

Advantech IIoT ESG Ticket System Knowledge Base (FAQ)

AE, ESG IIoT, ACL

C.H. Huang (Feb 14th, 2025)



The Ticket System & Knowledge Base (FAQ) For Advantech IIoT ESG

a.k.a IIoT ESG Service Portal



Registration to IIoT ESG Service Portal

- Visit our service portal either one of the URL:
 - <https://advantech-ncg.zendesk.com>
 - <https://advt.ch/support>
- If you are the existing user, please just login and get self-service
- If you are new to the system, sign up as a user
- **Registered user can see more inside contents**

Click “sign in”

advantech-ncg.zendesk.com

ADVANTECH *Enabling an Intelligent Planet*

Submit a request [Sign in](#)

Search

WISE-STACK
FAQ & SOP for WISE-STACK

Products
Products FAQ

UTM SRP
FAQ for Mini UTM

General
General FAQ

Video
Video for NCG products include marketing, training and SOP...etc.

Internal
For internal only

Promoted articles

Welcome to Help Center!

Troubleshooting guide for BMC platforms via IOL - collection log

Troubleshooting guide for BMC and non-BMC platforms - collection log

[Help](#)

ADVANTECH

Click “sign up”

The screenshot shows a web browser window with the URL `advantech-ncg.zendesk.com`. The page header features the Advantech logo and the tagline "Enabling an Intelligent Planet". Navigation links for "Submit a request" and "Sign in" are visible in the top right. A central modal window titled "Sign in to Advantech C.IoT" is open, containing fields for "Email" and "Password", a "Sign in" button, and a "Forgot my password" link. Below the modal, a "Sign up" link is highlighted with a red box. The main content area is a grid of help center categories: WISE-STACK, UTM SRP, General, Video, and Internal. A "Promoted articles" section is at the bottom, with a "Help" button in the bottom right corner.

ADVANTECH *Enabling an Intelligent Planet* [Submit a request](#) [Sign in](#)

Sign in to Advantech C.IoT

Email

Password

[Sign in](#)

[Forgot my password](#)

New to Advantech C.IoT? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

WISE-STACK
FAQ & SOP for WISE-STACK

UTM SRP
FAQ for Mini UTM

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For internal only

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Welcome to Help Center!

Troubleshooting guide for BMC platforms via IOL - collection log

Troubleshooting guide for BMC and non-BMC platforms - collection log

[Help](#)

ADVANTECH

Enter your name and email then click “sign up”

The screenshot shows a web browser window with the URL `advantech-ncg.zendesk.com`. The page header features the Advantech logo and the tagline "Enabling an Intelligent Planet". Navigation links for "Submit a request" and "Sign in" are visible in the top right. A central modal window titled "Sign up to Advantech C.IoT" is displayed, containing a search bar and a form with the following fields:

- Your full name ***: Input field containing "Your Name".
- Your email ***: Input field containing "name@domain.com".
- Sign up**: A blue button highlighted with a red border.
- Cancel**: A text link located to the right of the "Sign up" button.

The background of the page features a dark blue grid with binary code (0s and 1s) and glowing orange lines. Below the modal, there are several content cards:

- WISE-STACK**: FAQ & SOP for WISE-STACK
- UTM SRP**: FAQ for Mini UTM
- General**: General FAQ
- Video**: Video for NCG products include marketing, training and SOP...etc.
- Internal**: For internal only

At the bottom, there is a "Promoted articles" section with three links:

- Welcome to Help Center!
- Troubleshooting guide for BMC platforms via IOL - collection log
- Troubleshooting guide for BMC and non-BMC platforms - collection log

A "Help" button is located in the bottom right corner, and the Advantech logo is in the footer.

“Sign-up complete” message box pop up

The screenshot shows a web browser window with the URL `advantech-ncg.zendesk.com`. The page header includes the Advantech logo and tagline "Enabling an Intelligent Planet", along with links for "Submit a request" and "Sign in". A search bar is visible on the left. A central white message box with a red border is overlaid on the page, containing the following text:

Sign-up complete

Thank you for signing up, C.H..
A welcome email will be sent to `*****@gmail.com` shortly, containing a verification link that enables you to sign in.
If you don't receive an email from us within a couple of minutes, please check your junk/spam folder.

Close

Below the message box, there are six rectangular buttons arranged in a 2x3 grid:

- WISE-STACK**
FAQ & SOP for WISE-STACK
- Products**
Products FAQ
- UTM SRP**
FAQ for Mini UTM
- General**
General FAQ
- Video**
Video for NCG products include marketing, training and SOP...etc.
- Internal**
For internal only

At the bottom of the page, there is a "Promoted articles" section with three links:

- Welcome to Help Center!
- Troubleshooting guide for BMC platforms via IOL - collection log
- Troubleshooting guide for BMC and non-BMC platforms - collection log

A "Help" button is located in the bottom right corner of the page.

“Sign-up complete” message box pop up

The screenshot shows a web browser window with the URL `advantech-ncg.zendesk.com`. The page header includes the Advantech logo and the tagline "Enabling an Intelligent Planet", along with links for "Submit a request" and "Sign in". A search bar is visible on the left. A central message box with a red border and the title "Sign-up complete" is displayed. The message text reads: "Thank you for signing up, C.H.. A welcome email will be sent to [redacted]@gmail.com shortly, containing a verification link that enables you to sign in. If you don't receive an email from us within a couple of minutes, please check your junk/spam folder." A "Close" button is located at the bottom right of the message box. Below the message box, there are six navigation cards: "WISE-STACK" (FAQ & SOP for WISE-STACK), "Products" (Products FAQ), "UTM SRP" (FAQ for Mini UTM), "General" (General FAQ), "Video" (Video for NCG products include marketing, training and SOP...etc.), and "Internal" (For internal only). At the bottom, there is a "Promoted articles" section with three links: "Welcome to Help Center!", "Troubleshooting guide for BMC platforms via IOL - collection log", and "Troubleshooting guide for BMC and non-BMC platforms - collection log". A "Help" button is located in the bottom right corner.

ADVANTECH *Enabling an Intelligent Planet* [Submit a request](#) [Sign in](#)

Search

Sign-up complete

Thank you for signing up, C.H..
A welcome email will be sent to [redacted]@gmail.com shortly, containing a verification link that enables you to sign in.
If you don't receive an email from us within a couple of minutes, please check your junk/spam folder.

Close

WISE-STACK
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Promoted articles

Welcome to Help Center!

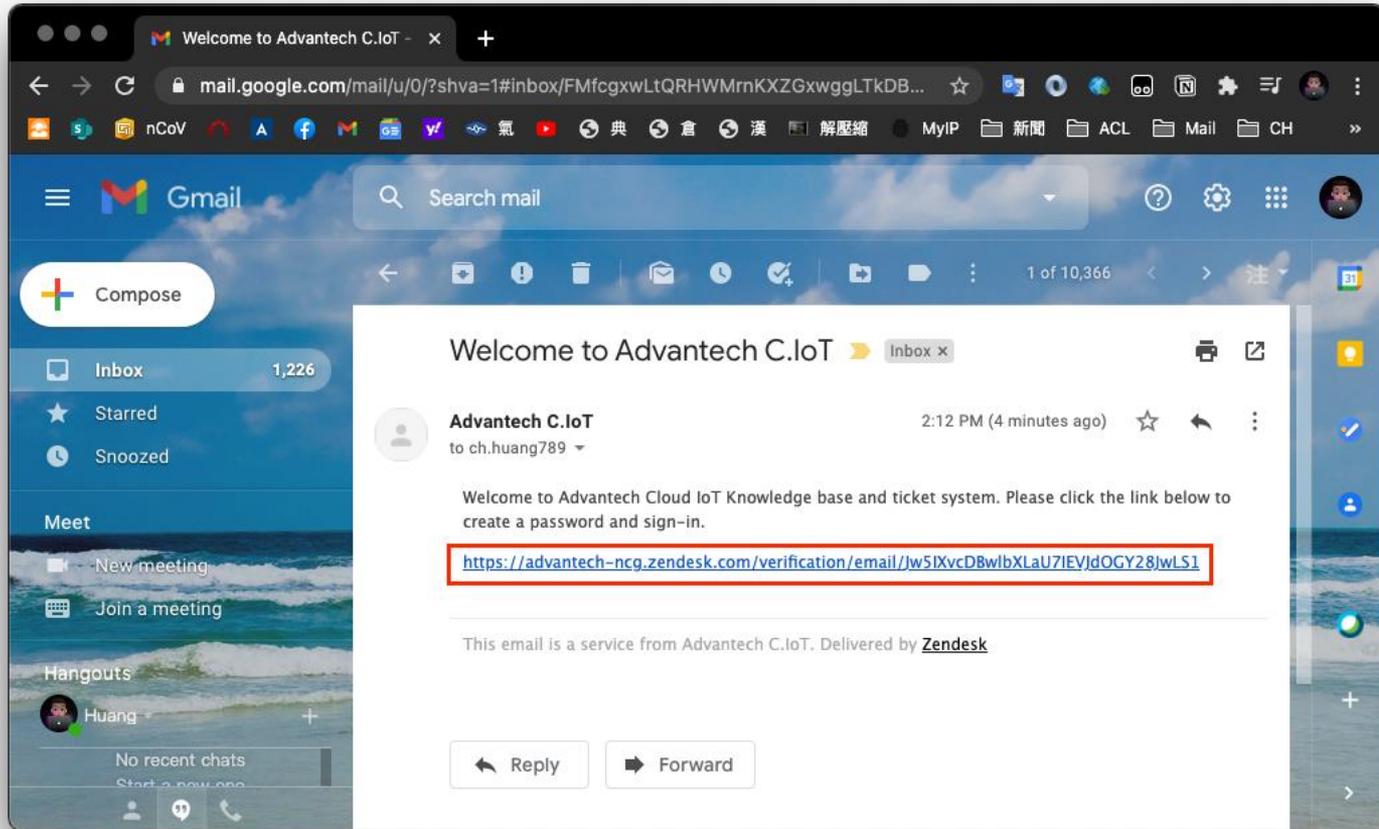
Troubleshooting guide for BMC platforms via IOL - collection log

Troubleshooting guide for BMC and non-BMC platforms - collection log

Help

ADVANTECH

Click the link as below when you get the email



Key-in password then click “Set Password”

Advantech Cloud IoT Service Portal

Advantech C.IoT

ADVANTECH *Enabling an Intelligent Planet*

Choose your secret password

You'll use this password to sign in to Advantech C.IoT.

Your name

C.H. Huang (Gmail)

Your password

•••••••

Password requirements:

- ✓ must be at least 5 characters
- ✓ must be fewer than 128 characters
- ✓ must be different from email address

Set password

ADVANTECH

The registration is done

The screenshot shows a web browser window with the URL `advantech-ngc.zendesk.com`. The page header includes the Advantech logo and tagline "Enabling an Intelligent Planet", a "Submit a request" button, and a user profile for "C.H. Huang (Gmail)". A search bar is centered on a background of binary code. Below the search bar are six content tiles:

- WISE-STACK**: FAQ & SOP for WISE-STACK
- Products**: Products FAQ
- UTM SRP**: FAQ for Mini UTM
- General**: General FAQ
- Video**: Video for NCG products include marketing, training and SOP...etc.
- Internal**: For internal only

At the bottom, there is a "Promoted articles" section with two links: "Troubleshooting guide for BMC platforms via IOL -" and "Troubleshooting guide for BMC and non-BMC platforms". A "Help" button is located in the bottom right corner.

Copy and paste the FAQ url in the browser

- <https://advantech-ncg.zendesk.com/hc/en-us/articles/360059167672-How-to-check-WISE-STACK-RJ45A-200-HA-bonding-networking->

You can see the FAQ now

The screenshot shows a web browser window with the URL `advantech-ncg.zendesk.com`. The page header includes the Advantech logo and tagline "Enabling an Intelligent Planet", a "Submit a request" button, and a user profile for "C.H. Huang (Gmail)". The breadcrumb trail is "Advantech Cloud IoT Service Portal > WISE-STACK > Networking". A search bar is located in the top right. The main content area features a list of articles under the heading "Articles in this section". The selected article is "How to check WISE-STACK RJ45A 200 HA bonding networking?" by C.H. Huang, updated 15 hours ago. The article content includes sections for "Purpose:" and "Target Audience:". The "Purpose:" section states that the SOP is for on-site engineers to check network bonding status via Linux OS or Switch CLI. The "Target Audience:" section lists required knowledge for Advantech TSE, RBU AE, or outsourcing service engineers, including Linux network troubleshooting, network cable types, switch management, and dual network switch stacking.

ADVANTECH *Enabling an Intelligent Planet* Submit a request C.H. Huang (Gmail) ↓

Advantech Cloud IoT Service Portal > WISE-STACK > Networking Search

Articles in this section

How to check WISE-STACK RJ45A 200 HA bonding networking?

WISE-Stack 200 RJ45A (HA) Basic Network Troubleshooting

How to choose a NIC interface and configure it properly from Jump server to switch OOB LAN port?

How to migrate dual stacking switch to 4 stacking switch of WISE-STACK?

How to reset WISE-STACK NetGear M4300 switch to factory default?

How to upgrade firmware on Netgear M4300 series switch?

How to check WISE-STACK RJ45A 200 HA bonding networking?

C.H. Huang 15 hours ago · Updated Follow

Purpose:

The SOP is for the on-site engineer(s) to be able to check the network status of each network bonding via Linux OS or Switch CLI command. The target platform is WISE-Stack 200 RJ45A with dual stacking HA switches.

Target Audience:

For Advantech TSE, RBU AE or outsourcing service engineer(s) with the following knowledges:

- Linux physical and virtual network troubleshooting experience
- Network cable include 1G/10G RJ45 and 10G SFP+ troubleshooting experience
- Basic management L2/L3 switch via web UI and CLI is plus
- Understand the stacking of dual network switch
- Methodology to troubleshoot and problem solving

Help

ADVANTECH

Ticket System & Knowledge Base (FAQ)

- For better user support experience
- Communicate with customer in anyway
- User can do the self service
- Do the service to meet customer's expectation

For better user support experience

- User could submit the ticket by:
 - Visit and login to <https://advantech-ncg.zendesk.com> or <https://advt.ch/support>
 - Search the knowledge database (FAQ)
 - Then submit the ticket if can't find the answer
 - Or add the following email address into the cc list
 - support@advantech-ncg.zendesk.com
- The system will auto response the ticket number
- Notify all service engineers and assign one AE to take it over

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 - Visit and login to <https://advantech-ncg.zendesk.com> or <https://advt.ch/support>
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Enabling an Intelligent Planet

<https://advantech-ncg.zendesk.com>

<https://advt.ch/support>

SUBMIT TICKET ON WEB



Visit and login <https://advantech-ncg.zendesk.com>

The screenshot shows a web browser window with the URL <https://advantech-ncg.zendesk.com> in the address bar, highlighted with a red box and labeled '1'. The page header includes the Advantech logo and the tagline 'Enabling an Intelligent Planet'. A 'Sign in' link is highlighted with a red box and labeled '2'. A modal window titled 'Sign in to Advantech NCG' is open, containing an email field with 'zhhuang789@gmail.com' (labeled '3'), a password field with masked characters, a 'Stay signed in' checkbox, and a blue 'Sign in' button (labeled '4'). Below the modal, there are links for 'New to Advantech NCG? Sign up', 'Have you emailed us? Get a password', and 'General FAQ'. The page footer includes 'Promoted articles' and 'Welcome to Help Center!'. The Advantech logo is also present in the bottom right corner.

Search by keyword, for example “5G” and press Enter

The screenshot shows a web browser window with the URL <https://advantech-ncg.zendesk.com/hc/en-us>. The page header features the Advantech logo and the tagline "Enabling an Intelligent Planet". A user profile dropdown menu is visible, showing "CH Huang" with a downward arrow. A search bar is prominently displayed in the center, containing the text "5G". Below the search bar, there are three main navigation buttons: "Internal" (with the subtext "For internal only"), "Products" (with the subtext "Products FAQ"), and "General" (with the subtext "General FAQ"). The background of the search area is a dark blue grid with binary code (0s and 1s) and glowing orange lines.

Click the answer then...

The screenshot shows a web browser window with the URL <https://advantech-ncg.zendesk.com/hc/en-us/>. The browser tabs include "Search results - NCG Servi...", "TSE", "Advantech NCG Service ...", and "Employee Portal - Hom...". The page header features the Advantech logo with the tagline "Enabling an Intelligent Planet", a "Submit a request" button, and a user profile for "CH Huang".

The main content area shows search results for the query "5G". The breadcrumb path is "NCG Service Portal > Search results". The search bar contains the text "5G". Below the search bar, the text "2 results for '5G'" is displayed.

The first result is titled "Why Intel AC7260 Wi-Fi module can not enable 5G AP in FWA-1012" and is highlighted with a red rectangular box. The result includes the following text:

[Products](#) > [FWA-1012VC](#) · [SS Chang](#) · 3 days ago

Following segment is 5G AP error message of Intel AC7260 Wi-Fi module. # hostapd hostapd_5G_a.cfg Configuration file:
hostapd_5G_a.cfg uap0: interface state
UNINITIALIZED->COUNTRY_UPDATE uap0: IEEE

The second result is titled "How to mount LVM partition" and includes the following text:

[General](#) > [Linux OS](#) · [Ping Yang](#) · 6 days ago

Check partition first # lsblk nvme0n1 259:0 0 238.5G 0 disk
├─nvme0n1p1 259:1 0 200M 0 part ├─nvme0n1p2 259:2 0 1G 0 part
└─nvme0n1p3 259:3 0 237.3G 0 part ──centos00-swap 253:0 0 23.9G 0 lvm ──centos00

Browse the detail of the FAQ

ADVANTECH *Enabling an Intelligent Planet* [Submit a request](#) CH Huang

NCG Service Portal > Products > FWA-1012VC

Articles in this section

Why Intel AC7260 Wi-Fi module can not enable 5G AP in FWA-1012

How to set & read FWA-1012VC SIM slot setting

FWA-1012VC BIOS UEFI flash method by AMI flashing utility (AfuEfix64.efi)

Description:

FWA-1012VC can support other mPCIe WiFi module and customer choose Intel AC7260 Wi-Fi module to install in FWA-1012VC, Following link is Intel AC7260 Wi-Fi specification, and this module can support 2.4 GHz, 5 GHz.

<https://ark.intel.com/products/75439/intel-Dual-Band-Wireless-AC-7260>

Customer feedbacks the module can success to create 2.4G AP in FWA-1012, but creating 5G AP always fail. Following segment is 5G AP error message of Intel AC7260 Wi-Fi module.

hostapd hostapd_5G_a.cfg

Submit the ticket if you can't find the answer in FAQ

The screenshot shows a web browser window with the URL <https://advantech-ncg.zendesk.com/hc/en-us/1>. The page title is "Submit a request - NCG S...". The browser's address bar shows the URL and a search icon. The page header includes the Advantech logo and the tagline "Enabling an Intelligent Planet". A navigation bar contains a "Submit a request" button and a user profile for "CH Huang".

The main content area is titled "Submit a request" and contains a form with the following fields:

- Subject ***: A text input field containing "如何配置Wifi 5G AP?".
- Suggested articles**: A section with a link "Why Intel AC7260 Wi-Fi module can not enable 5G AP in FWA-1012".
- Description ***: A text area containing "我買了一台FWA-1012, 請問如何配置5G AP?".
- Product Name ***: A dropdown menu with "FWA-1012" selected.

Red annotations highlight the following elements:

- A yellow box with the text "1. 點擊提交工單" points to the "Submit a request" button in the top right.
- A yellow box with the text "輸入你要提交的工單" points to the "Subject" input field.
- A yellow box with the text "輸入Subject時, 會出現相關的FAQ" points to the "Suggested articles" section.
- A red box highlights the "Submit a request" form area.

Below the form, there is a note: "Please enter the details of your request. A member of our support staff will respond as soon as possible."

Submit complete and review or add more comments

✓ Your request was successfully submitted. [X]

ADVANTECH *Enabling an Intelligent Planet* [Submit a request](#) CH Huang [v]

Requests Contributions Following

[NCG Service Portal](#) > [My activities](#)

如何配置Wifi 5G AP?

 **CH Huang**
a few seconds ago

我買了一台FWA-1012，請問如何配置5G AP?

你所提交的工單內容



隨時可以新增說明

Requester	CH Huang
Created	Today at 21:16
Last activity	Today at 21:16
Id	#10315
Status	open
Priority	—
Product Name	FWA-1012

工單單號

ADVANTECH

You will get a email notification with ticket infor

[Request received] 如何配置Wifi 5G AP? > 收件匣 x



Advantech NCG

寄給我 ▾

<https://advantech-ncg.zendesk.com/hc/en-us/requests/10315>

工單編號

##- Please type your reply above this line -##

Your request (10315) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.



CH Huang

Dec 23, 21:16 CST

我買了一台FWA-1012，請問如何配置5G AP?

Click to open the ticket and add comments

<https://advantech-ncg.zendesk.com/hc/en-us/requests/10315>

https://advantech-ncg.zendesk.com/hc/en-us/requests/10315

ADVANTECH *Enabling an Intelligent Planet*

Requests Contributions Following

NCG Service Portal > My activities

如何配置Wifi 5G AP?

 CH Huang
10 minutes ago

我買了一台FWA-1012, 請問如何配置5G AP?

 Add to conversation

All service engineers get the ticket at the same time

[Advantech NCG] 如何配置Wi

檔案 郵件

略過 刪除 回覆 全部回覆 轉寄 會議 IM 其他 轉到Local Inbox 移動郵件備份 移動到Redmine 轉寄給經理 小組電子郵件 完成 移動

按一下這裡下載圖片。為了協助保護您的隱私，Outlook 不會自動下載郵件中的某些圖片。

寄件者: CH Huang (Advantech NCG) <support@advantech-ncg.zendesk.com>

收件者: CH.Huang789; Justin.Yang; Darryl.Hsu; Alan.Ku; Ss.Chang; Ping.Yang

副本:

主旨: [Advantech NCG] 如何配置Wifi 5G AP?

所有的TSE都會收到工單通知

##- Please type your reply above this line -##

A ticket ([#10315](#)) by CH Huang has been received. It is unassigned.

 **CH Huang**
Dec 23, 21:16 CST

我買了一台FWA-1012，請問如何配置5G AP?

ADVANTECH

ADVANTECH

Enabling an Intelligent Planet

support@advantech-ncg.zendesk.com

SUBMIT TICKET VIA EMAIL

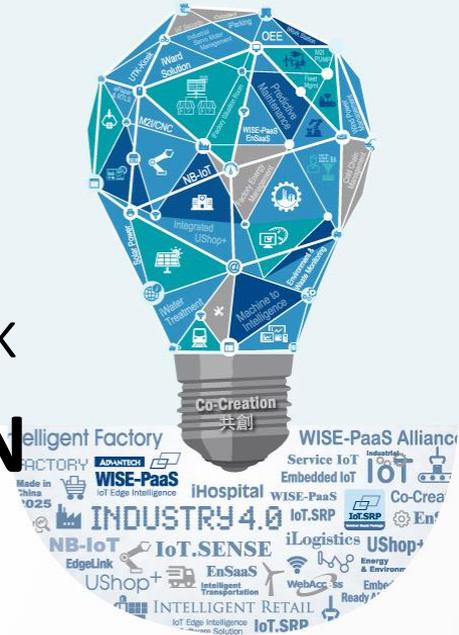


How to submit a ticket via email?

- Just add the following email address into your cc list
 - support@advantech-ncg.zendesk.com

Web, Email, Chat, Phone Call, Social Network, API, APP, SDK

COMMUNICATE WITH CUSTOMER IN ANYWAY



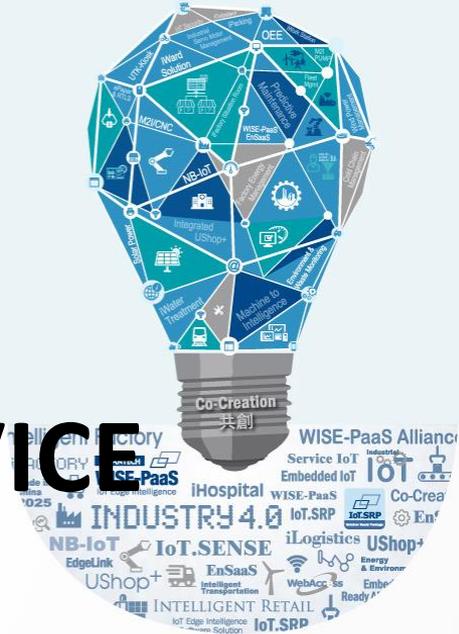
Communicate with customer in anyway

- * Web (<https://advantech-ncg.zendesk.com>) or <https://advt.ch/support>
- * Email (support@advantech-ncg.zendesk.com)
- Chat & chatbot (NA)
- Talk (Phone call,NA)
- Social network (Facebook, Twitter, NA)
- API (More than 100 of APIs,NA)
- Mobile SDK and etc... (Plugin,NA)
- * FAQ (Zendesk Guide, knowledge base)
- * APP



Known issues and knowledge base (FAQ)

USER CAN DO THE SELF SERVICE



User can do the self service – Knowledge base (FAQ)

ADVANTECH *Enabling an Intelligent Planet* CH Huang ▾

Search

FWA-1010VC

FWA-1012VC

Announcements

Numbers of FAQ Increased (Our KPI)

KPI

- Start from Y2018 Q4
- 90 to the end of Y2018
- 300 to the end of Y2019
- 600 to the end of Y2020
- 900 to the end of Y2021
- 1200 to the end of Y2022
- And so on

- We need your feedback as well to enrichment our FAQ

Since Y2018 Q4 till now

Lists	History
All articles	608
● Published	578
○ Drafts	30
⊖ Archived	

Backup Slides



Dashboard for Advantech Manager

MANAGEMENT & REPORT



Report center

+ Add



Reporting

Overview | [Leaderboard](#) | [Knowledge Base](#) | [Community](#) | [Search](#) | [Insights](#)

[Learn more](#)

Reporting period:

Ticket Stats

91
New Tickets
(total)

98
Solved Tickets
(total)

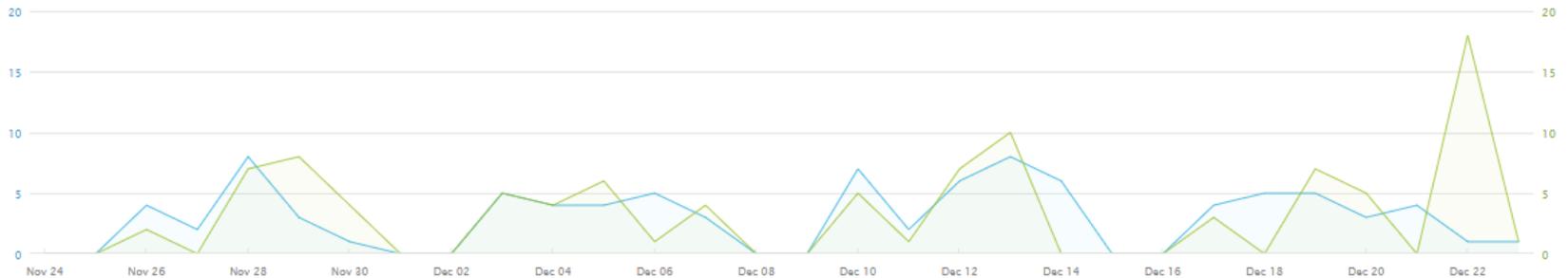
36
Backlog
(current)

357
Agent Touches
(total)

0%
Satisfaction Rating
(average)

68.52 hrs
First Reply Time
(average)

Compare key metrics for your Zendesk



Tickets by Channels

Benchmark ¹⁷

Industry: Manufacturing & Computer H...

First Reply Time

Google Analytic Report

總點擊次數

55



曝光總數

1650



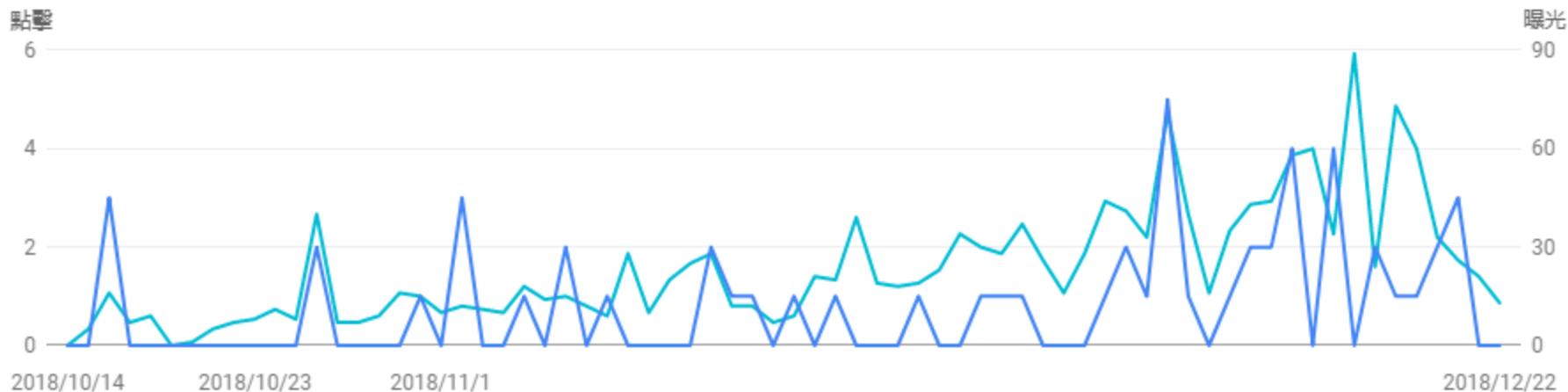
平均點閱率

三.三%



平均排名

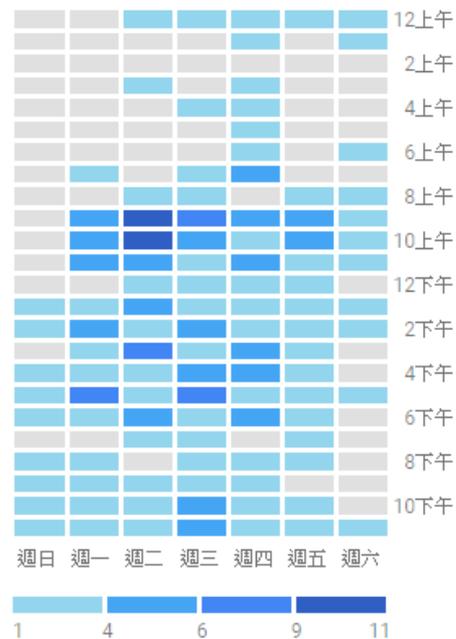
27.3



Google Analytic Report

您的使用者會在哪些時段造訪？

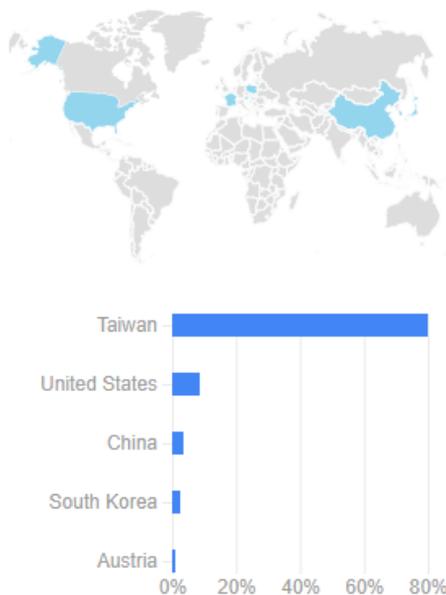
按時段劃分的使用者



最近 30 天 ▾

您的使用者位於哪些地區？

依國家/地區劃分的工作階段

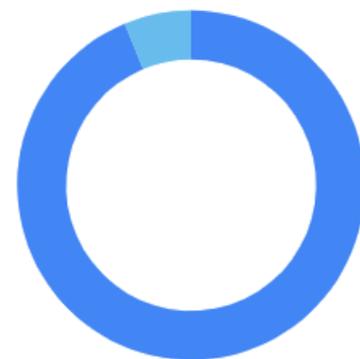


最近 7 天 ▾

[地區總覽](#) >

您的使用者常使用哪些裝置？

按裝置劃分的工作階段



桌機

93.8%

↓ 3.4%



行動裝置

6.3%

↑ 3.4%

最近 7 天 ▾

[行動裝置總覽](#) >

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Enabling an Intelligent Planet

PRIORITY OF THE TICKET



Priority of the ticket

- Phase I:
 - Login <https://advantech-ncg.zendesk.com> or <https://advt.ch/support> to query the knowledge base or submit the ticket
 - We will set the ticket from web service as higher priority
- Phase II:
 - Only support the ticket from <https://advantech-ncg.zendesk.com>
 - No longer support the ticket from email directory
- This ticket system not only for AE, but also for RBU AE/FAE/PSM and sales
- Please encourage your customer to use this ticket system after you feel familiar with it
- If the ticket is a bug or requirement, AE will create another internal ticket for PM/RD to process it internally

Home work after 2019/11/07

- Please visit (<https://advtech.ch/support>)
- Create your own account by your email
- Receive a confirmed email
- Verify and login to the Service Portal
- Submit a Ticket, to introduce yourself
 - Your background
 - And your expectation about this training and expectation for future training courses
- Receive the response from AE (Complete)

Co-Creating the Future of the IoT World

