Introduce Edgecore Customer Support portal

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Edge-corE
NETWORKS

Edgecore Customer Support Portal

1. Log in to the system
2. Submit your request
3. Track the tickets
4. Access knowledge base
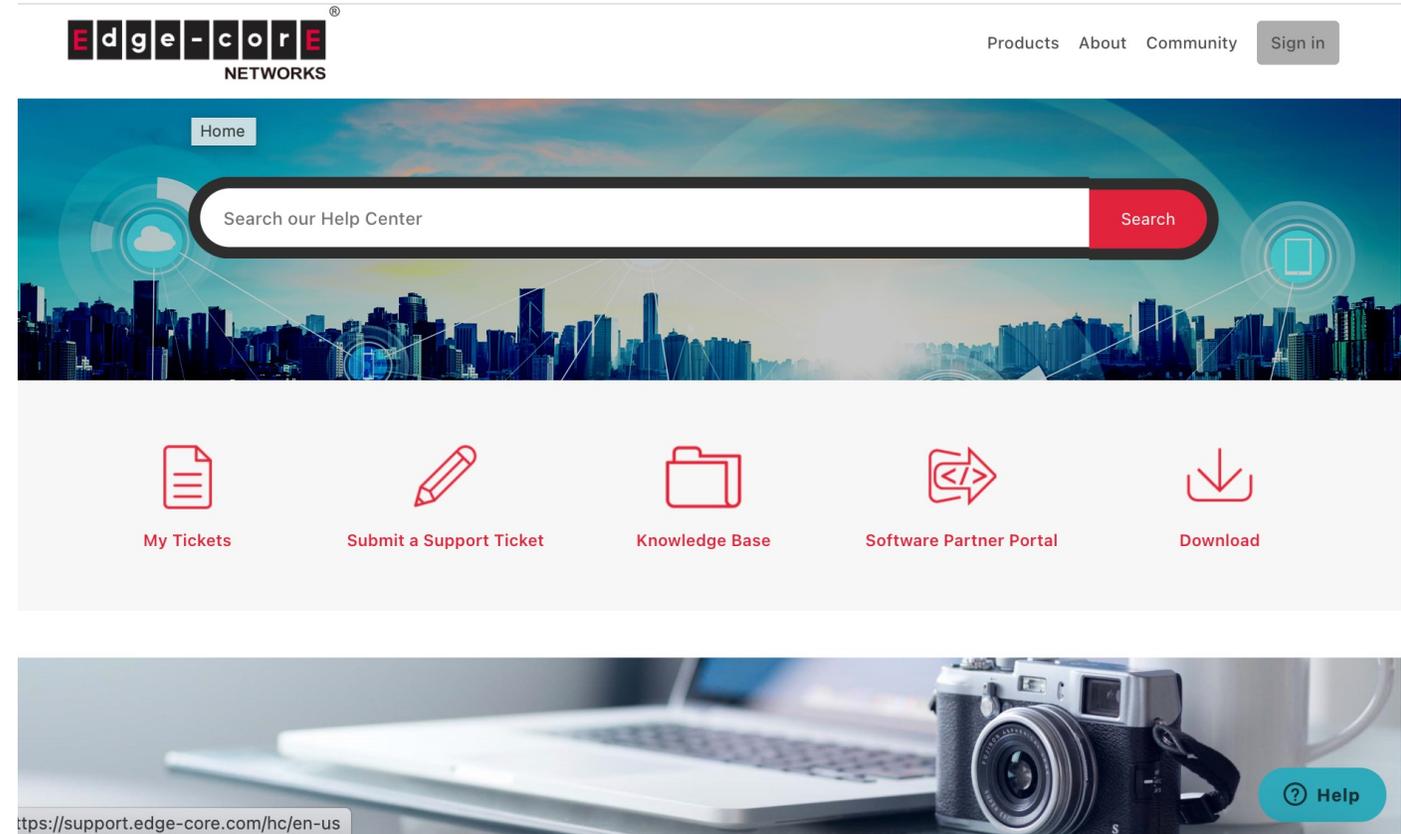
1. Log in to the system

- Before using the system, you need to have an account.
  - Link to: https://support.edge-core.com/hc/en-us
  - Click Sign in button at the top right corner

1. Log in to the system – Register an account

- If you are a new user:
  Click [**Sign up**] to create a new account.

- If you had sent mail to "Support@edge-core.com" before:
  Click [**Get a password**], system will use your email to create an account.

- After creating an account, you can sign in with your email / password

2. Submit your request

- To submit a ticket, please click the 2nd icon from the landing page
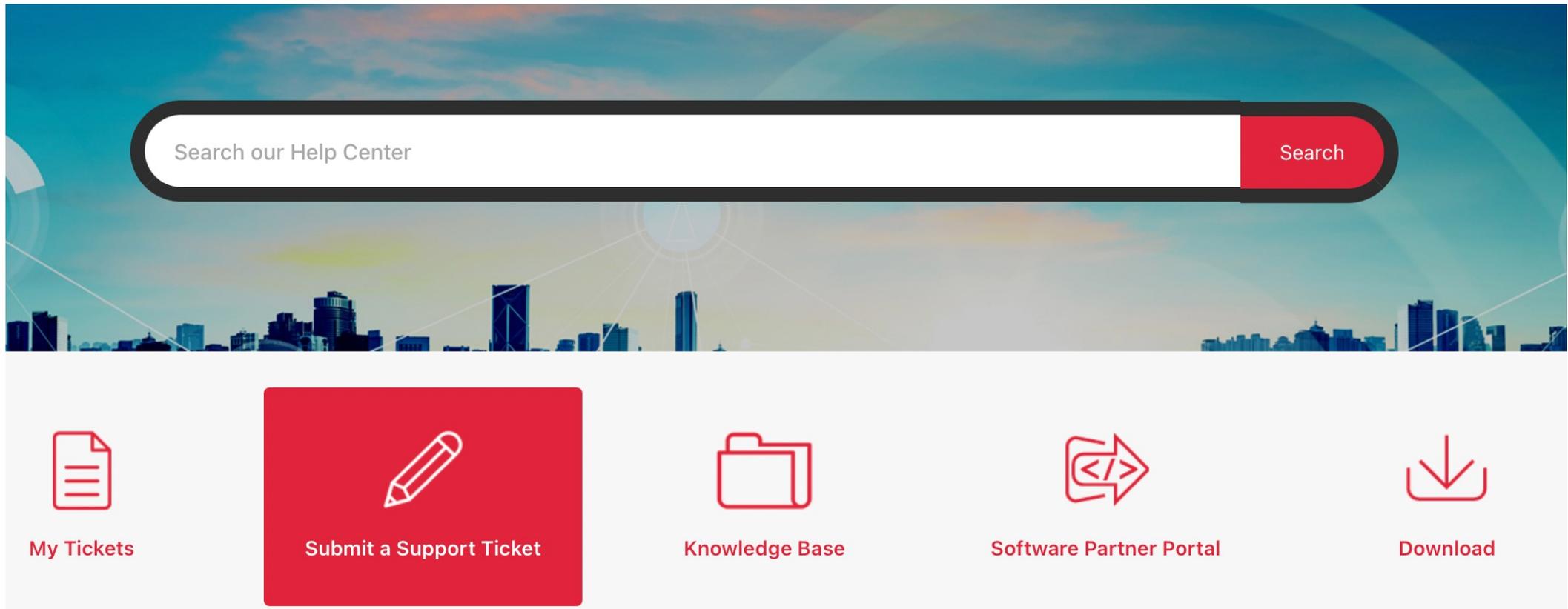
2. Submit your request

- If your issue is **general switch related issue**, please choose "**General Support Request Form**"
- If your issue is **WiFi issue**, please choose "**General IgniteNet & Edgecore WIFI Form**"
- If you want **request SONiC image** file, please choose "**SONiC Download Request Form**"
- If you want **request BAL**(Broadband Adaptation Layer) **patch**, please choose "**BAL Patch Download Request Form**"

Edgecore Help Center > Submit a request

Submit a request

Please choose your request form below.

_
General Support Request Form
General IgniteNet & Edgecore WIFI Form
SONiC Download Request Form
BAL Patch Download Request Form

3. Track the tickets

- You can click the 1st icon to check the status of the request (we call ticket) you submit
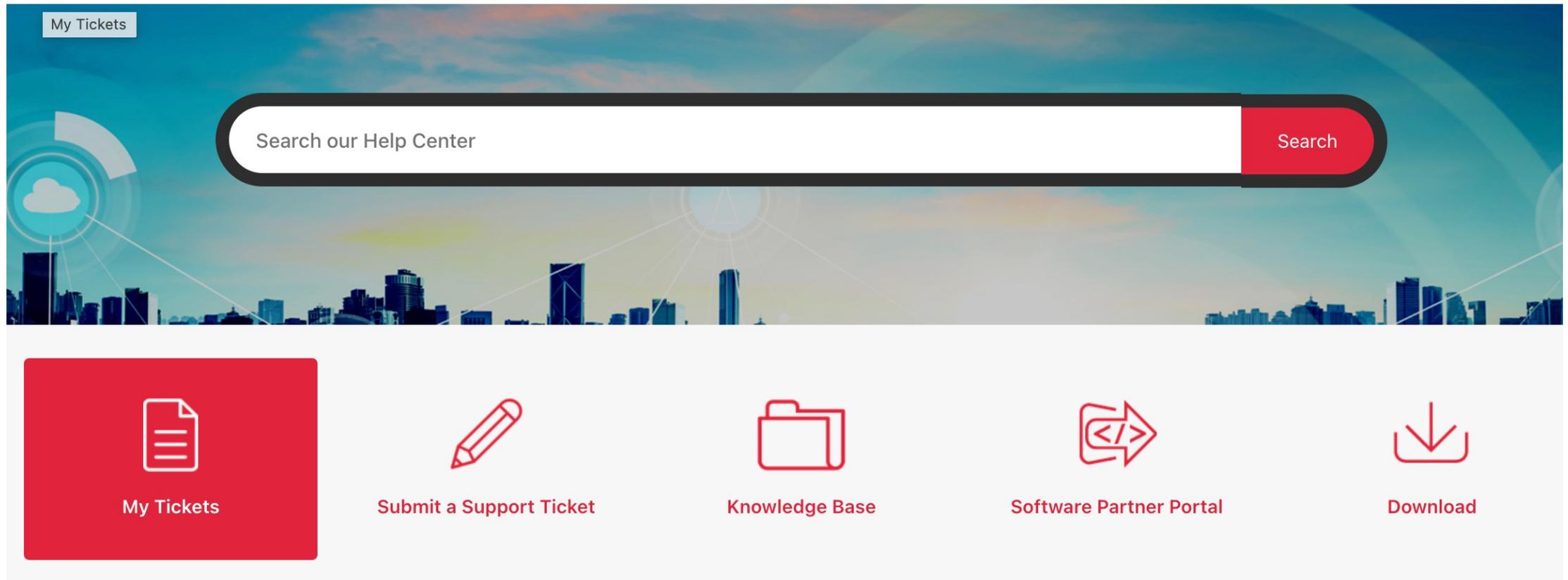
3. Track the tickets

- System will record all ticket you submitted before

Edgecore Help Center > My activities

Requests   Contributions   Following

My requests

My requests   Requests I'm CC'd on

Status:

| Search requests 🔍 | Any |

Subject	Id	Created	Last activity ▼	Status
Test Zendesk from John	#11255	October 06, 2020 13:30	11 hours ago	open
Test, Is Light Agent can access Ticket if add to follower	#14740	March 31, 2021 17:12	2 months ago	solved

3. Track the tickets – check & reply

- You can check your ticket (Open a ticket to enter this interface)

Title ——— Test Zendesk from John

john_weng 翁維澤
December 18, 2020 16:09

Test upload file size in public

Communication content

Best Regards,
John Weng - Tech. Support Dev.
Edgecore Networks Corporation
Web: http://www.edge-core.com
Support Portal: https://support.edge-core.com
New Ticket Request Form: https://support.edge-core.com/hc/en-us/requests/new
Support Mail: support@edge-core.com and support@edgecore.zendesk.com (backup)

Attachment (if any)

📎 Test.rar
30 MB · Download

Requester	coi618 (End-User)
Created	October 06, 2020 13:30
Last activity	Friday at 11:50
Assigned to	john_weng 翁維澤
Id	#11255
Status	open

Ticket create time

Responsible Agent

Ticket status

Attachments
📎 Test.rar
30 MB · Download

All attachment in this ticket

3. Track the tickets – check & reply

- You can reply / Solve your ticket in the bottom of the ticket

4. Access knowledge base

- Knowledge Base: Browse all Knowledge Base you can access.
- Software Partner Portal: Some documents for software partner (Need permission)
- Download: files to download (image / document / etc)
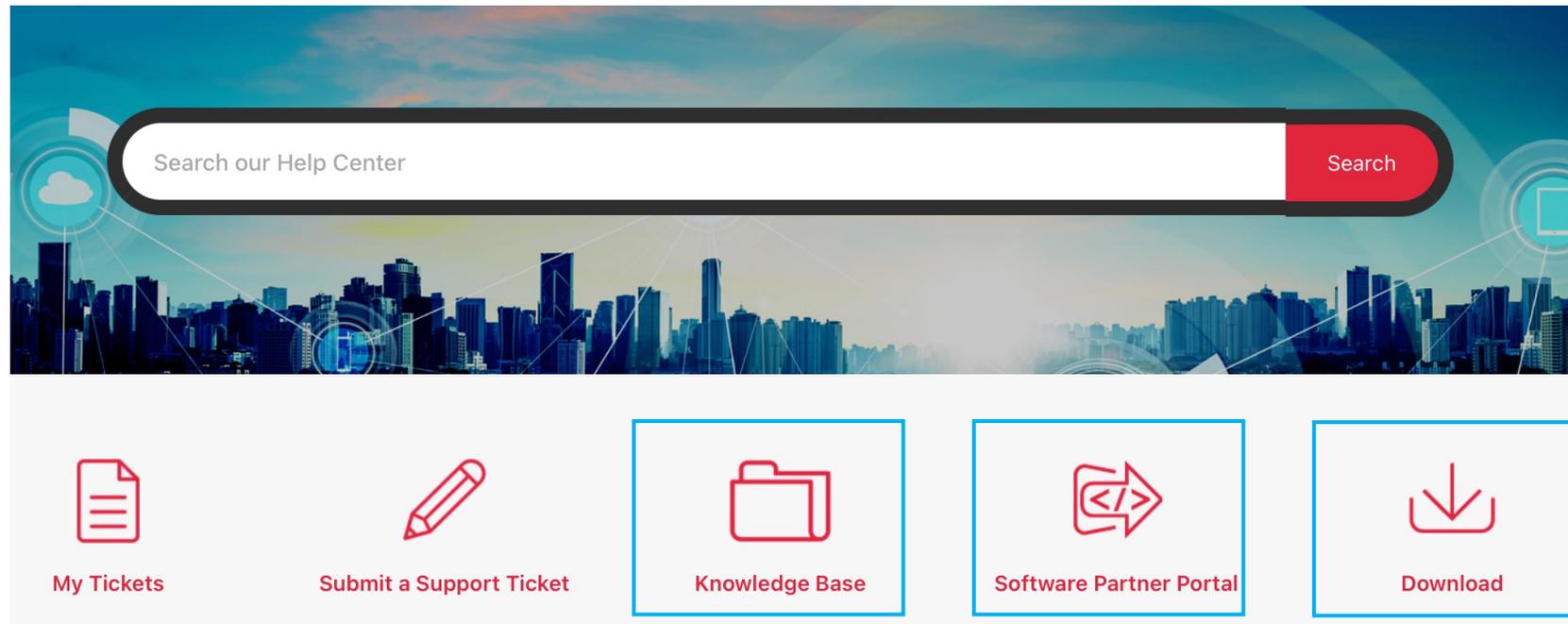
4. Access knowledge base - Knowledge Base icon

- You can browse the Category in the left, and check the section / articles in the right
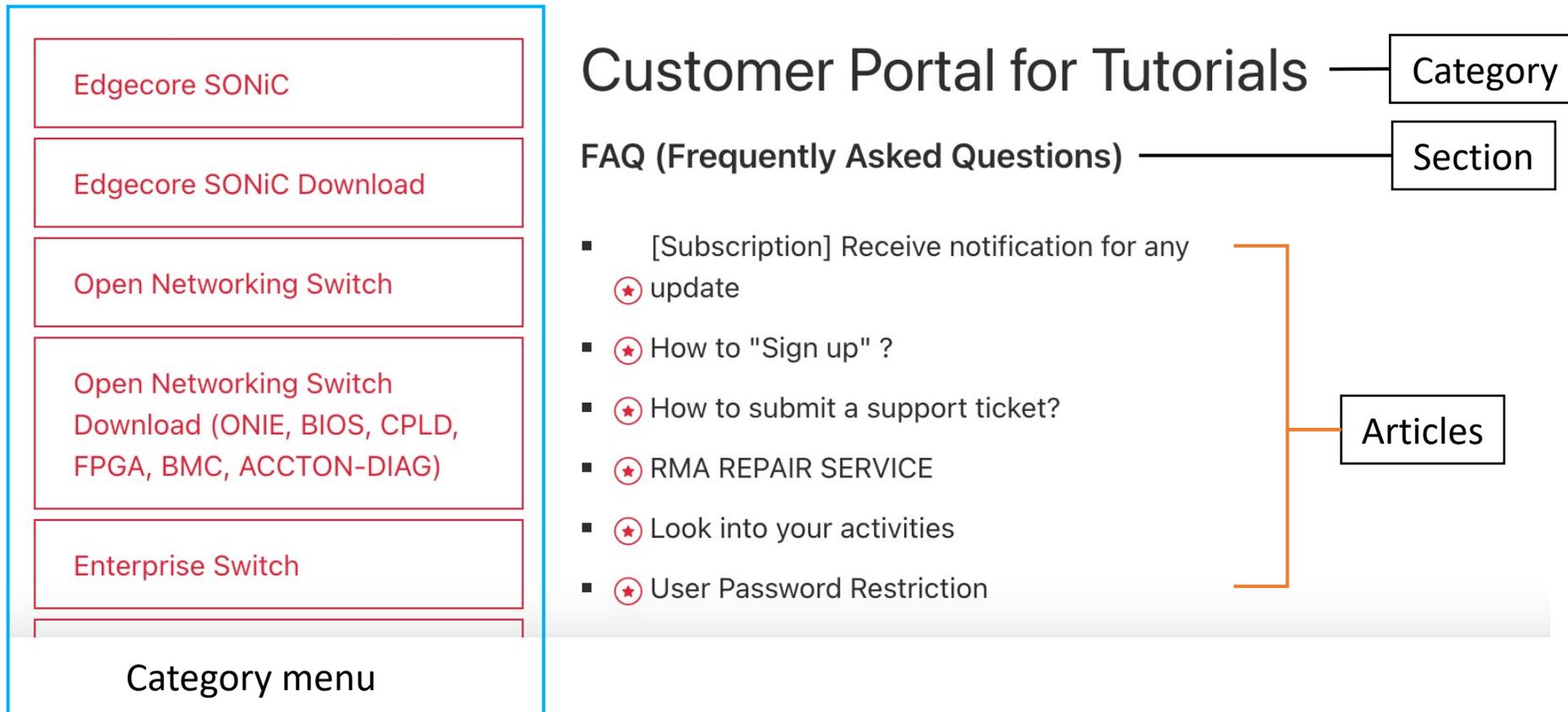
4. Access knowledge base - Download icon

- You can download the files via "Download Category" section.
- There are also permission restrictions with some download categories, so not everyone can access all download categories.

Download Category [Follow]

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May 27, 2021 18:08 · Updated

Enterprise Switch	**ONIE, BIOS, CPLD, FPGA, BMC, ACCTON-DIAG** Open Networking Switch firmware code and Installation Guide
Specific Customer Download Available for Specific Customer Only	**Enterprise SONiC Distribution by Edgecore**

Thanks!