



# GTAC Email Support v1.1

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## Quick Reference Guide

March, 2007

Version: 1.1

Availability: General. All Enterasys customers and partners

This document will provide a brief user guide about the deployment of our enhanced Email Support system. This service is generally available to all Enterasys customers and partners. This service does not require an Enterasys service contract. All customer technical support inquiries with an origin of support email or GTAC technical support and RMA web forms have been integrated.

## Email Support System Description

Enterasys Global Technical Services has enhanced our Email Support system. All customer or partner inquires to [support@enterasys.com](mailto:support@enterasys.com) (or equivalent) will be acknowledged by the GTAC with a case number. This includes all GTAC web forms posted on [www.enterasys.com/support/email\\_forms/](http://www.enterasys.com/support/email_forms/)

## Email Support System Overview & Requirements

- ✓ Your email address must be listed as a contact in our CRM database.
  - An auto registration bounce back message will be sent to you with instructions on how to quickly register and submit your request.
  - Subsequent email requests will not require registration
  
- ✓ All new cases require a Technology Based Route Identifier. See below.
  - The id's used are the same as the old system
  - Example - Subject: [ETH] Matrix switch question
  - Do not use the Route ID when replying to existing cases
  
- ✓ All new cases will be acknowledged with a GTAC case number.
  
- ✓ Adding case notes to an existing case MUST include the case number in the subject line enclosed within parentheses. The Route ID MUST NOT be present or a new case may be created.
  - Example - Subject: (00400000) Matrix switch question

## Technology Based Route Identifier Requirements

The current technology based router flags are:

- [ETH]** Switching Products (Matrix, Vertical Horizon, SmartSwitch Family)
- [SWITCHING]** Switching Products (Matrix, Vertical Horizon, SmartSwitch Family)
- [ROUTE]** SSR Enterprise Network Routers (Matrix X,X-pedition-ER-16,8600,8000,2100,2000)
- [SPEL]** NetSight Element Manager
- [NETSIGHT]** NetSight (Policy Manager, Atlas Console, Gateway)
- [SFVN]** SecureFast VLAN Hardware and Software
- [ATM]** ATM Solutions (SmartSwitch 2500, 6500, 9500, VHSIM2-A6DP)
- [AUROREAN]** Aureorean VPN Products
- [DRAGON]** Dragon IDS products
- [NOKIA]** Nokia/Checkpoint Firewall Products
- [WAN]** Wide Area Technology (XSR-1800 Family, CSX Family, SSR1XX, SSR2XX)
- [TR]** Token-Ring Hardware (Bridges, Switches, MAUs, Hubs)
- [FDDI]** FDDI Hardware (Bridges, Switches, Concentrators, Hubs)
- [RA]** Remote Access Technologies (ISDN, Terminal Servers)
- [UPN]** User Personalized Networks
- [WIRELESS]** Wireless Products (RoamAbout)
- [NONE]** If none of these topics seem appropriate, please use this keyword. The GTAC will review your message and ensure that it is forwarded to the correct group.
- [PRIMUS]** Knowledge Base Questions

FOR A MORE DETAILED UNDERSTANDING PLEASE REFER TO THE FULL USER GUIDE  
AT: [www.enterasys.com/support/email\\_forms/](http://www.enterasys.com/support/email_forms/)