Trend Micro Business Support Portal (BSP) User Guide

Welcome to the Trend Micro Business Support Portal. This portal provides you full online support for your Trend Micro products and threat services. While the portal was designed with usability in mind, feel free to use this guide as a reference

Contents

Creating an account in the BSP:

1. Access the BSP web site at https://success.trendmicro.com.
2. Click on **"Create MySupport Account**.
3. Fill out the required information.
    a. **Product Activation Code or TippingPoint Device Cert Number.** If you need information on how to find the AC or CERT number, click on the link **"How to find the Activation Code or Cert Number for your product."**
    b. First Name
    c. Last Name
    d. Email Address
    e. Region
    f. Country
    g. Time Zone
4. Check the **"I have read and agree on the Terms and Condition"**.
5. Check **"I'm not a robot"**.
6. Click **Create MySupport Account**

IMPORTANT: All cases submitted through the BSP are required to have a TippingPoint product profile assigned to them to ensure appropriate case routing. Please take time to review the BSP usage instructions by clicking here.

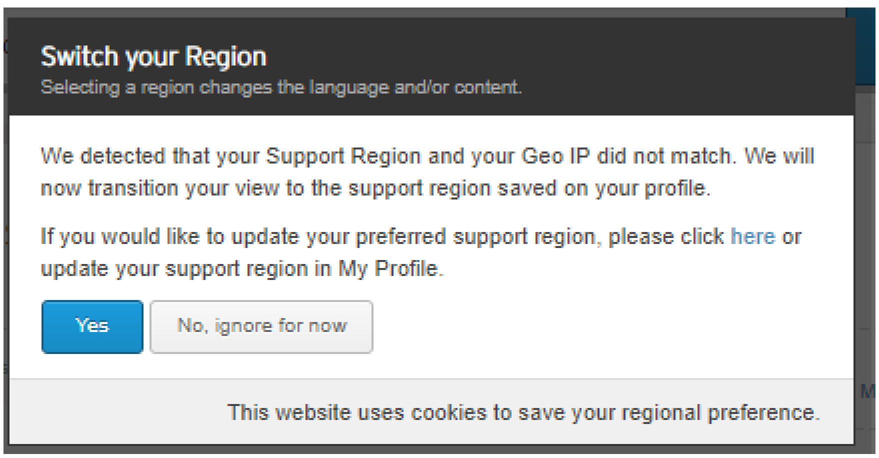
Important information:

Product Knowledge Base:

You can now search the knowledge base from the BSP. In addition knowledge base suggestions will be presented when creating a case.

Enabling GeoIP location:

When you first visit the new support portal, the system will attempt to match you IP address to your support region. This helps identify your location for support.

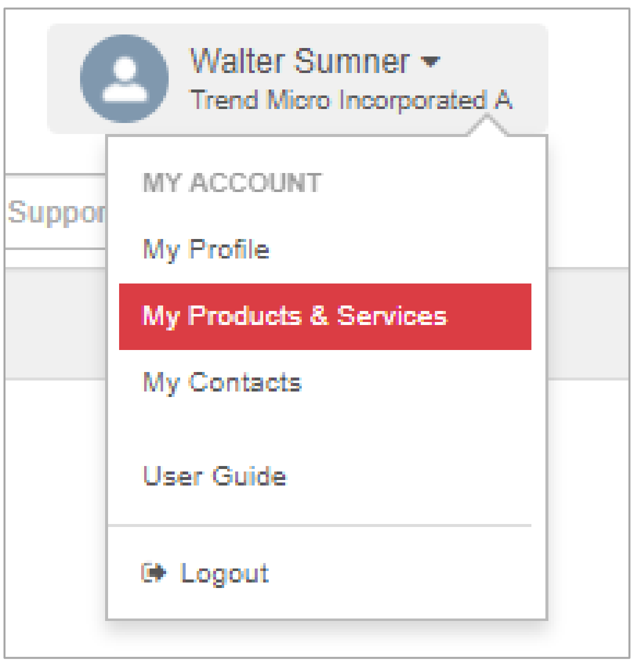


Product Profiles:

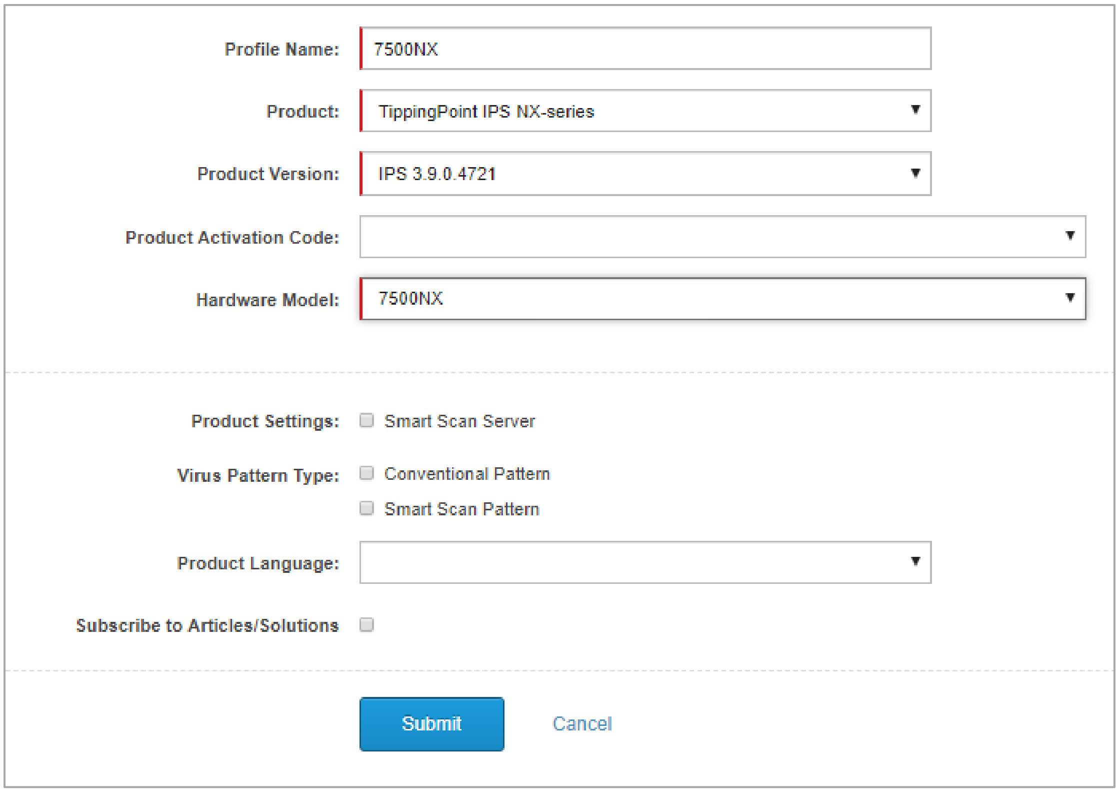
All cases are required to have a TippingPoint product profile assigned to them for appropriate case routing. It is advisable to set up all of your product profiles for faster case submission. Selecting a TippingPoint product profile in the New Request form fills out the product, product version, applicable hardware model and operating system information. The profiles can also be updated during the case creation.

To set up your product profile:

1. Sign in to the Support Portal (https://success.trendmicro.com/sign-in)
2. Hover over the Profile Menu on the top right of the page.
3. Click on **My Products and Services**.



4. Click the **Add New** button in the "Product Profiles" table.
5. The **Create a Product Profile** form is displayed. Fill out all required fields.



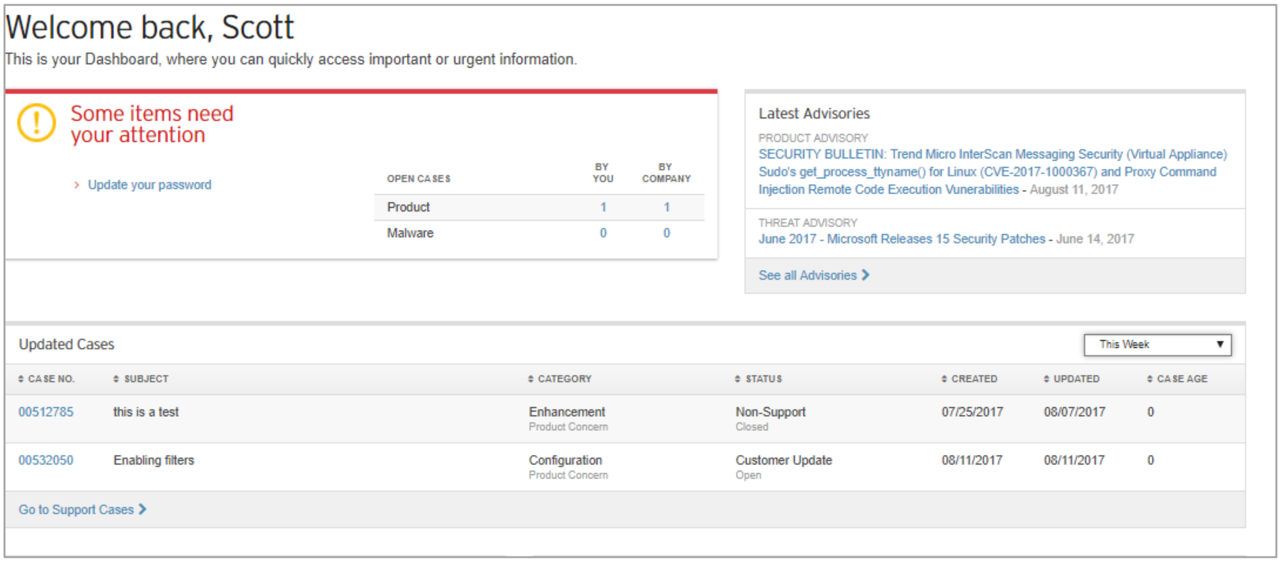
- **Profile name:** This is the unique name for your profile.
- **Product:** This is the product family for your profile
- **Product Version:** The current version of TOS installed on the product. (E.g. 5.1.0.4975)
- **Product Activation Code:** Not required for TippingPoint Products
- **Hardware Model:** If the product chosen above has hardware, please select the correct model.

6. Click the **Submit** button to save the record.

   NOTE: Customers have the flexibility on how they want to create their product profiles. TippingPoint recommends that you create one profile for each type of device or product. As an example if you have a Security Management System (SMS), some N or NX platform IPS systems then you should create one profile for the SMS and one profile for each model of IPS. You can also create a profile for the TippingPoint Digital Vaccine and another for TippingPoint ThreatDV, if are using Malware filter or reputation.

Support Dashboard

The BSP provides a Support Dashboard for you to track your cases. You can filter out cases that were open this week, month or waiting on you. You can also click on **"Go to Support Cases"** to see more cases.

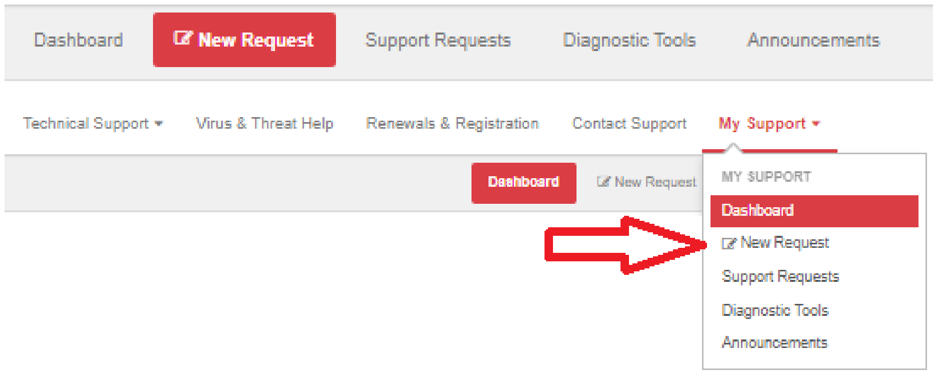


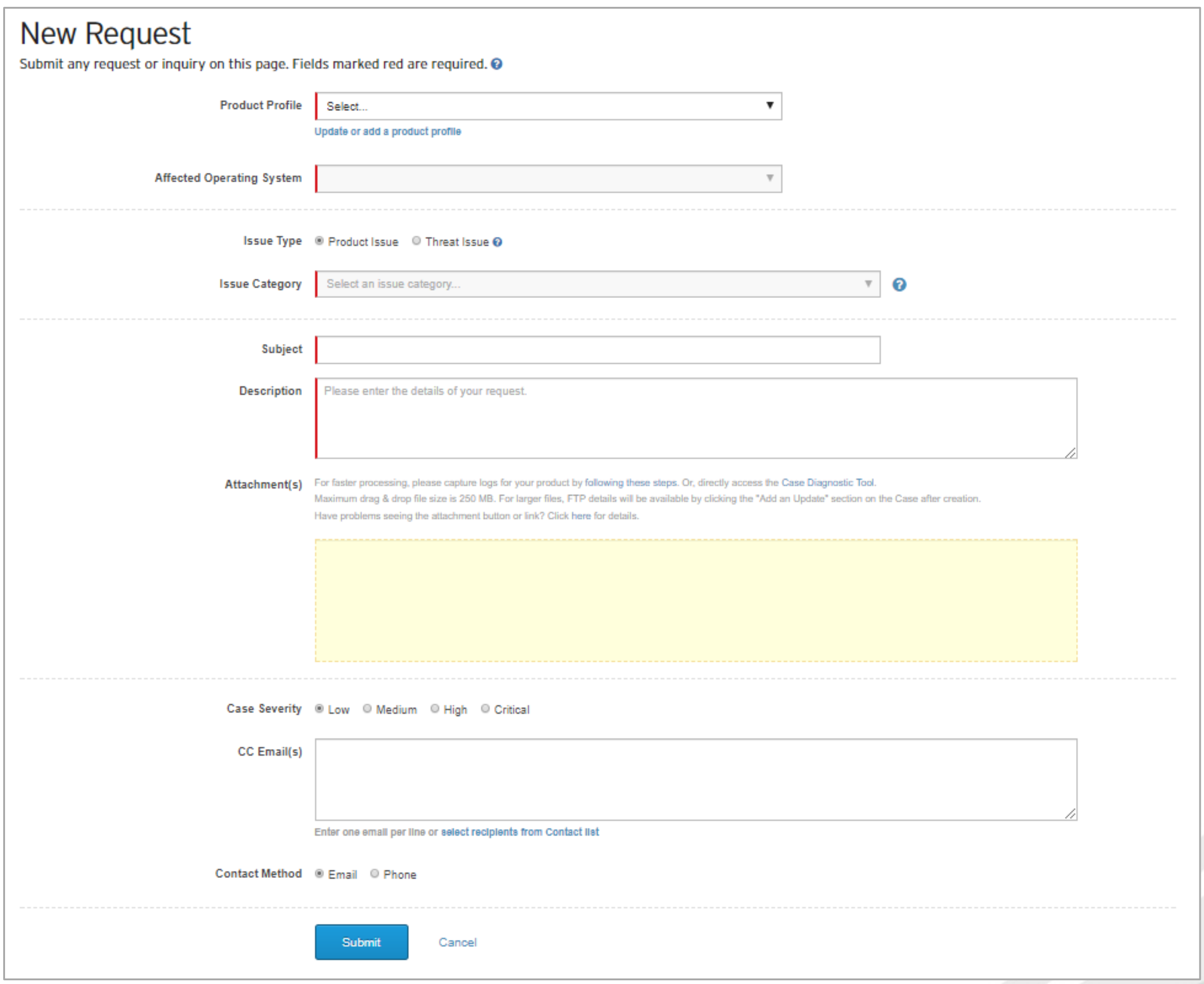
Creating a New Support Request:

To create a “New Request” for support you can;

Click on “New Request”

Or click on “My Support” and select “New Request” from the drop-down menu.





The “New Request” case includes the following fields:

Product Profile	Displays a list of **Product Profiles** that you have previously created. Select the **Product Profile** relevant to your case. If an existing profile does fit your case specifications, you can Edit and existing profile or create a new one.
Issue Type	The type of request you want to send to Support. You can choose to create a Product Issue or a Threat Issue.
Issue Category	A list of issue categories available for a Support Case.
Subject	A short title for your case.
Description	The description of the issue or inquire you are experiencing.
Steps Taken	This is the steps you already have taken to help expedite troubleshooting the issue
Attachments	You can drag and drop up to 3 files and up to 250MB each. If you have larger files, FTP information can be provided by clicking the “Click Here for details”
Case Severity or Case Urgency	The urgency of your case. If High or Critical are selected, you will need to input Business Impact as well.
CC Emails	The list of email addresses that will also receive case updates. Enter the email addresses, one per line or click Select recipients from Contact list, add another contact emails under the same account. You can predefine the list of email addresses in the Case Recipients section of My Profile.
Contact Method	The preferred way for Support to contact you. If Phone is selected, you will need to input your Phone and Preferred Time to be called.

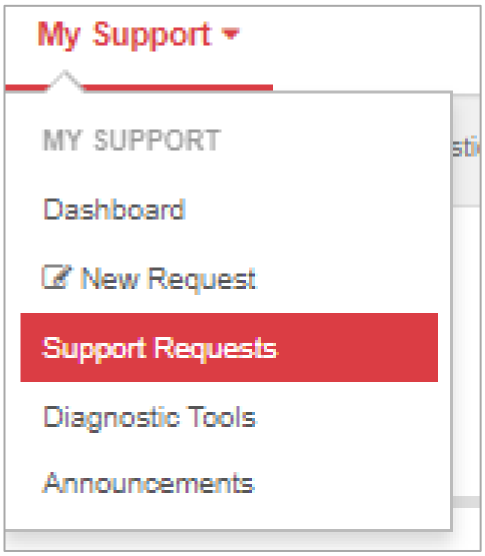
The **“New Request”** input form is dynamic so depending on the options selected, some of the fields might not be displayed.

Updating a Support Request

You can update your request via the BSP. You can add a new message for support or add additional attachments directly to the case.

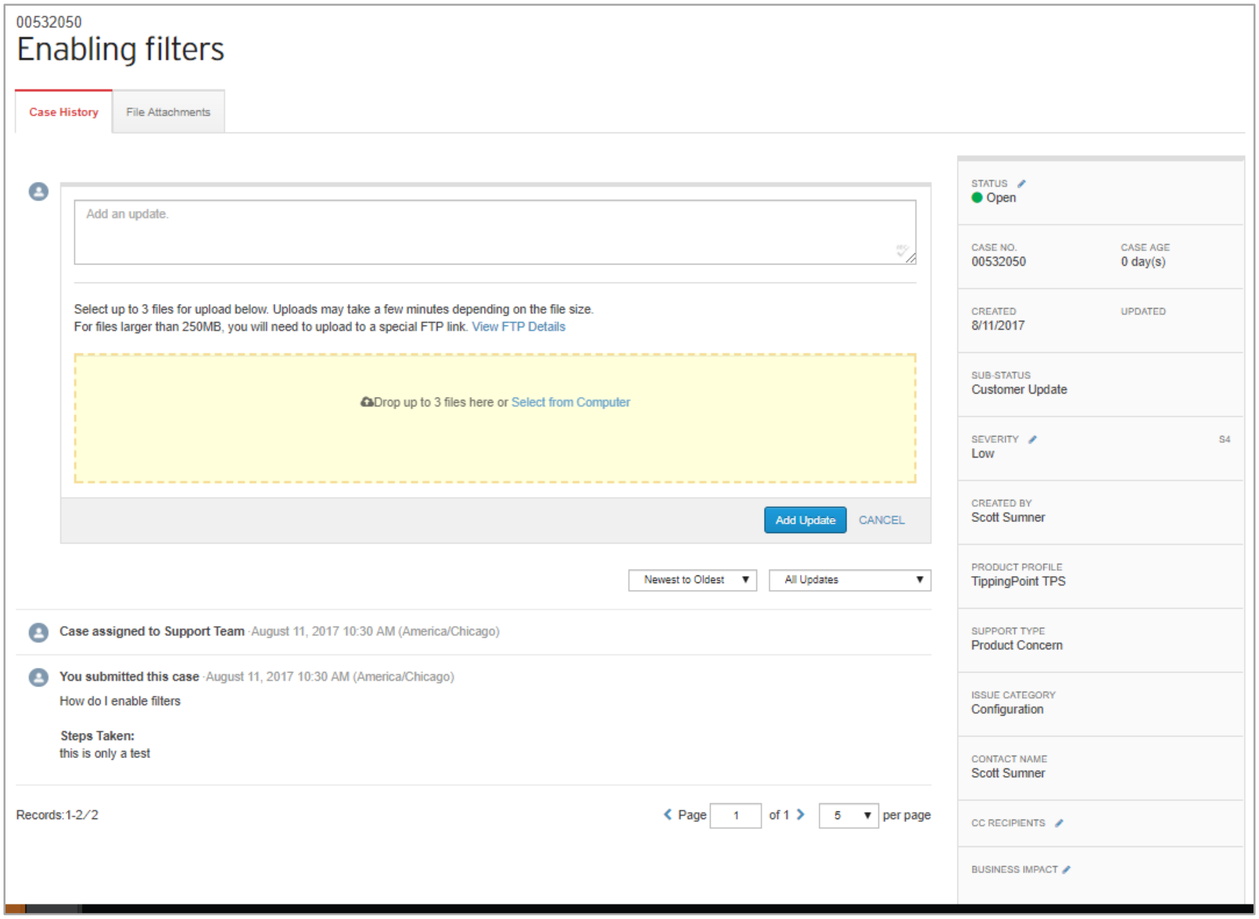
To update a case.

1. Sign in to the Support Portal.
2. Hover over the **My Support,** and choose **Support Request**



3. Click on the **Case Number**, this will take you to the case details
4. Click on **Add** an update box

Sample Case:



If you need to update the severity, CC recipients, business impact, or close out the case, click on the pen next to the field to update.

Frequently Asked Questions

Can others from my organization use the new site?

Yes. Additional members of your team can register using the above process. In fact, all users who will be actively submitting cases TippingPoint will be required to register for the new site before opening a case online.

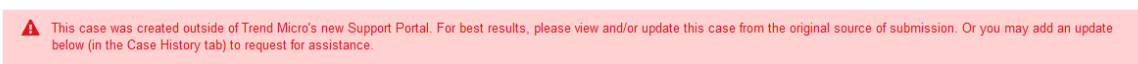
How do I provide feedback on the new site?

Trend Micro always welcomes input and feedback on our initiatives, and we would like to invite users to tell us what you think about our redesigned Business Support Portal. To provide feedback or if you would like to report issues or bugs encountered while using the website, click here.

Can I still call support to open a case?

Yes. You can still call support directly in order to create a case.

Why do I see an error when I view some of my cases?



If you create a new case by email or phone, and then you attempt to view the case in the BSP, the system will display a caution message on the top of the page that the case was created outside of the online process. This message is informational only and can be safely ignored.

Legal and notice information