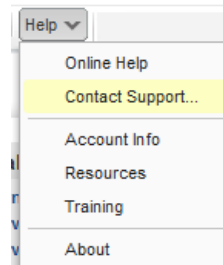


## Qualys Support Portal

Qualys Customer Support now offers a Support Portal. The Support Portal can be used to interact with the Customer Support team in multiple ways. It allows customers to create and manage cases, interact with Qualys Support and search articles that can help solve issues and educate users on how to use Qualys products.

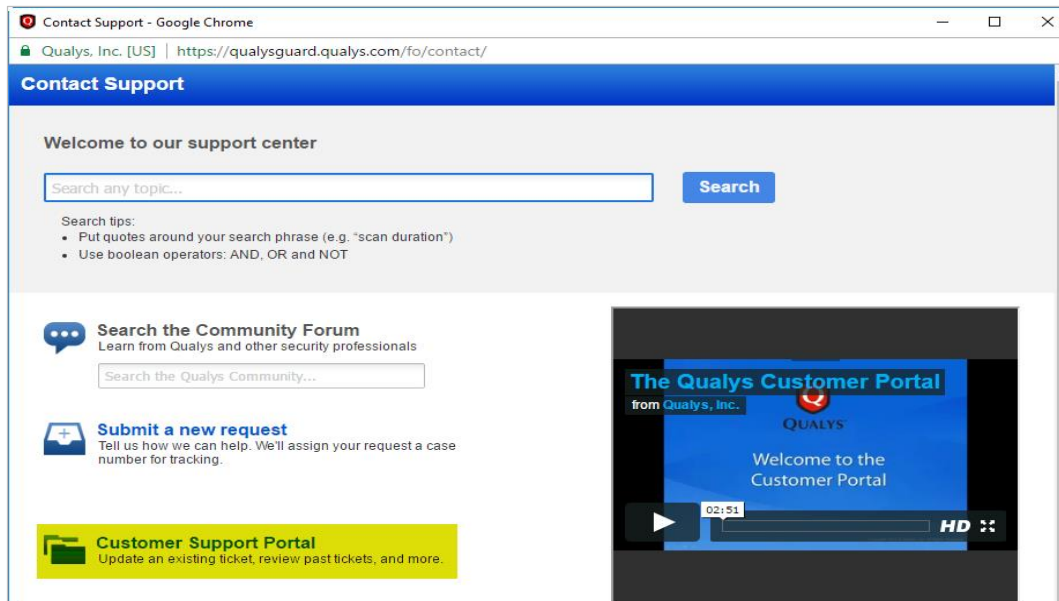
### How to access the Support Portal

Once you've logged into your Qualys Cloud Suite account, click "Help" on the top right corner, and then select Contact Support.



Click on the "Customer Support Portal" link (as shown below). This launches the Support Portal window where customers can see all the cases they have access to view. The video provides a quick overview of the options available for use in the Support Portal.

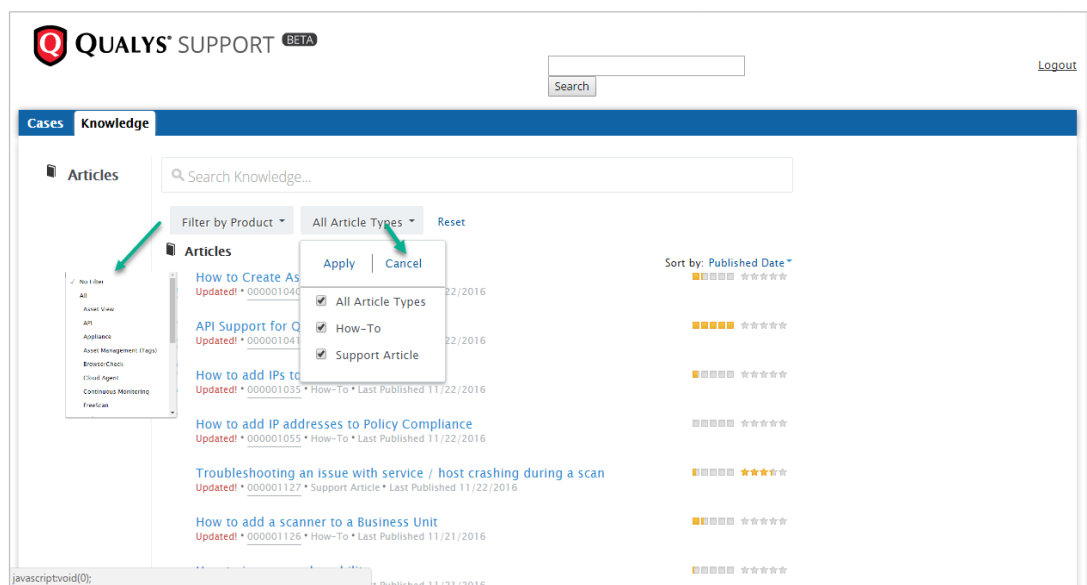
Currently only users with the Manager role or Unit Manager role on the Qualys platform are provided access to view all open support tickets. Lower level users can see the tickets they've opened.



## Search within Support Knowledgebase

Qualys Customer Support offers a Knowledgebase, How-To Articles and Troubleshooting Guides. Once new articles are published, they are available on the Support Portal. Customers can rate and provide feedback on existing articles.

The Knowledge tab allows you to search the Qualys Support database for documented issues, fixes, and how-to articles. You have the ability to filter your searches by Product and Article Type.



How-To articles are written towards accomplishing specific tasks such as excluding hosts from a scan, activating a user's account, or running a report. Support Articles are written towards technical issues where you might have an error code, or when you are trying to fix a specific issue.

Customers have the ability to rate articles as well, which helps Qualys Support understand which kind of articles customers find useful.



Show Properties – This displays basic information about the article including the article number, which can be used to look up that article.

<b>First Published</b>	8/13/2015 11:22 AM	<b>Article Audience</b>	<b>Article Number</b> 000001060
<b>Last Modified</b>	8/13/2015 11:22 AM		
<b>Last Published</b>	8/13/2015 11:22 AM	<b>Products</b> Vulnerability Management	<b>Article Summary</b>

At the bottom of each article you will find the “Attachment” and “Additional Information” sections.

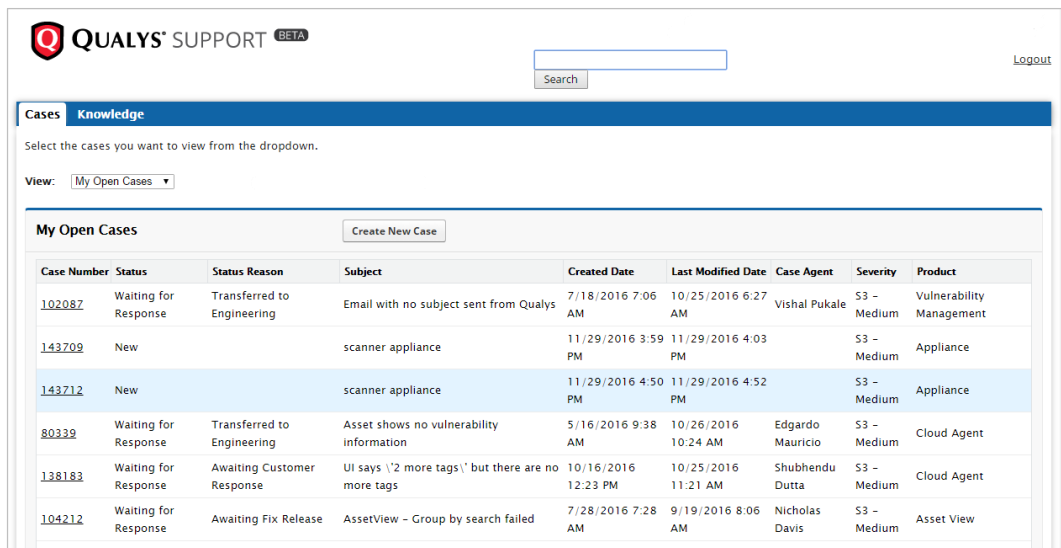
Attachment – Here Qualys Support will put additional documentation that may relate to the article.

Additional Information – Qualys Support may occasionally put links to third party vendor sites which could have additional information or workflows to help solve the issue.

## Create a Support Case

Qualys recommends opening new cases directly from the Support Portal. This offers enhanced triaging and automation to get your case to the right person as quickly as possible. Qualys will continue to offer support through email, but the Support Portal is intended to provide the best experience possible.

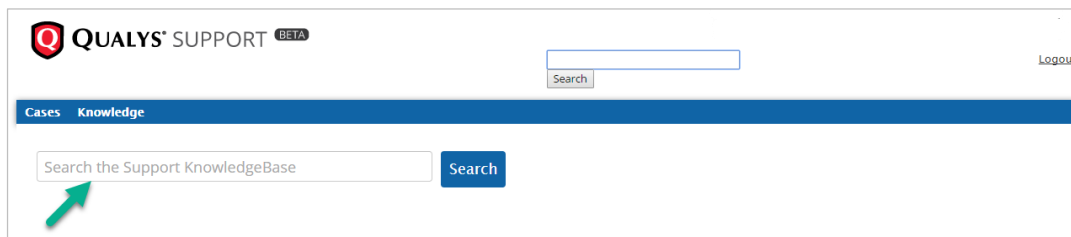
When you enter the Qualys Support Portal you’ll see the Cases Tab where you can view & create cases.



The screenshot shows the Qualys Support portal interface. At the top, there is a search bar and a 'Logout' link. Below the search bar, there are tabs for 'Cases' and 'Knowledge'. Under the 'Cases' tab, there is a dropdown menu for 'View' set to 'My Open Cases'. A 'Create New Case' button is located above a table of open cases. The table has columns for Case Number, Status, Status Reason, Subject, Created Date, Last Modified Date, Case Agent, Severity, and Product.

Case Number	Status	Status Reason	Subject	Created Date	Last Modified Date	Case Agent	Severity	Product
102087	Waiting for Response	Transferred to Engineering	Email with no subject sent from Qualys	7/18/2016 7:06 AM	10/25/2016 6:27 AM	Vishal Pukale	S3 - Medium	Vulnerability Management
143709	New		scanner appliance	11/29/2016 3:59 PM	11/29/2016 4:03 PM		S3 - Medium	Appliance
143712	New		scanner appliance	11/29/2016 4:50 PM	11/29/2016 4:52 PM		S3 - Medium	Appliance
80339	Waiting for Response	Transferred to Engineering	Asset shows no vulnerability information	5/16/2016 9:38 AM	10/26/2016 10:24 AM	Edgardo Mauricio	S3 - Medium	Cloud Agent
138183	Waiting for Response	Awaiting Customer Response	UI says '2 more tags' but there are no more tags	10/16/2016 12:23 PM	10/25/2016 11:21 AM	Shubhendu Dutta	S3 - Medium	Cloud Agent
104212	Waiting for Response	Awaiting Fix Release	AssetView - Group by search failed	7/28/2016 7:28 AM	9/19/2016 8:06 AM	Nicholas Davis	S3 - Medium	Asset View

To create a new case, simply click the “Create New Case” button located at the top of the screen. Then type in keywords related to your issue to search our Knowledgebase for support articles.



The screenshot shows the Qualys Support portal interface. At the top, there is a search bar and a 'Logout' link. Below the search bar, there are tabs for 'Cases' and 'Knowledge'. Under the 'Knowledge' tab, there is a search bar with the placeholder text 'Search the Support KnowledgeBase' and a 'Search' button. A green arrow points to the search bar.

Once you click Search, you are presented with Support Knowledgebase articles that may help solve your issue. This is intended to provide you with self-service based articles based on common questions. If the articles don’t solve your issue, there’s a “Continue to Submit Case” button at the bottom of the page.

Can't find the answer you need?

[Continue to Submit Case](#)

You can also rewrite your subject with additional or different keywords to target your issue. This will refine the list of Support Knowledgebase articles that are returned.

After clicking on “Continue to Submit Case”, the system will require you to fill-in a few important fields.

The screenshot shows the 'New Case' form in the Qualys Support system. The form is titled 'New Case' and is under the 'Cases Knowledge' tab. It contains a 'Case Information' section with the following fields:

- Product:** A dropdown menu with '--None--' selected.
- Component:** A dropdown menu with '--None--' selected.
- Subject:** A text input field containing 'Launching a scan'.
- Description:** A large text area for providing details about the issue.
- Username:** A text input field with a 'Lookup' link next to it.
- Platform:** A dropdown menu with 'Public' selected.

At the bottom of the form, there are two buttons: 'Proceed To Add Attachment' and 'Cancel'.

Provide the following details:

**Product** – This drop down displays a list of the Qualys Products and Modules where you can choose the one which most fits the issue you're submitting.

**Component** – The Qualys Component list is based on what's been selected from the Qualys Products drop down. Picking which area or function of the product/module your issue is in will help the Qualys Support team in resolving your issue faster.

**Username** – This field is mandatory if you are on the Public platform. If you only have one username, your default username (Qualys login username) is pre-populated that in turn might be disabled for any editing. If you are not on the Private-cloud platform or you do NOT see your username being auto-populated, click on the “Lookup” link next to the Username field. This opens a new window to show you the usernames that are available for use when creating your new case. If you are on a Private-cloud, click on the Platform drop-down and select “Private/Others” to bypass the need to enter a username.

**Platform** – This field is to help us better understand which Qualys Platform you're on. This is by default set to Public. But if you are on a Private cloud, be sure to change the value to “Private/Others”.

**Subject** – Should be a brief description of the issue (this will be auto-populated when creating a case from the Support Portal).

Description – Description of your support request. Read the help tip on the screen (in yellow), which suggests the different things that will help move your case along quicker.

x

**Relevant data which Support may require:**  
Scan Results in PDF format, downloaded from the Scans tab

**Common questions which will help with troubleshooting:**  
When did this start occurring?  
Is this reproducible?  
Does this affect all users?

When you've finished filling out all the fields and the description, click the "Create Case" button which will assign a case number and give you the option to attach files to your case.

Attaching Files to your case – You're able to attach multiple files to a case.

Cases Knowledge

### Add Attachment to Case #29190

Case has been created. This is an optional step to add additional attachments to the case.  
Please use "Attach To Case" button to attach each individual file. Else click on "Go Back To Case" to proceed

Attachment File	Comment
1. <input type="button" value="Browse..."/> Error_message.png	
2. <input type="button" value="Browse..."/> No file selected.	
3. <input type="button" value="Browse..."/> No file selected.	

[Attach More...](#)

After attaching all needed files to your case, click the "Attach To Case" button which will upload the file(s) and attach them to your case. Files that have already been attached to your case can be viewed in the "Attachments" section at the bottom of the screen.

Going back to your Cases tab you should see the new case with its information.

Case Number	Status	Status Reason	Subject	Created Date	Last Modified Date	Case Agent	Severity	Product
15158	Closed		Testing Case Creation from Search	5/7/2015 9:17 AM	9/10/2016 10:43 PM	Joe Gregory	S3 - Medium	Account / Subscription
15801	Closed		How do I scan for PCI internally	5/14/2015 9:44 AM	9/10/2016 11:05 PM	Joe Gregory	S3 - Medium	PCI Compliance
15802	Closed		How do I run a PCI scan	5/14/2015 11:11 AM	9/10/2016 10:43 PM	Joe Gregory	S3 - Medium	PCI Compliance
20745	Closed		How does Salesforce case view work?	6/3/2015 11:24 AM	9/10/2016 11:32 PM	Joe Gregory	S3 - Medium	Account / Subscription
24122	Closed		scan issue	7/10/2015 5:30 PM	9/10/2016 10:43 PM	Joe Gregory	S3 - Medium	Appliance
28394	Closed		Authentication is not working on our Windows 2000 hows "TEST"	7/28/2015 11:51 AM	9/10/2016 11:33 PM	Wade Alexandro	S3 - Medium	Vulnerability Management
28395	Closed		External IPs	7/28/2015 12:14 PM	9/10/2016 10:36 PM	Joe Gregory	S3 - Medium	Vulnerability Management
28403	Closed		Authentication is not working on our Windows 2000 hows "TEST"	7/29/2015 6:05 AM	9/10/2016 11:05 PM	Joe Gregory	S3 - Medium	Vulnerability Management
29165	Closed		password reset	9/2/2015 9:55 AM	9/10/2016 11:32 PM	Paul Ferris	S3 - Medium	Vulnerability Management
29190	Closed		Launching a scan	9/3/2015 12:25 PM	9/21/2016 2:03 PM	Michael Cardamone	S3 - Medium	Other
30284	Closed		Case#30284 Looking at attachments	9/14/2015 12:39 PM	9/22/2016 9:24 AM	Michael Cardamone	S3 - Medium	Vulnerability Management

## Update an Existing Support Case

You can check the status of your open cases, add attachments, and interact directly with the owner of your case. There is no longer a need to dig through emails or call Support to ask for status. From the main Cases tab, you can use the global Search box. This search will look at the following fields: Case Number, Case Subject, Case Description

Case Number	Status	Status Reason	Subject	Created Date	Last Modified Date	Case Agent	Severity	Product
102087	Waiting for Response	Transferred to Engineering	Email with no subject sent from Qualys	7/18/2016 7:06 AM	10/25/2016 6:27 AM	Vishal Pukale	S3 - Medium	Vulnerability Management
143709	New		scanner appliance	11/29/2016 3:59 PM	11/29/2016 4:03 PM		S3 - Medium	Appliance
143712	New		scanner appliance	11/29/2016 4:50 PM	11/29/2016 4:52 PM		S3 - Medium	Appliance
80339	Waiting for Response	Transferred to Engineering	Asset shows no vulnerability information	5/16/2016 9:38 AM	10/26/2016 10:24 AM	Edgardo Mauricio	S3 - Medium	Cloud Agent
138183	Waiting for Response	Awaiting Customer Response	UI says '\2 more tags\'' but there are no more tags	10/16/2016 12:23 PM	10/25/2016 11:21 AM	Shubhendu Dutta	S3 - Medium	Cloud Agent
104212	Waiting for Response	Awaiting Fix Release	AssetView - Group by search failed	7/28/2016 7:28 AM	9/19/2016 8:06 AM	Nicholas Davis	S3 - Medium	Asset View

You'll notice that each case is assigned a severity level and some have business impact. These values are visible (read-only) when updating your support case.

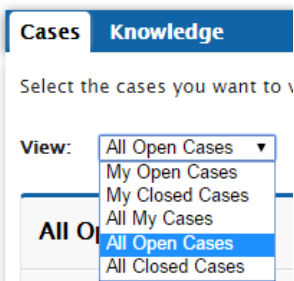
Severity – The Severity for all cases will be S3 by default. If your issue is more critical it can be given a higher Severity which will give your case more priority.

S1: issues indicate you are unable to access the Qualys platform, or Modules.  
S2: issues indicate you are unable to use one of the major functions in your Qualys Product/Module  
S3: General  
S4: Training/How To

Business Impact – This field is mandatory for cases with a Severity level of S1 or S2. Providing as much detail as possible is key to helping the Qualys Support team resolve your issue faster.

Required only for Severity 1 and Severity 2. Common text includes (but not limited to)  
1. What % of your users are affected?  
2. Does this affect data integrity?  
3. Do you have a viable workaround?  
4. Does this affect critical application?

## Review Case History



Every case that is associated with your account is visible in the Support Portal. There are multiple filters to choose from. You can view Open, Closed or All cases.