



## 如何打开非技术案例

[https://kb-cn.netapp.com/nss/Support\\_Site/How\\_to\\_open\\_a\\_non-technical\\_case](https://kb-cn.netapp.com/nss/Support_Site/How_to_open_a_non-technical_case)

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### 适用于

所有 NetApp 支持站点用户

### 说明

- 本文介绍了当您需非技术主题的帮助时，如何创建非技术支持个案，但不限于：
  - NetApp 支持站点 (NSS) 查询

- 产品注册（所有者、位置和联系人更新）查询支持授权和许可查询，例如容量许可、云许可、云同步许可、过期许可、ONTAP 许可、评估许可
- 部署许可证管理器锁定 ID、部署节点锁定
- 过期授权、无支持授权
- 安装基本更新（主机名、系统 ID、组名、交付和调度首选项）
- 更改站点名称

## 操作步骤

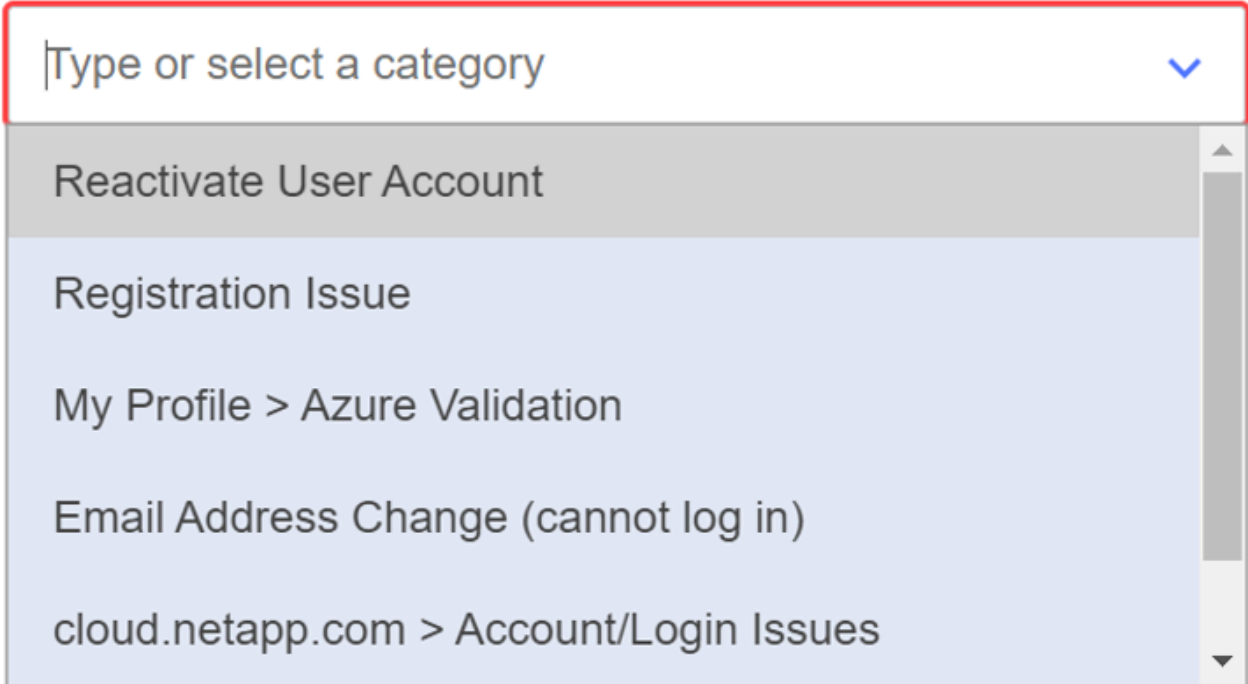
1. 导航至 [非技术反馈](#)（无需登录）
2. 或登录 [NetApp 支持站点](#)
3. 单击案例和零件，然后 [创建非技术案例](#)。

The screenshot shows the NetApp Support website interface. At the top, there is a navigation bar with the NetApp logo and 'Support' text. A search bar is located on the right side of the navigation bar. Below the navigation bar, there are several menu items: PRODUCTS, SYSTEMS, DOCS & KNOWLEDGE BASE, COMMUNITY, DOWNLOADS, TOOLS & SECURITY, CASES & PARTS, and PARTNERS. The 'CASES & PARTS' menu is expanded, showing options like My Cases, My Part Requests, Create Technical Case, Create Non-Technical Case (highlighted with a red box), Create Part Request, Browse Parts, About Part Returns & Replacements, and Warranty & FRU. Below the navigation bar, there is a 'Dashboard' section with two main widgets: 'Product Support' and 'Bug Search'. The 'Product Support' widget has a search bar and a link to 'ALL PRODUCTS'. The 'Bug Search' widget has a search bar and a dropdown menu for 'View bugs by product'.

4. 选择 反馈类别

注意：类别选项根据您是否可以登录而有所不同

## FEEDBACK CATEGORY



Type or select a category

- Reactivate User Account
- Registration Issue
- My Profile > Azure Validation
- Email Address Change (cannot log in)
- cloud.netapp.com > Account/Login Issues

5. 某些类别可能会提供有助于解决您的疑问/问题的内容
  - 如果问题已解决，请点击已解决
  - 如果未解决，请点击创建个案

**New and Updated Customer Hands-on Labs!**

Check out the updated "Getting Started with Cloud Manager" and the new "Managing and Monitoring with Cloud Manager" labs under the NetApp Tools

Provide Feedback

New Feature FAQs

## Non Technical Feedback

For technical feedback/tickets, [create a case](#)

FEEDBACK CATEGORY

My Profile > Access level upgrade

Try one or more of these resources to help resolve your problem:

[How to request full customer level access on the NetApp Support Site?](#) [How to request Reseller/Partner access to the NetApp Support Site?](#)

Resolved

Create Case

6. 填写支持您请求的所需详细信息，然后单击 **Submit**
7. 将创建一个非技术性案例，并显示一个带有案例编号的弹出窗口
8. 如果多个序列号需要更新，可以在 Word 文档或 Excel 表格中列出，并附加到案例中进行处理

**Serial Number**

**Part Number**

**System ID**

**OS Version**

**AutoSupport**

**Cluster Serial Number**

**Cluster Name**

**Cluster UUID**

**Attachments**

[View/Add attachments for this Case](#)

## 追加信息

- [发布主板更换流程以更新 AFF/FAS 系统上的许可](#)
- [如何打开技术案例](#)