This lesson briefly explains the Tofino Support Portal.
Go to https://tofino-support.belden.com
Register an account
Note: If you had already an account for our previous helpdesk system use the password reminder function to set a password.
Follow the instructions received via eMail and login with your credentials.
To register for an account fill in all mandatory fields and remember the password.
Forgot your password?

Complete this form to have a password reset link sent to you.

Email *

To prove you are a human, please tell us the text you see in the CAPTCHA Image

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Reset Password

If you have already an account you can use the password reminder function to reset your password.
1. **Your Account** - edit your profile settings
2. **Your Tickets** - Overview of your open and resolved tickets
3. **Organization Tickets** - Overview of open and resolved tickets of your organization. Can be
made available on request.

4. Logout Button

5. Search bar - fulltext search for tickets and knowledgebase

6. Navigation Buttons to directly switch between Knowledgebase, News, Downloads or the Submit Ticket form

7. Preview of Knowledgebase, News and Downloads - shows recent added articles, news or download files

Use the search bar in the portal home to search for knowledgebase articles, news and tickets
Search or browse the knowledgebase for frequently asked questions, howtos etc.
1. Navigation is possible by clicking the breadcrumbs.
2. You can subscribe to category folders and articles to get notified about new content or article updates, share the article via eMail or download as PDF.
Browse the download library for firmware versions and tools.
You can subscribe to download folders and get notified about new content or changes.

Submit Ticket

To create a ticket click on the Submit Ticket button on the portal home
Fill in the ticket form as detailed as possible. Related knowledgebase articles are shown based on matching keywords given in the subject field.
Attach supporting documents like switch dumps, network drawings, logfiles, etc. The size limit for attachments is 10MByte per file.

Ticket Overview

If you click on the "Tickets" link in the header of the portal page you get an overview page of all your open and resolved tickets. Click on the subject of a ticket in the list to open the ticket details.
Ticket Detail View

How can I obtain a license for LSMs

User wrote:

9 minutes ago
detailed description of the issue

Attached with this message:

- data_2018_01_30_14h28.zip 19.83 KB
- topology.pdf 935.63 KB

User wrote:

46 seconds ago
Dear customer,

to obtain a license please....

User wrote:

1 second ago
Thanks for your reply.
I have another question regarding the LSMs....

Add a reply or close the ticket

The ticket detail view gives you all ticket comments in a chronologic order. At any time you can leave a comment, upload additional supporting files or close the ticket. You can attach files up to 10MB in size