IBM Support

Support case

IBM

not able to configure SMTP in TS 2900 Tape autoloader

Case
TS017060305

Status
Awaiting your feedback

Product
TS2900 Tape Autoloader

Description
Hi Team, We are not able to configure SMTP in TS 2900 Tape autoloader as there is not option to submit port number and password for SMTP authentication.

Machine Serial Number
9739475

Service type
BreakFix

Severity
4 - Minimal impact (how-to questions, minor problems)

Created
26 August 2024 03:46 AM

Attachments
drive_logs_2_.zip
library_logs_1_.dmp

Customer
GNA GURU NANAK AUTO
ENTERPRISES

Client reference number

IBM customer number
0013598

Geography
IN

Team
Hardeep Singh **(case owner)**

Case history

28 Aug 2024

01:28 AM
Reimar.Pflieger (IBM)
Hello there,
I have talked to Development regarding your request for TS2900 SMTP settings.
-> The best ways to get attention is to have your customer submit a formal 'IBM Idea'.
I've put the link below, but the customer can submit the idea directly to IBM product management and other customers can vote.
Ideas with votes get the most attention. Currently there are no open Ideas for TS2900, so this one would
definitely stand out.

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IBM

https://www.ibm.com/support/pages/welcome-ibm-ideas-portal
Please could you open a IBM Idea with your request.
Regards,
REIMAR

01:28 AM
Reimar.Pflieger (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.

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27 Aug 2024

06:50 AM
Hardeep Singh (Customer)
required logs are uploaded for your further necessary action.

06:50 AM
Hardeep Singh (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.

01:15 AM
Reimar.Pflieger (IBM)
Dear Client,
I will try to address your request to DEV but please could you send me a library log from your TS2900 first.
I mixed TS2900 up with TS3100/TS3200 here we don't have DEV anymore.
For TS2900 we have some options to address dev request but those will take time to implement them into the FW.
Please login to WEBGUI and select Service Library -> Download logs.
Collect library and drive logs and upload them to -> EcuRep on this link: https://www.secure.ecurep.ibm.com/app/upload_sf
thank you
REIMAR

01:15 AM
Reimar.Pflieger (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.

12:48 AM
Hardeep Singh (Customer)
Dear Reimar,
Thank you for your prompt response.
I would like to bring to your attention that we procured the TS2900 Tape Autoloader approximately 2.5 years ago, and it is still under warranty. Given this, we did not expect to receive a product that is considered end-of-life for our requirements. We believe that IBM, as a trusted provider, would ensure that the solutions it offers are not only current but also fully supported.
We understand that the TS2900 is an older product and that no further development is being done on it. However, considering that it is still under warranty, we kindly request that you look deeper into this matter to provide us with a viable solution that meets our needs. We believe there must be a way to address our requirements either through available updates, support options, or alternative configurations.
Your assistance in resolving this matter would be greatly appreciated, as we rely on IBM's expertise and support to ensure the smooth operation of our systems.
Looking forward to your positive response.
Kind regards,
Hardeep

12:48 AM
Hardeep Singh (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.

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26 Aug 2024

07:59 AM
Reimar.Pflieger (IBM)
Hello there,
my name is Reimar Pflieger and I'm IBM Product Field Engineer for Open System Tape.
TS2900 doesn't have this options. We only have it on newer small Libs like TS4300. See screenshot below:

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> Settings > Notifications > Email (SMTP)   IBM TS4300 Tape Library

▲ Email (SMTP) Settings

SMTP Enabled:	☐
Notification Level:	Inactive ⌄
SMTP Server:	
Security:	None ⌄
SMTP Port:	Default SMTP Port: 25 ⌄
To Email Addresses (semicolon separated):	
Mailer Name:	TS4300
Email Subject:	E-Mail Notification
Emailer Address:	3555L3A78001TX@ibm.com
Authentication Required:	☐
Username:	
Password:	👁

Submit   Test Email

TS2900 is a old product and there is no more development done on it.
Sorry but I can not provide the options you are looking for.
Kind regards
REIMAR

07:59 AM
Reimar.Pflieger (IBM) changed Status from *IBM is working* to *Awaiting your feedback*.

03:48 AM
eswarg97 (IBM)
Dear Team,

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Support case

IBM

We are checking on the Entitlements.
Shortly we will keep you updated.

03:48 AM
eswarg97 (IBM) changed Status from *New Case* to *IBM is working*.

03:46 AM
Hardeep Singh (Customer) created this case