

Trend Micro Case Açma Rehberi

- 1- <https://community-trendmicro.force.com/Partner> sayfasına gidiyoruz.
- 2- Gelen ekrandan kullanıcı adı ve şifre girerek “Login”e tıklıyoruz.

- 3- Gelen ekranda “Support”a tıklıyoruz.

4- Ardından “Post-Sales Support”

The screenshot shows the Trend Micro Partner Portal dashboard. The user is logged in as Onur Oz. The navigation menu includes Sales, Partner Program, Marketing, Education, Support, and Contact. The 'Support' menu is open, highlighting 'Post-Sales Support'. The dashboard is divided into several sections:

- Left Sidebar:** Contains links for 'Submit a Support Case', 'Sales Library', and 'Education Portal'. Below these are 'NEWSLETTERS' (with links to 'Trend Micro Acquires HP TippingPoint', 'Virtual Patching Demo Helps Customers Visualize the Benefit', and 'Channel Newsletter – July 2015') and 'EVENTS' (with links to 'Understanding the 2015 NSS Labs Breach Detection Tests' and '2016 Security Predictions'). There are also social media links for Twitter and Facebook.
- Top Navigation:** Includes 'Promotions' and 'Additional Resources'.
- My Open Case:** A table listing open cases with columns for Case Number, End Customer Account, and Status.

Case Number	End Customer Account	Status
00579526	Trend Micro Europe (House Account)	Assigned
00577982	Trend Micro Europe (House Account)	Resolved
00562526	Trend Micro Europe (House Account)	Customer Update
- My Company Profile:** Shows the company name 'Infonet' and the role 'Distributor'. It includes a 'MY COMPANY LOGO' and icons for 'Hybrid Cloud Security', 'Network Defense', 'User Protection', and 'Small Business Security'.
- My Training:** A table listing training certifications with columns for Certification Title and Completed.

Certification Title	Completed
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- My Trend Micro Contact List:** Lists the account manager 'Mehmet Dagdevirenturk' with email 'mehmet_dagdevirenturk@trendmicro.com' and a profile picture.


5- Gelen ekranda case açmak için “Submit a Support case”


The screenshot shows the 'Post-Sales Support' page in the Trend Micro Partner Portal. The page title is 'Post-Sales Support'. The content includes:

- Navigation:** Home > Support > Post-Sales Support
- Buttons:** 'Post-Sales Support' and 'Additional Resources'.
- Text:** 'The support offering at Trend Micro covers both online and telephone support. As the best practice we would like to suggest the following steps before logging a support call.'
- Partner Case Management:** A section titled 'Log and manage support cases online' with a list of actions: 'Submit a Support case' (highlighted), 'Manage my cases', 'Manage my product profiles', and 'Support Case Management User Guide'.
- Channel Partner Technical Support Hotline:** A section describing the hotline and providing contact information for various regions:

Region	Toll-free Number
Australia	24x7 Toll-free: 1800-094-155
New Zealand	24x7 Toll-free: 0800-408-066
India	Toll-free: 000-800-100-4155
Malaysia	Toll-free: 1800-186-868
Philippines	Domestic: 632-995-6359
Singapore	Toll-free: 1800-580-5800

6- Daha önce açtığımız bir case ile ilgili bilgilere ulaşmak için “Manage my cases”

**TREND
MICRO** Partner Portal

Welcome Onur Oz  [My Profile](#) | [Company Profile](#) | [Log Out](#)


Go


Sales Partner Program Marketing Education Support Contact

Home > Support > Post-Sales Support

Post-Sales Support

Additional Resources





Post-Sales Support

The support offering at Trend Micro covers both online and telephone support. As the best practice we would like to suggest the following steps before logging a support call.

Partner Case Management

Log and manage support cases online

[Submit a Support case](#)

[Manage my cases](#)

[Manage my product profiles](#)

[Support Case Management User Guide](#)

Channel Partner Technical Support Hotline


Trend Micro Technical Support Center's Channel Partner Hotline is a direct, toll-free, technical support telephone line available exclusively for our Platinum, Gold, Silver, System Integrators, and Distributors. It gives you priority access to our senior engineers who can provide you technical support assistance on the Level 2 issues you encounter with any of our Trend Micro business products. This hotline is available Monday through Friday and/or Support hours defined for your country (except holidays).

Trend Micro Technical Support Center's Channel Partners Hotline:

Australia 24x7 Toll-free: 1800-094-155	Malaysia Toll-free: 1800-186-868
New Zealand 24x7 Toll-free: 0800-408-066	Philippines Domestic: 632-995-6359
India Toll-free: 000-800-100-4155	Singapore Toll-free: 1800-580-5800

7- “Submit a Support case”e tıkladıktan sonra karşınıza müşteri bilgilerinizi gireceğiniz, problemi tanımlayacağınız bir ekran gelir.

New Request

Submit any request or inquiry on this page. Fields marked red are required. 

End Customer Account

[Search for end customer](#)

Product Profile

[Update or add a product profile](#)

Affected Operating System

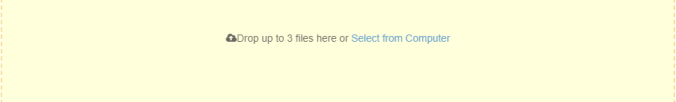
Issue Type Product Issue Threat Issue

Issue Category

Subject

Description

Attachment(s) For faster processing, please capture logs for your product by following these steps. Or, directly access the Case Diagnostic Tool. Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the Case after creation. Have problems seeing the attachment button or link? Click here for details.



8- “End Customer Account”: Müşteri bilgisini gireceğimiz kısım.
Burada “Search for end customer”a tıklıyoruz.

New Request

Submit any request or inquiry on this page. Fields marked red are required. [?](#)

End Customer Account

[Search for end customer](#)

Product Profile

Update or add a product profile

Affected Operating System

Issue Type Product Issue Threat Issue

Issue Category

Subject

Description

Attachment(s) For faster processing, please capture logs for your product by following these steps. Or, directly access the Case Diagnostic Tool. Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the Case after creation. Have problems seeing the attachment button or link? Click here for details.

9- “End Customer Account”a tıkladıktan sonra karşımıza aşağıdaki ekran gelir ve bu ekranda Müşteri hesap ismi, şehir, ülke bilgisi ya da Aktivasyon kodu girilerek, Go’ya tıklanır.

https://community-trendmicro.force.com/Partner/apex/GlobalPRM_EU_SearchWindow?type=EndUserAccSearch - Google Chrome

Güvenli | https://community-trendmicro.force.com/Partner/apex/GlobalPRM_EU_SearchWindow?type=EndUserAccSearch

End User Account Search

[Search by Activation Code](#) [Service Provider](#)

Account Name

City

Region/State/County

Country

[Go](#) [Clear](#) [Cancel](#)

[Trouble finding the account?](#)

Select	Account Name	Billing Street	Billing City	Billing Country	Billing Region/State/County
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- 10- Aktivasyon kodu ile müşteri bulmak için Search by Activation Code’a tıklanır.
11- Gelen ekranda Aktivasyon kodu girilerek Go’ya tıklanır.
12- Bu iki seçenekle de müşteri bulunamazsa “Trouble finding the account?” kısmına tıklanır.

End User Account Search

Search by Account Information [Search by Activation Code](#) [Service Provider](#)

Account Name

City

Region/State/County

Country

[Go](#) [Clear](#) [Cancel](#)

Search Results [Trouble finding the account?](#)

Select	Account Name	Billing Street	Billing City	Billing Country	Billing Region/State/County
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- 13- Gelen ekranda End User Account Name, örneğin müşteri şirket adı, Ülke yazılarak Enter’a tıklanır.

End user account name

Country

[Enter](#)

- 14- Ardından ana ekranda Product Profile kısmında “Update or add a product” a tıklanır.
15- Açılan pencerede “+ Add a new profile”a tıklanır. İlk profili oluşturduktan sonra daha sonraki caseler için oluşturulan profil üzerinde değişiklik yapmak yeterlidir.

16- Bu ekranda Profil Name, Product, Product Version ve Operating System bilgileri girilerek Save Changes'a tıklanır.

Quick Update/Add Product Profile

Please ensure the product information are updated. If not, you may edit the fields here.

Step 2: Edit the information for the selected or new product profile

Profile Name

profil1

Product

Worry-Free Business Security Advanc

Operating System

Windows 10 32-Bit x

Product Version

9.5

Product Language

Save Changes Cancel

Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the

17- Save'e tıkladıktan sonra gelen uyarı da Tamam (OK)'e tıklanıp ana ekrana gelinir.

community-trendmicro.force.com web sitesinin mesajı:

New Profile is created

Tamam

Quick Update/Add Product Profile

Please ensure the product information are updated. If not, you may edit the fields here.

Profile Name

profil1

Product

Worry-Free Business Security Advanc

Operating System

Windows 10 32-Bit x

Product Version

9.5

Product Language

Product Activation Code:

Virus Pattern Type:

Saving... Cancel

Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the Case after creation

18- Ana ekranda Issue Type seçilir, ardından Issue Category (problemi kapsayan ana başlık) belirtilir.

Issue Type Product Issue Threat Issue

Issue Category Select an issue category... ?

Subject

Description Please enter the details of your request.

Attachment(s) For faster processing, please capture logs for your product by [following these steps](#). Or, directly access the [Case Diagnostic Tool](#).
Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the Case after creation.
Have problems seeing the attachment button or link? Click [here](#) for details.

Drop up to 3 files here or [Select from Computer](#)

19- Issue Category seçtikten sonra, Subject kısmına case için bir başlık girilir, Description kısmında problem tanımlanır. Steps Taken kısmında uygulanan adımlar ve sonuçları yazılır. Eğer varsa dosyalar Attachment(s) kısmından yüklenir.

Issue Type Product Issue Threat Issue

Issue Category Performance ?

Subject

Description Please enter the details of your request.

Steps Taken Please describe the steps you've taken to address your concern.
Please enter the steps you've taken to add your concern.

Attachment(s) For faster processing, please capture logs for your product by [following these steps](#). Or, directly access the [Case Diagnostic Tool](#).
Maximum drag & drop file size is 250 MB. For larger files, FTP details will be available by clicking the "Add an Update" section on the Case after creation.
Have problems seeing the attachment button or link? Click [here](#) for details.

Drop up to 3 files here or [Select from Computer](#)

20- Case Severity kısmı problemin sisteme etkisinin büyüklüğüne göre Low, Medium, High, Critical olarak seçim yapılır. CC E-mails kısmından Trend Micro Support ekibinin problemle alakalı olarak dönüş yapacağı kişilerin mailleri yazılır. Contact Method seçildikten sonra Submit'e tıklanarak case açılır.

Case Severity Low Medium High Critical

[See Definitions](#)

CC Email(s)

Enter one email per line or [select recipients from Contact list](#)

Contact Method Email Phone

Submit

Cancel