

# Community

Support Request

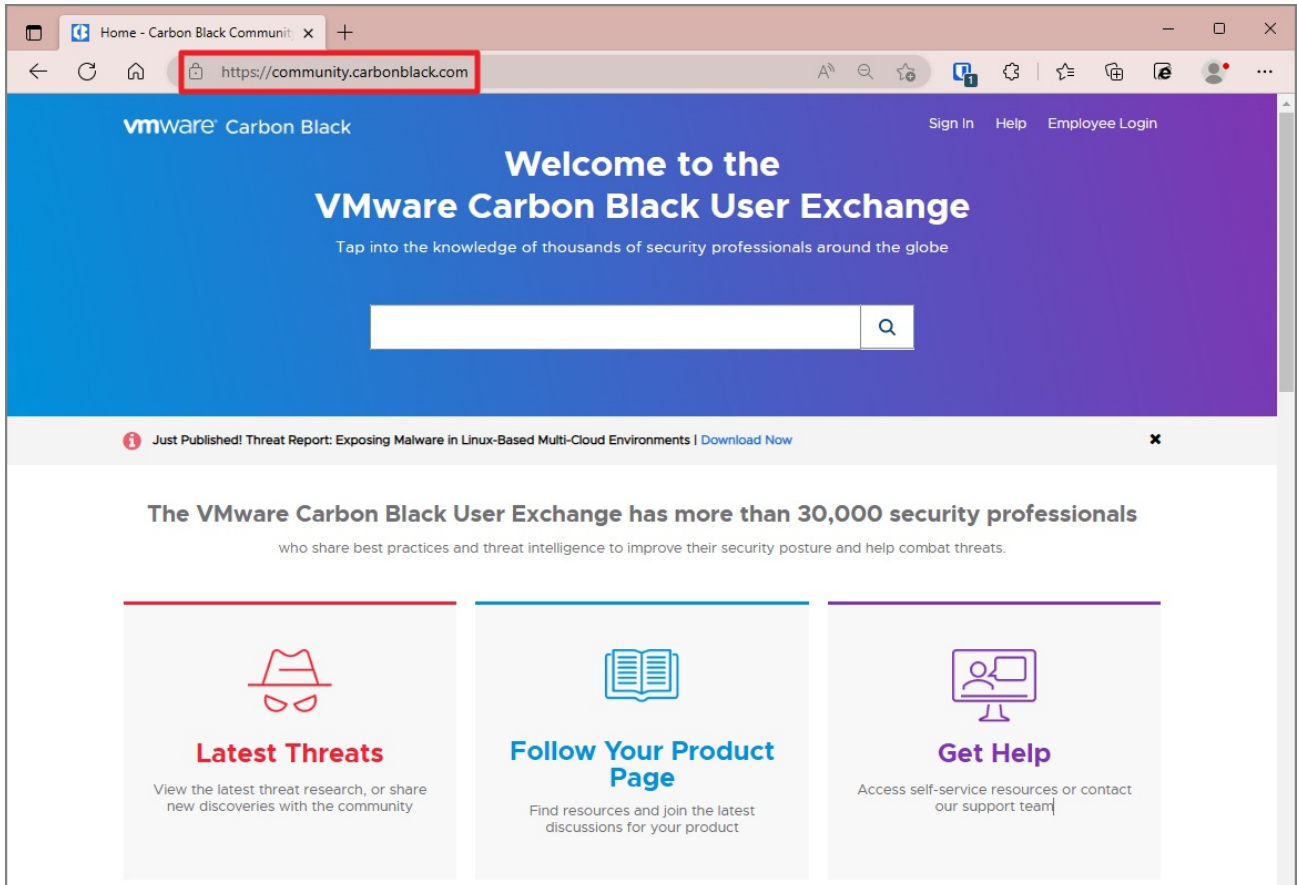
- [VMware Carbon Black Community 가이드](#)

# VMware Carbon Black Community 가이드

## 개요

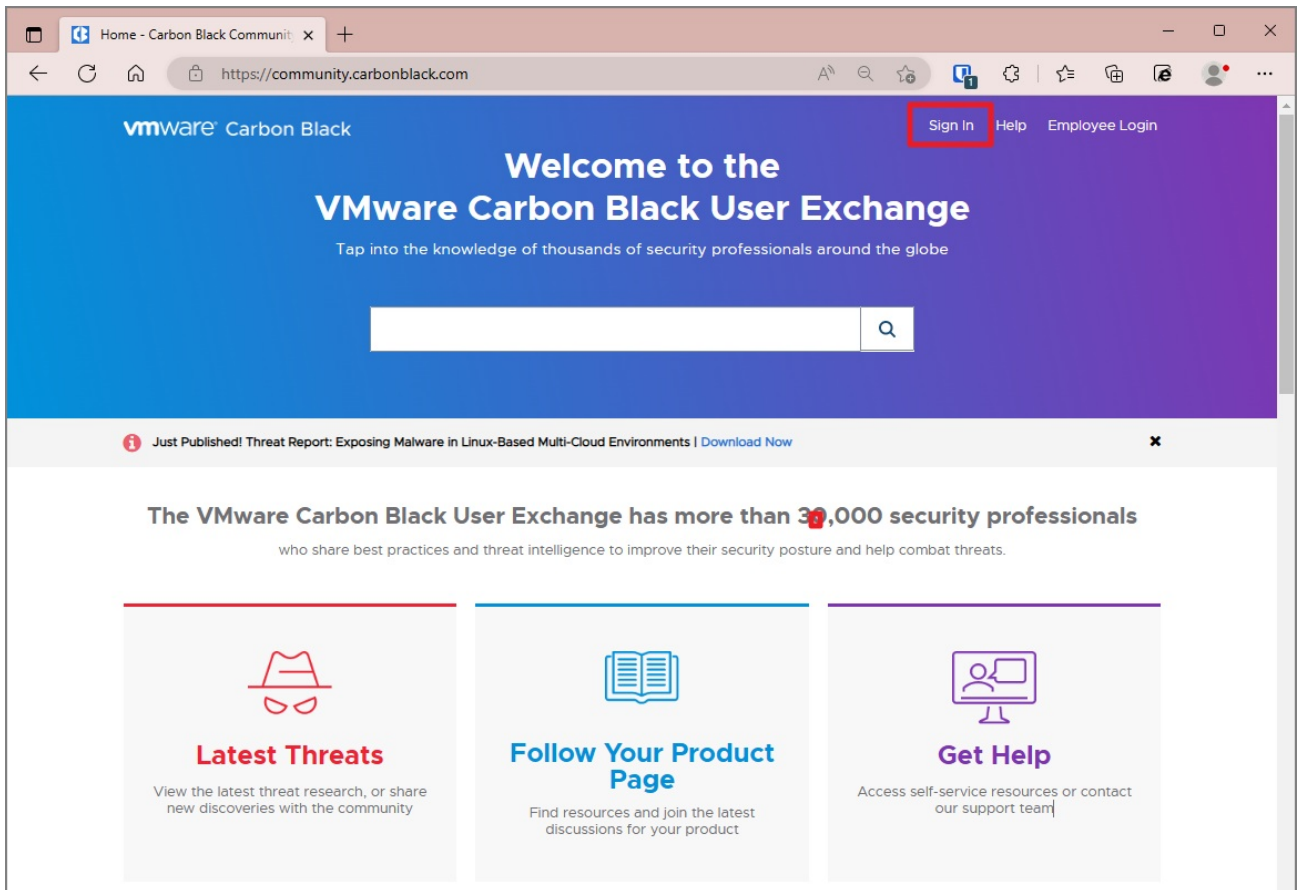
Carbon Black Community 활용 방안을 안내하기 위한 가이드입니다.

## 가입 및 관리

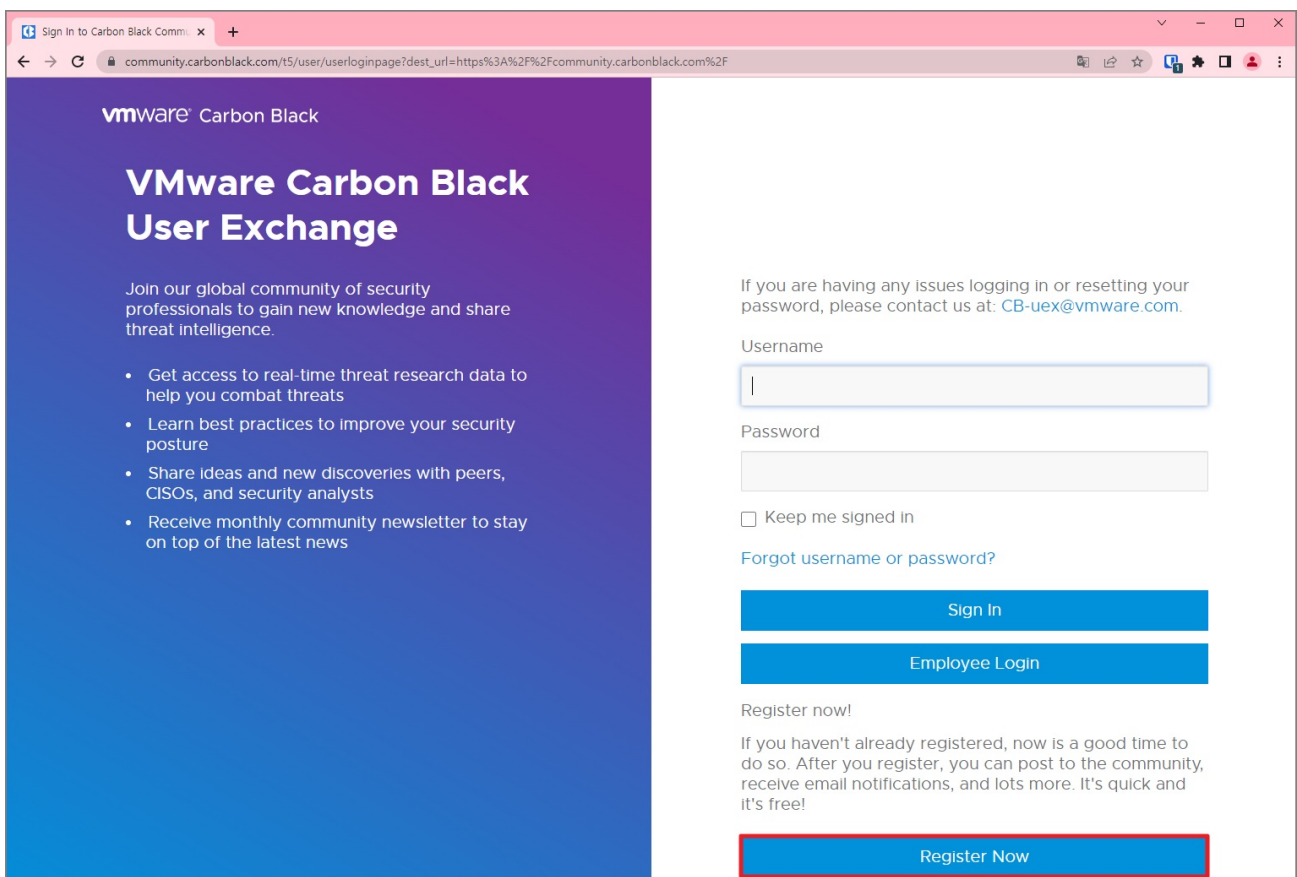


[VMware Carbon Black Community](https://community.carbonblack.com) 사이트에 접속합니다.

① VMware Carbon Black Community URL : <https://community.carbonblack.com>



오른쪽 상단에 위치한 [Sign in] 버튼을 클릭합니다.



[Register Now] 버튼을 선택하여 회원가입을 진행합니다.

## Attention Dell Customers

If you purchased VMware Carbon Black Cloud Endpoint through Dell and are looking to contact Support, please see [this document](#).

\* First name

Seungmin

\* Last name

Woo

\* Username ⓘ

seungmin

\* Password

.....

\* Re-type password

.....

\* Email

seungmin@etevers.com

\* Re-type email

seungmin@etevers.com

Terms of Service

Carbon Black User Exchange Terms of Use (view our [Privacy Policy](#))

The Carbon Black User Exchange (the "Exchange") is a private community made available exclusively to our customers, partners and specifically authorized third parties, in order to share ideas about best practices

\* I have read and accept the terms of service



Time zone

GMT +09:00 Korea

Register

Reset

정보 기입 후 [Register] 버튼을 클릭하여 계정 생성을 완료 합니다.

\* Username 은 Carbon black Community 접속 계정을 의미합니다.

최초 가입 시, 일부 기능에 대한 권한이 제한 되어 있습니다.

권한 추가 작업이 필요하므로, 아래 내용 작성하여 '총판 SE Email' 로 전달 부탁드립니다.



- 직함 :
- 계정 :
- 이메일 :

## 추가 계정 등록

해당 절차는 권한을 가진 admin 계정으로 진행합니다.

[Company Group] > [Company Group] 메뉴로 이동합니다.

# Etevers (formerly Youngwoo Digital Co Ltd)

 🔍

Carbon Black Community > Company Groups > Etevers (formerly Youngwoo Digital Co Ltd)

## Etevers (formerly Youngwoo Digital Co Ltd)

View Cases

Create a Case



Search in Groups...



Create New Post



Hello

0 Comments

Submitted by fofwisdom 01-13-2021  
world



2 Kudos

Visit Status Page

Check the status of VMware Carbon Black Cloud Services prior to opening a case

### Group Resources

[How to Open a Support Case](#)

[How to Manage Group Members](#)

[How to Add Users to Your Group](#)

### Community Resources

[Product Announcements](#)

[Knowledge Base](#)

[Documentation & Downloads](#)

### Members (5)



SEUNGMIN  
Verified User



SU  
Verified User



JAEWOO\_KIM  
Verified User



TAE  
Visitor III

[View All >>](#)

[Members] > [View All] 버튼을 눌러 Group Details 페이지로 이동합니다.






Invite members

CURRENT

REQUESTS

PENDING

5 Members

NAME	GROUP ROLE		
 <div>seungmin Verified User</div>	GroupAdmin		
 <div>suk Verified User</div>	GroupMember	Remove	Edit
 <div>JAEWOO_KIM Verified User</div>	GroupAdmin	Remove	Edit
 <div>tae Visitor III</div>	GroupMember	Remove	Edit
 <div>fofwisdom New Contributor II</div>	GroupAdmin	Remove	Edit

[Invite members] 버튼을 클릭하여 사용자를 초대합니다.

## 계정 권한 변경 및 제거

해당 절차는 권한을 가진 Admin 계정으로 진행합니다.

vmware Carbon Black

Products

Threat Research

Resources

Partners

Support

Company Group

+ CREATE

Getting Started

Company Group

Create a Case

View My Cases

Welcome to the

VMware Carbon Black User Exchange

Tap into the knowledge of thousands of security professionals around the globe

The VMware Carbon Black User Exchange has more than 30,000 security professionals

who share best practices and threat intelligence to improve their security posture and help combat threats.

[Company Group] > [Company Group] 메뉴로 이동합니다.

# Etevers (formerly Youngwoo Digital Co Ltd)

 🔍

Carbon Black Community > Company Groups > Etevers (formerly Youngwoo Digital Co Ltd)

## Etevers (formerly Youngwoo Digital Co Ltd)

View Cases

Create a Case



Search in Groups...



Create New Post



Hello

0 Comments

Submitted by fofwisdom 01-13-2021  
world



2 Kudos

Visit Status Page

Check the status of VMware Carbon Black Cloud Services prior to opening a case

### Group Resources

[How to Open a Support Case](#)

[How to Manage Group Members](#)

[How to Add Users to Your Group](#)

### Community Resources

[Product Announcements](#)

[Knowledge Base](#)

[Documentation & Downloads](#)

### Members (5)



SEUNGMIN  
Verified User



SU  
Verified User








JAEWOO\_KIM  
Verified User



TAE  
Visitor III

[View All >>](#)

[Members] > [View All] 버튼을 눌러 Group Details 페이지로 이동합니다.

Invite members			
CURRENT REQUESTS PENDING			
5 Members			
NAME	GROUP ROLE		
 <b>seungmin</b> Verified User	GroupAdmin		
 <b>suk</b> Verified User	GroupMember	① Remove	② Edit
 <b>JAEWOO_KIM</b> Verified User	GroupAdmin	Remove	Edit
 <b>tae</b> Visitor III	GroupMember	Remove	Edit
 <b>fofwisdom</b> New Contributor II	GroupAdmin	Remove	Edit

- ① 사용자를 그룹에서 삭제합니다.  
② 사용자의 권한을 수정합니다.

## Support Request

### 생성

Carbon Black 운영 시에 오류, 문의 등에 대한 기술 지원이 필요할 시 사용합니다.

vmware Carbon Black
Products Threat Research Resources Partners Support Company Group

+ CREATE

Etevers (formerly Youngwoo Digital Co Ltd)

+ CREATE A CASE
OPEN A SUPPORT CASE

DISCUSSION
START A CONVERSATION OR ASK A QUESTION

IDEA
CREATE AN IDEA FOR OTHERS TO SEE AND VOTE ON

DOCUMENT
COLLABORATE ON A DOCUMENT

MESSAGE
SEND A PRIVATE MESSAGE TO SPECIFIC PEOPLE

Carbon Black Community > Company Groups > Etevers (formerly Youngwoo Digital Co Ltd) > Case-Connector

Customers looking for **Workspace ONE** support should visit [WorkspaceONE Portal](#).

If you access your Carbon Black Cloud org via [VMware Cloud Services](#) portal, please enable Support access as described in [Granting Access to Support](#). Not doing so might significantly delay resolution of your case or prevent VMware Carbon Black Support from being able to provide the assistance you request

Create a Case

Back

## Create a Case

### Account Name

Eveters (Formerly known as Youngwoo Digital Co Ltd)

### Subject \*

Type to load suggestions...

### Description \*

1. Partner Internal Case Number (If Applicable):
2. Customer company name:
3. Impacted Product:
4. For EDR/Hosted EDR/CB Response cases ONLY:

### Severity

-- SELECT --

### Bundle ?

Existing Carbon Black Customer

### Product \*

-- SELECT --

### Server Version

-- SELECT --

### Endpoint Version

-- SELECT --

### Add Attachment

📎 Upload up to 25MB files. Valid file types are image files, video files, doc, pdf, csv, msg, xlsx, txt, zip.

If you need to attach a file larger than 25MB, you will have the opportunity to upload it using CB Vault after you create your case.

파일 선택    선택된 파일 없음

Submit

SR 등록에 필요한 정보를 기입합니다. [Description] 항목은 아래와 같은 추가 정보 작성이 필요합니다.

1. Partner Internal Case Number (If Applicable) :
2. Customer company name :
3. Impacted Product :
4. For EDR/Hosted EDR/CB Response cases ONLY :
  - a. On prem or Cloud :

- b. Instance alias :
- 5. For Carbon Black Cloud cases ONLY :
  - a. Production environment :
  - b. orgID :
  - c. Sensor Name/ID :
- 6. Server version :
- 7. Sensor version :
- 8. Number of sensors impacted :
- 9. OS of impacted endpoints :
- 10. Issue start time :
- 11. Issue description :
- 12. Are additional AV/Security Products installed : Yes/No
- 13. AV exclusion in place and verified to be correct : Yes/No
- 14. If AV exclusions have been verified are they the most current recommended exclusion :
- 15. Keywords searched on the User eXchange :
- 16. Troubleshooting steps done so far in Partner Support case :
- 17. Logs collected :
- 18. Log findings from Partner Support Review :

작성이 완료되면 [Submit] 버튼을 클릭하여 Case 를 Open 합니다.

## 첨부 파일 업로드

케이스 해결을 위한 로그/이미지/비디오/문서 등의 파일 첨부 시, 25MB 가 넘는 파일은 CB Vault 를 이용하여 업로드를 진행합니다.

- ① 첨부 파일의 용량이 25MB 이하인 경우 : [파일 선택] 버튼 클릭하여 업로드 진행합니다.

The screenshot shows the VMware Carbon Black Community website. The 'Resources' menu is open, and 'CB Vault' is highlighted. The 'Vault Upload' form is visible on the right, with fields for Name, Email, Case Number, and File. The 'File' field shows a button labeled '파일 선택' (File Select) and a status '선택된 파일 없음' (No files selected).

[Resource] > [CB Vault] 메뉴를 클릭하여 이동하여 아래 정보를 기입합니다.

- Name :
- Email :
- Cast Number :
- File :

[Submit] 버튼을 클릭하여 첨부파일 업로드를 완료합니다.