GSD. IronPort - How to manage IronPort issues and requests

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General Information:

Possible symptoms/errors:

User is having IronPort related issues and requests

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In case of some issues or requests regarding IronPort SD agent should provide the resolving team with the information below:

Gather sender's email address.Gather recipient's email address.Gather exact date and time when the email was sent.Check if the message has been delivered or not.

If the email has not been delivered SD agent should:

Attach error message screenshot to the ticket.

If the email has already been received SD agent should:

Attach the original email as .msg file to the ticket.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A