

Cloud Block Storage

Contact Us

Product Documentation



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Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket Links:

Ticket Submission: [Submitting a ticket](#)

Status check: [Ticket list](#)

A ticket can have the following states:

Pending processing: the ticket is just submitted or has been received but not reviewed by the technical support team.

You can submit more information for or close the ticket at this stage.

Processing: the technical support team has received and reviewed the ticket and is taking an action. You can submit more information for or close the ticket at this stage.

More information required: the technical support team has received and reviewed the ticket, but more information is required for processing it. You can close the ticket at this stage.

Note:

The ticket will revert to "pending processing" status after you re-submit the ticket with more information.

Closed: the ticket has been resolved, or you closed the ticket before it was processed.