級支援中的現有使用者 ID/密碼

## 全新客戶

- 與您的故障分析工程師或 Intel® 支援擁有者合作取得存取權

客戶支援：透過說明功能表提交任何 Intel® 高級支援問題

# 保密協議 (NDA)

- 您登入 Intel® 高級支援時會出現保密聲明，您必須接受此聲明才能前往您的首頁。
- 保密聲明會根據您上一次接受聲明的日期，每三個月顯示一次。

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

# Intel® 高級支援入口網站功能

- Intel® 高級支援入口網站在「說明」與「註解」中支援 HTML 格式，包含剪下與貼上影像。
- Intel® 高級支援入口網站支援附加大型檔案附件的功能。
- 可下載 Intel 傳送 (附加至個案) 的檔案附件。
- 提供全域搜尋功能。



# Intel® 高級支援雲端整體瀏覽

The screenshot shows the Intel Premier Support website interface. The top navigation bar includes 'Cases', 'Intel® Products', and 'Premier Support Projects'. The main content area is divided into several sections: 'Create New...', 'Search', 'Recent Items', 'Quick Links', and 'Help'. The 'Recent Cases' section displays a table of cases with columns for Case Number, Status, Subject, Last Modified Date/Time, and Date/Time Opened. Callout boxes provide instructions on how to use various features like searching, viewing cases, and using quick links.

**在整個網站中搜尋不同記錄與欄位。**

**按一下標籤來瀏覽至不同區段。**

**使用不同的清單檢視來搜尋個案。**

**列出您最近檢視的所有類型記錄。**

**快速連結 (Quick Links) 提供熱門功能的存取。**

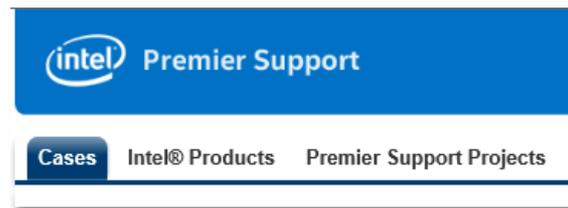
**按一下連結，透過電子郵件回報網站問題。**

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
00112691			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.I	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 2:32 AM
00112575	New	This is a test	2/26/2016 2:59 PM	2/26/2016 2:59 PM

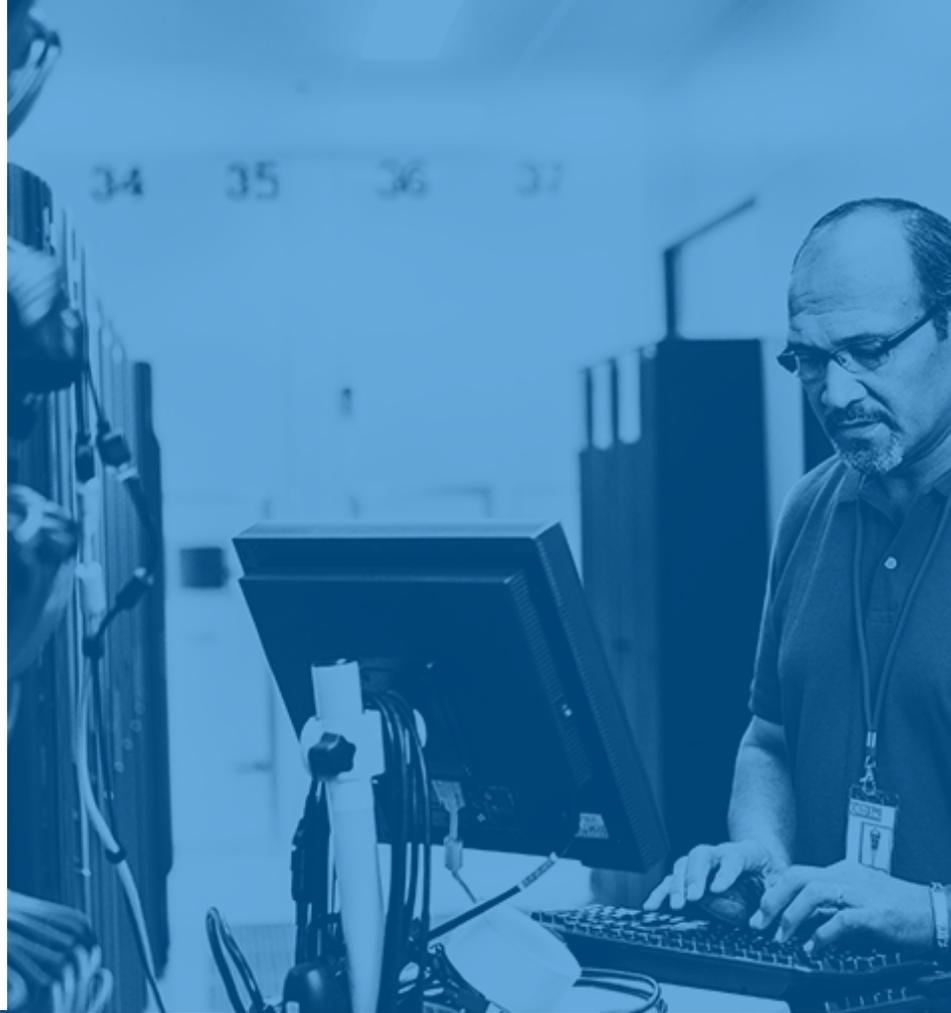
# Intel® 高級支援入口網站內容

Intel® 高級支援入口網站有三個標籤。您可以從每個標籤執行下列動作：

- **個案 (Cases)** – 檢視與存取現有個案以及建立新個案。
  - 之前為舊版系統中的問題
- **Intel® 產品 (Intel® Products)** – 檢視您有權提交個案的產品。新個案可從此檢視中建立。
- **高級支援專案 (Premier Support Projects)** – 檢視您可以存取的專案。
  - 您可以從這些專案建立新的個案。
  - 您可以在這些專案上檢閱/編輯現有個案。

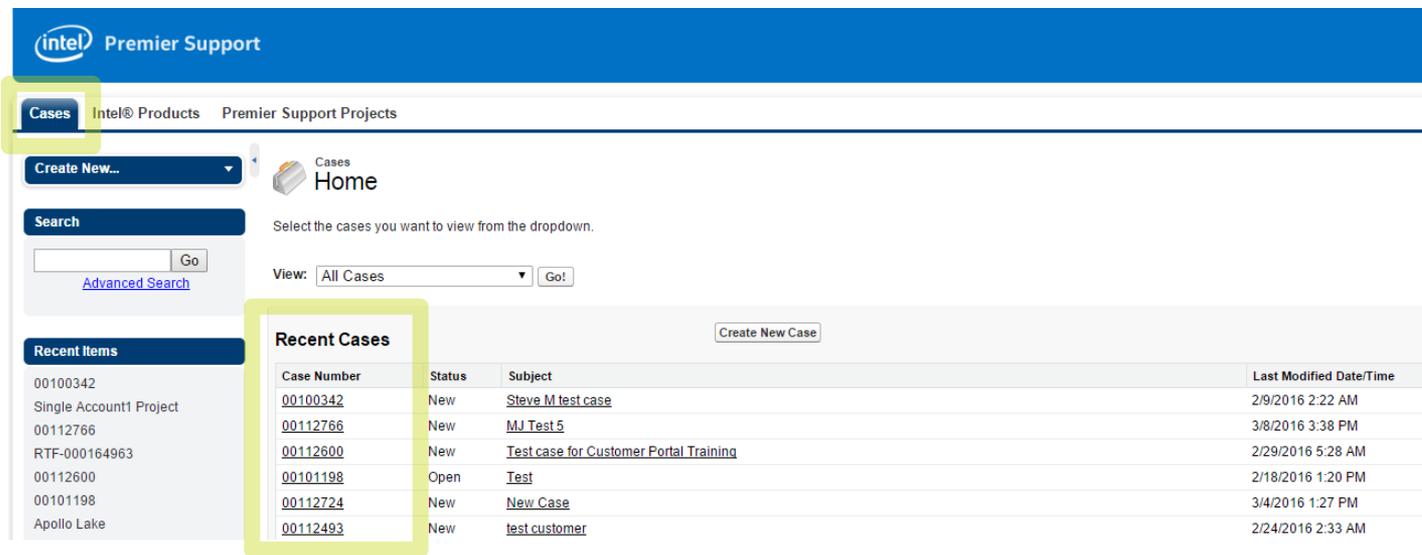


# 個案



# 個案標籤

- 個案 (Cases) 標籤顯示您最近檢視的個案，方便您進行存取。按一下想要的個案編號 (Case Number) 以存取個案並查看個案詳細資料。
- 個案包含所有您獲得授權查看的個案，包含您帳戶上其他聯絡人所提交的個案。



intel Premier Support

Cases Intel® Products Premier Support Projects

Create New...

Cases Home

Search Select the cases you want to view from the dropdown.

Go Advanced Search

View: All Cases Go!

Recent Items

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

Recent Cases Create New Case

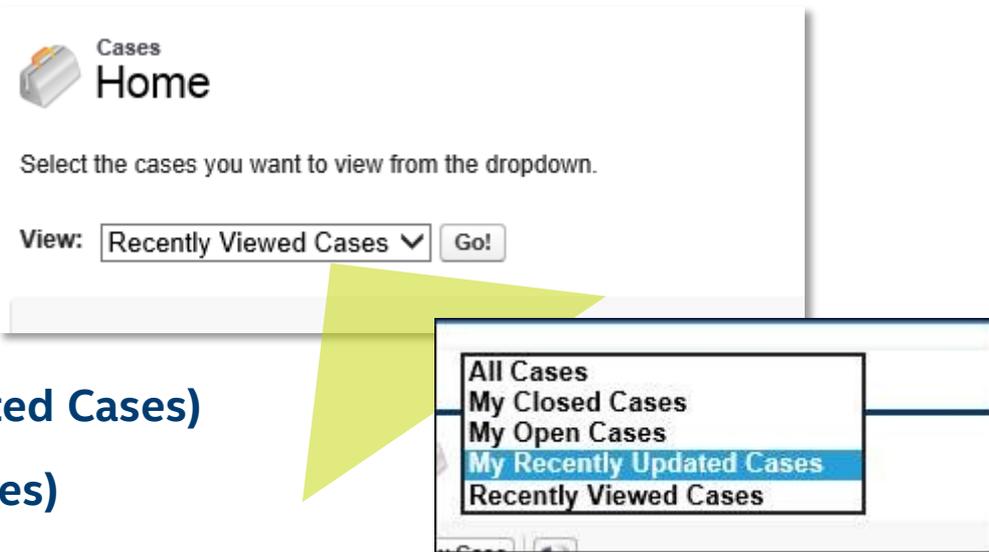
Case Number	Status	Subject	Last Modified Date/Time
<a href="#">00100342</a>	New	<a href="#">Steve M test case</a>	2/9/2016 2:22 AM
<a href="#">00112766</a>	New	<a href="#">MJ Test 5</a>	3/8/2016 3:38 PM
<a href="#">00112600</a>	New	<a href="#">Test case for Customer Portal Training</a>	2/29/2016 5:28 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

# 個案清單檢視

您有不同的清單檢視：

- 所有個案 (All Cases)
- 我的關閉個案 (My Closed Cases)
- 我的開啟個案 (My Open Cases)
- 我的最近更新個案 (My Recently Updated Cases)
- 最近檢視的個案 (Recently Viewed Cases)

按一下下拉式箭頭，檢視您的選項。選擇清單檢視，然後按一下前往！(Go!) 檢視該清單中的個案。

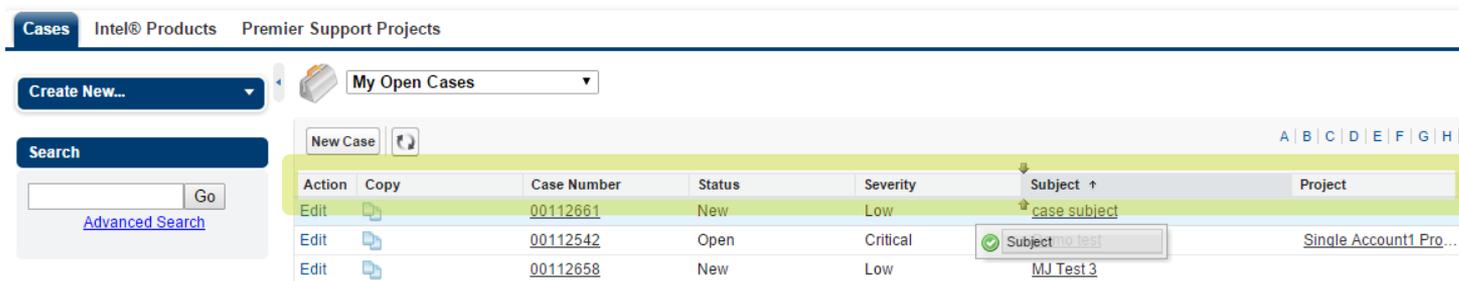


# 個案清單檢視

某些清單檢視中的欄位可根據您的喜好移動。

- 按一下欄標頭並將其拖曳至不同位置

然而，欄位順序的變更只是暫時的。此變更不會成為預設值，當您瀏覽至其他頁面時就會還原。

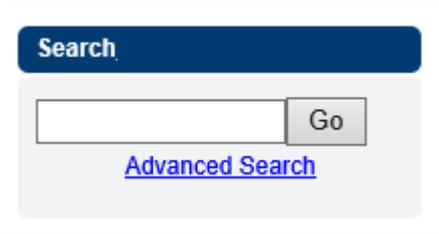


Action	Copy	Case Number	Status	Severity	Subject ↑	Project
Edit		00112661	New	Low	case subject	
Edit		00112542	Open	Critical	Subject no test	Single Account1 Pro...
Edit		00112658	New	Low	MJ Test 3	

請按一下欄標題來排序。此畫面只會排序一個欄位。再按一下此欄位來還原排序。排序使用字母與數字。

# 客戶個案搜尋

如果您無法使用不同清單檢視找到個案，請使用全域搜尋。



- 使用搜尋欄位輸入產品名稱等文字或個案備註的資訊來找到特定個案。
- 搜尋限制為 80 個字元。

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

# 個案詳細資料

## 個案詳細資料包含：

- 描述 (Description)
- 個案資訊 (Case Information)
- 產品資訊 (Product Information)
- 環境詳細資料 (Environmental Details)
- 個案備註 (Case Comments)
- 相關人士 (Interested Parties)
- Intel® 高級支援個案附件 (Intel® Premier Support Case Attachments)

### Case Detail

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

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#### 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	<span>👉</span> ID#123
Sub Status		End Customer	<span>👉</span> Mr. End Customer
Severity	Low		
Severity Reason			
Case Type	<span>👉</span> Debug Request		
Legacy IPS ID			

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#### Product Information

Product	Purley	Case Category	Tool
Code Name		Case Subcategory	Android
IPS Project	<span>👉</span> Facile_09		

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#### Environment Details

Environment Details	Question	Response
	What is ur Name	Name

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#### Case Comments

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#### Interested Parties

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

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#### Premier Support Case Attachments

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

No records to display

# 個案對比專案

個案	專案
您帳戶的所有成員可以在您帳戶上檢視與編輯個案。	專案會將個案可見度限制為某些帳戶成員。
如果 Intel 明確授予您帳戶某個產品的存取權限，您可以針對該產品檢視與建立個案。	如果個案屬於某專案，您只能在 Intel 明確將您加入成為專案團隊成員時檢視與編輯個案。
您可以檢視與編輯由其他 Intel® 高級支援作用中聯絡人在相同帳戶中提交的所有個案。	如果您是專案成員，您可以檢視與編輯其他專案成員提交的所有個案。

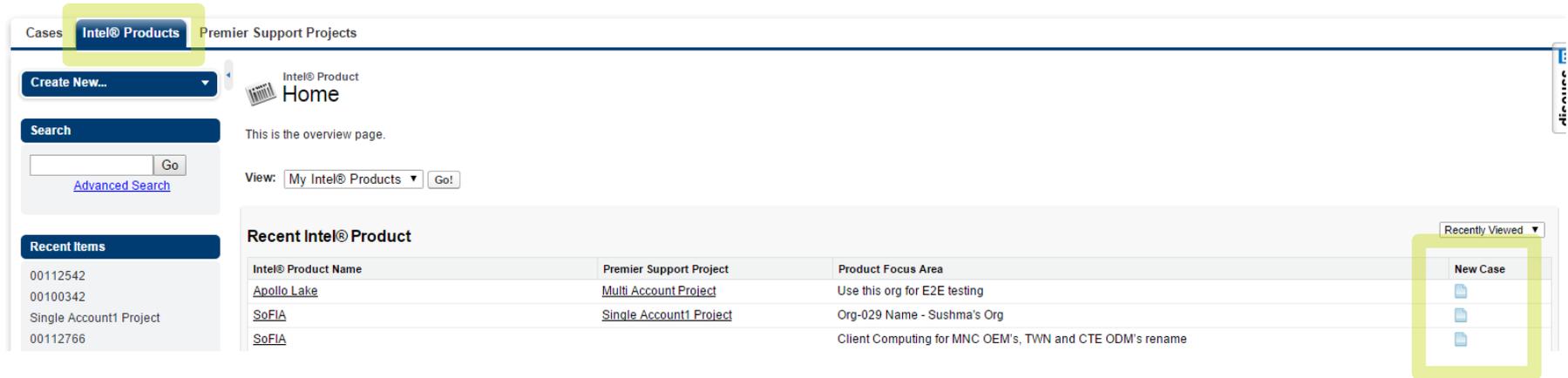
- 如果您想要建立專案，請聯絡您的 Intel 代表。
- 專案也可以用來提供存取權限給兩個以上來自不同帳戶但在相同專案中合作的客戶。這樣需要多方保密協議 (Multi-Party Non-Disclosure Agreement)。

# 建立個案



# 建立個案 - Intel® 產品標籤

- 建立個案最簡單的方法就是從 Intel® 產品 (Intel® Products) 標籤開始。
- 此標籤會列出您可提交個案的產品。預設檢視會顯示您最近檢視過的產品。
- 按一下  圖示以建立該產品的新個案。



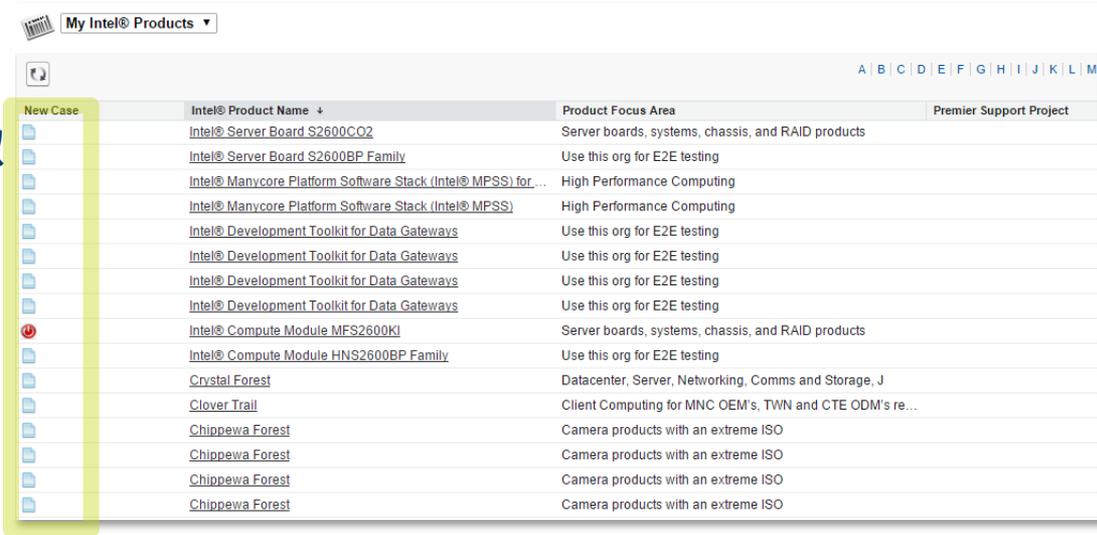
The screenshot shows the Intel Premier Support Projects interface. The 'Intel® Products' tab is selected and highlighted. Below the navigation bar, there is a 'Create New...' dropdown, a search bar, and a 'Recently Viewed' dropdown. The main content area displays a table of 'Recent Intel® Product' with columns for Intel® Product Name, Premier Support Project, and Product Focus Area. A 'New Case' button is highlighted in the bottom right corner of the interface.

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

# 建立個案 - Intel® 產品標籤

若要尋找另一個產品，請按一下我的 Intel® 產品 (My Intel® Products) 檢視旁的前往 (Go) 來查看您有存取權的所有產品。

- 按一下  圖示以建立該產品的新個案。  圖示代表此產品不再透過此管道受到支援，或者您的存取權限已被移除。
- 如需詳細資訊，請聯絡您的 Intel 代表。



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	
	<a href="#">Chippewa Forest</a>	Camera products with an extreme ISO	

# 建立個案 - Intel® 產品標籤

當您從 Intel® 產品 (Intel® Products) 標籤按一下個案圖示，產品名稱便會自動填寫。



▼ Case Information

Project:

Search Product:

▼ List of products

- 如果產品和專案相關，專案名稱也會自動填寫。
- 您可以輸入產品名稱的前三個字元來搜尋不同的產品。

*無論您在何時建立個案，下列步驟都相同。*

# 建立個案

請參見下列頁面，深入瞭解這些欄位的相關資訊。

**步驟 3：** 請填入主旨 (Subject)

**步驟 4：** 請於個案說明 (Case Description) 欄位提供個案的詳細資料

**步驟 5：** 選取個案類型 (Case Type)

**步驟 6：** 選取嚴重性 (Severity)

**步驟 7：** 請輸入客戶參考 ID (Customer Reference ID)

**步驟 8：** 請輸入終端客戶 (End Customer)

**步驟 9：** 按一下送出 (Submit)\*

The screenshot shows a web form titled "Case Details". It contains the following fields and elements:

- 3**: Subject text input field.
- 4**: Case Description text area with a rich text editor toolbar (bold, italic, underline, strikethrough, link, image, list, indent, outdent, undo, redo).
- 5**: Case Type dropdown menu (currently set to "--None--").
- 6**: Severity dropdown menu (currently set to "Low").
- 7**: Customer Reference ID text input field.
- 8**: End Customer text input field.
- 9**: Cancel and Submit buttons.

A yellow callout box on the right side of the form contains the text: "標有紅線的欄位為必填欄位。" (Fields marked with a red line are required fields.)

\*可能必須完成其他步驟才能按下送出 (Submit) !

# 建立個案

**個案類型 (Case Type)** - 請說明您要求的支援類型。 **個案類型**數值已列於以下投影片。

**個案嚴重性 (Case Severity)** - 請定義個案對您及您的公司來說的嚴重程度。此類數值皆根據您所選取的**個案類型**。

**客戶參考 ID (Customer Reference ID)** - 如果您採用內部個案管理工具則可選填。請輸入您的內部識別資訊，以利追蹤您的個案。

**終端客戶 (End Customer)** - 本欄可選填。如果您代表另一個公司送出本個案，請輸入終端客戶名稱。

# 個案類型

個案類型決定問題的本質。

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.

# 個案嚴重性

**嚴重性 (Severity)** 代表本問題對您與您的公司來說的重要性 (嚴重、高、中、低)。

**嚴重性**取決於所選取的**個案類型 (Case Type)** (除錯要求、問題、功能要求或設計審查)。

送出個案後，只有您本人才能變更**個案嚴重性 (Severity)**。

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.

# 建立個案的其他步驟

## 個案類別/子類別

- 系統可能會要求您選取**個案類別 (Case Category)** 與**子類別 (Subcategory)**。
- 個案類別與子類別皆與受支援的產品相關，有利於將此類個案傳送給合適的 Intel 專員。



The screenshot shows a form section titled "Product/Project Info". Below the title, there are two dropdown menus. The first is labeled "Case Category" and has "Tool" selected. The second is labeled "Case Subcategory" and has "Select SubCategory" selected.

# 建立個案的其他步驟

## 環境詳細資料

- 如果您必須填入類別與子類別，您可能會同時看到「環境詳細資料」(Environmental Details) 問題。
- 此類答案可提供個案相關背景資訊，讓 Intel 專員更快瞭解並順利解決您的個案。

Environment Details

bkc\_bsp\_version

environmental details 1. Environment

pch\_stepping Select Option

soc\_stepping Select Option

cpu\_stepping Select Option

operating Select Option

reproducibility Select Option

to\_reproduce 1. Setup Description

現在請按下送出 (Submit) !

# 確認

隨即開啟「個案詳細資料」(Case Detail) 頁面，並顯示確認訊息告知您個案已成功送出。

The screenshot displays the Intel Premier Support interface. At the top, the Intel logo and 'Premier Support' are visible. Below the navigation bar, there are tabs for 'Cases', 'Intel® Products', and 'Premier Support Projects'. The main content area shows a case titled 'Case 00122750' with a 'Print' button. A search bar and a 'Create New...' button are on the left. A 'Recent Items' list contains several case numbers and project names. A 'Quick Links' section is at the bottom left. The main case detail area features a green confirmation message: 'Thank you for contacting Intel Premier Support, Your case was successfully submitted'. Below this, there are buttons for 'Edit Case Details', 'Request Case Closure', 'Copy', and 'New Comment'. A 'Description Information' section shows 'Subject: test' and 'Case Description: test'. A 'Case Information' table provides details about the case, including its 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	

# 建立個案 – 選用方式



# 建立個案 – 選用方式

個案標籤提供 2 種建立個案的方式。

若採用此類方式建立個案，並不會自動填入產品或計畫資訊。

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

按下左欄的建立新個案 (Create New) 然後選取個案 (Case) 或...

請在個案首頁按一下建立新個案 (Create New Case) 按鈕。

# 建立個案 – 選用方式

▼ Case Information

Select Project:  ▼

Search Product:

**步驟 1：選取專案**

如果您是某專案的成員，則選取專案 (Select Project) 下拉式功能表會顯示您可以選擇的專案清單。

如果您希望您帳戶上所有的 Intel® 高級支援聯絡人都能看到個案，可選擇不適用 (Not Applicable)。

如果您不是某專案的成員，則「個案建立」頁面上不會啟用本欄位。

# 建立個案 – 選用方式

**步驟 2：選取產品**  
如果您選取不適用 (Not Applicable)，請於所選取產品 (Selected Product) 欄位輸入至少 3 位元以利搜尋該產品。

如果您選取了某專案，按一下產品清單 (List of products) 下方的此處 (here) 連結，即可選取該專案適用的產品。

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

Cancel Submit

▼ 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

# 建立個案 – 選用方式

請於「建立個案」區段欄位中填入必要資訊。

# 編輯個案或其他個案功能



# 編輯個案

請針對您要編輯的個案，存取「個案詳細資料」(Case Detail) 頁面。

按一下編輯個案詳細資料 (Edit Case Details) ，顯示全部可供編輯的欄位。

或將滑鼠游標停在個別欄位上方。鎖定圖示代表您無法編輯該欄位。鉛筆圖示代表您可在該欄按兩下進行編輯。

# 將檔案附加到個案

請在「個案詳細資料」頁面  
往下捲動至 **Intel® 高級支  
援個案附件 (Intel®  
Premier Support Case  
Attachments)** 區段。

上傳進度列顯示 100% 之  
前，請勿按下**返回個案  
(Return to Case)**。

接著返回「個案詳細資料」  
頁面，按一下**重新整理以顯  
示新個案附件 (Refresh to  
See New Case  
Attachments)** 以查看最新  
附加的檔案。

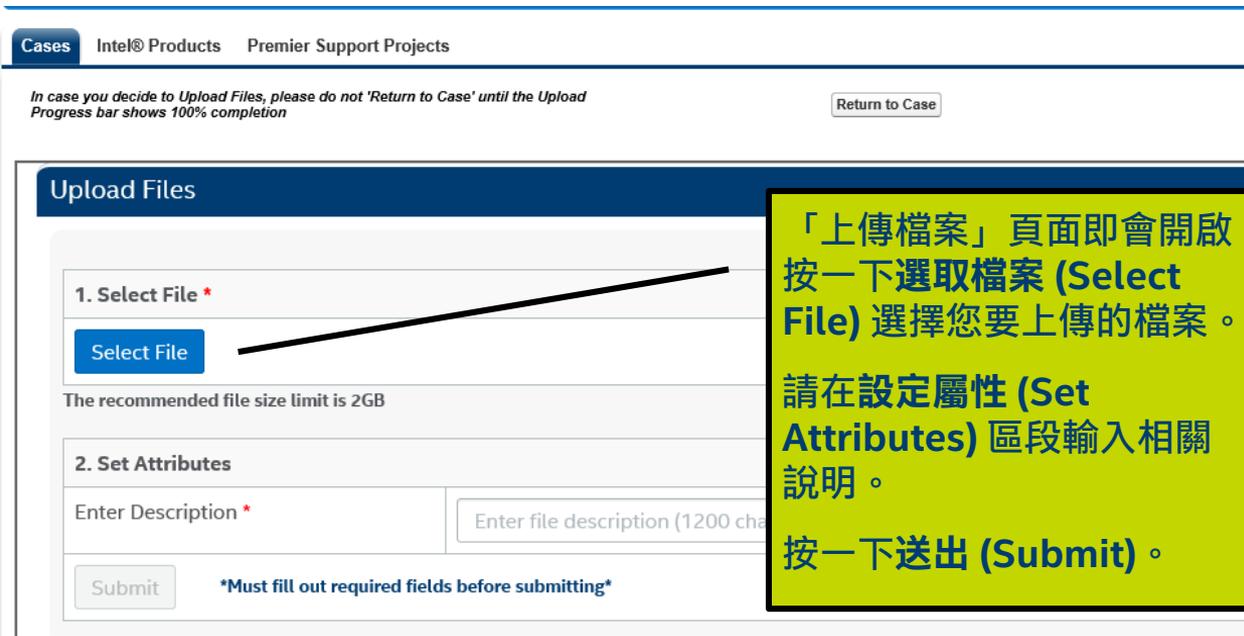
請按一下**附加檔案  
(Attach File)**



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 cha

Submit \*Must fill out required fields before submitting\*

「上傳檔案」頁面即會開啟。  
按一下**選取檔案 (Select  
File)** 選擇您要上傳的檔案。  
請在**設定屬性 (Set  
Attributes)** 區段輸入相關  
說明。  
按一下**送出 (Submit)**。

# 將檔案下載至個案

若要下載檔案，請在快速連結 (Quick Links) 功能表中按一下檔案下載 (File Downloads)。隨即開啟檔案清單，供您選擇下載。

## 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	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
Bay Trail	NetWeaver Ref Arch - Enterprise Issue Mgmt 3 0.vsd	test13	Driver	2.65 MB	Feb 05 2016	Feb 05 2017
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

# 將檔案下載至個案

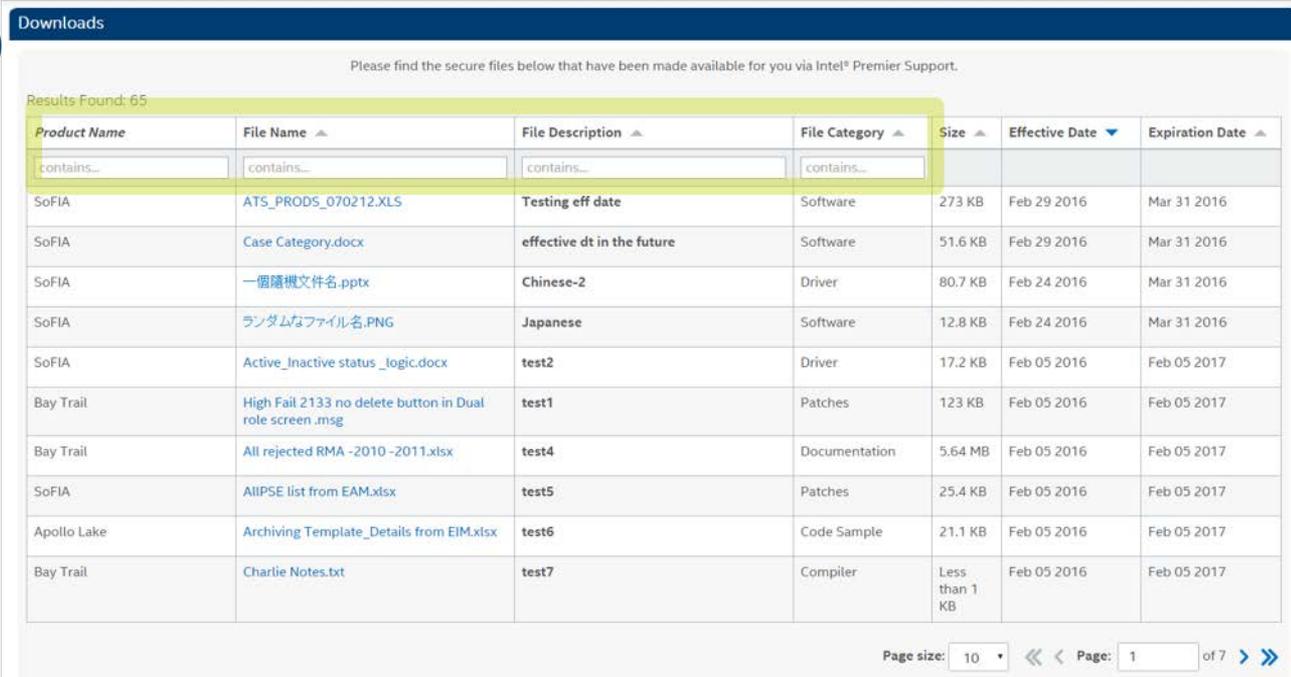
您可於下列位置使用「包含」(contains) 功能，篩選清單內容：

- 產品名稱 (Product Name)
- 檔案名稱 (File Name)
- 檔案說明 (File Description)
- 檔案類別 (File Category)

您也可以選擇其他篩選方式：

- 生效日 (Effective Date)
- 到期日 (Expiration Date)

請按一下檔案名稱以開啟或儲存該檔案。



The screenshot shows a web interface for downloading files. At the top, it says "Downloads" and "Please find the secure files below that have been made available for you via Intel® Premier Support." Below this, it indicates "Results Found: 65". There are four search filters: "Product Name", "File Name", "File Description", and "File Category", each with a "contains..." input field. Below the filters is a table of files with columns: Product Name, File Name, File Description, File Category, Size, Effective Date, and Expiration Date. The table contains 10 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

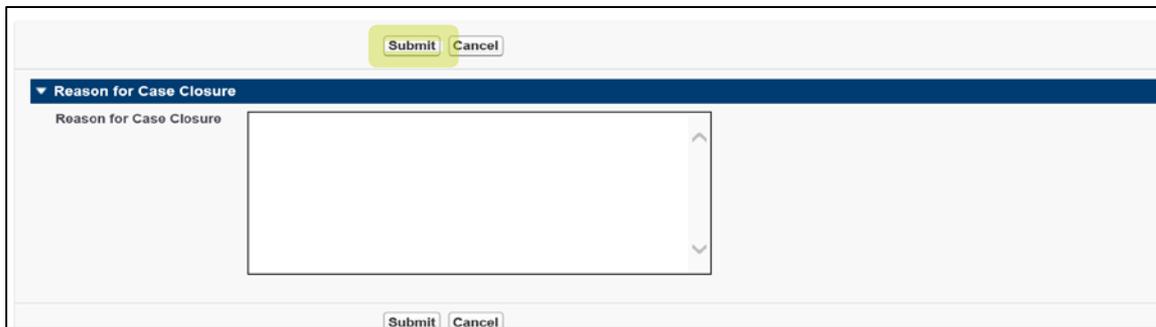
Page size: 10 Page: 1 of 7

# 個案關閉

若您希望關閉某個案，請在「個案詳細資料」(Case Detail) 頁面按一下**要求關閉個案 (Request Case Closure)** 按鈕。



請提供理由，然後按一下**送出 (Submit)**。

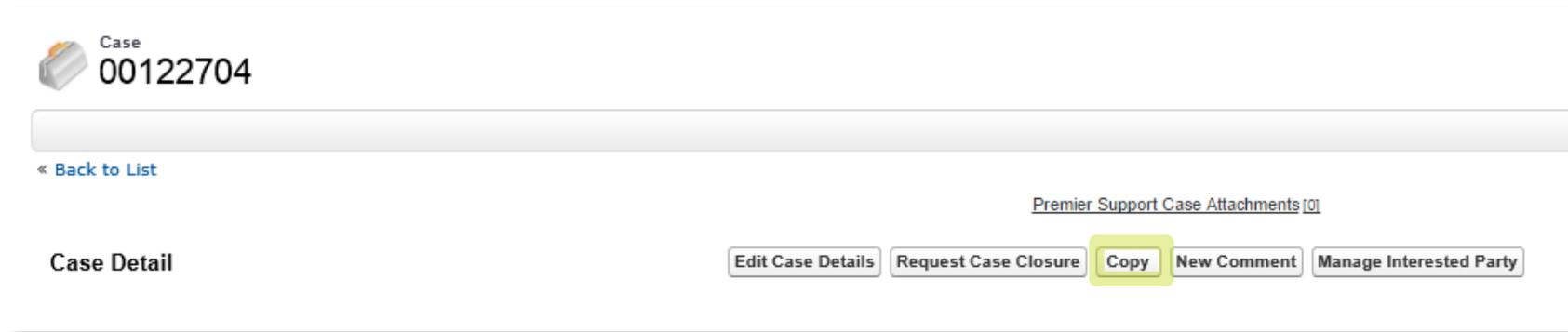


- 個案關閉時系統會寄送電子郵件通知給您，信內會提供客戶滿意度調查之連結。
- 個案關閉後 30 天內可再次開啟。

# 複製個案

您可複製個案以擷取部分個案詳細資料，以便建立新的個案。

- 請按一下複製 (Copy) 按鈕，擷取該個案的產品、專案 (如適用)、環境詳細資料、類別與子類別。
- 請加入新計畫與新個案說明，再按下送出 (Submit) !

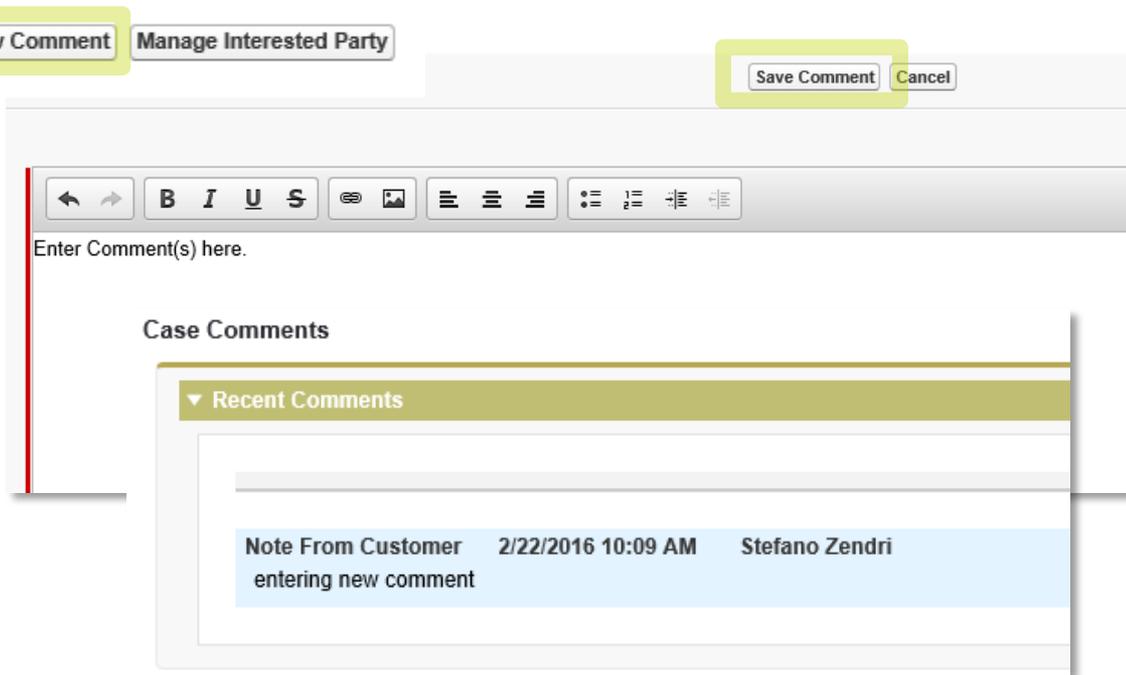


The screenshot shows a support case detail page. At the top left, there is a case icon and the text "Case 00122704". Below this is a horizontal bar with a left-pointing arrow and the text "Back to List". On the right side, there is a link "Premier Support Case Attachments [0]". At the bottom, there is a row of buttons: "Case Detail", "Edit Case Details", "Request Case Closure", "Copy", "New Comment", and "Manage Interested Party". The "Copy" button is highlighted with a yellow border.

# 個案備註

若要輸入個案備註，請按一下**新增備註 (New Comment)** 按鈕。

- 隨即開啟自由格式文字頁面，請輸入您的備註然後按一下**儲存備註 (Save Comment)** 按鈕。
- 您所輸入的備註內容會連同日期與時間戳記，顯示於「個案詳細資料」頁面的**個案備註 (Case Comments)** 區段。



The screenshot shows a web interface for adding a comment to a case. At the top, there are several buttons: 'Edit Case Details', 'Request Case Closure', 'Copy', 'New Comment' (highlighted in yellow), and 'Manage Interested Party'. On the right side, there are 'Save Comment' and 'Cancel' buttons, also highlighted in yellow. Below the buttons is a text area with the prompt 'Enter Comment(s) here.' and a rich text editor toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, and indent. Below the text area is a 'Case Comments' section with a 'Recent Comments' header. A comment is displayed with the text 'Note From Customer', the timestamp '2/22/2016 10:09 AM', and the name 'Stefano Zendri'.

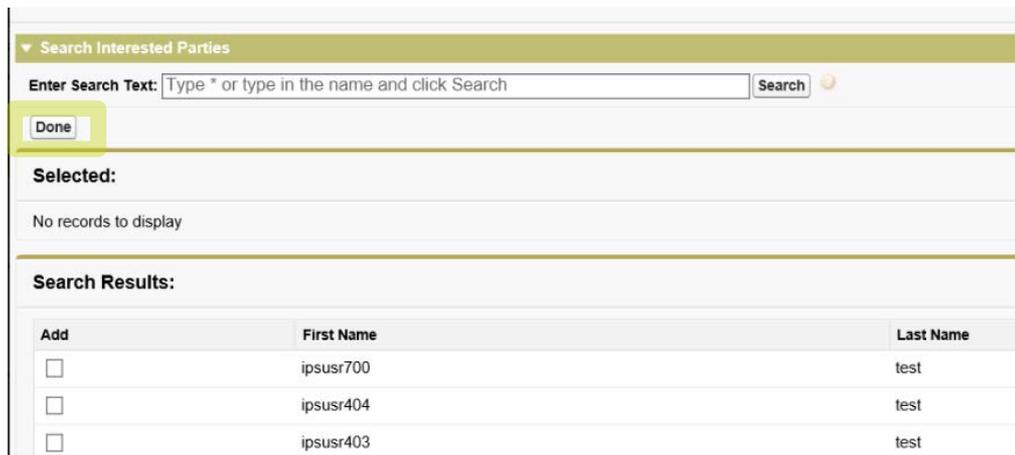
# 相關人士

您可加入某個案的相關人士，以便於接收與個案相關的通知。

若要將相關人士加到個案 (即您帳戶上另一位 Intel® 高級支援作用中聯絡人)，請按一下**管理相關人士 (Manage Interested Party)** 按鈕。

- 搜尋您要加到個案的聯絡人。  
您可在搜尋欄位插入星號 (\*)，列出帳戶上所有的 Intel® 高級支援作用中聯絡人。
- 請勾選您要加入個案的聯絡人。
- 完成後請按一下**完成 (Done)** 按鈕。

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

# 軍事、航太和政府機關 (Military, Aerospace & Government) 相關個案

如為已知的軍事、航太和政府機關帳戶，您必須回答下列問題方可建立個案：

- 您的問題是否與在軍事、國防、情報、核/生化或航太方面應用 Intel® 產品相關？
- 您是否會提供任何有關國防物品或任何軍事、國防、情報、核/生化或航太終端用途的技術資料？
- 您也必須說明您所在的國家或地區。

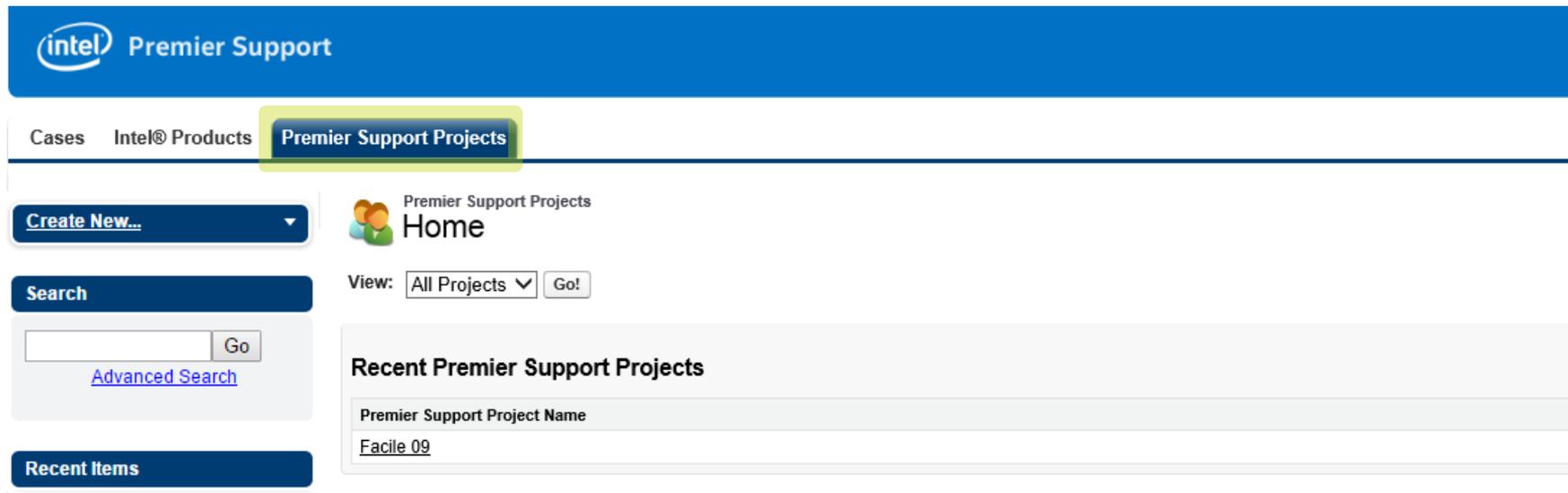
此類個案在通過我們的全球出口法規遵循小組審核前將暫緩處理。

# 高級支援專案



# 高級支援專案標籤

按下高級支援專案 (Premier Support Projects) 標籤後，即會顯示您最近檢視專案的清單。按下全部專案 (All Projects) 旁的前往！(Go!)，便可檢視所有您可存取的專案。

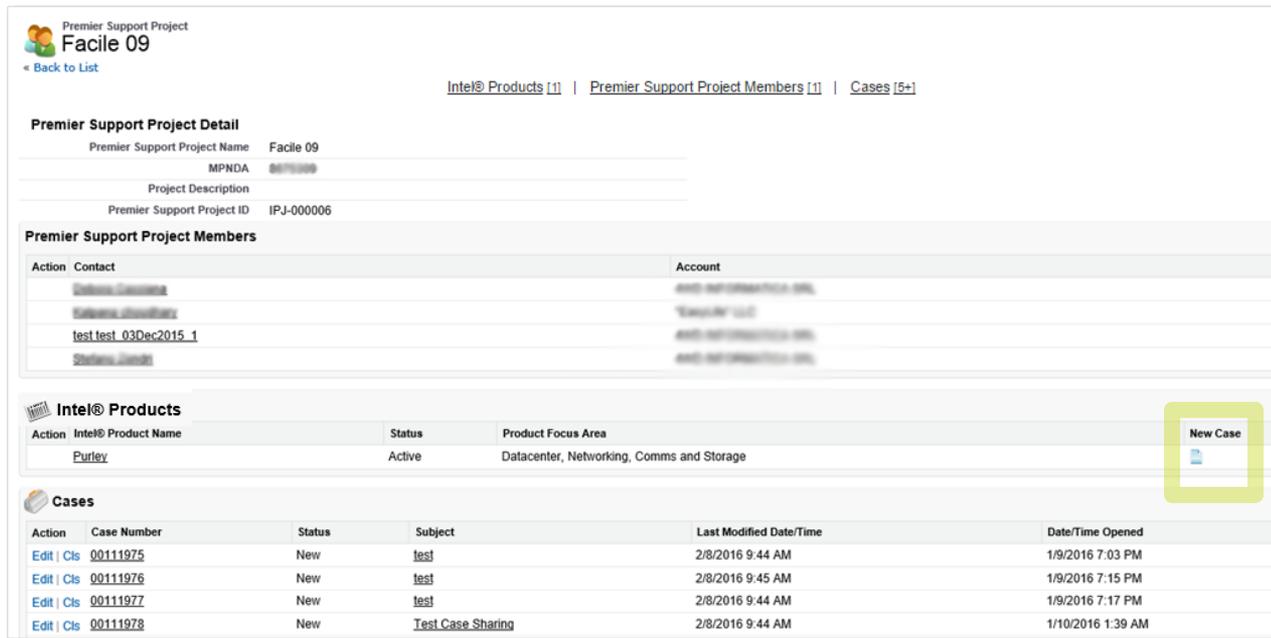


The screenshot displays the Intel Premier Support web interface. At the top, the Intel logo and "Premier Support" are visible. Below this, a navigation bar contains three tabs: "Cases", "Intel® Products", and "Premier Support Projects", which is currently selected and highlighted with a yellow border.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

# 高級支援專案標籤

按下清單上的某專案名稱便可存取「高級支援專案詳細資料」(Premier Support Project Detail)。

- 此頁面會列出專案相關的專案成員、產品與個案。
- 您可按下  圖示，建立全新個案。
- 按下個案編號 (Case Number) 連結則可檢視個案詳細資料。



The screenshot displays the 'Premier Support Project Detail' page for 'Facile 09'. It includes navigation links for 'Intel® Products [1]', 'Premier Support Project Members [1]', and 'Cases [5+]'. The page is divided into several sections:

- Premier Support Project Detail:** Shows project information such as 'Premier Support Project Name: Facile 09', 'MPNDA', 'Project Description', and 'Premier Support Project ID: IPJ-000006'.
- Premier Support Project Members:** A table listing members with columns for 'Action', 'Contact', and 'Account'.
- Intel® Products:** A table listing products with columns for 'Action', 'Intel® Product Name', 'Status', and 'Product Focus Area'. A 'New Case' button is highlighted in a yellow box.
- Cases:** A table listing cases 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
Edit   Cls	<a href="#">00111975</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:03 PM
Edit   Cls	<a href="#">00111976</a>	New	test	2/8/2016 9:45 AM	1/9/2016 7:15 PM
Edit   Cls	<a href="#">00111977</a>	New	test	2/8/2016 9:44 AM	1/9/2016 7:17 PM
Edit   Cls	<a href="#">00111978</a>	New	Test Case Sharing	2/8/2016 9:44 AM	1/10/2016 1:39 AM

# 從專案標籤以編輯並關閉個案

您可從 Intel® 專案 (Intel® Projects) 標籤，編輯並關閉個案。

個案關閉後 30 天內可再開啟。

- 只要存取某專案，往下捲動至「個案」(Cases) 區段然後按下編輯 (Edit) 或關閉 (Cls) 即可。

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>

Premier Support Project  
Facile 09  
[Back to List](#)

[Intel® Products \[1\]](#) | [Premier Support Project Members \[1\]](#) | [Cases \[5+\]](#)

**Premier Support Project Detail**

Premier Support Project Name: Facile 09

MPNDA:

Project Description:

Premier Support Project ID: IPJ-000006

**Premier Support Project Members**

Action	Contact	Account
<a href="#">Status</a>	<a href="#">Contact</a>	<a href="#">Account</a>
<a href="#">test test_03Dec2015_1</a>	<a href="#">Contact</a>	<a href="#">Account</a>
<a href="#">Status</a>	<a href="#">Contact</a>	<a href="#">Account</a>

**Intel® Products**

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

**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

# 客戶問卷調查

個案關閉或結案後，Intel 會寄送電子郵件給您，內含一份簡短的客戶滿意度調查的連結。

敬請協助我們提供更優質的服務！



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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