

## To Create a new Service Request (SR) :

- The subject line should be only **SUBMIT**  
**(Do not add text after SUBMIT, add more information in the Title section as explained below)**
- For the **SUBMIT** request (creating new service request), the email body must have the following keywords [in brackets] and one of the associated options.
- **All key words [in brackets] below are case sensitive and should be in the same format as mentioned.**

### **Mandatory Information**

#### **[Severity]**

One of the following options:

High

Medium

Low

For '**Critical**' service requests, contact Redback customer service at the following phone numbers

U.S. Toll Free +1 877 REDBACK

International: +1 408 750 5516

#### **[Prod]**

One of the following options:

SMS

SMARTEDGE

NETOP - EMS

NETOP – PM

PI. note SMARTEDGE was previously **SMART EDGE**

#### **[OS Version]**

OS version (release number) of the Redback Product for which the Service Request to be created

#### **[Title]**

Summary of the problem (255 chars max)

**All key words [in brackets] below are case sensitive and should be in the same format as mentioned.**

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### **Optional Information**

#### **[Description]**

Detailed description of the problem (2000 char max)

#### **[CR Id]**

Reference number of the customer (64 char max)

#### **[Enduser]**

End user Account name

**Add attachments to the email.**

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**Create a new Service Request :**

**Example 1 :**

Subject : **SUBMIT**

*Email body:*

**[Title]** AAAD crash SE400  
**[Severity]** Medium  
**[Prod]** SMARTEDGE  
**[OS Version]** 2.3.3.4  
**[CR Id]** 123454545

**[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  
>  
> We have also noticed that memory and cpu have fluctuated since (graphs  
> also attached)

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**Create Service Request (Example 2) :**

**Example 1 :**

Subject : **SUBMIT**

*Email body:*

**[Title]** New case - access-list assign broken  
**[Severity]** Medium  
**[Prod]** SMARTEDGE  
**[OS Version]** 4.0.7.1p1  
**[Description]** Symptom:

Local configured "ip access-list" gets applied on an pppoe subscriber via radius access-request with the attribute "Filter-Id = in:voicevc" but will deny ALL traffic careless the real filter content.

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**Update an existing Service Request :**

- The keyword **UPDATE** followed by the **Service Request number** to be mentioned in the subject line.

For example: **UPDATE 1-511465**

- The body of the eMail can have any format for an Update and add attachments to the email.

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### Update an existing Service Request

#### **Example1:**

**Subject : UPDATE 1-511465**

*Email body :*

Same Hardware, Same Software mostly same config except IP Addresses  
> and PPPoE dot1 config.

My guess is that a reboot in Hannover will fix the problem so i'd like to reboot but only after RedBack has gathered all possibly useful information.

The working system is in the customer testbed which causes only few dot1q vlans and subscribers be online.

In the productive network the usage of the acl "voicevc" has been suspended because of the problems in Hannover so you probably will only find a single subscriber having an acl

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### Update an existing Service Request

#### **Example2:**

**Subject: UPDATE 1-511467**

*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.

2. If it does not help, move the CM to different slot and boot up again.

- it doesn't mean that the chassis has a problem. It is for finding best HW alignment.

3. If the cause from the particular slot, change SF combinations from ABC->BCD or ABC->ACD or ABC->ABD and try to boot the CM in the problem slot.

If the CM shows same symptom in any condition, we can process RMA.

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