



Raising Radisys MRF
Support Ticket

- The following instructions describe how to create a case for all Media Server (MRF) technical and product related questions and issues.
- To access the MediaEngine support portal, point your browser to: <https://www.radisys.com/support-portal/>
- Navigate to the section of “**Engage Media Server & Application Server Support**” as below.



Engage Media Server & Application Server Support

- Media Server - Application Server
(including SIPware)

ACCESS PORTAL →

- Click on “**ACCESS PORTAL**” as highlighted above.
- Look for section “**Support Portal**” in the Web Page.

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Support Portal

The Premier Portal is accessible if you have a Technical Support Agreement with us. Please log-in here to obtain product technical support. Please note: an account is required to access the portal and some features may require a support agreement.

USERNAME

PASSWORD

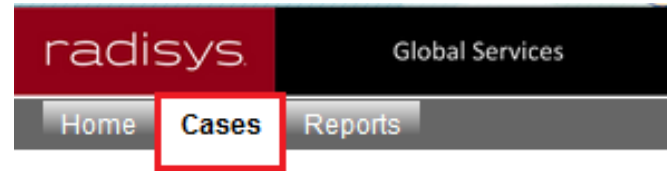
SUBMIT

Don't have an account? [Request a username and password](#) for access to downloads and other premier support services.

- Enter your Username and Password into MediaEngine Support Portal section and click submit.

Note: If this is your first-time logging into the Customer Support Portal or if your password was recently reset, you will be asked to change your password before continuing to the Customer Support Portal home page.

- Select the “Cases” tab as below.



- Click on “Create New Case” as below.



- **IMPORTANT** - From the Select Case Record Type drop-down list, select MRF Technical Support Case or Media Engine technical Support Case.

Select a record type for the new case.

Select Case Record Type

Record Type of new record

ASBU Technical Support Case

Account Administration Case

ASBU Technical Support Case

MRF Technical Support Case

Note: The above selection is very important to ensure correct routing of your issue report to the correct Technical Support team. In addition, you will be taken to an MRF specific Case form where important information is required from you for the TAC team to investigate your issue. If you select the incorrect Support case type this may result in delays in progressing the investigation.

- Below page would get opened where customer has to fill the required details. Fields which have red color **|** in front are mandatory fields.

Case Edit
New Case

Case Edit

SubmitCancel

StatusNew / OpenLegacy Submit Date

Contact Information

Contact NameCatherine Hainaut

= Required Information

Case Information

Legacy Call IDCPR

End Customer Name

Entitlement Name

Use of Product--None--

Product Information

MRF Product--None--Legacy Product

MRF Hardware--None--

Component--None--

MRF Configuration Mode--None--

MRF OS--None--

MRF Virtualization--None--

MRF FW Release--None--

Description Information

Subject

Description

SeverityLow

Resolution Information

Resolution

System Information

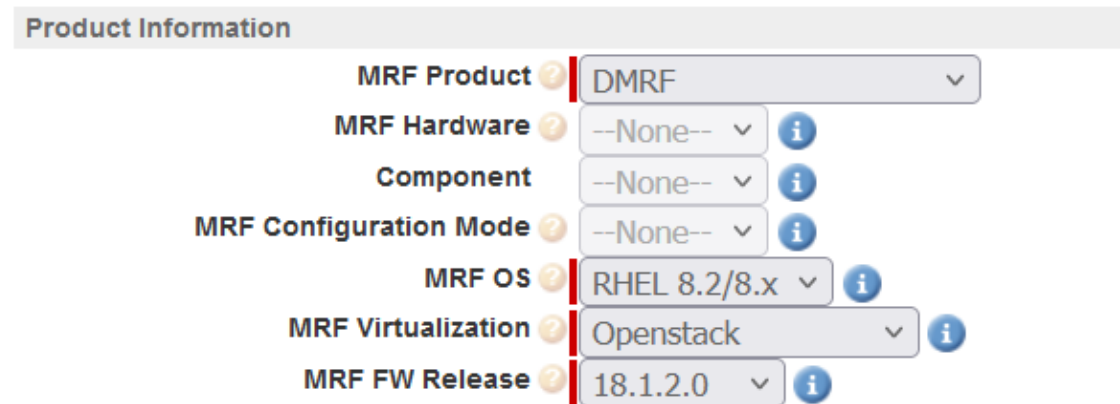
Case Record TypeMRF Technical Support Case

SubmitCancel

- **Mandatory** – Please enter the end customer name where MRF product has been deployed and issue encountered.
- **IMPORTANT** - Select the appropriate Entitlement from the **Entitlement Name** dropdown list. If there is no value in the field, click the Lookup Icon next to the **Entitlement Name** field and choose the entitlement that contains **MRF Product Support**.
- **Mandatory** - Select the appropriate value from the **Use of Product** drop-down list.
- **Mandatory** - Select the appropriate values for all of the fields within the **Product Information** section.

Notes:

- Depending on the first selection, subsequent field's values are context sensitive to the preceding fields.
- If the exact value is not available within any of the drop-down lists, please select Unknown. However please ensure the values are included within the **Description** section of the issue report.

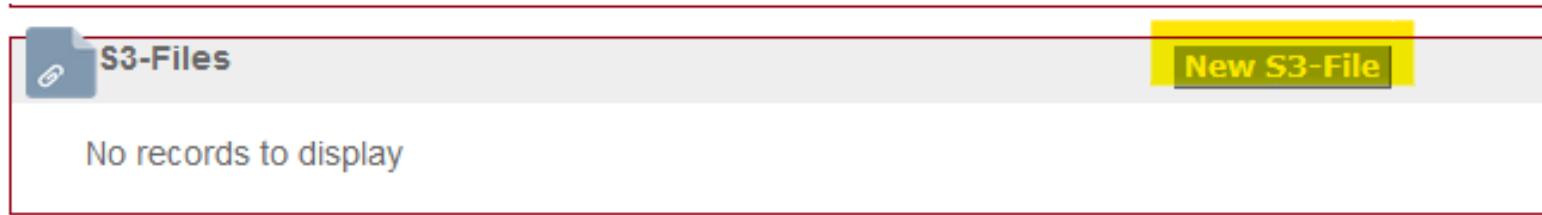


Product Information

MRF Product	DMRF	
MRF Hardware	--None--	i
Component	--None--	i
MRF Configuration Mode	--None--	i
MRF OS	RHEL 8.2/8.x	i
MRF Virtualization	Openstack	i
MRF FW Release	18.1.2.0	i

- **Mandatory** - Enter a Short Description in the ***Subject*** field. Please limit to 100 characters or less.
- **Mandatory** - Enter a Long Description in the ***Description*** field. Please provide as much detail as possible. Text only; please do not insert images, graphics, etc.
- Select a Severity from ***Severity*** drop-down list. Definitions for severity are provided at the end of these instructions.
- Click [***Submit***].

- Open the Case (which was created before) by clicking on the case number displayed.
- There is a section “**S3-Files**” available in the ticket to upload the files/documents as attachments.



- Click on “*New S3-File*” to upload the files to the ticket.

Attaching a File to the Case.

- Drag the file or choose the file and then click on Upload.

Upload S3-Files
Choose or drag files from your device to upload.

Case
00305452

Choose files / folder or drag here

1 file(s) added.

PROGRESS

0%

ACTION

Upload Cancel

- File will be visible as below as attachment in the ticket.

S3-Files			
Action	File Name	Download	Size
	input.txt		1.12 KB