

## Qualys Customer Support Portal

With Qualys Customer Support Portal (CSP) you can easily access technical support content, track and update your support cases and feature requests, and get faster case resolution.

We are happy to inform you that the Customer Support Portal has been upgraded to provide the following new features in **January 2020**.

### Integrated Support Content

Support is now fully integrated into the Qualys Community. Support technical articles are available alongside discussion forums, training, documentation, and Qualys Blog. It's all easily accessible at <https://community.qualys.com/>

### Unified Search

Now you can enter a single search query and get results from all of the following sources:

- Discussion forums and community documents
- Blog posts
- Training courses and video libraries
- Documentation including guides, release notes, online help and API doc
- Support technical articles

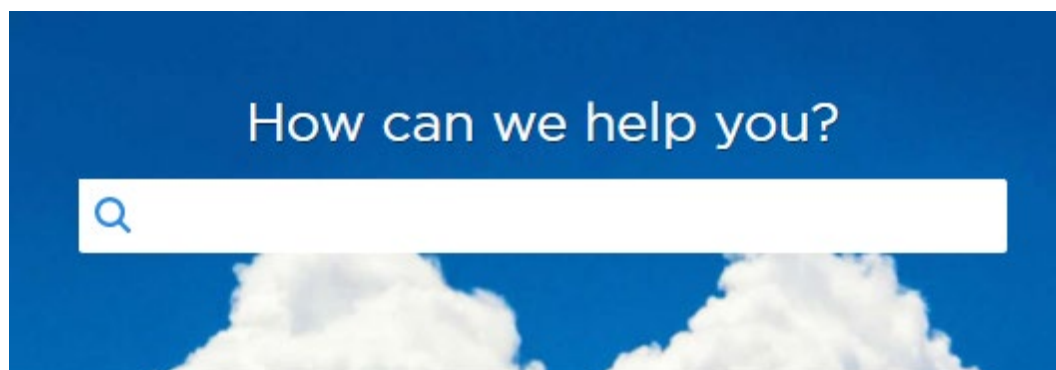
### New Design

The Customer Support Portal has a new look & feel! Log in to check it out.

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## Introducing Unified Search

When you're in the Customer Support Portal you'll see a search bar across the top of the page. Enter your search query and get results from multiple sources at once.



The search results page displays results from all content sources. It's backed by machine learning and a relevance tuning engine that increases the rank of articles based on usage analytics. That means you'll see search results that other users have found to be relevant.

patch

Support > Search Results

## Search Results

**Cloud Apps** A

- Vulnerability Management 342
- Dashboards & Reporting 174
- Patch Management 173
- Developer API 113
- Policy Compliance 113
- Web App Scanning 72
- Cloud Agent 69
- AssetView 54
- Web App Firewall 37
- Threat Protection 27

**Source**

- Discussions 1,667
- Blog 851
- Product Help 126
- Knowledge Base 73
- Release Notes 37

**Content Type**

- Article 877
- Discussion 401
- Documentation 185
- Training Course 33
- Video 26

**All Content** B Discussions Blog Training Docs Support

Results 1-10 of 2,835 for patch in 0.20 seconds

Relevance Date

**TRAINING COURSE**

**Video Library: Patch Management | Qualys, Inc.** C [Quick View](#)

Yesterday - Patch Management - Patches July 30, 2019 Get the total patches needed by your hosts... Patch Management - Widgets and Dashboards July 30, 2019 Create widgets and dashboards.

**DOCUMENTATION**

**Searching Patches** [Quick View](#)

November 26 - Find patches that contain parts of the application name ... to find patches that are superseded by other patch (patch ID). ... to find patches that supersede other patch (patch ID).

**DOCUMENTATION**

**Your Patch Report** [Quick View](#)

November 13 - ... only vulnerabilities that have available patches and excludes vulnerabilities that cannot be patched. ... Patches - (Appears when the report is grouped by Host or Asset Group) The number of ...

**DOCUMENTATION**

**How Patch Analysis Works** [Quick View](#)

November 13 - How Patch Analysis Works The patch report identifies the patches available for current vulnerabilities on selected hosts based on a patch template selected by the user at ...

**DOCUMENTATION**

**Patch Report: PDF** [Quick View](#)

November 13 - Patch Report: PDF Below are examples of the patch report in PDF format showing how results are ... a total of 194 patches on 15 hosts and the patches will fix a total of 322 vulnerabilities.

**DOCUMENTATION**

**Configure a Patch Report Template** [Quick View](#)

November 13 - Configure a Patch Report Template The patch report lists missing patches that you need to apply in order to fix current ... Select New > Patch Template to create a new, custom template.

(A) Use filters to narrow your results. Filter results by Cloud App (product name), content source and content type.

(B) View results from community discussions, the Qualys blog, Qualys training, product documentation and the Support knowledgebase.

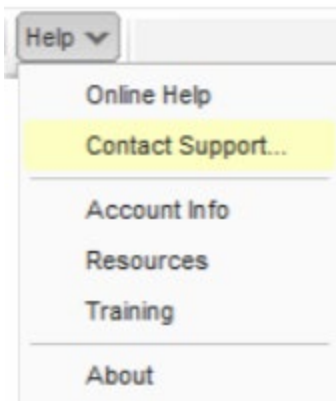
(C) Click on Quick View for any item in your results to view the content within the same pane.

# Using the Qualys Customer Support Portal

## How to Access the Customer Support Portal

### From your Qualys Subscription

Log in to your Qualys Cloud Suite account, then go to Help on the top right corner and choose Contact Support. The Customer Support Portal will open in a new browser tab.



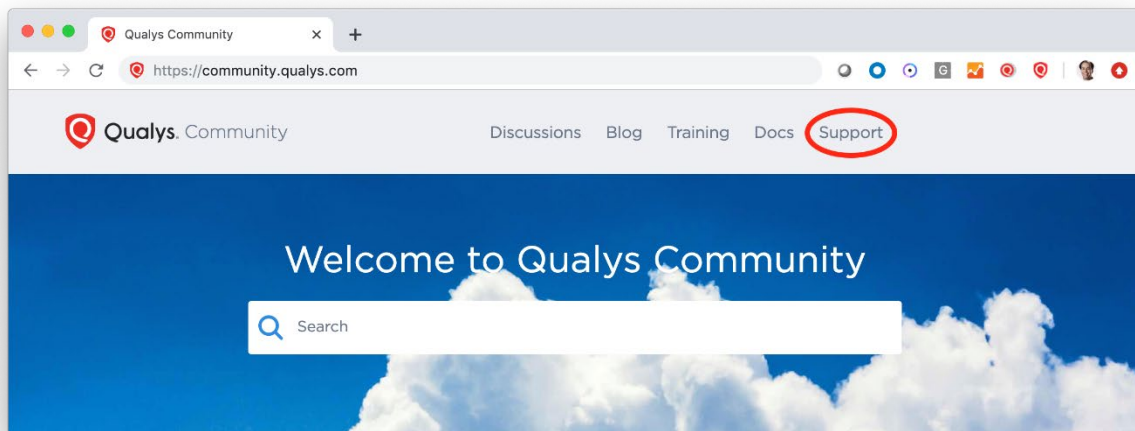
When Customer Support Portal is enabled for your subscription and you access it in this way, you'll be able to view and manage all of your cases and feature requests from within the portal.

When Customer Support Portal is not enabled for your subscription, you'll have access to the portal with integrated search, but you won't be able to view your cases.

Want to have this feature enabled? Simply open a support case once you're in the portal and choose the Product option "Account/Subscription".

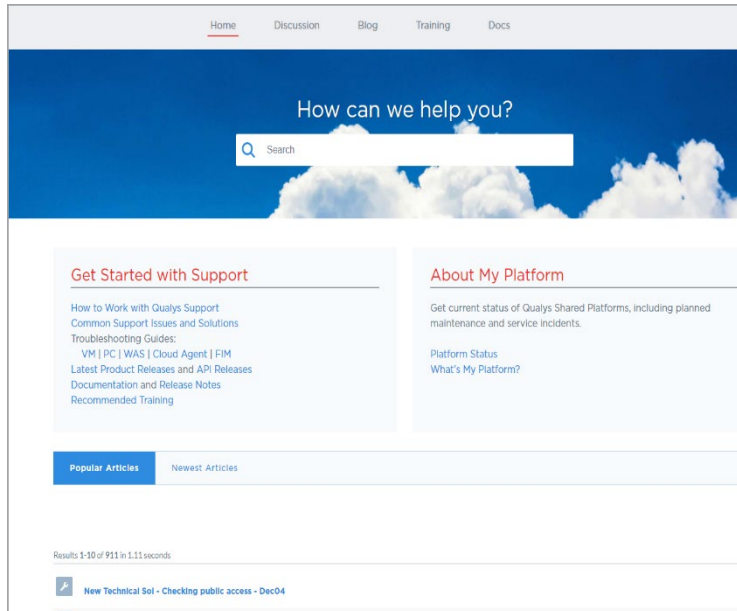
### From the Qualys Community

Go to the Qualys Community at <https://www.community.qualys.com> and choose the new Support option. You'll be directed to the new Customer Support Portal with integrated search. Note that when you access the Customer Support Portal from the Qualys Community, you will not be authenticated and won't be able to view your support cases.



## Quick Look at the Customer Support Portal

The Customer Support Portal has been redesigned to make it easier for you to avoid common issues, and create and track your cases and feature requests. The new portal gives you access to troubleshooting guides and common solutions from Qualys Support, plus platform status, support knowledge articles, and your cases and feature requests.

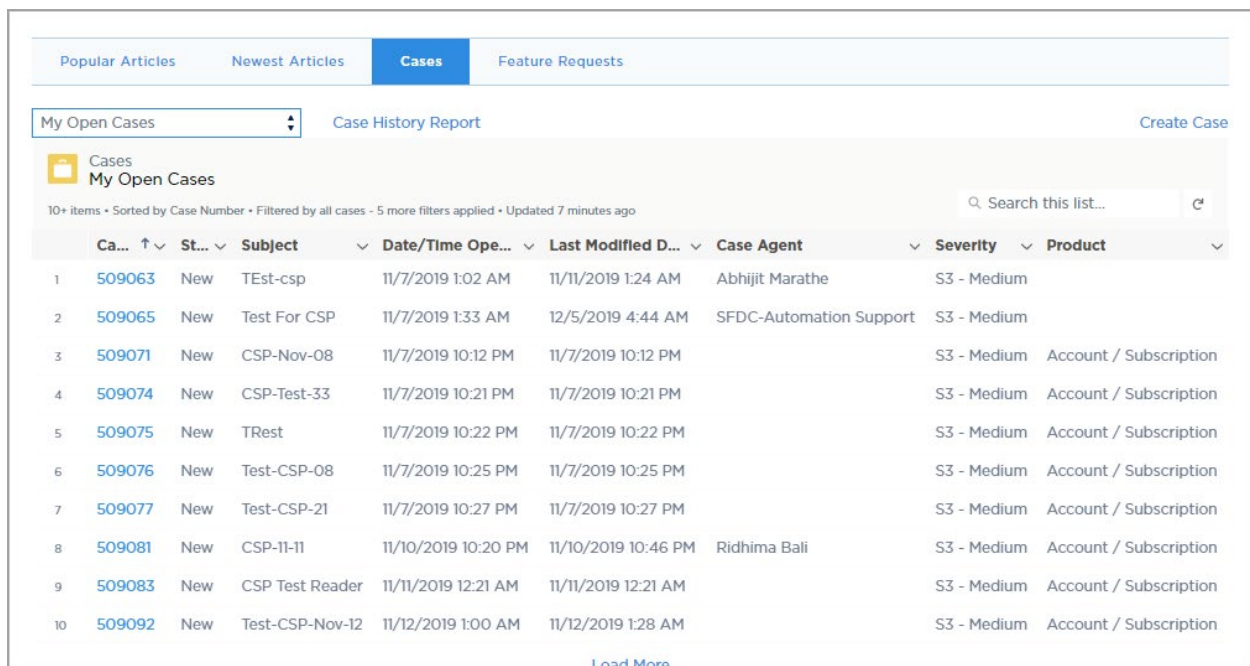


Quickly view popular and newly added articles using the available tabs.

The links under Get Started with Support are handpicked articles to help users get started with the Customer Support Portal plus other helpful content.

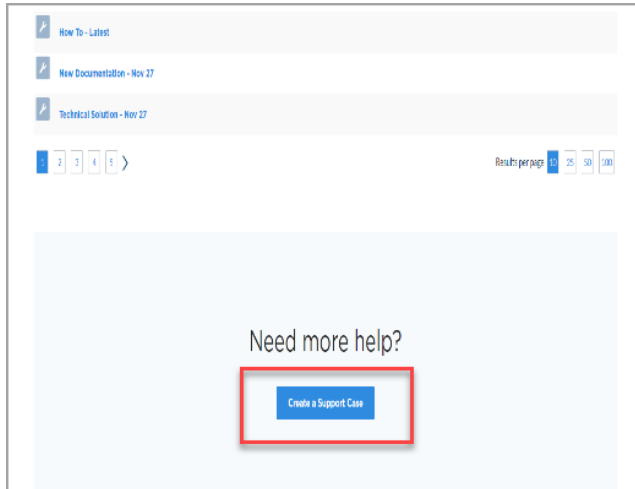
The About My Platform section provides quick access to details about your Qualys Cloud Platform and its status.

When you access the Customer Support Portal from within your subscription (and Customer Support Portal is enabled), you'll see the Cases and Feature Requests tabs where you can view and manage all your Support cases.

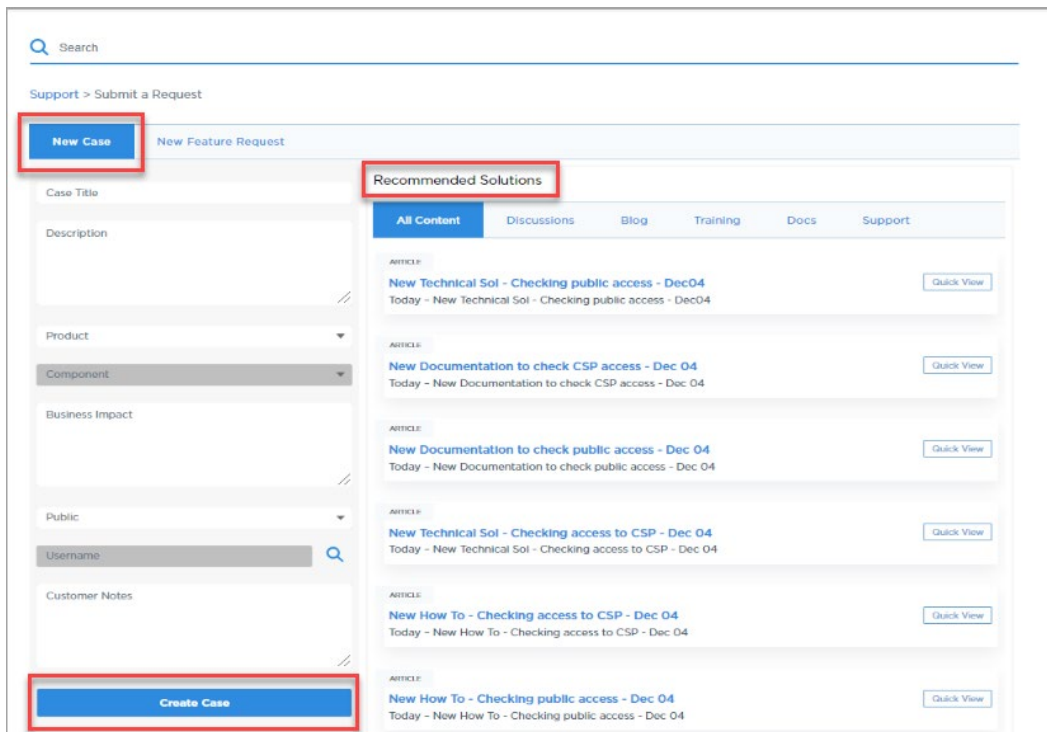


## How to Create a Support Case

If you tried our search and didn't find your answer, then create a new Support case from within the portal. Click "Create a Support Case" at the bottom of the Home page.



Choose the New Case tab. As you enter details about your case like the title, description and product, we'll automatically generate a search that suggests solutions to your issue. Check the recommended solutions to see if they resolve your issue and you won't need to submit a case.



Provide the following details when creating a new case, then click the "Create Case" button. After clicking this button we'll assign a case number and give you the opportunity to add attachments that may help us better resolve your issue.

Case Title – A brief description of the issue.

Description – Describe in detail your support request. Providing as much detail as possible is key to helping the Qualys Support team resolve your issue faster.

Product – Choose the Qualys Product that best fits the issue you’re reporting.

Component – The Component list is dynamically updated based on your Product selection. Picking the area/function of the product that applies to your issue will help the Qualys Support team in resolving your issue faster.

Business Impact – The impact this issue has on your business.

Platform – The Qualys Platform: Public (the default) or Private/Others. If your account is on a Qualys Private Cloud Platform, select “Private/Others”.

Username – We’ll auto-populate this field with your default username (Qualys login) when you access the portal from within your subscription. If your username is not auto-populated use the “Lookup” feature to pick from a list of usernames available to you. When Platform is set to “Private/Others” you can bypass this field. If Customer Support Portal is not enabled for your subscription, then this field is disabled.

Customer Notes – Add additional notes here.

## How to Create a Feature Request

The screenshot shows the 'Submit a Request' page in the Qualys Support Portal. At the top, there is a search bar and a breadcrumb trail: 'Support > Submit a Request'. Below this, there are two buttons: 'New Case' and 'New Feature Request'. The 'New Feature Request' button is highlighted with a red box. The form below contains several fields: 'Feature Request Title', 'Use Case Description' (with a placeholder: '(What are users needing to do, e.g. As a <type of user>, I want <some goal> so that <some reason>)'), 'Product' (dropdown), 'Component' (dropdown), 'Platform' (dropdown), 'Username' (text input with a search icon), 'Are You Using Workaround' (dropdown), and 'Workaround Description' (with a placeholder: '(What workarounds have been attempted and why have they not addressed the use case?)'). At the bottom of the form, there is a blue 'Create Feature Request' button, also highlighted with a red box.

If you’re interested in new functionality within any of the Qualys products consider opening a Feature Request. The steps are similar to opening a Support Case. Simply pick Feature Request instead of New Case.

Provide details about your request and then click the “Create Feature Request” button. You’ll have an opportunity to add attachments to your request after clicking the button.

When entering a description for your request, be sure to explain in detail your use case. For example, “As a <type of user> I want <some goal> so that <some reason>.”

Are you Using a Workaround – It is extremely important to select Yes or No for this field as it helps the Qualys Product teams understand the priority of the issue.

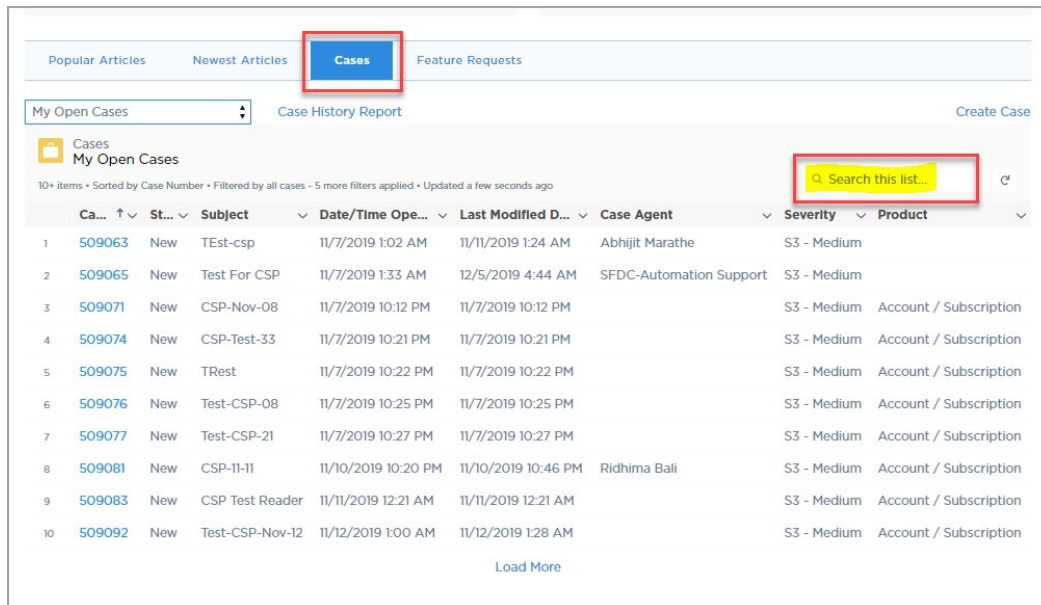
Workaround Description – If you are using a workaround then please describe the workaround.

## How to Update an Existing Case

There is no longer a need to dig through emails or call Support to ask for the status of your case. Simply go to the Cases tab to check the status of your open cases, add attachments to your cases, and interact directly with the owner of your case.

Which cases can you view? This depends on your user role. Users with a Manager or Unit Manager role on the Qualys platform can view all open support tickets. Users with other roles can view their own tickets, meaning the tickets they opened.

Looking for a particular case? Go to the “Search this list” box and search by case number, case subject, case description, severity, product or status. The following values are not searchable: last modified date, case agent, and date/time opened.



Ca...	St...	Subject	Date/Time Ope...	Last Modified D...	Case Agent	Severity	Product	
1	509063	New	TEst-csp	11/7/2019 1:02 AM	11/11/2019 1:24 AM	Abhijit Marathe	S3 - Medium	
2	509065	New	Test For CSP	11/7/2019 1:33 AM	12/5/2019 4:44 AM	SFDC-Automation Support	S3 - Medium	
3	509071	New	CSP-Nov-08	11/7/2019 10:12 PM	11/7/2019 10:12 PM	S3 - Medium	Account / Subscription	
4	509074	New	CSP-Test-33	11/7/2019 10:21 PM	11/7/2019 10:21 PM	S3 - Medium	Account / Subscription	
5	509075	New	TRest	11/7/2019 10:22 PM	11/7/2019 10:22 PM	S3 - Medium	Account / Subscription	
6	509076	New	Test-CSP-08	11/7/2019 10:25 PM	11/7/2019 10:25 PM	S3 - Medium	Account / Subscription	
7	509077	New	Test-CSP-21	11/7/2019 10:27 PM	11/7/2019 10:27 PM	S3 - Medium	Account / Subscription	
8	509081	New	CSP-11-11	11/10/2019 10:20 PM	11/10/2019 10:46 PM	Ridhima Bali	S3 - Medium	Account / Subscription
9	509083	New	CSP Test Reader	11/11/2019 12:21 AM	11/11/2019 12:21 AM	S3 - Medium	Account / Subscription	
10	509092	New	Test-CSP-Nov-12	11/12/2019 1:00 AM	11/12/2019 1:28 AM	S3 - Medium	Account / Subscription	

You'll notice that each case is assigned a severity level, and some have business impact.

### Severity

The severity for all cases is S3 by default. If your issue is more critical it can be given a higher severity which will give your case more priority.

- S1 - Unable to access the Qualys Platform or Qualys Product
- S2 - Unable to use one or more of the major functions in your Qualys Product
- S3 - General
- S4 - Training/How-To

### Business Impact

This field is required for cases with a Severity level of S1 or S2. Here are some suggestions for the type of information to include for Business Impact:

- What % of your users are affected?
- Does this affect data integrity?
- Do you have a workaround?
- Does this affect critical applications?