

Error messages from eMail response manager

Message: **eMail not registered with Redback Networks**
Why : email address is not available in Siebel
How to resolve: update or create contact information in Siebel under appropriate customer (Account)

Message: **Invalid Subject message**
Why : Subject of the email is not recognized by Siebel
How to resolve: Subject should be **SUBMIT** to create a new service request and **UPDATE** followed by the service request number to update an existing service request. eg **UPDATE 1-543256**

Message: **[Prod] or [Severity] information is missing**
Why : Mandatory information missing in the email body
How to resolve: Forward the complete email with [Prod] or [Severity] information in email body.

Examples of correct email format:

Create a new Service Request :

Subject: SUBMIT

Email body:

[Title] AAAD crash SE400
[Severity] Medium
[Prod] SMART EDGE
[OS Version] 2.3.3.4
[CR Id] 12345454
[Description] last night we experienced an issue with AAAD it crashed and restarted A
> crash dump was generated (attached)
> the main dump is 60Mb so I will need to upload this via ftp

Update an existing Service Request:

Subject : **UPDATE 1-511465**

Email body:

Thanks for your work on this.
I got some feedback from Engineer site to go through this symptom.
Pl. check
1. Remove all other CM from the chassis and boot the system with 1xSM, 4xSF, and the CM.

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Pl.refer the following url for more information

<http://www.redback.com/Redback/Home/Support/TechnicalSupport.html>