

Adistec Total Support

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Español —	—— 02
English ———	05
Português ———	08



Introducción

El propósito de este documento es describir los pasos que deben seguir los clientes que han adquirido productos y servicios de Broadcom a través de Adistec y que requieran ponerse en contacto para las necesidades de soporte.

- 1. Navegue al Portal de Soporte de Broadcom. (<u>https://support.broadcom.com/</u>)
- 2. Inicie sesión y seleccione la división de productos adecuada haciendo clic en el menú desplegable situado junto a su perfil en la esquina superior derecha.

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3. Haga clic en la pestaña **«My Cases»** para acceder a la página de gestión de casos de Wolken.

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4. Si todos sus productos y servicios Broadcom están soportados por un único socio de soporte, recibirá el siguiente mensaje emergente.

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5. Haga clic en Continuar para ser redirigido al Portal de Gestión de Casos de Partner Wolken correspondiente, desde donde podrá solicitar asistencia haciendo clic en la pestaña **Create Request**

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6. Si sus productos y servicios de Broadcom están soportados por varios socios de soporte, recibirá este mensaje emergente después de hacer clic en Gestión de casos.

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ß	My Entitlements		 Click the "Create Case" button You will be redirected to the appropriate vendor portal to request support 					
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7. Haga clic en **Continuar** para acceder al portal **My Entitlements Portal**.

Localice el producto para el que necesita asistencia haciendo clic en **Site name / Side ID -> Entitlements Details** o buscando con **Nombre del producto / Número de serie** en la barra de búsqueda y, a continuación, haga clic en el icono **Case** para ser redirigido al **portal de gestión de casos Wolken** correspondiente.





Si pasa el cursor por encima del icono de Case, aparecerá si está respaldado por un partner o Broadcom.

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8. Haga clic en Create Ticket para abrir un caso de soporte y complete los campos solicitados

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NOTA: Para crear un caso no técnico directamente con el Servicio de Atención al Cliente de Broadcom (es decir, acceso al Portal de Soporte, claves de licencia, descarga de productos, etc., asistencia), seleccione la opción Haga clic <u>AQUÍ</u> para ser redirigido al **Portal de Gestión de Casos de Broadcom**.



Introduction

The purpose of this document is to describe the steps to be followed by customers who have purchased Broadcom products and services through Adistec and require contact for support needs.

- 1. Navigate to the Broadcom Support Portal. (https://support.broadcom.com/)
- 2. Log in and select the appropriate Product division, by clicking the Dropdown adjacent to your Profile in the top right corner.



3. Click the Case Overview tile (or) **My Cases tab** to access the Wolken Case Management page.

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4. If all your **Broadcom Products & Services** are supported by a single Support Partner, then, you'll receive the following pop-up message.

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5. Click **Continue** to be redirected to the appropriate **Partner Wolken Case Management Portal**, from where you can request support by clicking the **Create Request** tab.

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Case ID	Account Name	Product	Subject	Case Status	Severity	Created On	Last Updated	
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6. If your **Broadcom Products & Services** are supported by **Multiple Support Partners** (i.e. Broadcom Support and Partner Support), then, you'll receive this pop-up message after clicking **Case Management**.

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7. Click **Continue** to be redirected to the **My Entitlements Portal**.

Locate the product you require support on, by clicking the **Site Name / Site ID -> Entitlements Details** or by **searching** with **Product name / Serial number** in the **Search bar** and then, click the **Case** icon, to be redirected to the appropriate **Wolken Case Management** Portal





If you hover over the cursor on the Case Icon, it shows up if you're Supported by a Partner (or) Broadcom.

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8. Click **Create Ticket** to raise a support case and fill in the requested fields

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NOTE: To raise a non-technical case directly with Broadcom Customer Care (i.e. Support Portal access, License keys, Product download,s etc., assistance), select the Click <u>HERE</u> to be redirected to the **Broadcom Case Management Portal**.



Introdução

O propósito deste documento é descrever os passos que devem ser seguidos pelos clientes que adquiriram produtos e serviços da Broadcom através da Adistec e que necessitem entrar em contato para suporte. Navegue até o Portal de Suporte da Broadcom. (https://support.broadcom.com/) 1.

- 2. Faça login e selecione a divisão de produtos apropriada clicando no menu suspenso ao lado do seu perfil, no canto superior direito

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3. Clique na aba "My Cases" para acessar a página de gerenciamento de casos da Wolken.

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4 Se todos os seus produtos e serviços da Broadcom forem suportados por um único parceiro de suporte, você receberá a seguinte mensagem pop-up





5. Clique em **Continuar** para ser redirecionado ao Portal de Gerenciamento de Casos do parceiro Wolken correspondente, de onde você poderá solicitar assistência clicando na aba "Create Request".

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6. Se os seus produtos e **serviços da Broadcom** forem suportados por vários parceiros de suporte, você receberá esta mensagem pop-up após clicar em "Gerenciamento de Casos"

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7. Clique em **Continuar** para acessar o **"My Entitlements Portal"**. Localize o produto para o qual você precisa de assistência clicando em **"Site name / Side ID -> Entitlements Details"** ou procurando pelo **nome do produto / número de série** na barra de pesquisa e, em seguida, clique no ícone de **"Case"** para ser redirecionado ao portal de gerenciamento de **casos da Wolken** correspondente.





Se você passar o cursor sobre o ícone de "Case", aparecerá se é suportado por um parceiro ou pela Broadcom.

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8. Clique em "Create Ticket" para abrir um caso de suporte e preencha os campos solicitados.

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NOTA: Para criar um caso não técnico diretamente com o Serviço de Atendimento ao Cliente da Broadcom (ou seja, acesso ao Portal de Suporte, chaves de licença, download de produtos, etc.), selecione a opção "Clique AQUI" para ser redirecionado ao **Portal de Gerenciamento de Casos da Broadcom.**

