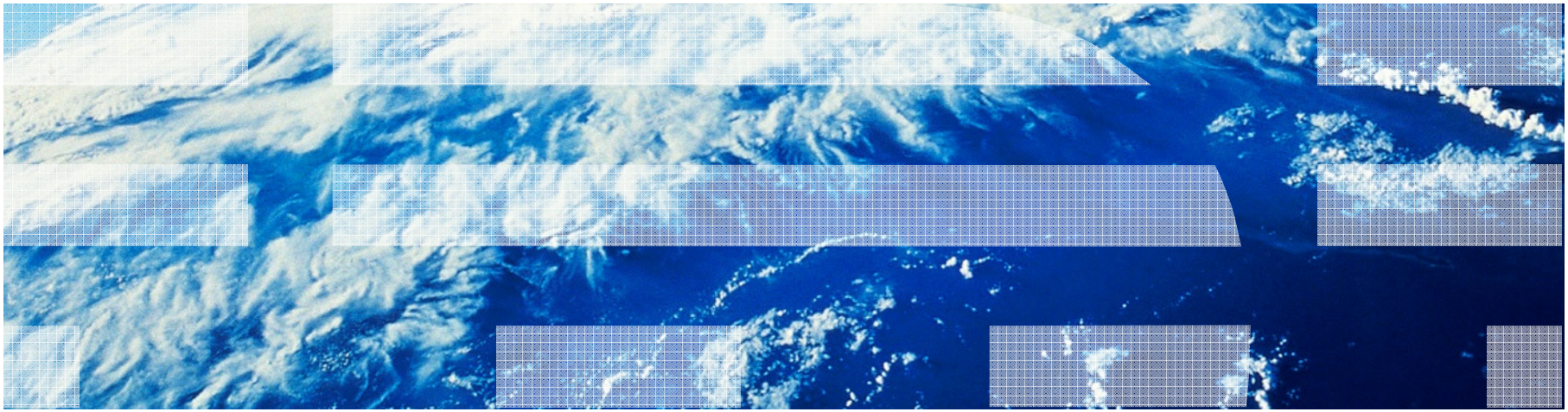
Cloud & Smarter Infrastructure
Primary Support Provider Delivery Guide

Lesson 3 – Support Tools and Resources



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Introduction

Lesson 3 covers:

- IBM Partner World Support (pre-Sales)
- The IBM SR (Service Request) Tool (post-Sales)
- Knowledgebases and other Online Resources
- Terminology, Acronyms and Abbreviations

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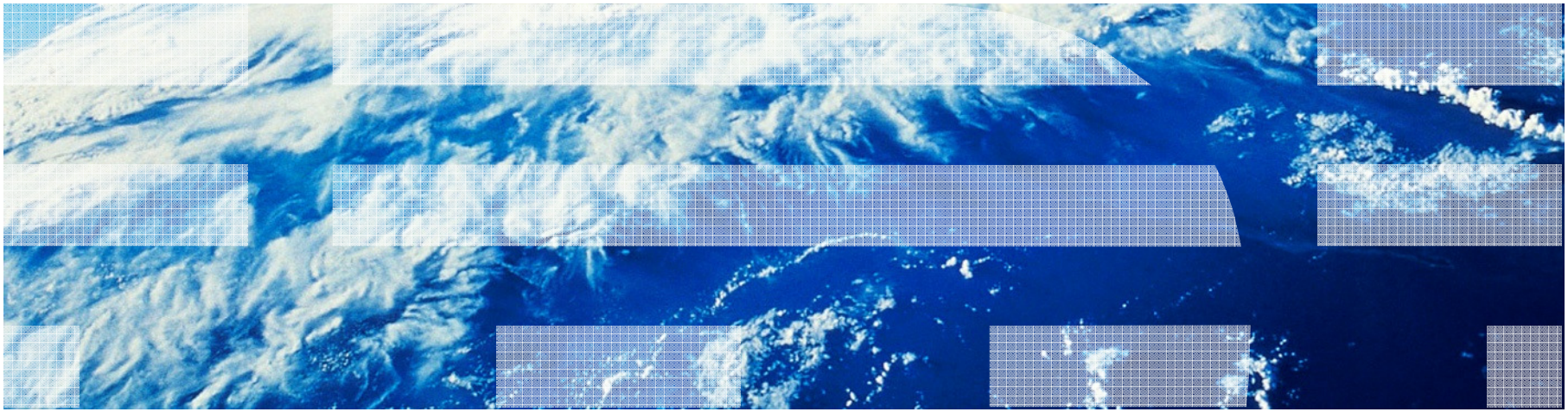
Lesson 3 – Support Tools and Resources

IBM Partner World Support (pre-Sales)



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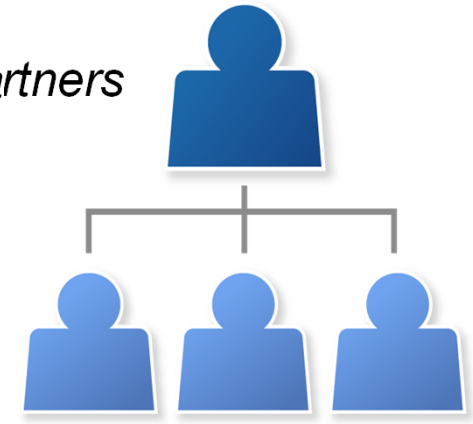
Definition of a SR Business Partner

- Within SR, the Business Partner role is a specific user type that serves a specific purpose to represent the customer / client.
- As an IBM Business Partner, you can...
  - Create and update service requests (SRs) online on behalf of your customer
  - Business partners working on behalf of their customer
  - Manage your BP contact information in PartnerWorld*
  - Create company to company relationship in SR rather than individual setup
  - Work with the SR Help Desk as required

Note:

This presentation is focusing on the SR role of business partners

**the only exception to this is Support ValueNet Providers*



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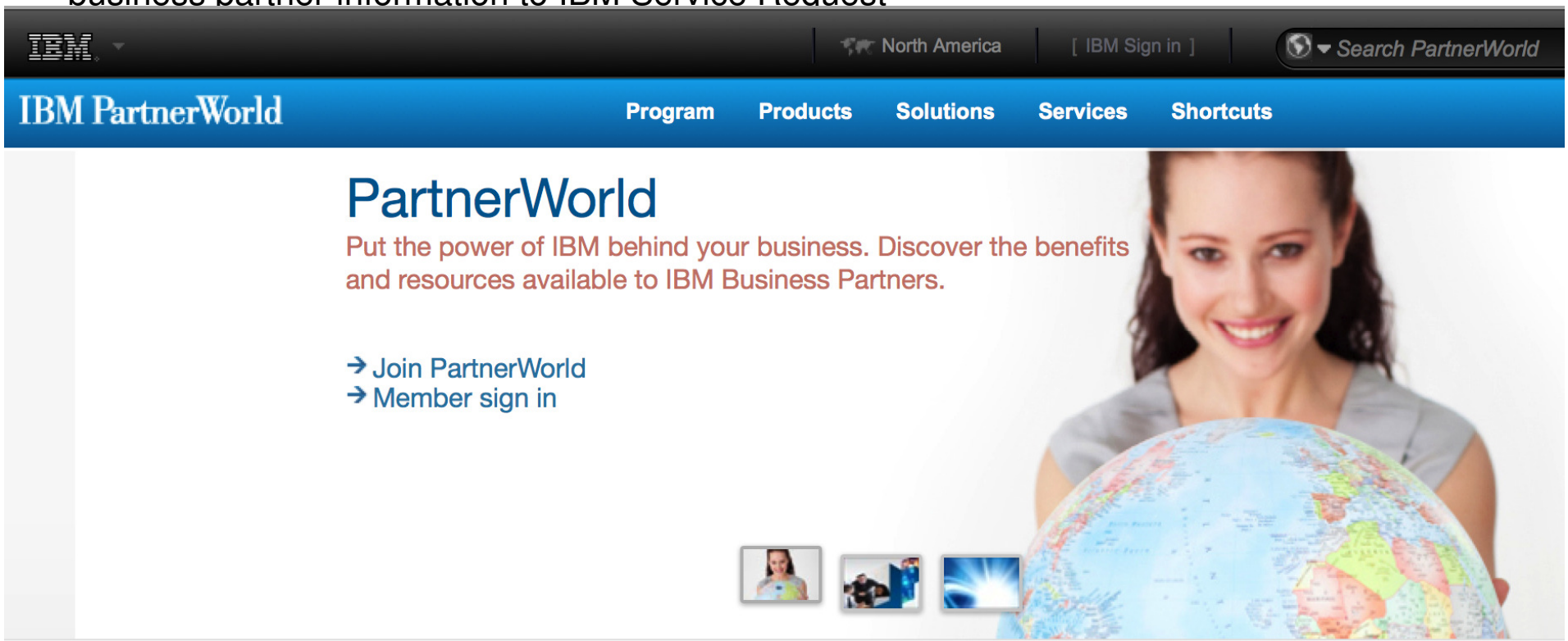
Registration in PartnerWorld

- Step #1: Get Setup with Partner World
  - To register for PartnerWorld, please following the instructions the following link:
  - https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/pw_com_jnw_index
- Once registered as an IBM Business Partner in PartnerWorld, then you can add your business partner information to IBM Service Request



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Registration in PartnerWorld *(screen capture from PartnerWorld)*

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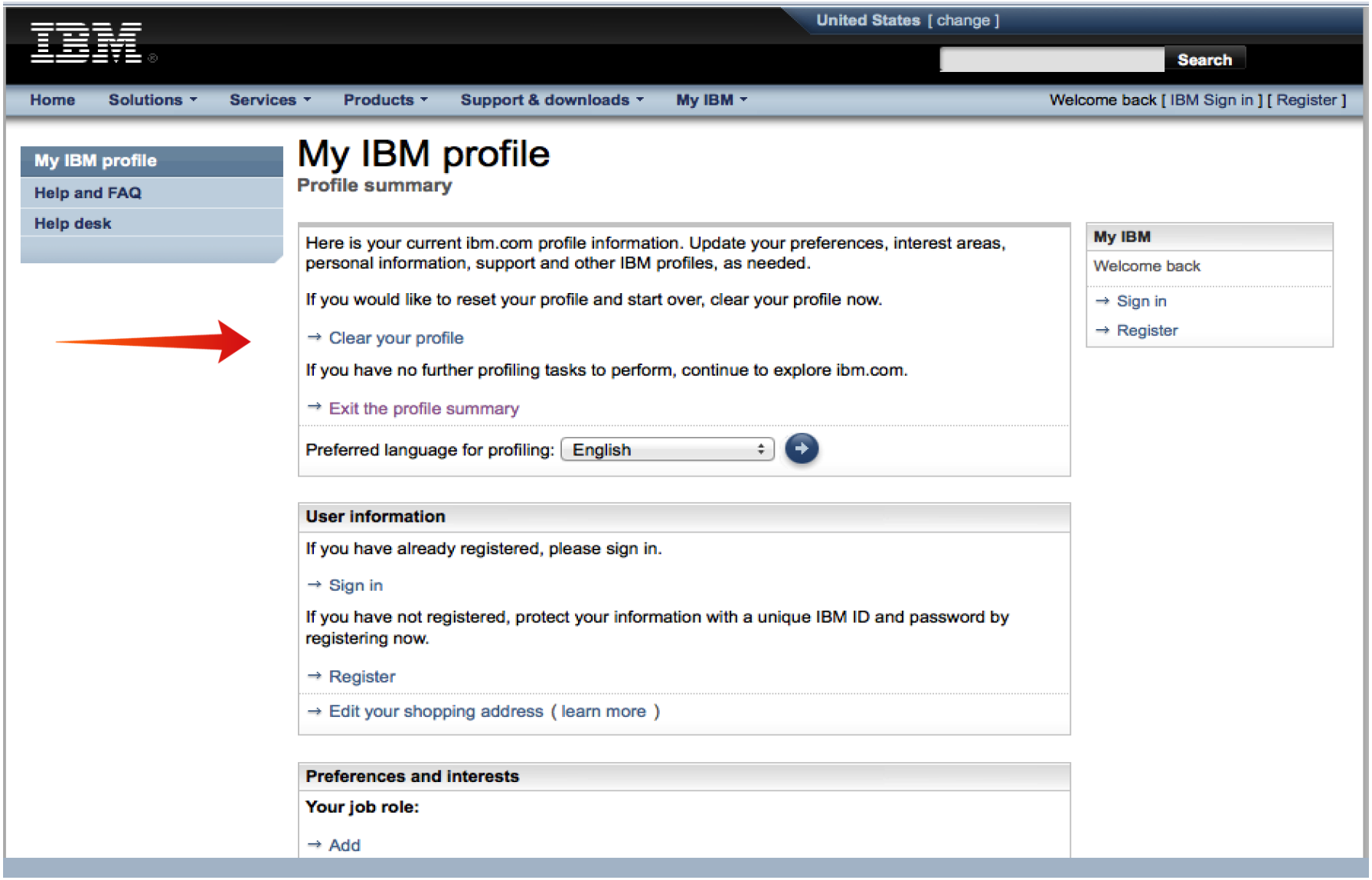
Registration in PartnerWorld *(screen capture from PartnerWorld)*



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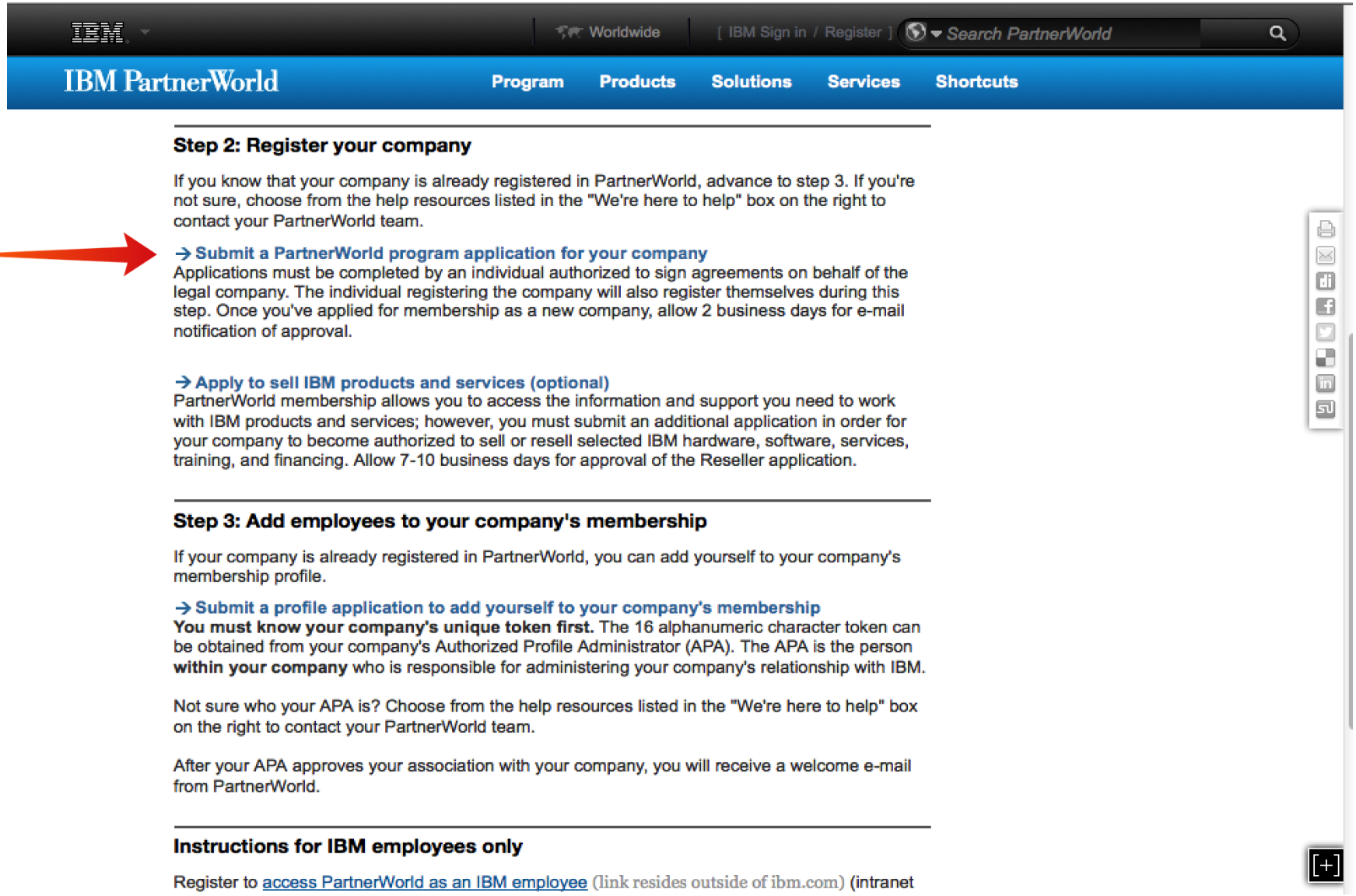
Registration in PartnerWorld *(screen capture from PartnerWorld)*



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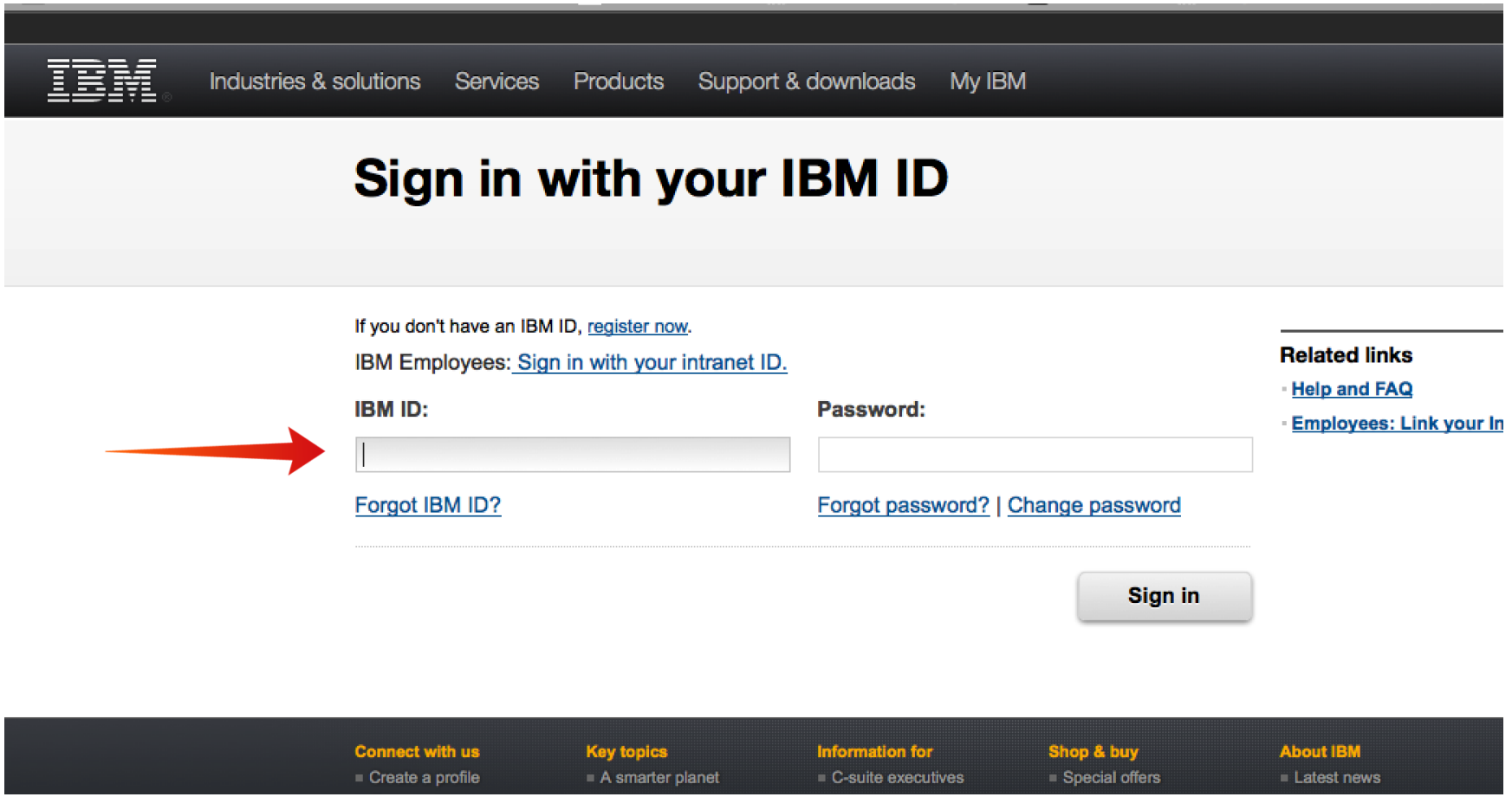
Registration in PartnerWorld *(screen capture from PartnerWorld)*



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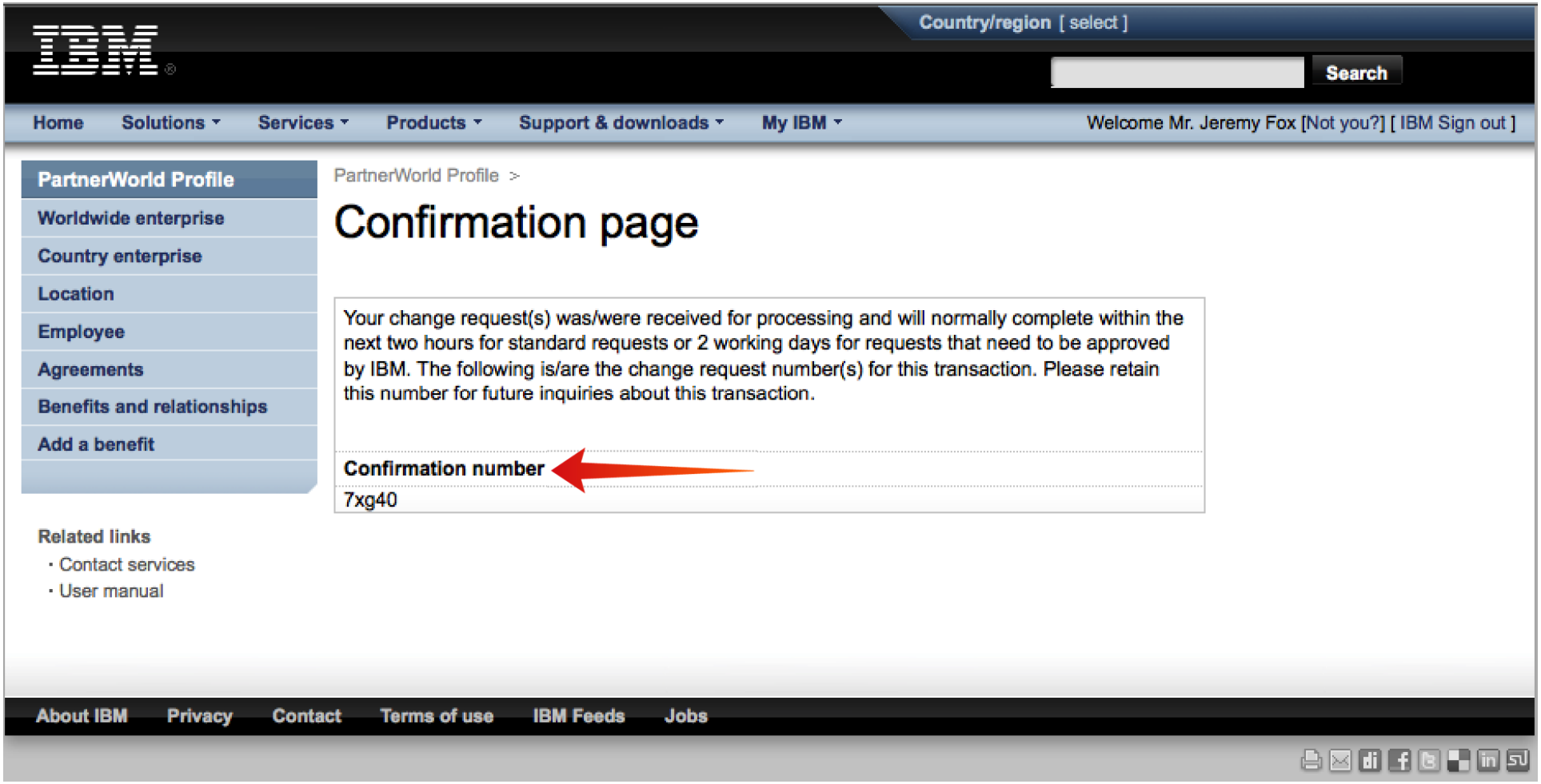
Registration in PartnerWorld *(screen capture from PartnerWorld)*

Note: There were about 5 pages of registration information,... then you'll get the below confirmation page:



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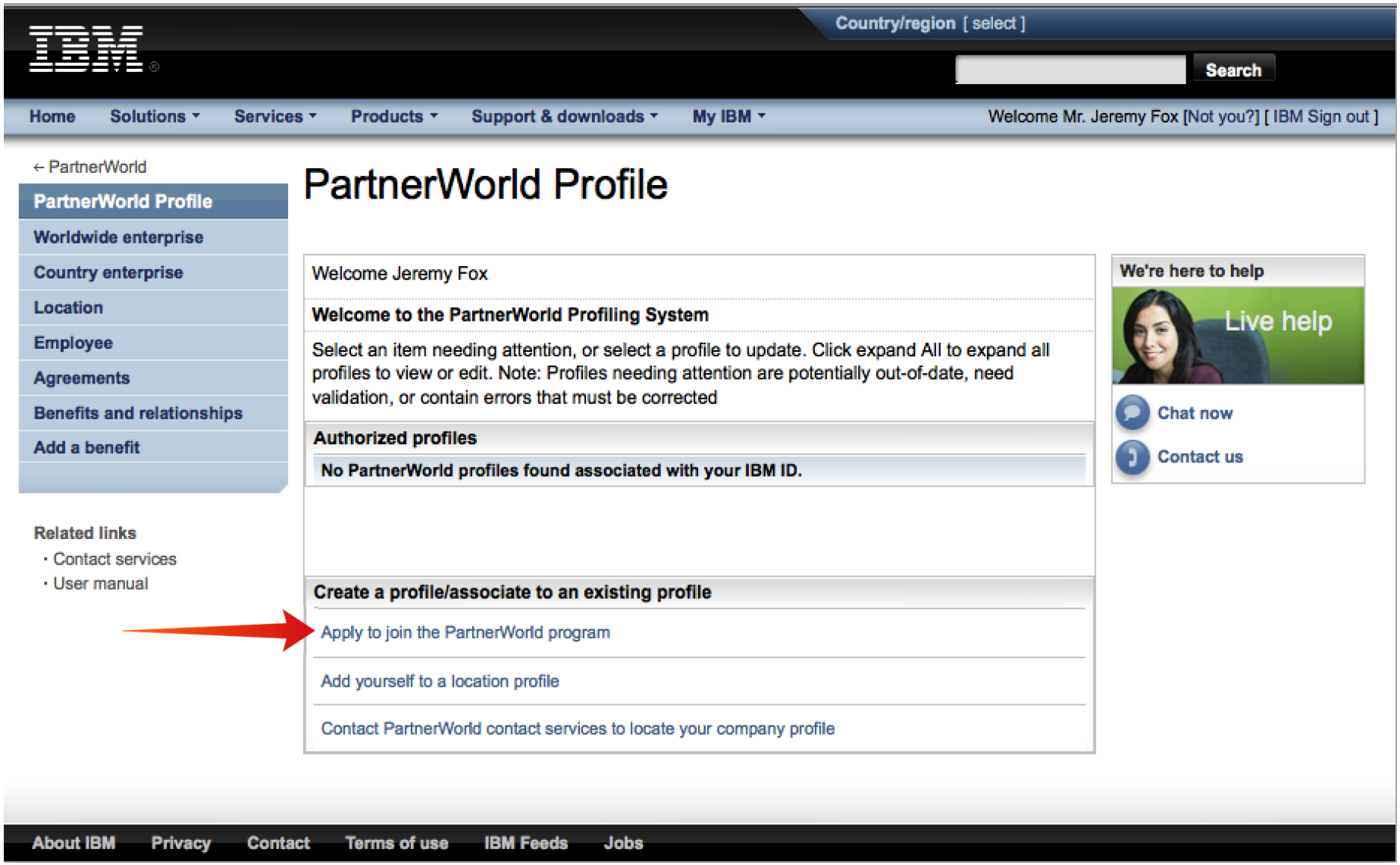
Registration in PartnerWorld *(screen capture from PartnerWorld)*



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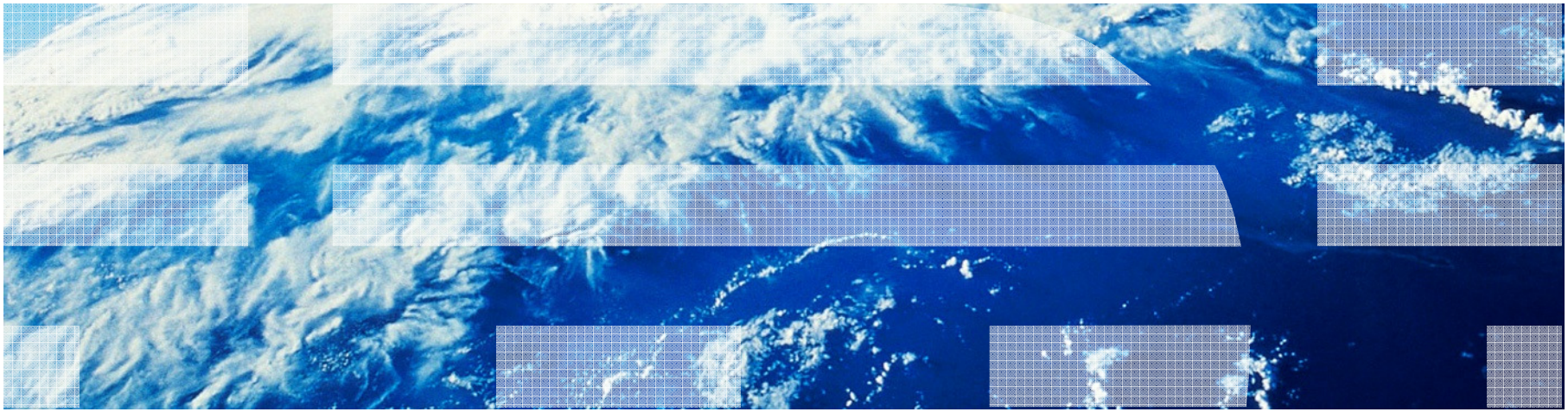
Lesson 3 – Support Tools and Resources

The IBM SR (Service Request) Tool (post-Sales)



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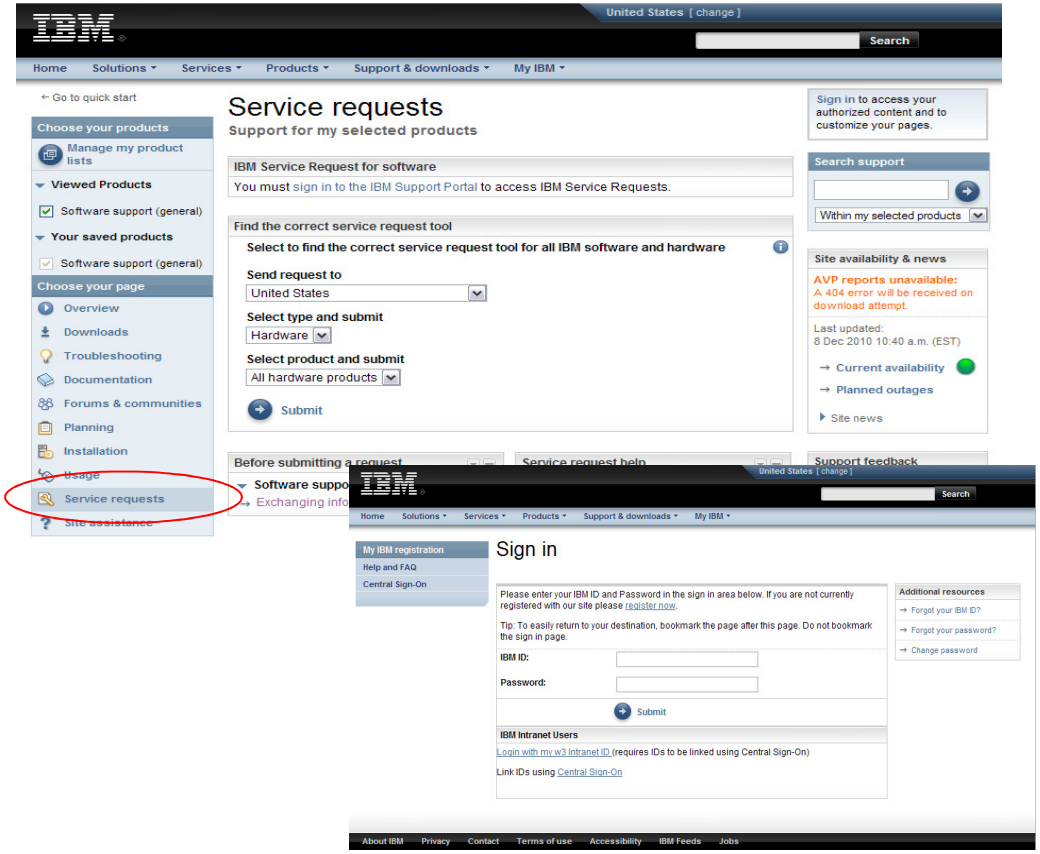
IBM Service Request (SR)



- Submit and manage SRs on demand
  - 24 hours a day, seven days a week, 365 days a year
- Describe your software problem and environment in your own words
- Receive e-mail notifications when an update has been made to your SR
- View closed SRs
- Create custom reports in spreadsheet format
- Manage your SR Authorized Caller/User Lists (only available to Primary and Secondary Site Technical contacts)
- Update your SR profile, including your name, email, phone numbers, time zone, email notification preferences.
- Attach environment and troubleshooting files with SR
- Support Provider must communicate in English when using the SR tool

SR:

http://www-947.ibm.com/support/entry/portal/Open_service_request/Software/Software_support_%28general%29

SR Education:

http://www-01.ibm.com/software/support/sitetours.html

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IBM Service Request (SR)

Contact Type	Description	Permissions
PSTC	A Primary Site Technical Contact (PSTC) is a person at the Support Provider's site who is designated as the Primary Technical Contact for the End User by IBM. The PSTC is responsible for assigning Secondary Site Technical Contacts (SSTCs), Authorized Callers/Users, Authorized Readers to their End User contracts. There is only one PSTC per End User Contract	Add up to nine Secondary STC's (SSTCs) Add unlimited Authorized Callers/Users and Authorized Readers Change caller type and Status on SSTCs, Authorized Caller/Users and Authorized Readers Ie Accept or deny a request for a support engineer to submit SRs on the End Users behalf. Open SRs and view all SRs for the site(s) or contact(s) for which they are the SSTC
SSTC	A Secondary Site Technical Contact (SSTC) is a person at the Support Provider's site who is designated by the PSTC to assist in managing their company's list of Authorized Callers/Users, Authorized Callers/Users and Authorized Readers. There can be up to nine SSTCs per End User Contract.	An SSTC has the same responsibilities as a PSTC, except that they cannot add other SSTCs. Open SRs and view all SRs for the End User site(s) or contact(s) for which they are the SSTC
Authorized User	An Authorized Caller/User is a person at a Support Providers site who is designated by the PSTC or SSTC to open SRS and view all SRs for selected End User sites or contracts. There is an unlimited number of Authorized Callers/Users per End User contract.	Open SRs and view all SRs for the End User site(s) or contact(s) for which they are the Authorized User
Authorized Reader	An Authorized Reader is a person at a Support Providers site who is designated by the PSTC or SSTC to view SRs for selected End User site(s) or contract(s). There is an unlimited number of Authorized Readers per end user contract.	View all SRs for the End User site(s) or contact(s) for which they are the Authorized Reader

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IBM Service Request (SR)

To access SR, your must first:

- Have a valid software support contract in place for your End User
- Be registered with IBM
- Be Listed as an PSTC, SSTC or Authorized Caller/User in ESR

Register at: https://www.ibm.com/account/profile?page=reg

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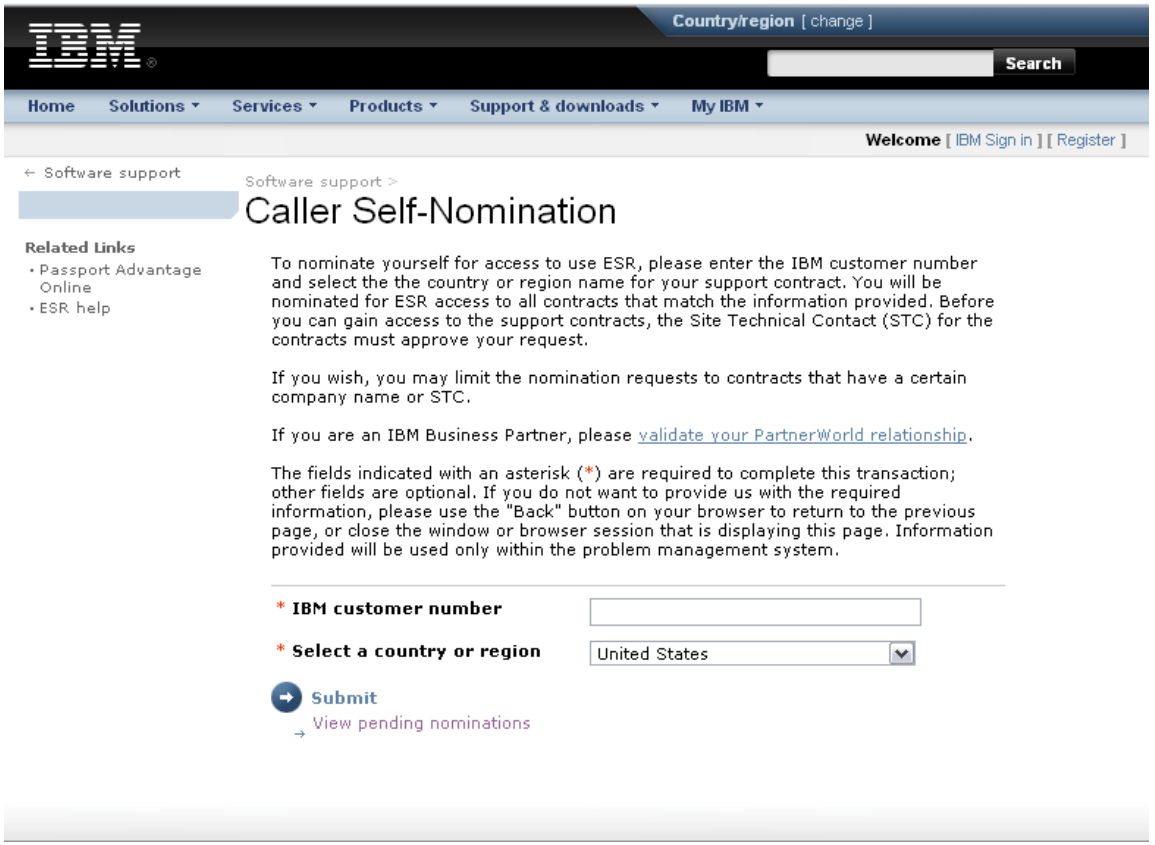
IBM Service Request (SR)

After entering your IBM ID, if you are not listed on an Authorized Caller/user list in SR, you will be taken to this page where you can nominate yourself to be added to a contract by entering the IBM customer number, a country and pressing Submit.



Your Company's PSTC or SSTC will process your request

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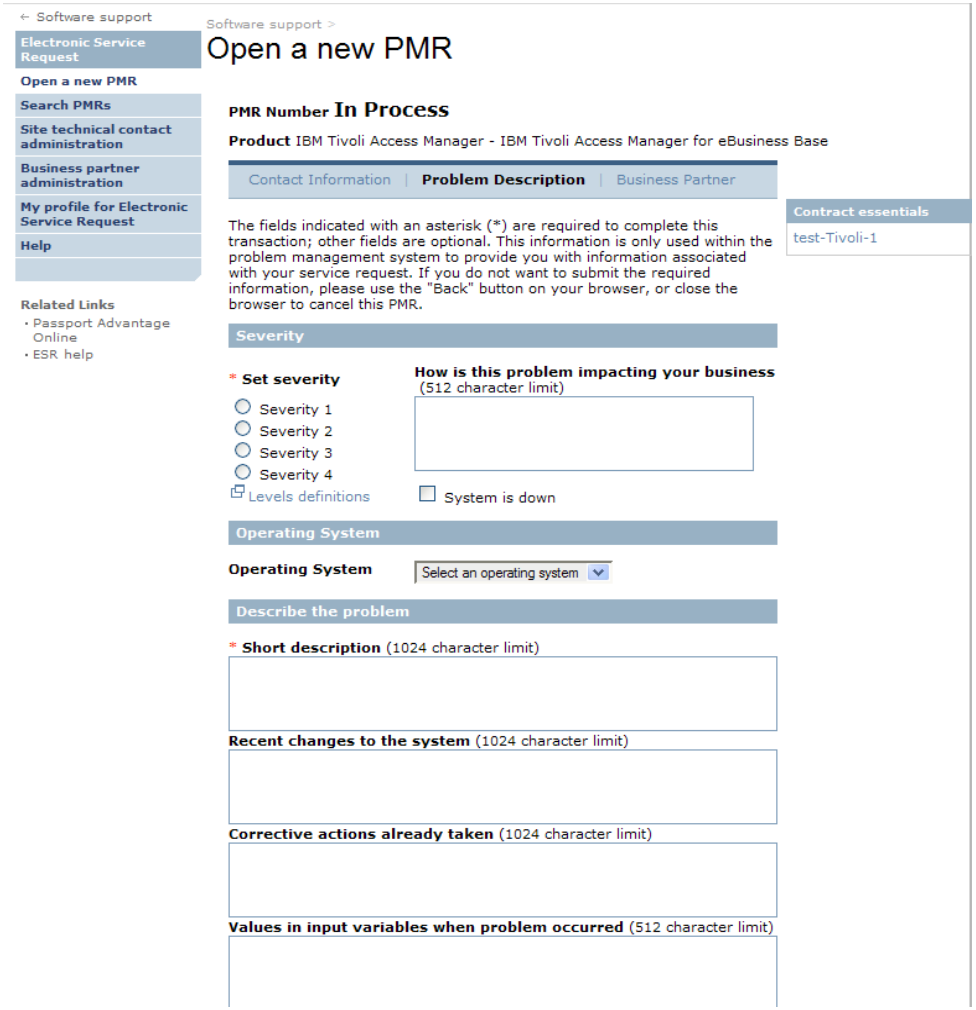
IBM Service Request (SR) - Opening a Problem



- Service Request – Submit a problem
- Fields and click buttons for all quick summary detail
- Selection for severity
- Business impact field
- Operating system where the failure is occurring
- Short description
- Any recent changes
- Actions taken to resolve
- Details on inputs if it applies
- Page also provides a place to include an attachment
  - Best practices: provide all content in a zip file
  - Logs, and other diagnostic material recommended from the product support page for the type of failure
  - Best idea - have a complete text file of all system environment details and zip this in each SR submission

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Link Registration to SR (Process Steps)

- **Add your business partner information to IBM Service Request by following these steps:**
  - 1) Access IBM Service Request at: https://www.ibm.com/support/servicerequest/
  - 2) Click the Sign in link. If you are already authenticated, then skip to the next step. 2) Click the Register now button. Note: If you are already registered with IBM Service Request, then see the note at the end of the instructions.
  - 3) Scroll to the bottom of the page and select the link labeled "Click here to check business partner status". This link will contact IBM PartnerWorld to verify your status and grant you access to IBM Service Request.
  - 4) When the verification is complete click the "Return to IBM Service Request" link located above the left navigation menu.
  - 5) Select the Customer administration link in IBM Service Request to add your customers. Note: If you are already registered with IBM Service Request, please select "Support registrations" link in the left navigation menu in IBM Service Request. Next, scroll to the bottom of the page and select the link labeled "Click here to check business partner status". This link will contact IBM PartnerWorld to verify your status and grant you access to IBM Service Request.

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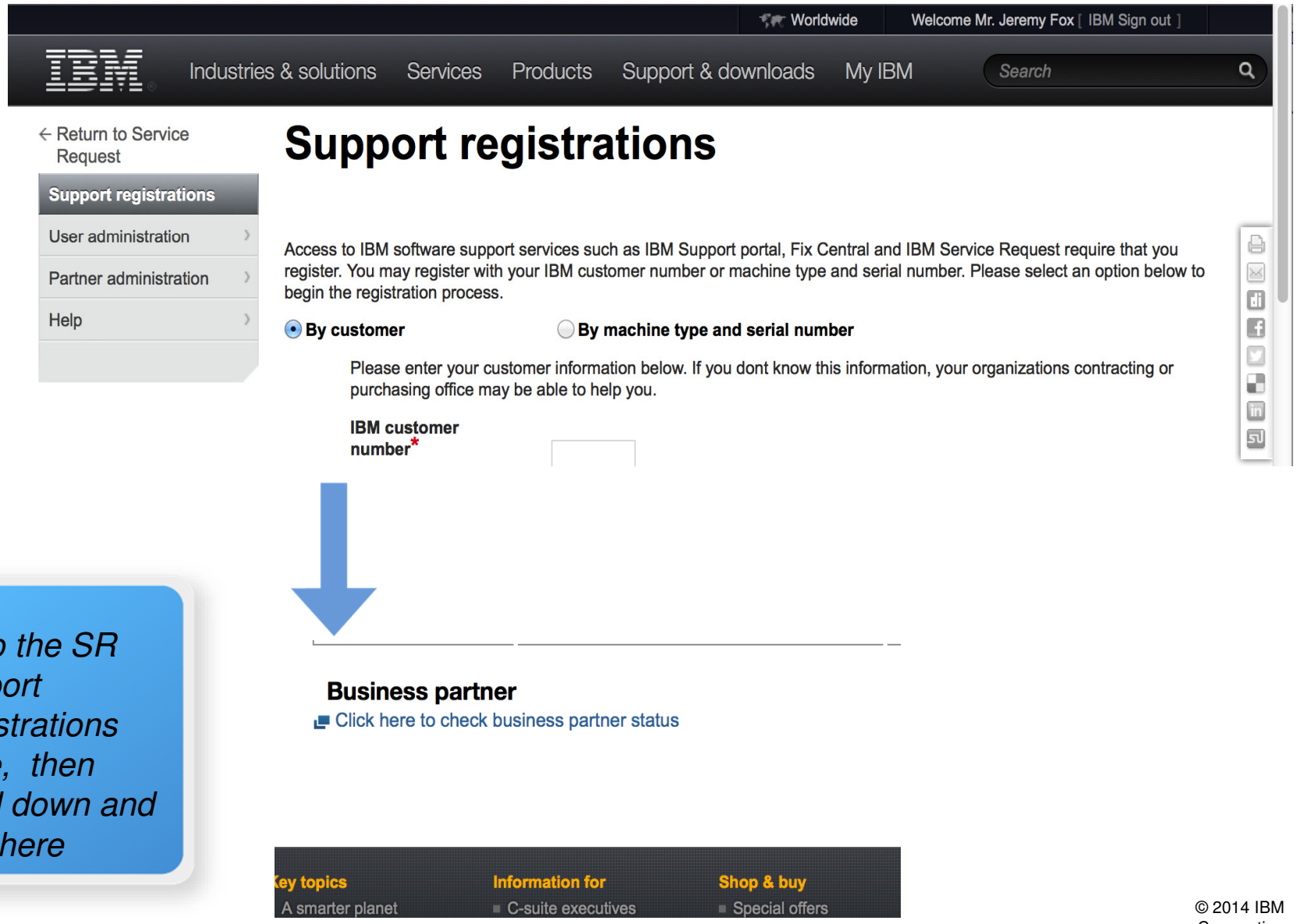
Link Registration in SR *(screen capture from SR)*



Go to the SR Support Registrations Page, then scroll down and click here

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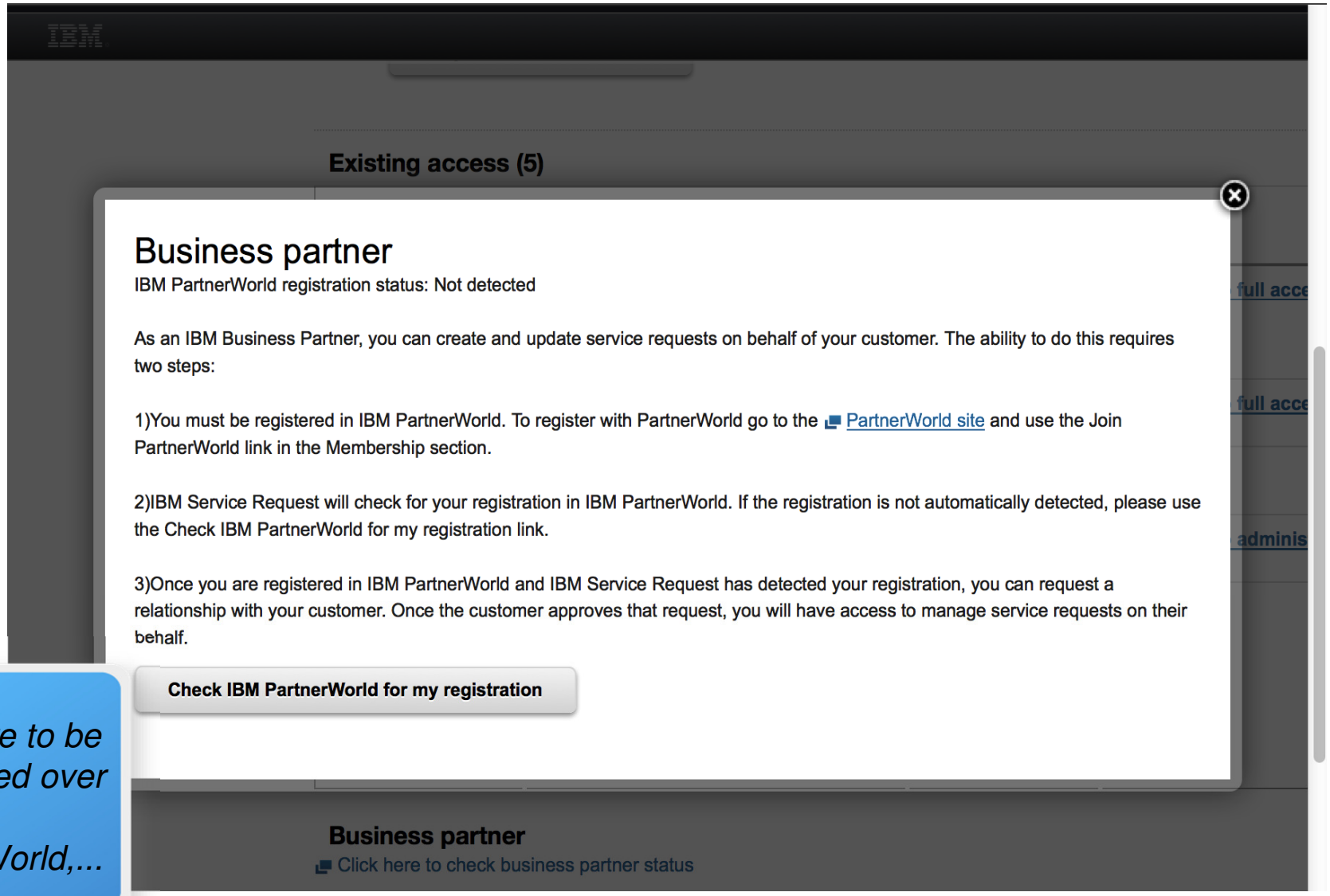
Link Registration in SR *(screen capture from SR)*



Click here to be transferred over to IBM PartnerWorld,...

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SR & Business Partners

Types
&
Scenarios

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Business Partner Scenarios in SR

- **Business Partner linked in SR**
  - Preferred method, linking business partner credentials in SR.
  - Partner contact information managed in IBM PartnerWorld, so the customer / STC does not have to manage the data.
  - Preferred validation method establishing the correct level of access.
  - Business Partner establishes relationships with customers within SR (alternatively the STC can establish the relationship).
  - Immediate SR creation with entitlement based upon customer's support agreements

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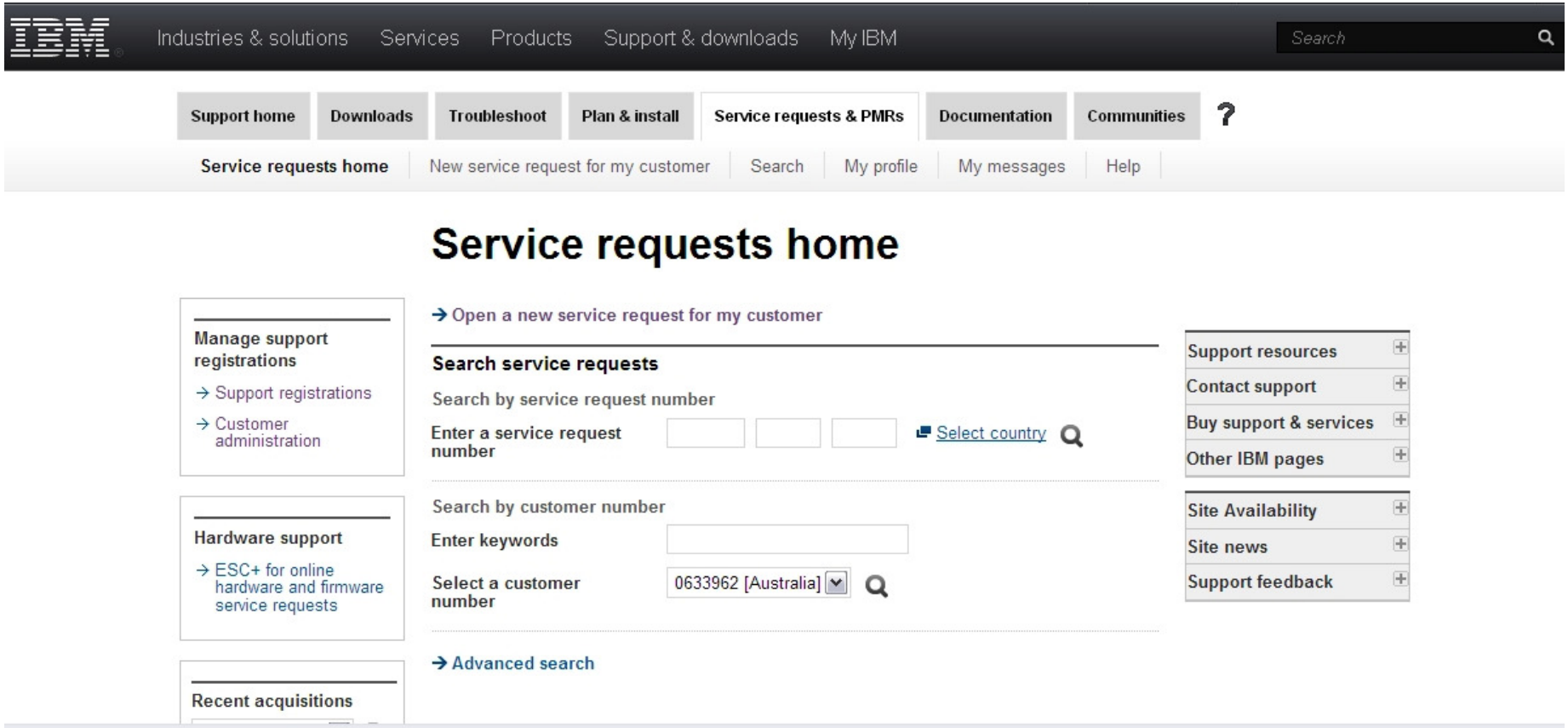
Business Partner Scenarios in SR

- **Standard Business Partner Screen Shot:**



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Business Partner Scenarios in SR

- **ISV (Independent Software Vendor) linked in SR**
  - Have the option to “work for customers” or to “work for my company” in SR.
  - SRs for the business partner's company must be created in PartnerWorld. Once the SR is validated and created by PWCS (PartnerWorld Contact Services), updates can made in SR.
  - Partner contact information managed in IBM PartnerWorld, so the customer / STC does not have to manage the data.
  - Business Partner establishes relationships with customers within SR (alternatively the STC can establish the relationship).

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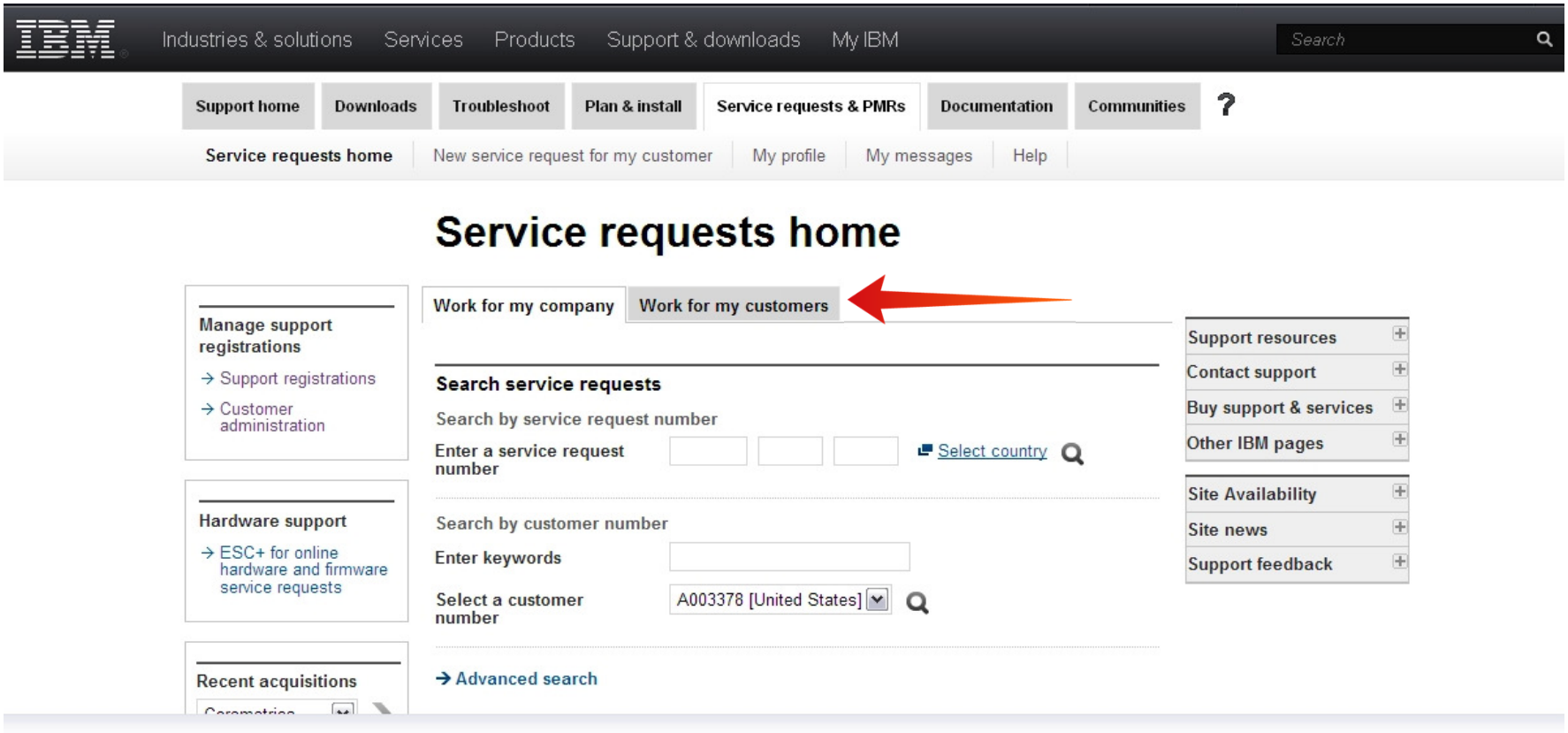
Business Partner Scenarios in SR

- **ISV (Independent Software Vendor) Screen Shot:**



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Business Partner Scenarios in SR

- **Software ValueNet Provider**
  - Setup in Passport Advantage online (PartnerWorld registration not required to use SR).
  - ValueNet Provider ICN contains entitled products.
  - Customer also has an ICN, but no entitlements associated to it.
  - ValueNet Provider registers with SR as a standard user and references client's ICN in SR.

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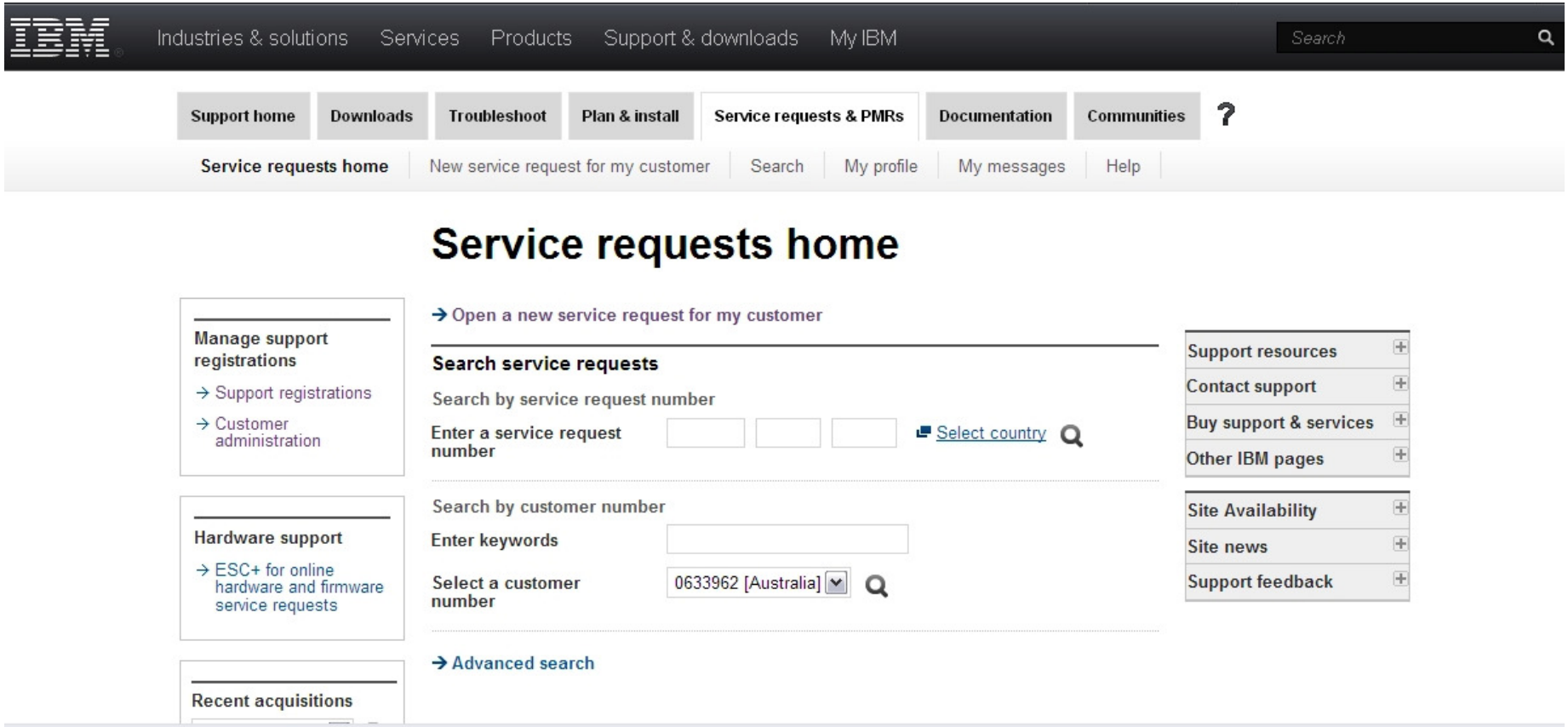
Business Partner Scenarios in SR

- **Software ValueNet Provider Screen Shot:**



NOTE: This is the same BP "standard" screen shot

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Business Partner Scenarios in SR

- **Authorized caller on client's customer number**
  - Registered for SR without using business partner linking.
  - STC or Admin must approve access and manage partner data as if an employee.
  - Business partner is not known in SR as a partner and does not have access to partner functions.
  - Each partner must register individually rather than having a company to company relationship.

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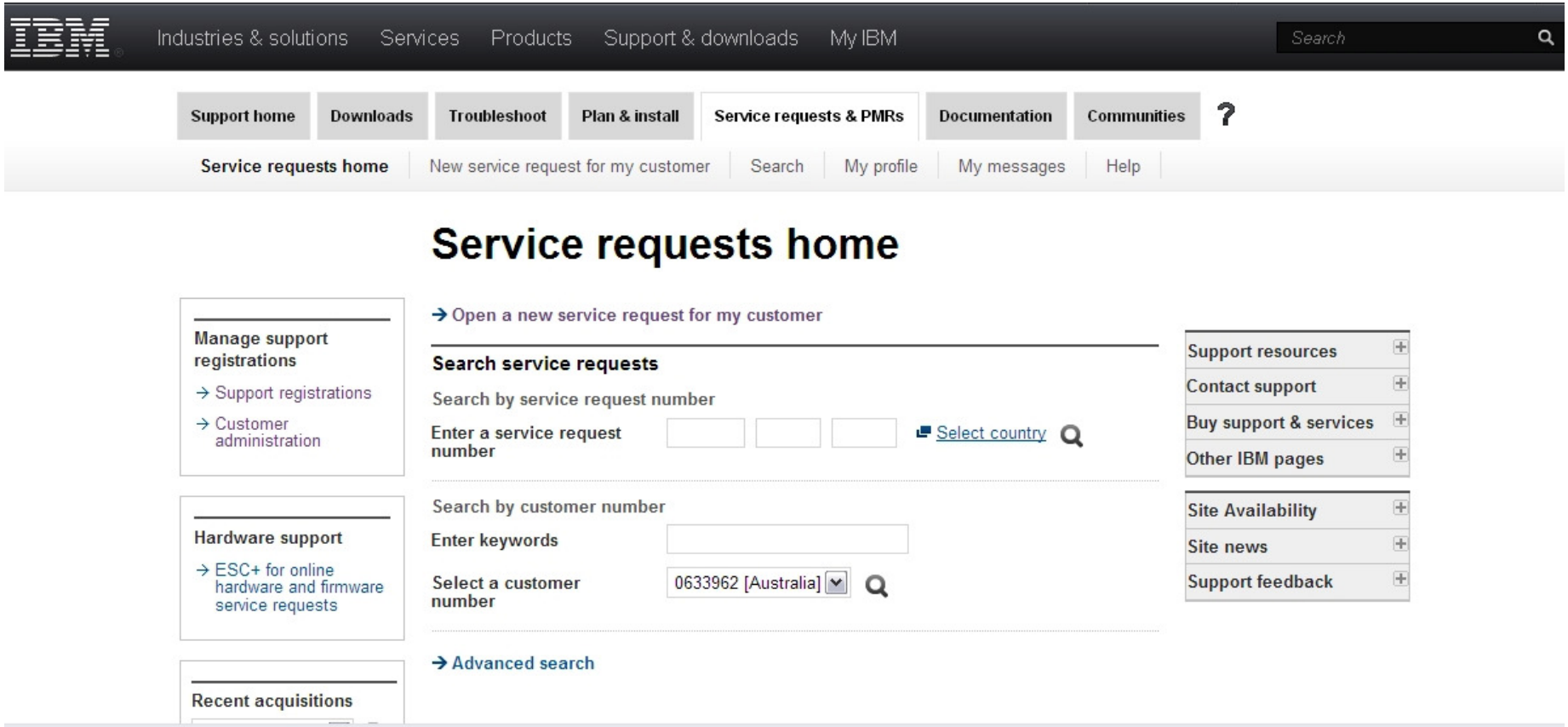
Business Partner Scenarios in SR

- **Authorized caller on client's customer number Screen Shot:** 4



NOTE: This is the same BP "standard" screen shot

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Business Partner Scenarios in SR

- **Business Partners with end customer support agreements**
  - Business partners may also have support agreements for their company.
  - They register as standard users for their ICN.
  - In SR they will see the standard SR homepage as well as the option to work for their customer in the partner screens.

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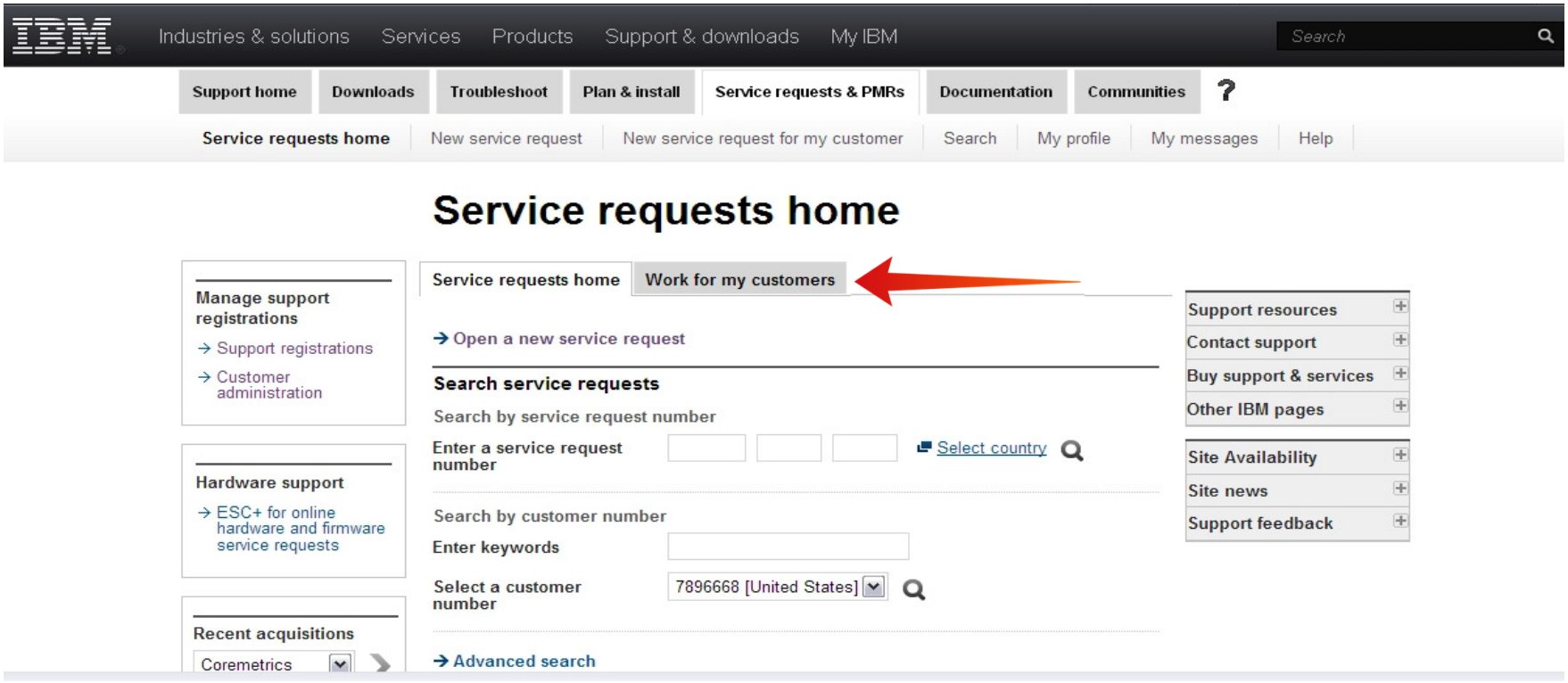
Business Partner Scenarios in SR

- **Business Partners with end customer support agreements**
  - **(Screen Shot)**



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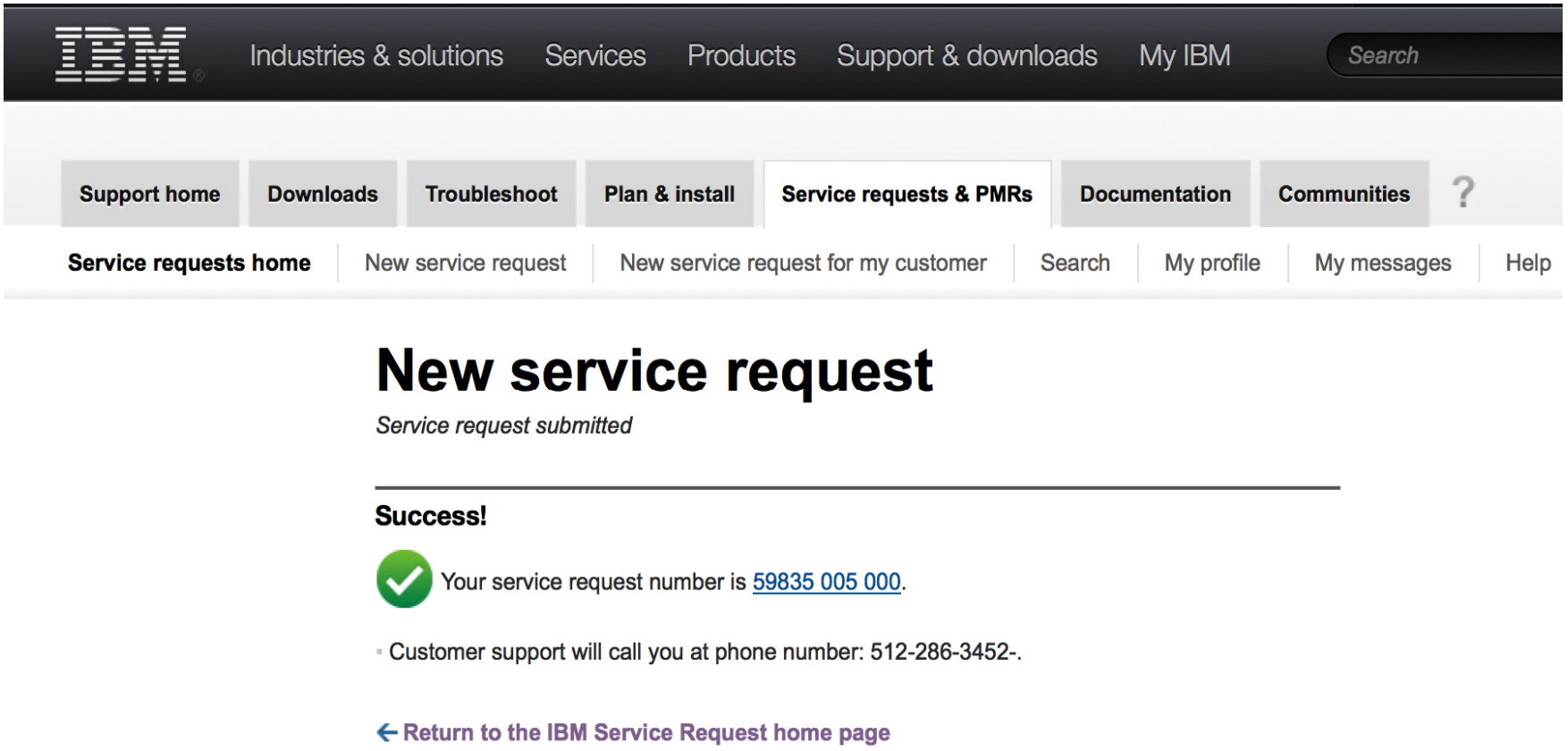
Service Request (SR) Creation:

- SR Creation as a Business Partner:



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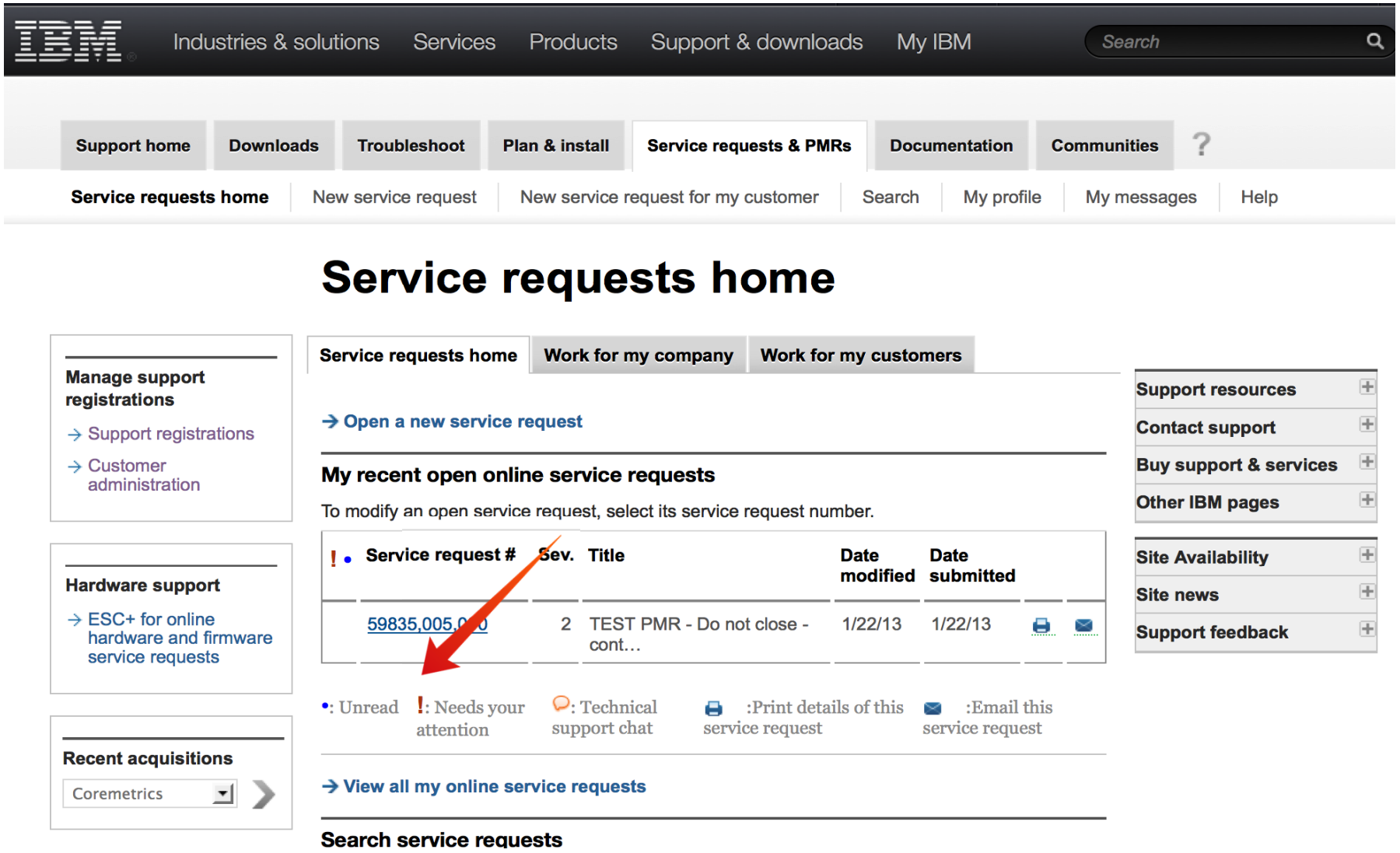
SR Tracking

- Tracking the SR as a Business Partner:



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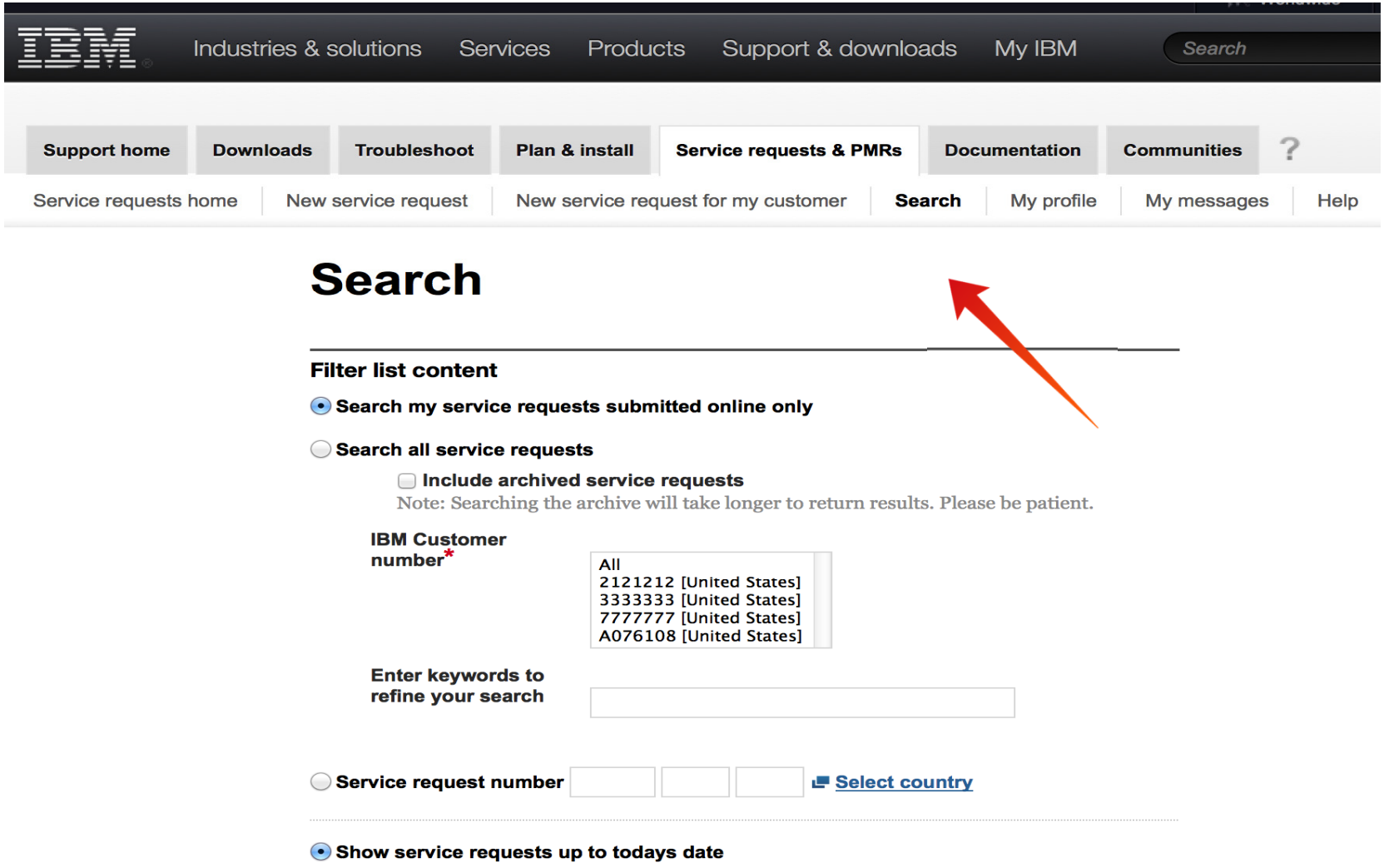
SR Demo (via Screen Shots)

- **SR Search:** Steps a BP would follow to monitor a SR (opened by PartnerWorld) via the SR tool. The User may have to be added as an interested party for that SR, if the viewer was not the originator.



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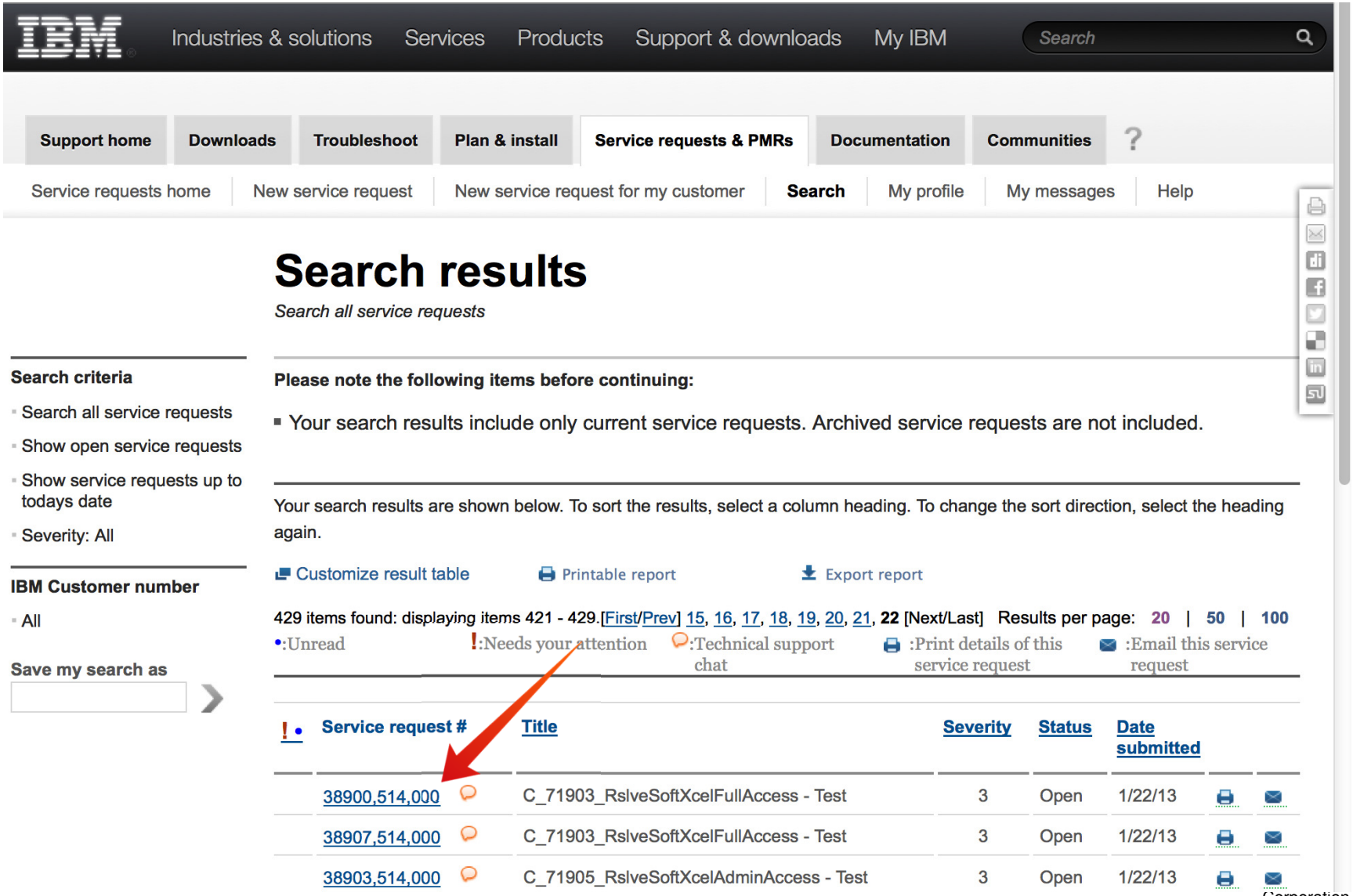
SR Demo (via Screen Shots)

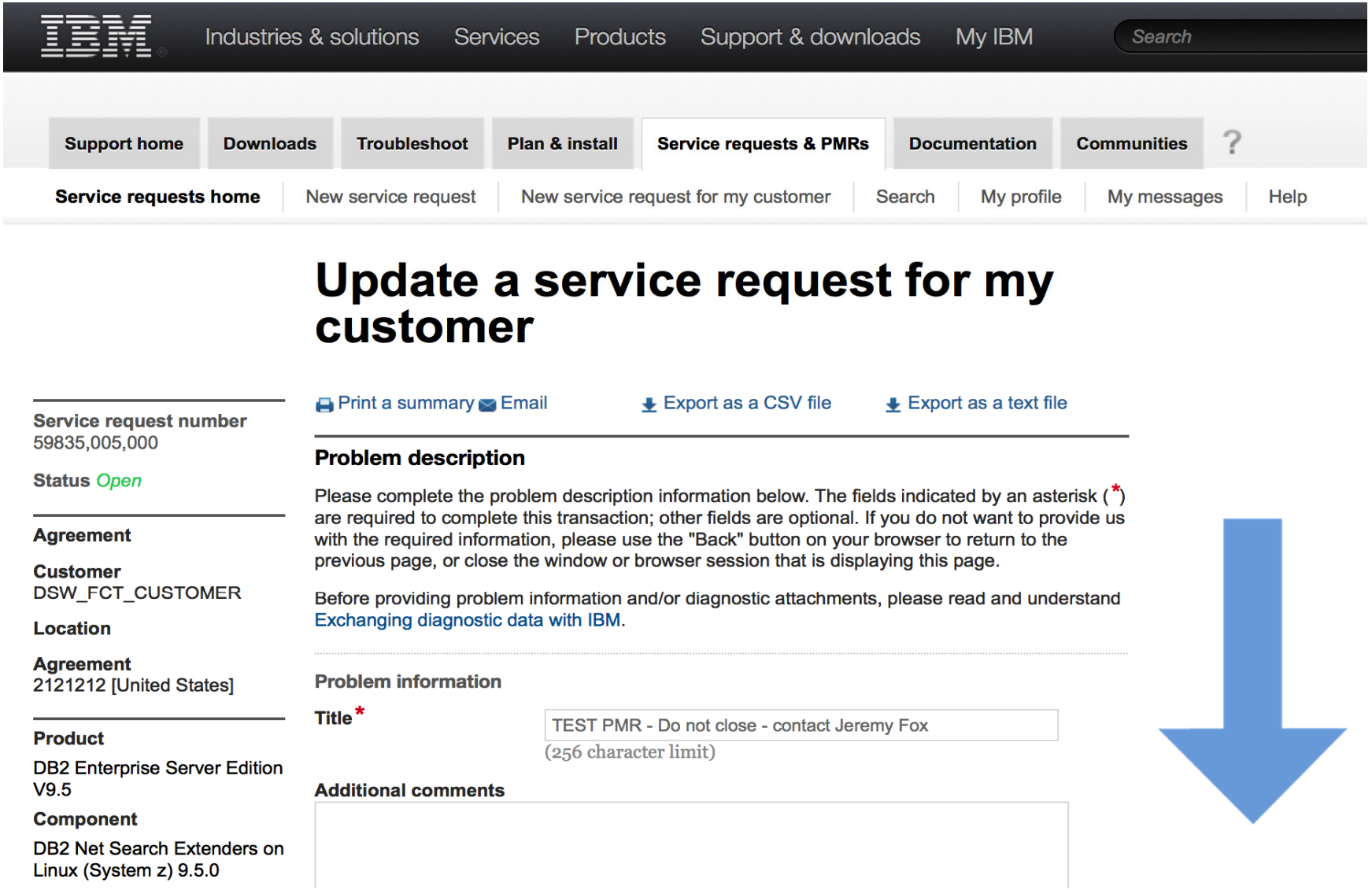
- **SR Search:** Looking for a SR, searching in different ways....



Corporation

SR Closure

- Business Partners can request a closure on a SR:



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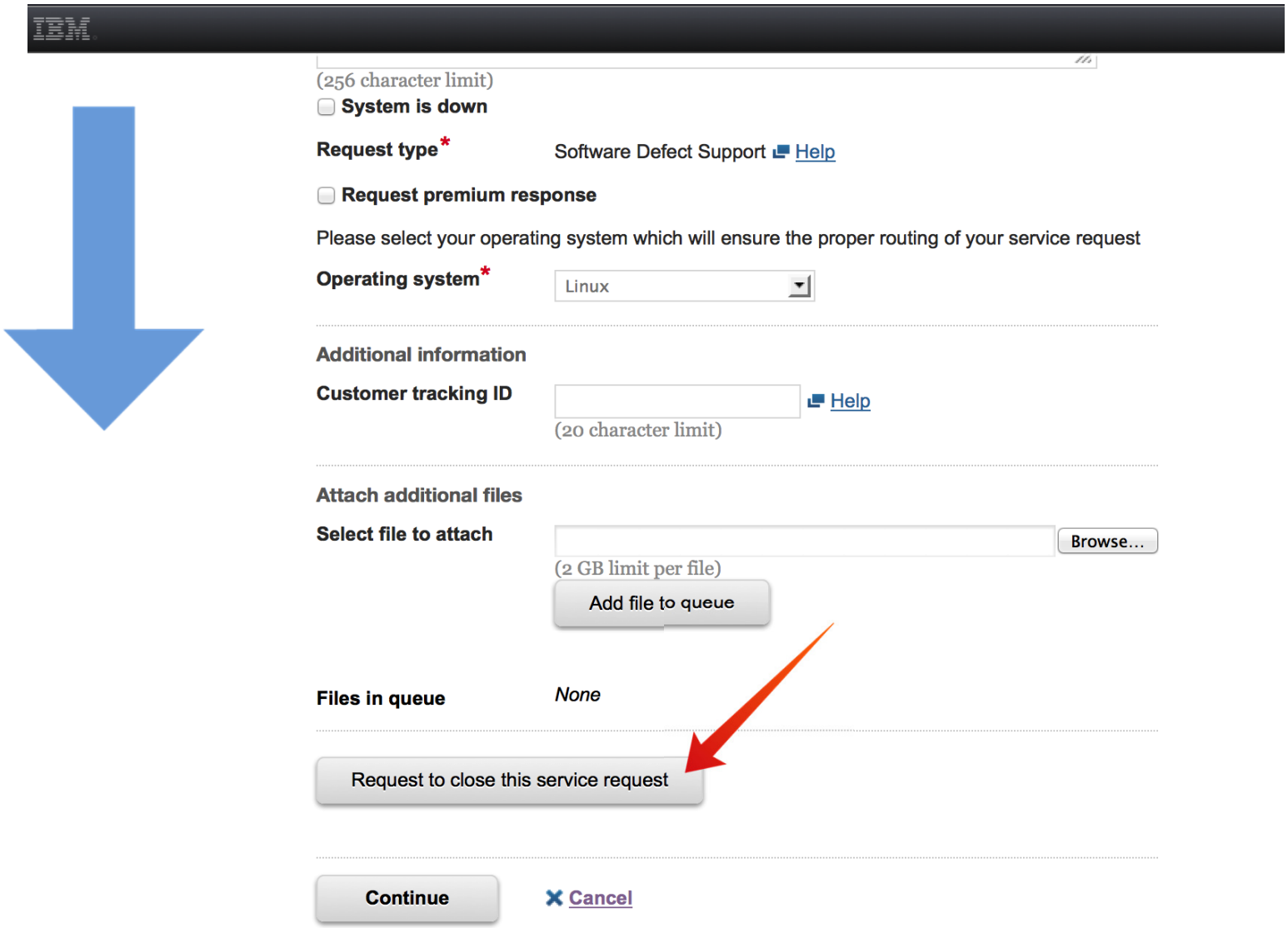
SR Closure

- Business Partners can request a closure on a SR:



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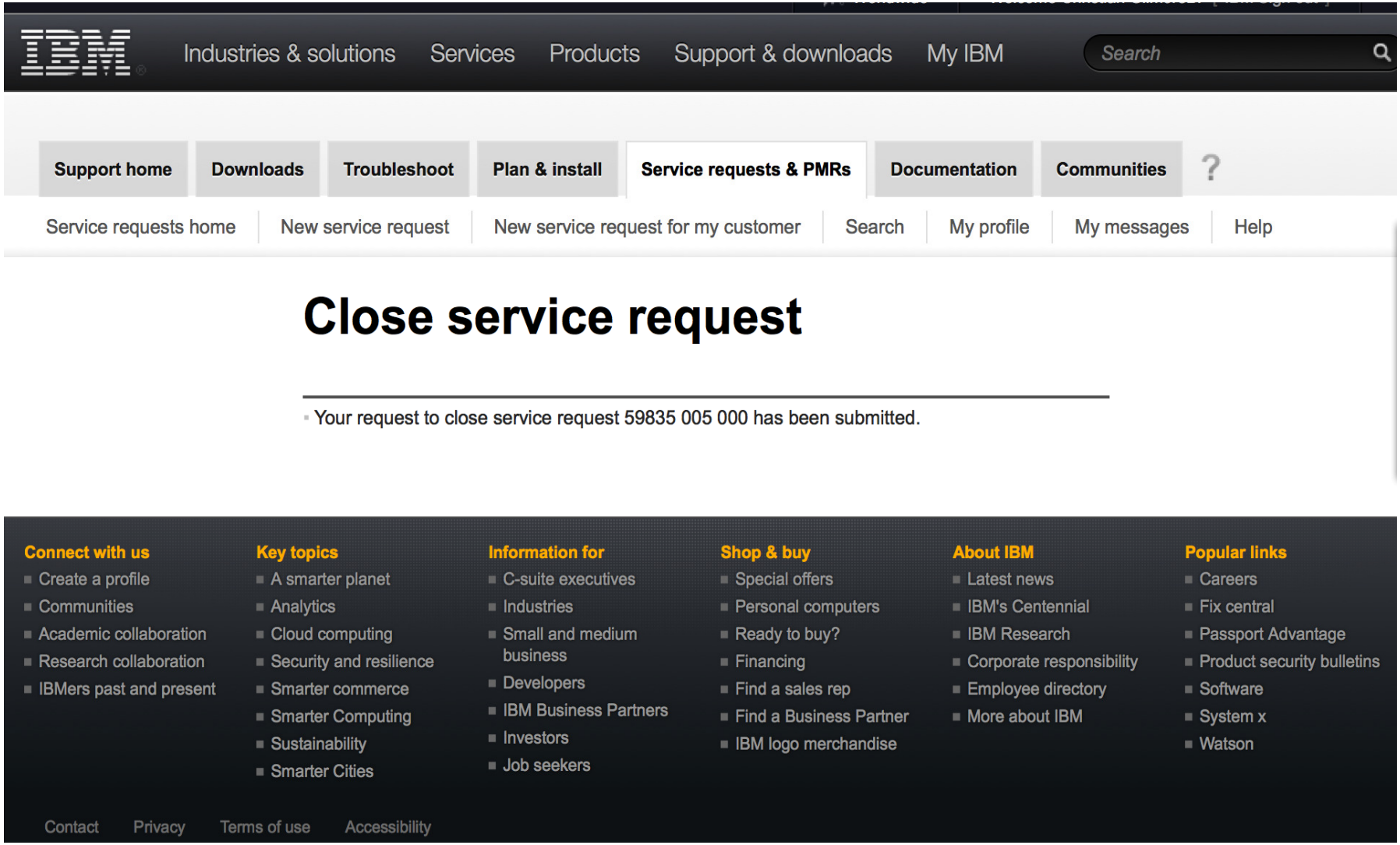
SR Closure

- Business Partners can request a closure on a SR:



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SR - Add Customers (process steps)

- As a business partner, you can use IBM Service Request (SR) to request new relationships with your and IBM's shared customers.
  - To do so, log onto SR and follow these steps:
  - 1) Choose "Customer administration" from within the "Manage support registrations" box on the left
  - 2) Choose "Add" at the top of the page
  - 3) Select your location(s), enter your customer contact's email address, provide a justification that will be sent to the customer, and click "Submit" All administrators for your customer will be notified of your request to establish a relationship. Once one administrator approves or rejects your request, you will be notified.

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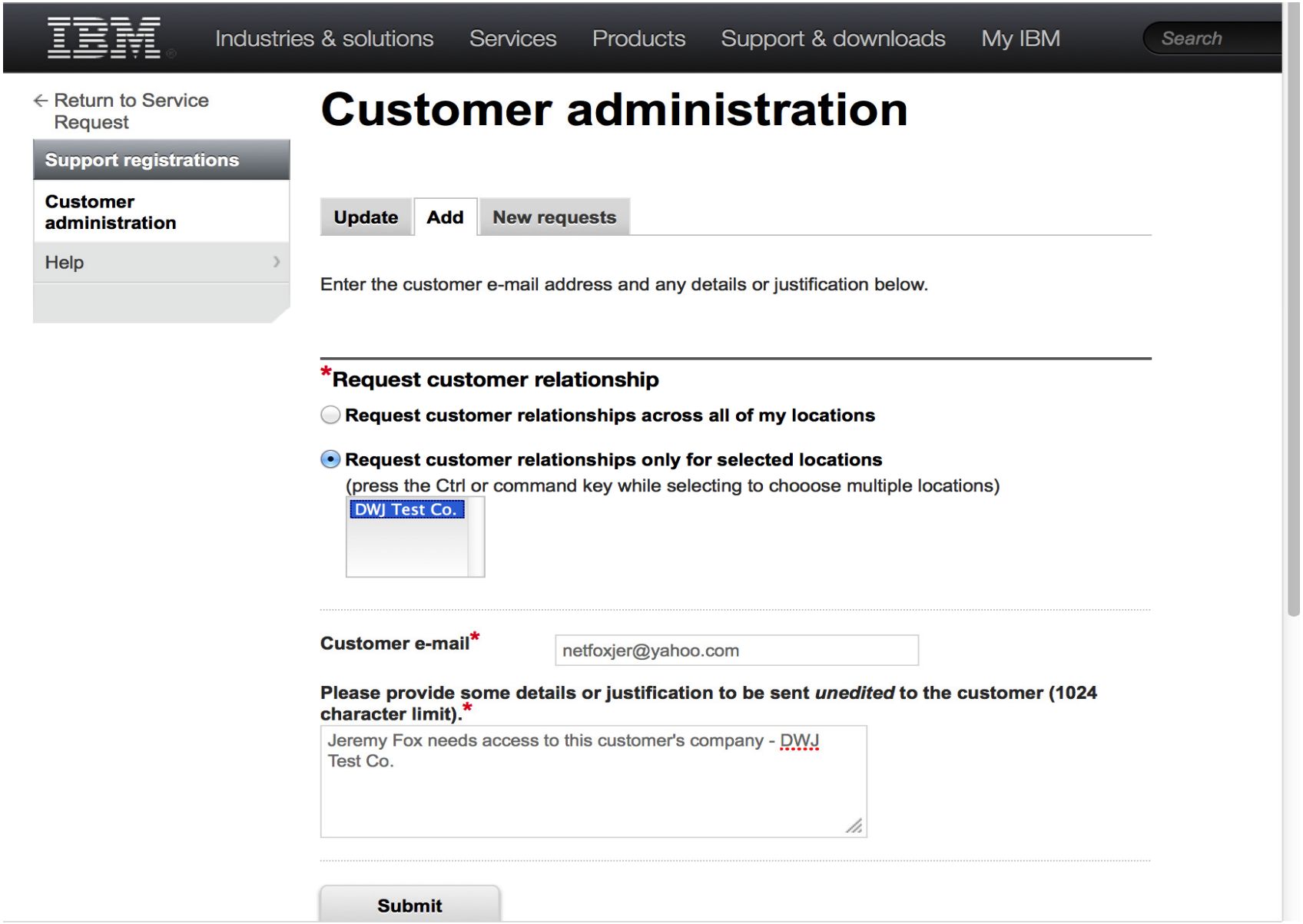
Add Customers

(screen capture from SR)



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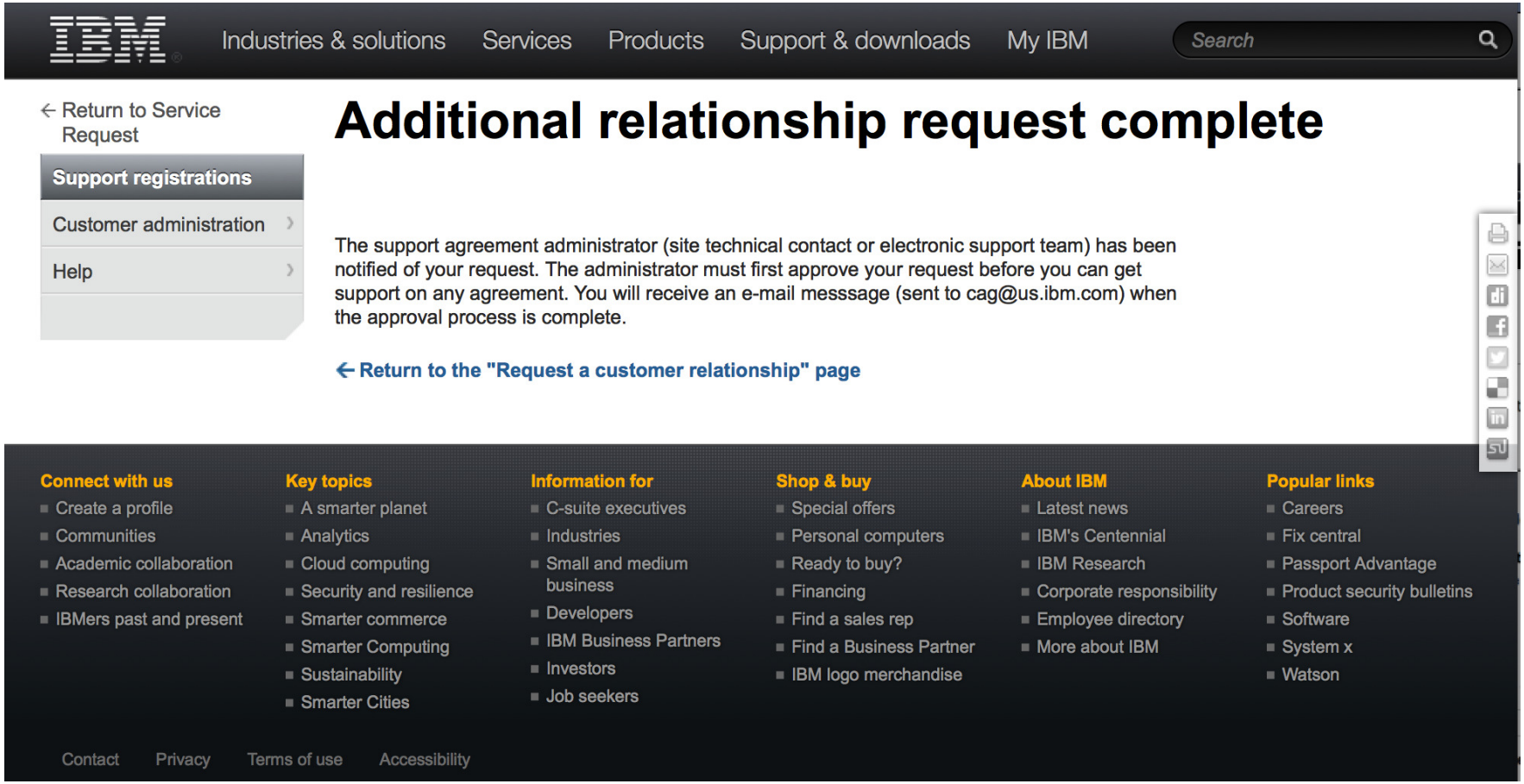
Add Customers *(screen capture from SR)*



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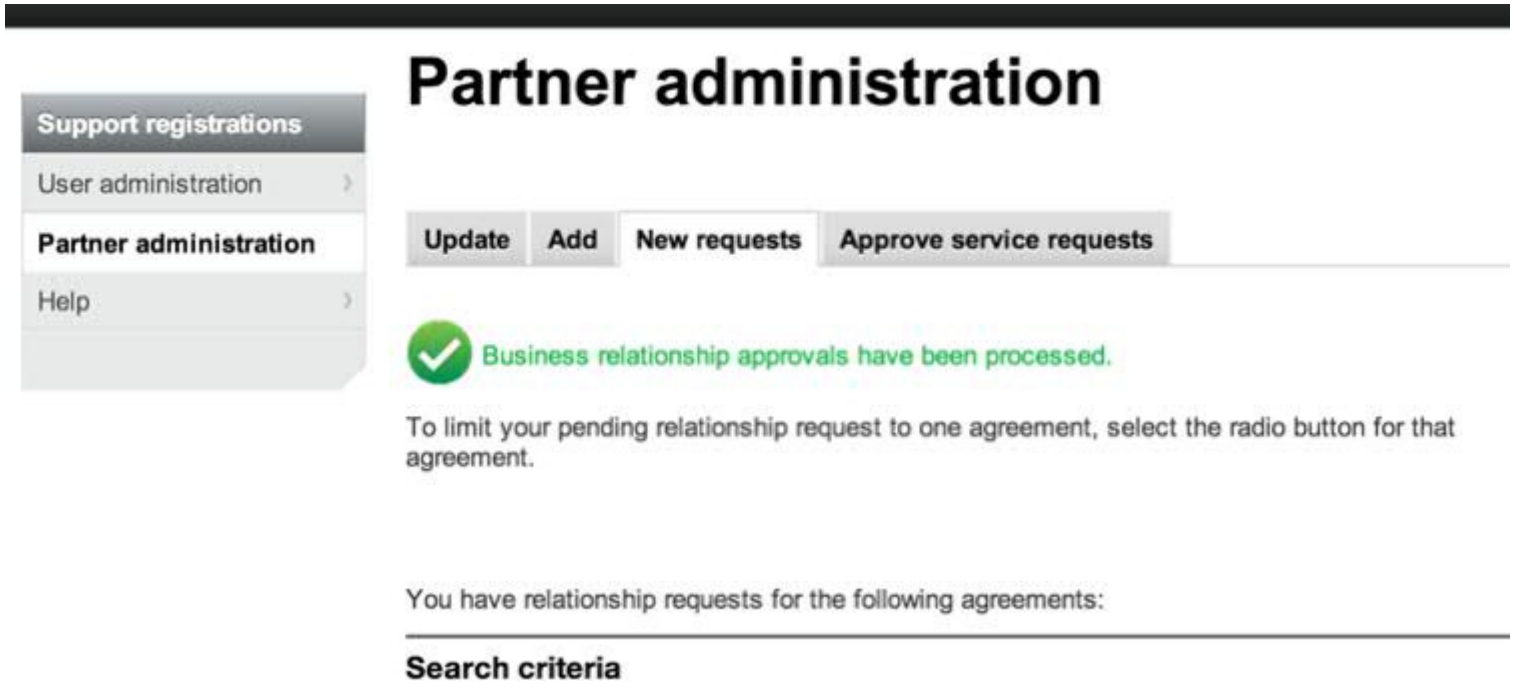
STC (Site Technical Contact) Business Partner Relationship Request

(screen capture from SR)

From the STC view: Approval of the New request



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STC (Site Technical Contact) BP Relationship Request

- Site Technical Contact (STC) or Admins can use IBM Service Request (SR) to request new relationships with IBM Business Partners
- To do so, log onto SR and follow these steps:
  - 1) Choose "Partner administration" from within the "Manage support registrations" box on the left
  - 2) Choose "Add" at the top of the page
  - 3) Enter your partner contact's email address, select your customer number(s), and click "Add business partner" The partner contact will be notified of your request to establish a relationship
  - Once a partner contact approves or rejects your request, you will be notified

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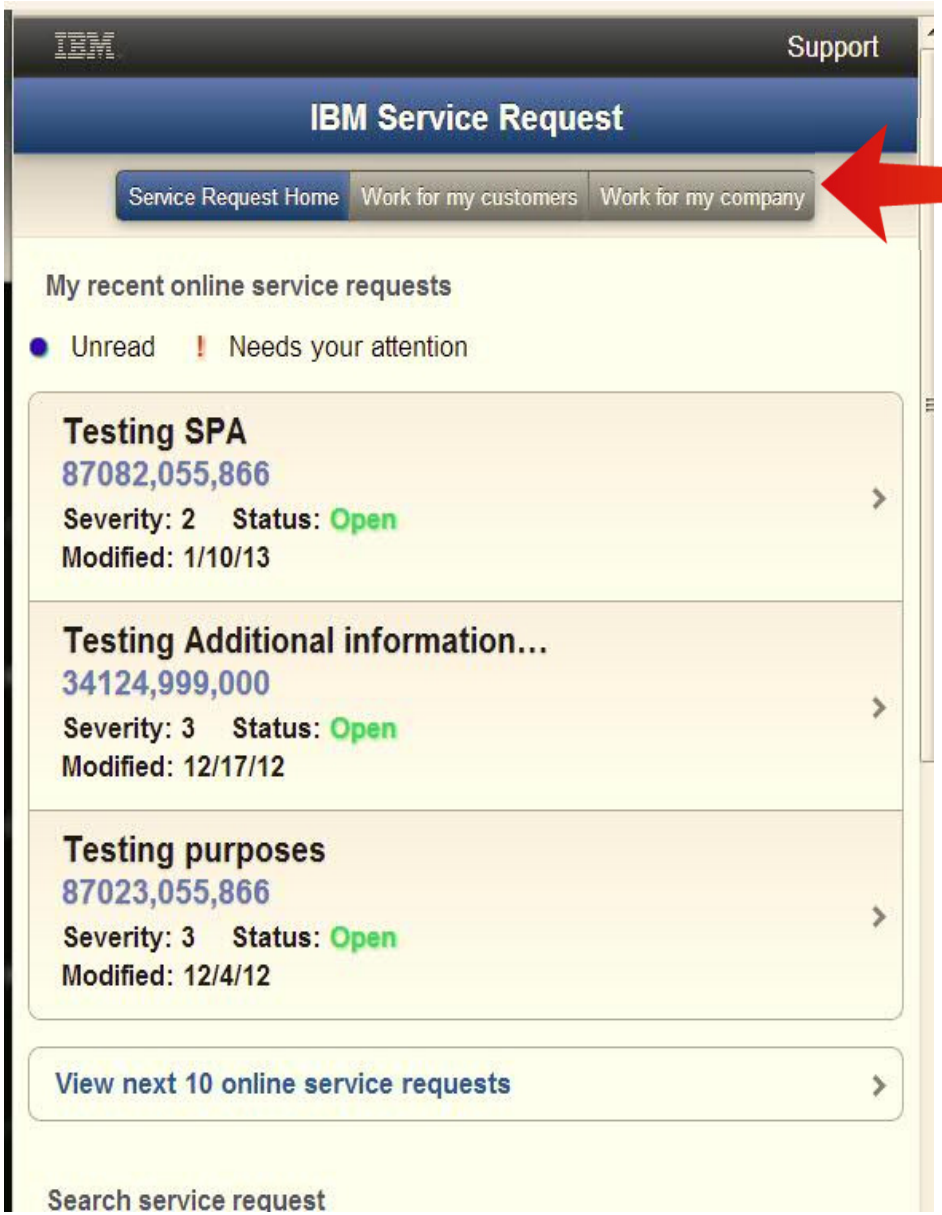
Mobile SR

(Screen Shot from SR, via a mobile browser)



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SR – Helpful Links:

SR Quick Start Guide: http://www-01.ibm.com/software/support/servicerequest/quick_start.html

This page explains the SR registration process. Once registered, you select the "Open a Service Request" link and complete the fields. There is more detailed help for individual functions, etc. via the SR Help link on the SR pages.

SR Homepage: https://www.ibm.com/support/servicerequest

SR Help: https://www.ibm.com/support/servicerequest/help/srHelp.action

SR Business Partner Help: https://www-946.ibm.com/sr/help/bp_access.html

SR Help Desk (requires Login): https://www-946.ibm.com/support/servicerequest/help/srHelpForm.action

IBM Electronic Support **http://www.ibm.com/support/electronicsupport/**

YouTube eSupport Channel & SR Videos:

eSupport Channel: http://www.youtube.com/user/IBMElectronicSupport?feature=watch

Using IBM Service Request to review SRs from the web:
http://www.youtube.com/watch?v=TsUWfTuNwT0&list=UUqaYCdZwPqkU05X-xUiG7lw&index=1&feature=plcp

IBM Service Request streamlined problem submission process:
http://www.youtube.com/watch?v=nJhPpSG_Xq8&list=UUqaYCdZwPqkU05X-xUiG7lw&index=2&feature=plcp

Mobile - Using IBM Service Request on your mobile device:
http://www.youtube.com/watch?v=3oThsXLvgLs&feature=youtu.be

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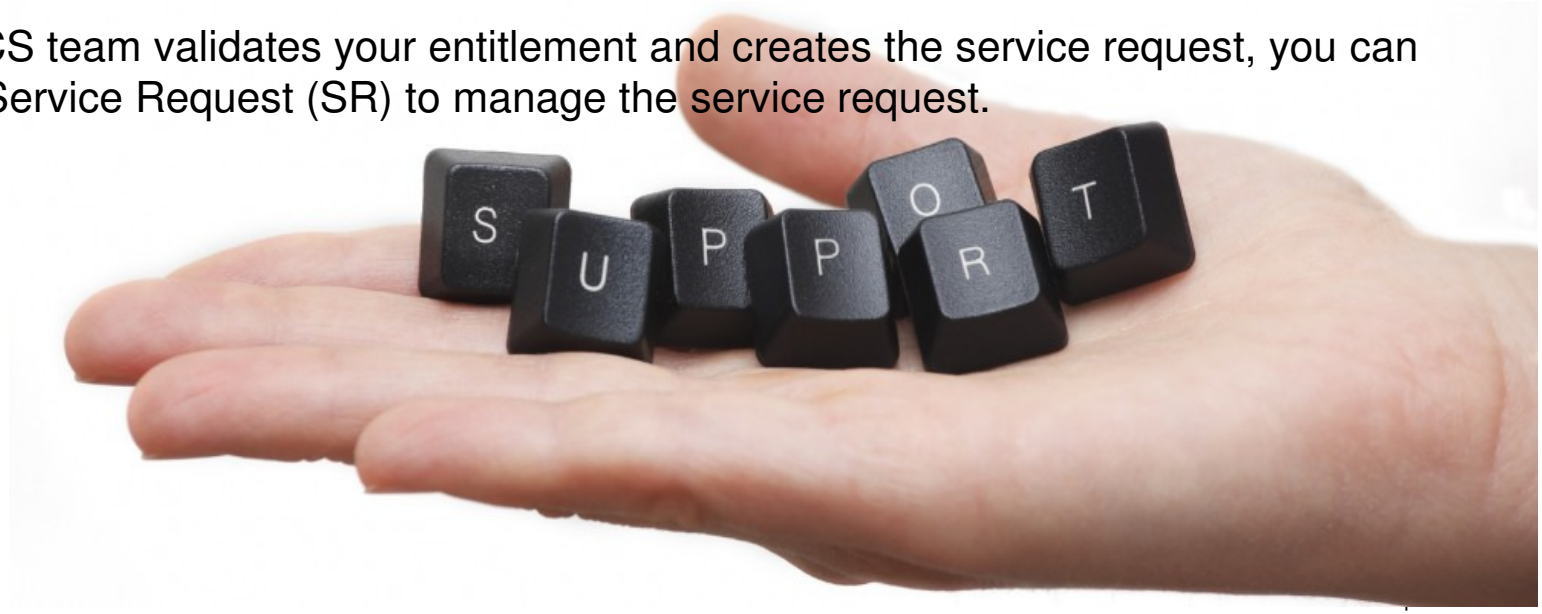
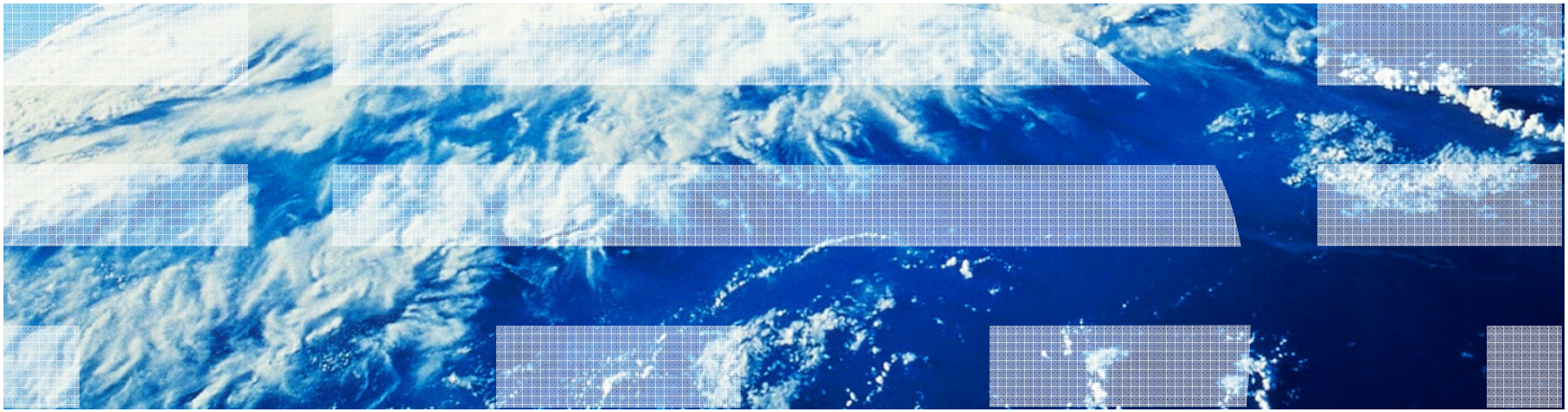
Business Partner – ISV Technical Support

- How partners submit problem requests on their own behalf
- Please use your IBM ID to log into the PartnerWorld technical support page at the following link:
  - http://www.ibm.com/isv/tech/member/
- You can submit your problem via this page to the PartnerWorld Contact Services (PWCS) team.
  - Phone support is also available from 7:00 a.m. to 7:00 p.m. U.S. central time, Monday-Friday, excluding U.S. holidays. Call 1-800-426-9990, then press or say "0" (zero) to be transferred to technical support. International callers may call 1-770-858-5052.
  - You will be asked to provide your IBM ID and PartnerWorld enterprise ID for verification.
- Once the PWCS team validates your entitlement and creates the service request, you can return to IBM Service Request (SR) to manage the service request.



Lesson 3 – Support Tools and Resources

Knowledgebases and other Online Resources



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What Knowledgebases are available?

- IBM Support Site
  http://www-947.ibm.com/support/entry/portal/Overview
- IBM PartnerWorld

https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/pw_home_mem_index

- IBM Education Assistant

http://publib.boulder.ibm.com/infocenter/ieduasst/imv1r0/index.jsp

- IBM developerWorks

http://www.ibm.com/developerworks/products/

- IBM Support Assistant

http://www-01.ibm.com/software/support/isa/

- IBM Redbooks

http://www.redbooks.ibm.com/

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Self-Assist Support - providing 24x7 access to information

IBM Electronic Support Tools help Customers

Find answers, resolve problems, and stay connected…

- Support Homepage
- Knowledgebases
- RSS Feeds and My Notifications
- developerWorks
- IBM Support Assistant (ISA)
- IBM Education Assistant (IEA)
- Fix Central (FC) , Downloads & MDVs
- Passport Advantage
- Communities
  (forums, wikis, blogs, RSS, OpenMics, webcasts)
- Service Request SR
- Ecurep
- Assist on Site (AOS)
- Support Handbook Online
- Redbooks

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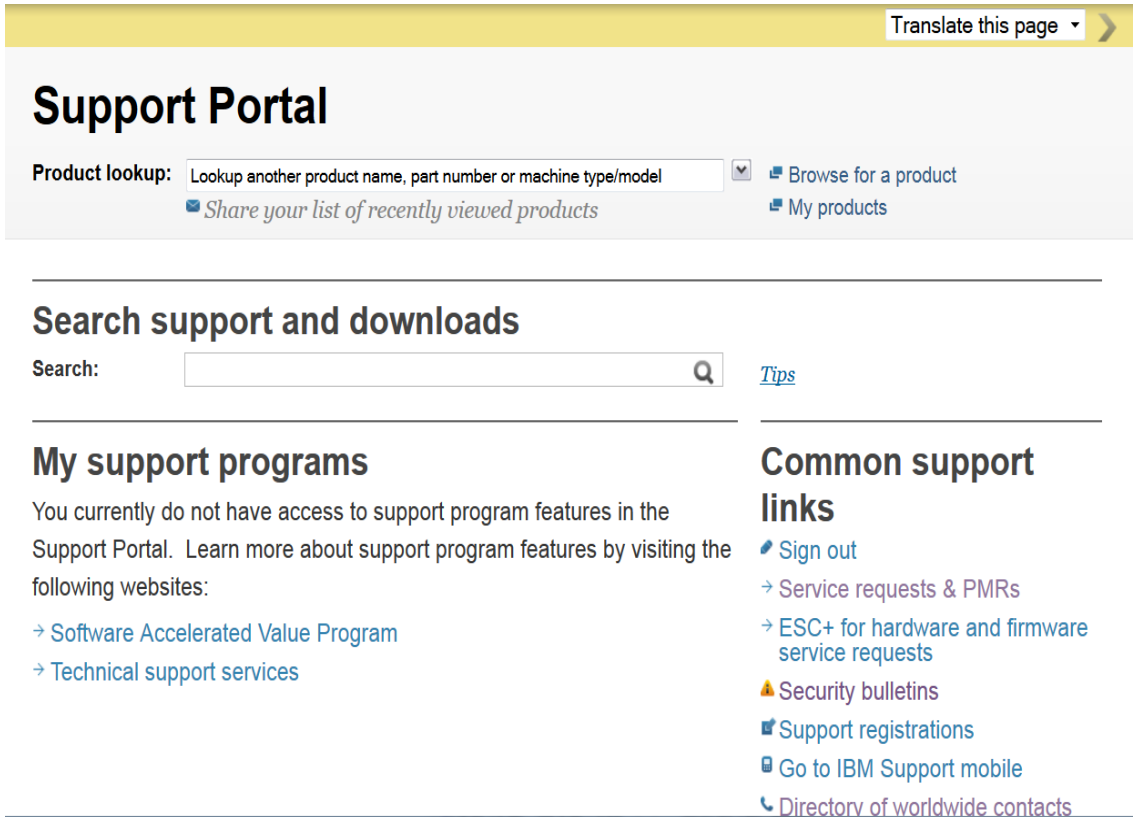
IBM Software Support Homepage



Search based navigation

- Product Selectable and Profile capability
- Searches provide the greatest Qualitative results ie searches are isolated to specific document types - troubleshoot, documentation, plan, install and use.

Support Website is updated 4 times a day from all IBM product subject matter experts

http://www-947.ibm.com/support/entry/portal/Overview/Software/Software_support_%28general%29

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Knowledgebases and other Online Resources

Knowledgebases

- What is a knowledgebase?
- How do you access them?
- How do you search them, what is Quick Start?
- What are effective search strategies?
- How do you contribute to them?

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What is a Knowledgebase?

- Abbreviated KB or kb - a special kind of database for knowledge management, providing the means for the computerized collection, organization, and retrieval of knowledge (Wikipedia)
- A knowledgebase may provide a mechanism to collaborate, as the knowledge is being created
- An IBM knowledgebase may actually be made up of many databases
- The contributions and collaboration of many people with diverse levels of expertise and knowledge

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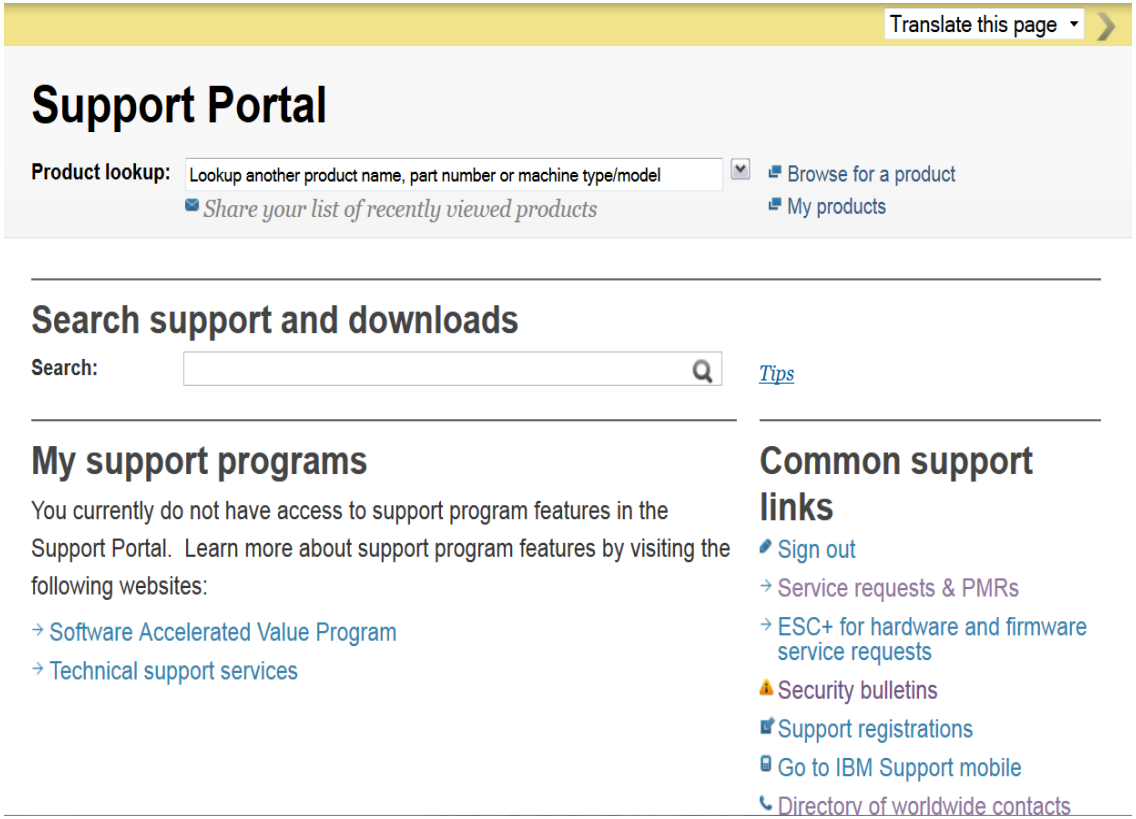
IBM Knowledgebases: Support Site



IBM Support – Access and Search

- Access the IBM Support Downloads site http://www.ibm.com/support/us/en/
- Choose support type
- Choose your product(s)
- Choose your page
- See your results.

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IBM Knowledgebases: Support Site Search

IBM Support – Simple Search

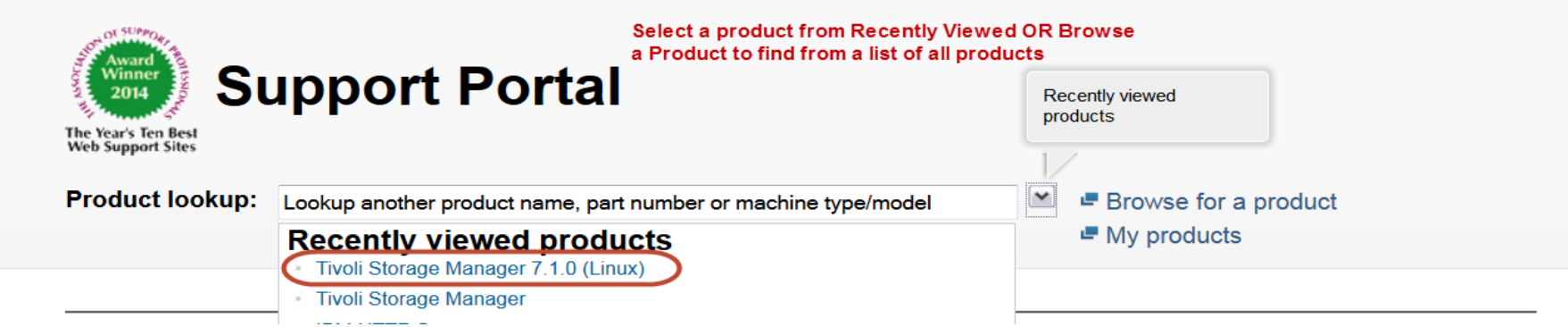
To perform a simple search, type one or more terms in the search box and select the Search button . The search returns a list of links that contain all of your terms.

The search terms you enter are matched against the title, URL, keywords and content of support pages in the language you set in the IBM masthead as well as in English.

The search engine does not match your search terms against other values associated with the support pages, like user-supplied tags or document type, that are displayed in the left column filters on the search results page.

IBM Support – Search with Product Filter

Product Filter - Use the product filter to limit your search results to the IBM product that you have selected in the IBM Support Portal. Select the product check box to narrow the results to your currently selected product. If you have defined your product with one or more versions or operating systems, those values will be used to limit your results.



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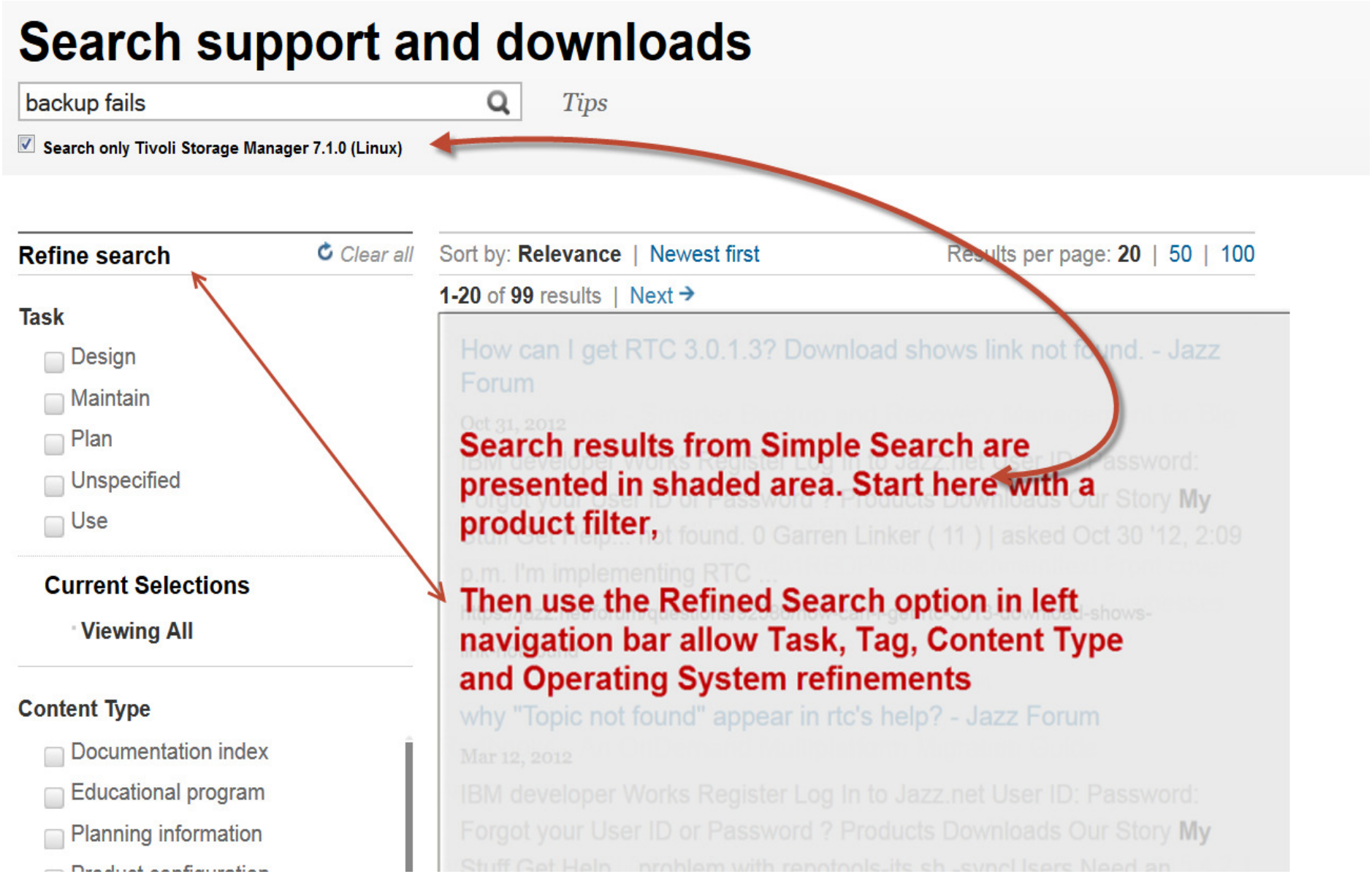
IBM Knowledgebases: Support Site Search



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IBM Knowledgebases: Effective search strategies

To make your search more effective, do the following:

1. **Be specific -** Try using words that are unique or try adding descriptive words. For example, a search for InfoSphere may give you too many results. If you're really looking for InfoSphere DataStage fixpacks, specify InfoSphere DataStage fixpacks.
2. **Try using synonyms -** If you get too few results or Search doesn't find what you're looking for, try synonyms for your original words. For example, instead of searching for bugs, try defects.
3. **Check your spelling -** A single misspelled or mistyped word can change your results.
4. **Learn from your results -** Your search may not return exactly what you're looking for, but scanning the results may help you see the words that were found and give you ideas for other searches.

Note: Search isn't case sensitive, so don't worry about capitalization. Also, an automatic AND is assumed between the words you enter in your search terms, unless you type an OR which must be capitalized. Both AND and OR must be capitalized when used as operators.

www.ibm.com/software/support/searchtips.html

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How do I contribute to an IBM Knowledgebase?

Partners contribute to IBM Support knowledgebase

- Access the site, follow the procedure listed at this Web address: http://www.ibm.com/developerworks/wikis/display/partnersubmitknowledge/Home
- Contributions are evaluated for quality and scored based on the following criteria:

  •Non-duplication
  •Problem stated clearly
  •Solution stated clearly
  •Precise wording
  •Template used
  •Spelling and grammar
  •Uses generic wording (not case-specific)

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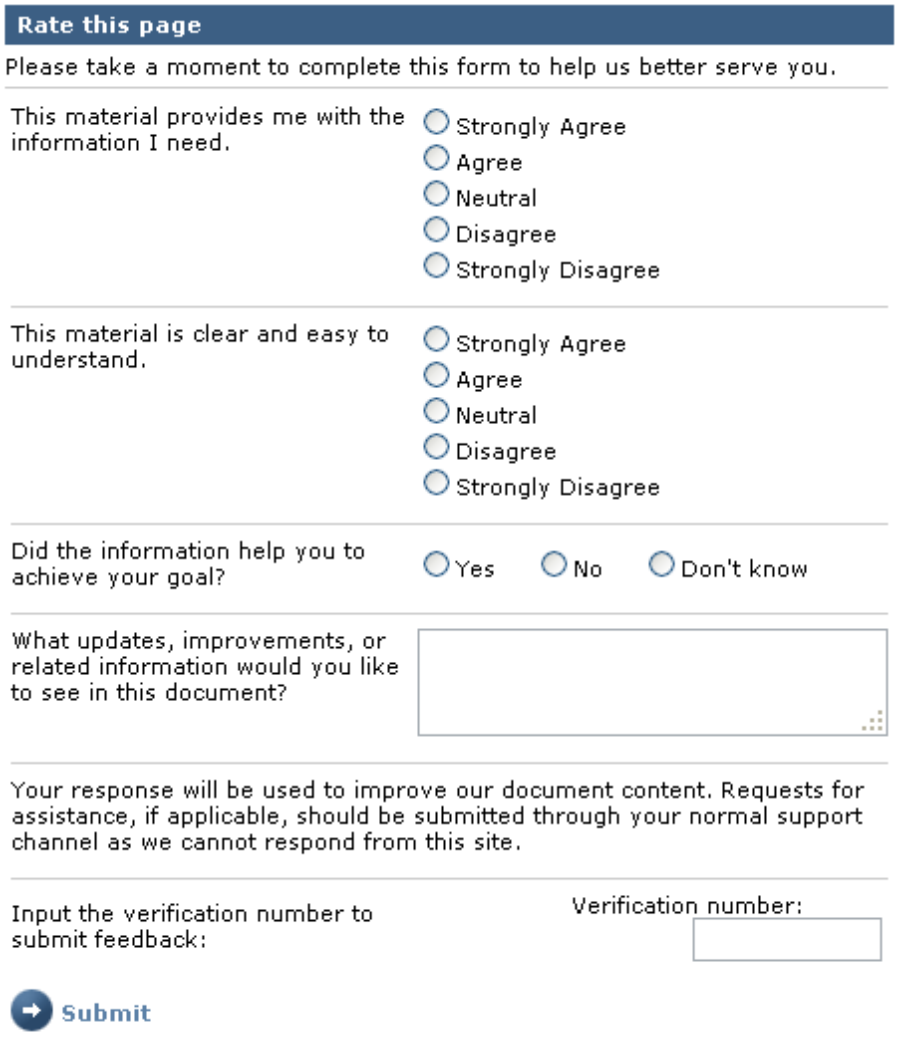
IBM Software Support – Document Level Feedback



We need your feedback !

- The DLF (Document Level Feedback) form is found on every document that you retrieve in a search.
- Scroll to the bottom of the document and you will see the form.
- Please provide feedback on the quality and accuracy of the document.
- When you enter text in the free form text field, it goes into a database and your comments are sent to the content creator.
- Feedback is used to improve existing documents and create new ones.

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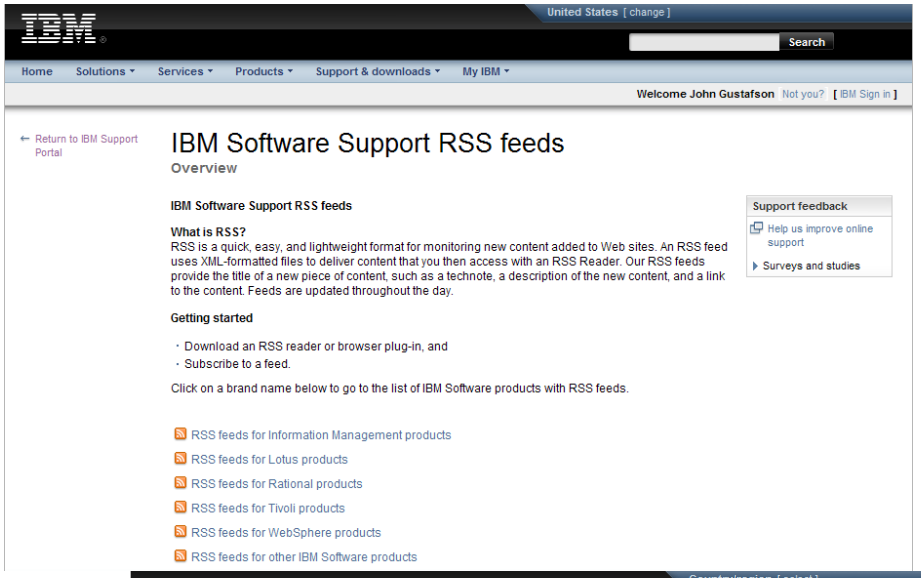
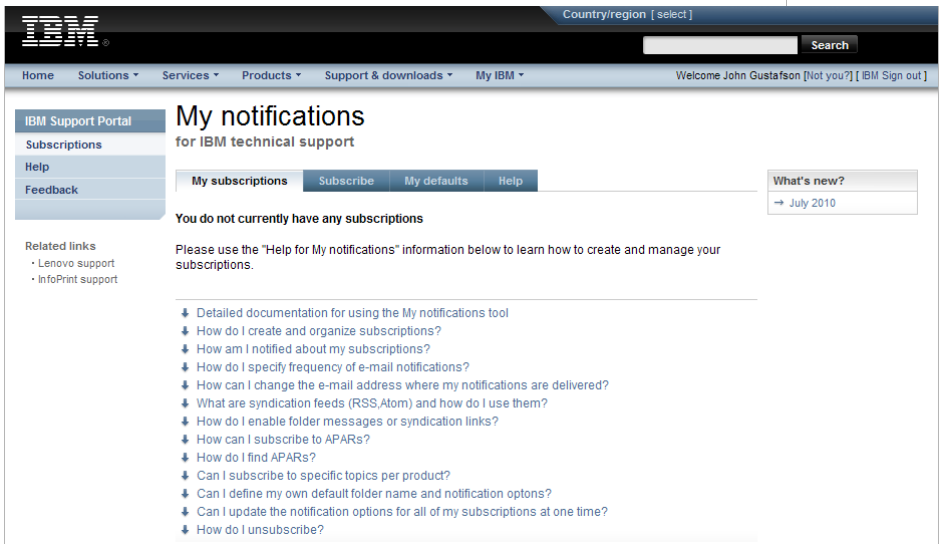
IBM Software Support RSS feeds & MyNotifications





IBM Software Support RSS Feeds

- RSS feeds are updated several times a day to identify newly posted information
- RSS is an open standard, used by hundreds for internet sites
- RSS readers can be customized to monitor only what you want (by product) and even filter on keywords

http://www-01.ibm.com/software/support/rss/

My notifications

- Provides a single personalized access location for only the products you select
- Provides a weekly summarized email for content you want updates on

http://ibm.com/support/mysupport/

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IBM developerWorks – Access and Search

- Access IBM developerWorks at:
  http://www.ibm.com/developerworks
- Enter search string in Search box - Use search list to narrow developerWorks search to IBM product or topic.
- Use Left Navigation menu - Place cursor over Information Management to view and select areas of interest.

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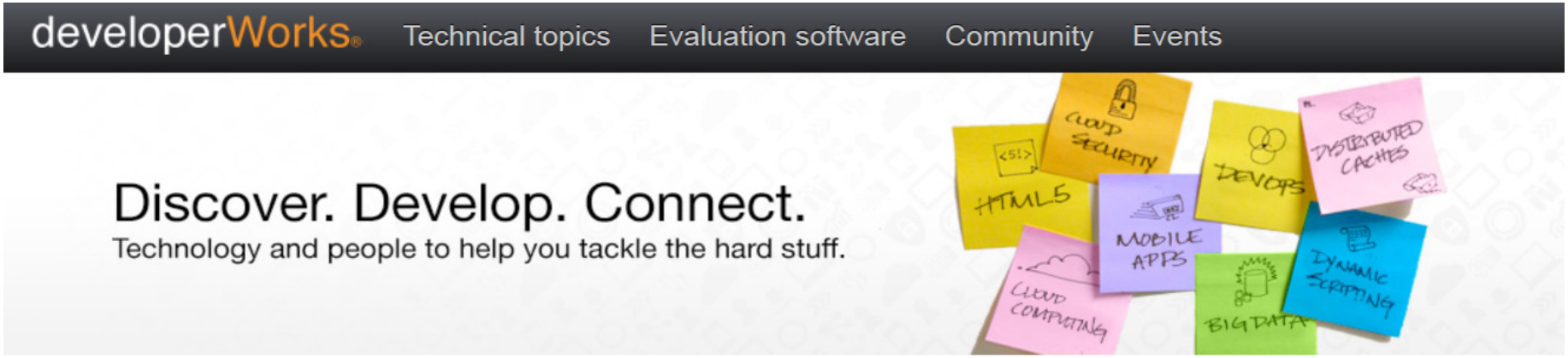
IBM developerWorks



Big data | Business analytics | Cloud computing | DevOps | Mobile development | Security

- In-depth technical information for developers and administrators
- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events

…and more

http://www.ibm.com/developerworks

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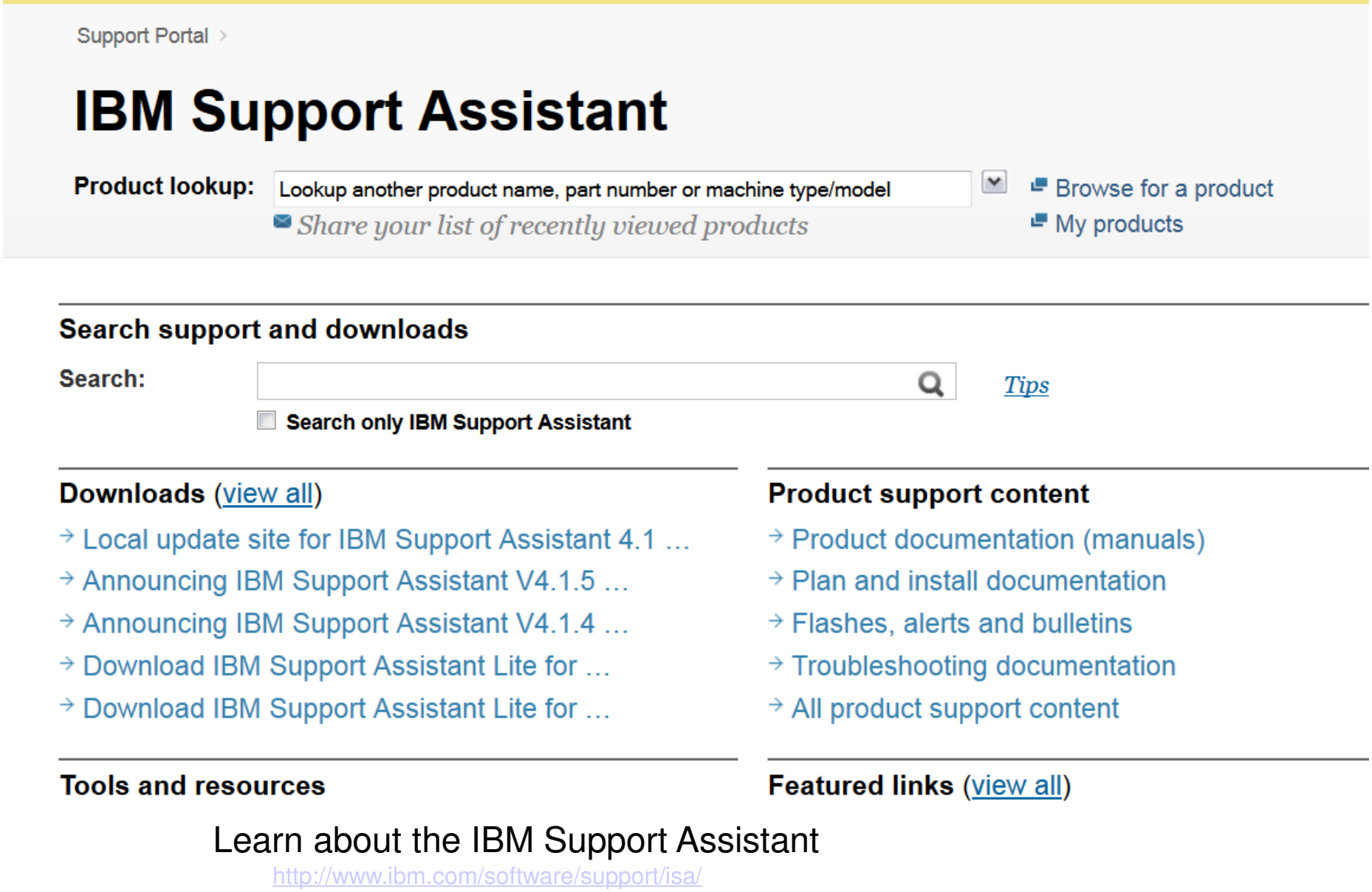
IBM Support Assistant (ISA)



Learn about the IBM Support Assistant

http://www.ibm.com/software/support/isa/

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IBM Support Assistant (ISA)

No-charge troubleshooting workbench that offers:

- Multi-source search capabilities and access to product information
- Automated data collection
- Problem determination tools
- Ability to capture and store environment information
- Product Information page -- quick access to technical information
- Content just published from the product's support page
- Automate log and data collection (automated MustGathers, and other data) with symptom-specific data collectors
- Integrated Log Analysis capabilities accelerate first steps of problem investigation
- Reengineered Data Collection process:
  Remotely execute "MustGather" data collections
  Collect remote files
  Organize problem determination data, notes, files, data collector files, inventory reports, and share them with other analysts or IBM Support

http://www-01.ibm.com/software/support/isa/

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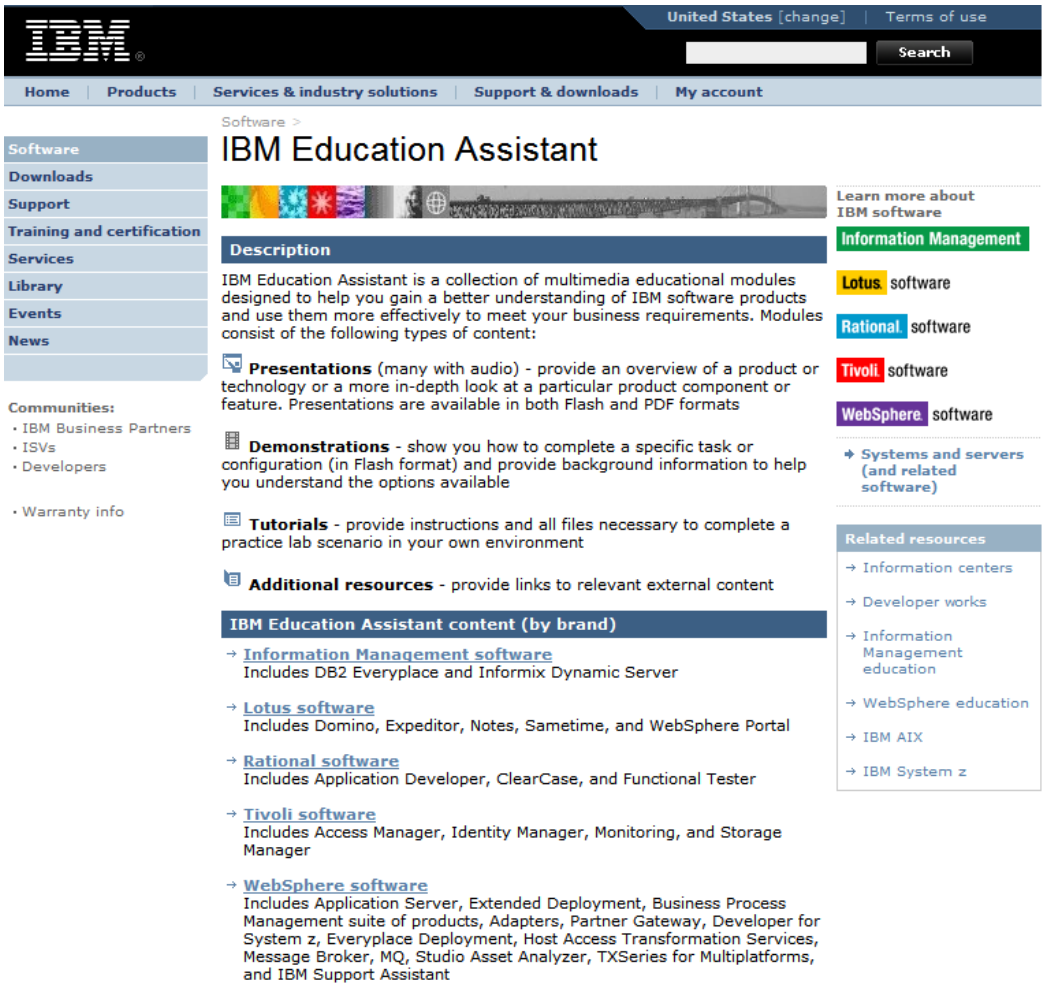
IBM Education Assistant (IEA)



IBM Education Assistant is a collection of multimedia educational modules designed to help you gain a better understanding of IBM software products and use them more effectively to meet your business requirements. Modules consist of the following types of content:

Presentations (many with audio) - provide an overview of a product or technology or a more in-depth look at a particular product component or feature. Presentations are available in both Flash and PDF formats

Demonstrations - show you how to complete a specific task or configuration (in Flash format) and provide background information to help you understand the options available

Tutorials - provide instructions and all files necessary to complete a practice lab scenario in your own environment

Additional resources - provide links to relevant external content

http://www-01.ibm.com/software/info/education/assistant/

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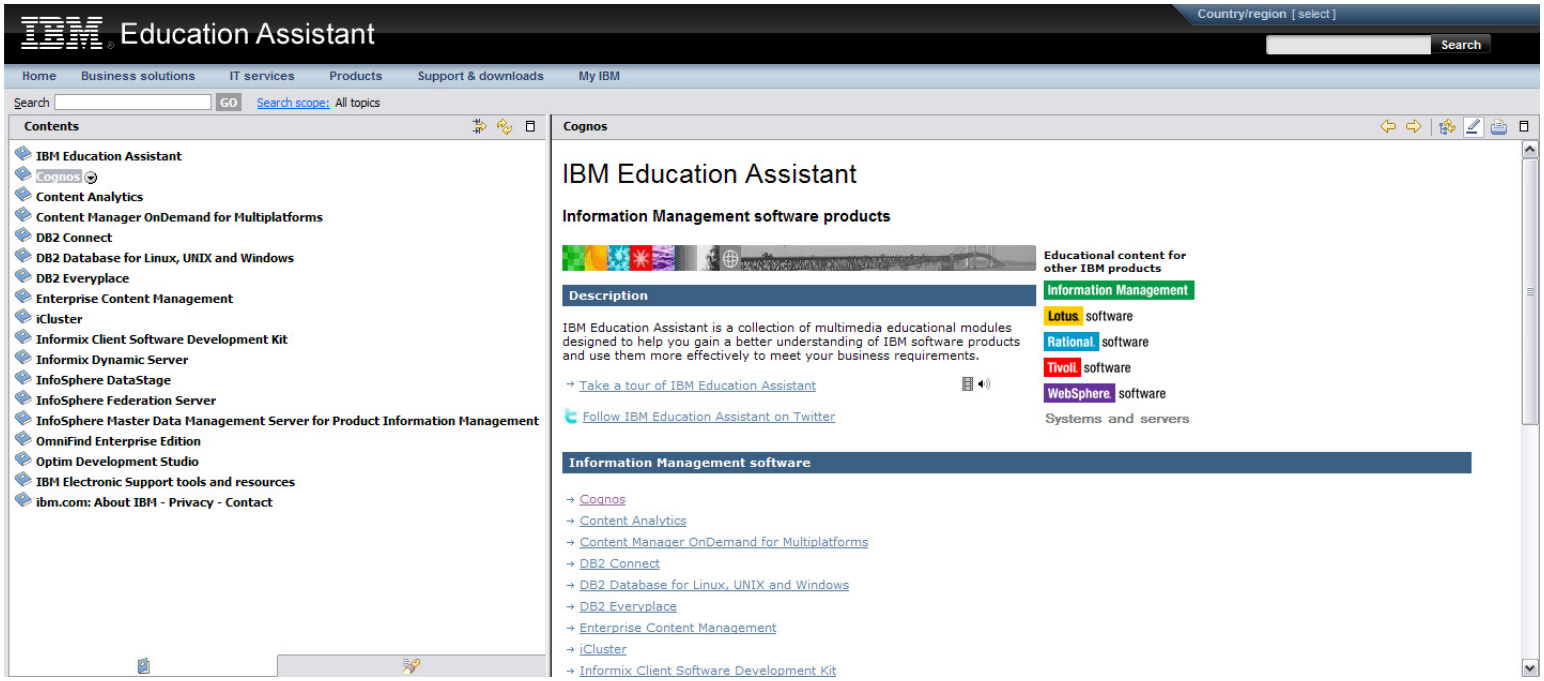
IBM Education Assistant (IEA) – Access and Search

Access and Search Example

- Selecting 'Information Management' from the IBM Education Assistant results in this page
  http://publib.boulder.ibm.com/infocenter/ieduasst/imv1r0/index.jsp
- Select the product of interest from the Contents section.
- If the product is not listed, there is no current offering available.



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IBM Fix Central and Downloads

Fix Central

Fix Central allows you to search, select, order, and download fixes to your system with a choice of delivery options. Fixes provide changes to your software, Licensed Internal Code, or machine code that fix known problems, add new function, and keep your system, software, or Hardware Management Console operating efficiently.

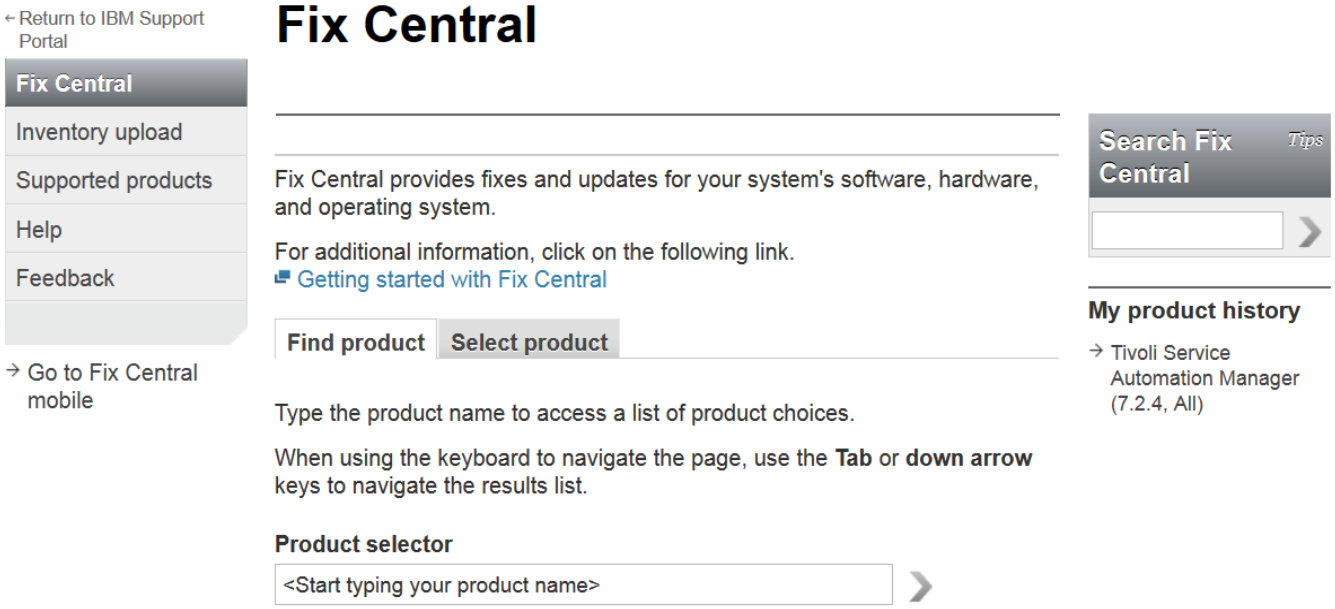
Fix Central has been designed to make it easy to find and obtain fixes by providing multiple search and ordering options [1].

These include the following:

- Search by APAR or SPR identifier
- Search by Fix ID
- Search by arbitrary text
- Search for recommended groups
- Limit search results by category, product, release, and platform
- Include prerequisite and corequisite fixes
- Download using Download Director, HTTP, or FTP

[1] Ordering and download options are not available for all products.

http://www.ibm.com/support/fixcentral



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Maintenance Delivery Vehicle (MDV)

MDV Types	Description
Test fix	May be product binary or other fix deliverable. Not necessarily packaged for an application tool. A temporary or uncertified fix with limited IBM testing that is supplied to one or several customers for testing, but not available for the public. This type of fix vehicle may have little or no packaging, i.e. may be file replacements. Test fix should include documentation with at least minimum information on application and testing of the test fix.
LA interim fix	Installable package (including Readme) provided at a minimum on reported operating system with minimal testing. Support Provider must contact L2 to get it. This type of maintenance deliverable must contain a readme, is only available via contacting level 2 and has had only minimal IBM testing but has been tested by Customer(s), and/or for whatever reason, although customer testing indicates it fixes the reported problem(s), the Level 3 team wants to limit availability to this maintenance deliverable.
Interim fix	Installable package (including Readme) provided on all supported operating systems with formal testing. One or more APARs. Tested and verified fix available to customers. This maintenance deliverable may contain fixes for one or several product defects (APARs) and fixes for internally discovered defects. It is made generally available to the registered users.
Fix pack	A fix pack is cumulative, i.e. contains all the fixes shipped in previous maintenance to the release including previous fix packs. Contains all fixes made to the original V.R.M. / Version – Release – Modification (i.e. 5.0.0) delivery or to the most recent manufacturing refresh/refresh pack (cumulative deliverable applying to one V.R.M., i.e. 5.0.1). Fix pack level is indicated by the 4th number in the product version (V.R.M.F, i.e. 5.0.1.1) as an internal name to be recorded by the maintenance install tool. May be applied on top of any previously shipped maintenance to bring the system up to the current fix pack level. It may include additional defect and/or APAR fixes, not previously shipped. Fix packs may contain adaptive maintenance on an exception basis with formal exception approval. The inclusion of this type of new function does not alter the functional or operational characteristics of the product. Fix packs must contain a readme. Tivoli L3 and Development will ship fix packs whenever required. Support Providers will be made aware of coming fix packs via the standard communication channels, for example: 1. APARs closed as fixed in a future fix pack will still document the fixing fix pack name and either state the target fix pack delivery date 2. The target delivery date will be documented in a preliminary DCF download record and/or a product Fixlist document

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Fix Lists

- Summarizes information about available Maintenance Delivery Vehicles (MDVs).
    - V = Version
    - R = Release
    - M = Modification
    - F = Fix
- Links to individual fix documents.
- Captures change history of delivered fixes.

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Recommended Fixes Example

Support & downloads >

Recommended Fixes for Informix Server Products

Product documentation

Abstract
A comprehensive list of recommended, generally available (GA) fixes for Informix Server product releases.

Content

Recommended fixes table of contents:

Informix Dynamic Server (IDS) Version 11.50
IDS Version 11.10
IDS Version 10.00
IDS Version 9.40
Informix Extended Parallel Server Version 8.51
IDS Version 7.31

All of these products can be downloaded at either the Passport Advantage or the Fix Central websites. Fix Packs are available at Passport Advantage. Fix Packs and PIDs (Post Interim Drop) are available at Fix Central.

See the **Related information** section for:

- Information regarding PIDs
- Product download information
- All Fix Lists
- Informix Product Support Page

Informix Dynamic Server (IDS) Version 11.50				
Fix	**Type**	**Status**	**Released**	**Comments**
11.50.xC3W1	PID	Cumulative fix	Dec 19, 2008	Fix List
11.50.xC3	Fix Pack	Recommended	Oct 31, 2008	Fix List Release and Machine notes Manuals Information Center

IDS Version 11.10				
Fix	**Type**	**Status**	**Released**	**Comments**
11.10.xC3	Fix Pack	Recommended	Dec 12, 2008	Fix List Information Center
11.10.xC2W5	PID	Superseded	Sep 19, 2008	Fix List
11.10.xC2	Fix Pack	Superseded	Nov 6, 2007	Fix List Release and Machine notes Manuals Information Center

the x in the version number stands for U, H, T, or F

Top of Page

IDS Version 10.00				
Fix	**Type**	**Status**	**Released**	**Comments**
10.00.xC9W2	PID	Cumulative fix	Dec 2, 2008	Fix List
10.00.xC9W1	PID	Superseded	Oct 17, 2008	Fix List
10.00.xC9	Fix Pack	Recommended	Sep 3, 2008	Fix List Release and Machine notes Manuals Information Center

the x in the version number stands for U, H, T, or F

Top of Page

IDS Version 9.40				
Fix	**Type**	**Status**	**Released**	**Comments**
9.40.xC9W2	PID	Cumulative fix	Apr 12, 2007	no published Fix List
9.40.xC9	Fix Pack	Recommended	Jan 22, 2007	Fix List Release and Machine notes Manuals

the x in the version number stands for U, H, T, or F

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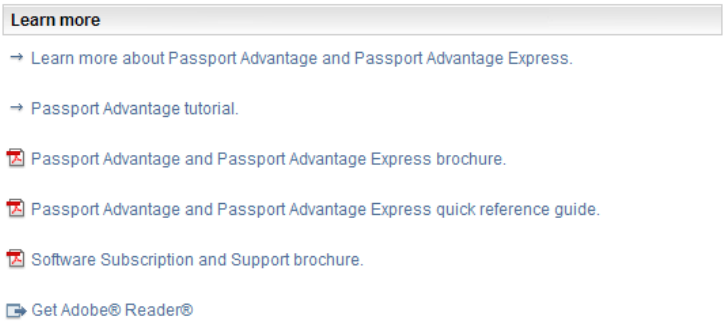
IBM Passport Advantage online

- Access url: http://www.ibm.com/passportadvantage
- Click on Passport Advantage online tab
- Click on Customer sign NOT Business Partner
- Enter IBM user id and password

- Access to Full Product Downloads
- A Support Provider does not automatically receive access to Passport Advantage for an End User
- If required, Support Provider (SP) must request access from their End User to access Passport Advantage to download products on the End User's behalf
- SP needs to Self Nominate against the End User's Site ID to request access
- End User's Primary Contact authorizes access
- Some products release their Fix Packs via Passport Advantage as "Silent Refreshes"



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IBM Passport Advantage online

- Access url: http://www.ibm.com/passportadvantage
- Click on Passport Advantage online tab
- Click on Customer sign NOT Business Partner
- Enter IBM user id and password

- Access to Full Product Downloads
- A Support Provider does not automatically receive access to Passport Advantage for an End User
- If required, Support Provider (SP) must request access from their End User to access Passport Advantage to download products on the End User's behalf
- SP needs to Self Nominate against the End User's Site ID to request access
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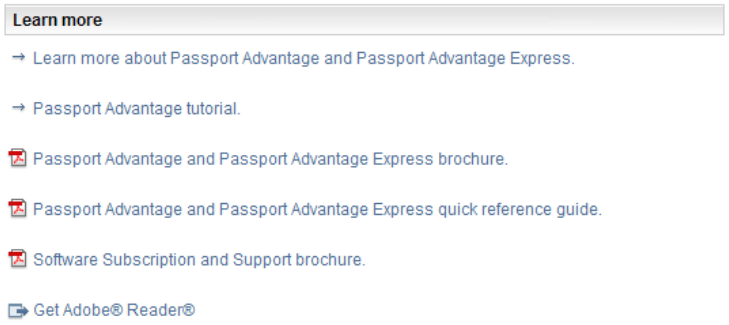

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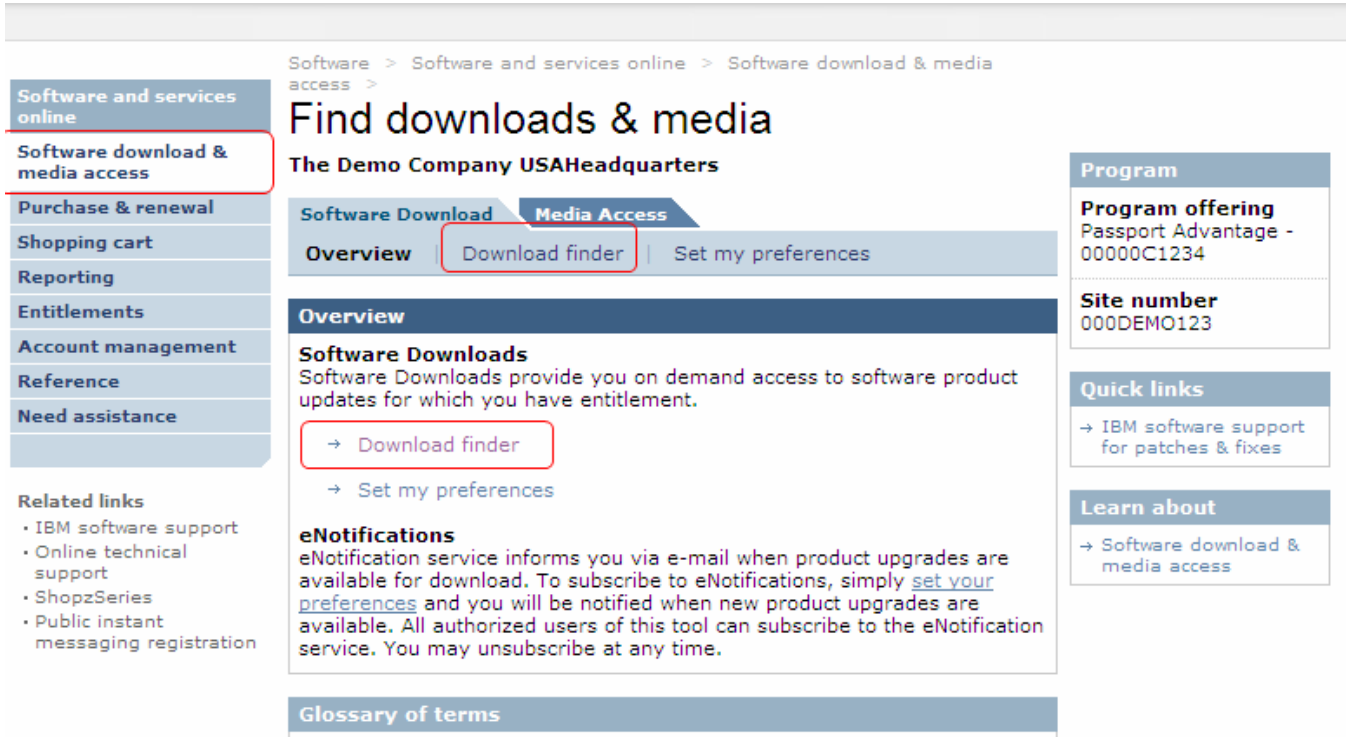
IBM Passport Advantage online

Software Download and Media Access

- Click on “Software download & media access” on left navigation pane to access downloads
- Agree to Terms and Conditions
- Click on Download finder to search for your software



Instructional Videos → http://www-01.ibm.com/software/lotus/passportadvantage/pao_instructional_videos.html

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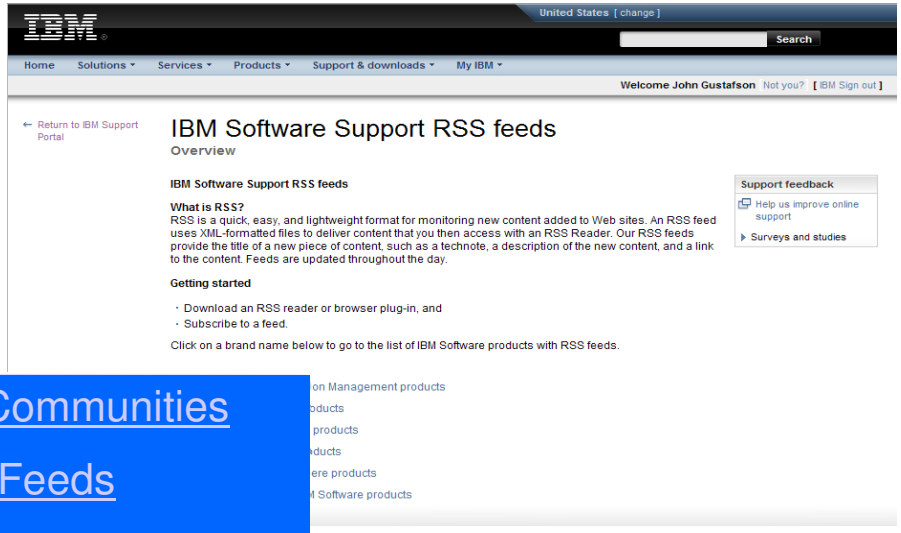
IBM Networking Communities

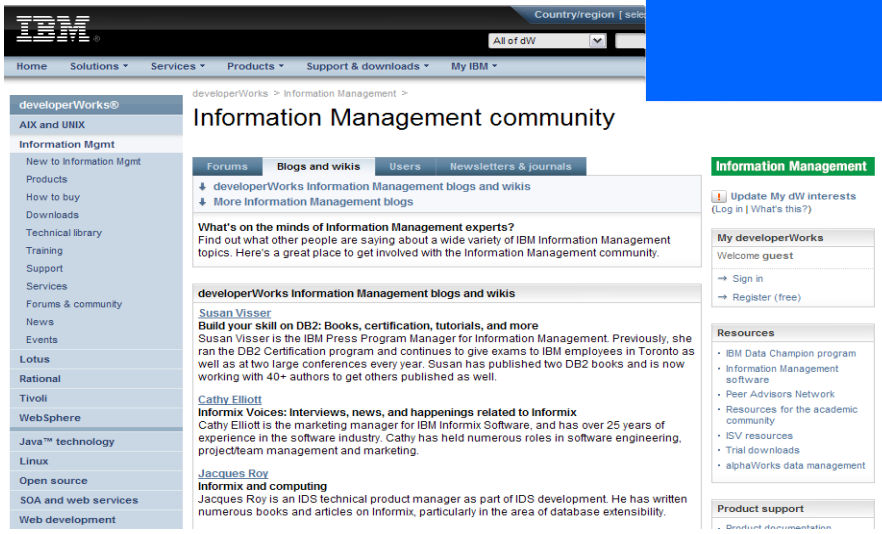


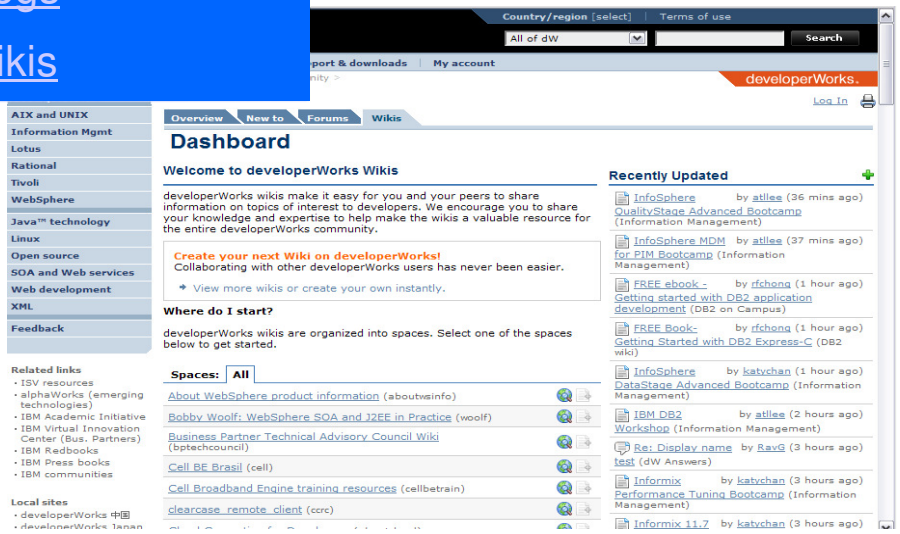
Forums & Communities

RSS Feeds

Blogs

Wikis





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Social Support Channels

- Product support provides updates on products through social promotion and engaging users, on where to locate information
- Resources are Twitter, Facebook, Linkedin and Blogging

A listing of these locations are:

- Twitter - @TivoliSupport & @Servmgmtconnect
- Facebook – Page https://www.facebook.com/IBMTivoliSupport
- Facebook – Group https://www.facebook.com/groups/IBMTivoliSupport/
- Linkedin – Many groups some are product specific (key groups)
  - IBM Cloud & Service Management
  - IBM Cloud Computing
  - IBM Tivoli Software
  - IBM Maximo
  - Tivoli Storage Manager Specialists
- Service Management Connect Communities
  - http://www.ibm.com/developerworks/servicemanagement/

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ECuRep - Enhanced Customer Data Repository Service

- ECuRep is a secure and fully supported data repository
- This server solution is used to exchange data between IBM Support Providers, Direct Customers and IBM Support engineers
- Please do not place files on, or download files from, this server without prior authorization from an IBM Support engineers
- In addition to the standard FTP upload solution, ECuRep supports several alternative upload methods which allows IBM to transfer test fixes to support provider
- By using a fixed naming convention, all customer data is aligned to a specific SR
- After the data has been received, the IBM Support Team will be informed via a RETAIN SR update that the data has been received

Supported Upload Methods

Standard upload description	Link to server	IP-address
FTP standard upload	ftp.ecurep.ibm.com	192.109.81.7
HTTP-based upload with a browser (standard HTTP)	http://www.ecurep.ibm.com/app/upload	192.109.81.20
Send by mail (limited to 20 MByte of data)	address will be provided by IBM support center representative	

and for secure transmission the server supports :

Secure upload description	Link to server	IP-address
Secure FTP over SSL/TLS (FTPS)	ftp.emea.ibm.com	192.109.81.7
Secure FTP over SSH (SFTP)	sftp://anonymous@sftp.ecurep.ibm.com	192.109.81.25
HTTPS-based upload with a browser (secure HTTP)	https://www.ecurep.ibm.com/app/upload	192.109.81.20
Send by secure mail (limited to 20 MByte of data)	address will be provided by IBM support center representative	

By using this service, you agree to all terms of the Service User Licence Agreement available at:

http://www.ibm.com/de/support/ecurep/service.html

http://www.ibm.com/de/support/ecurep/

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ECuRep - Enhanced Customer Data Repository Service

- ECuRep - used by customers to send files to IBM, a central repository for customer files.
- Documentation for ECuRep is located at the following address:
  http://www-05.ibm.com/de/support/ecurep/
- Three main methods for sending files:
  - FTP - Used anytime.
    http://www-05.ibm.com/de/support/ecurep/standard_data_upload_ftp.html
  - Browser - Used when SR number is known.
    http://www-05.ibm.com/de/support/ecurep/standard_data_upload_http.html
    http://www.ecurep.ibm.com/app/upload
  - E-mail – Used when SR number is known and files are smaller than 20MB.
    http://www-05.ibm.com/de/support/ecurep/standard_data_upload_workstation.html

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IBM Assist On-site (AOS)

Connecting to the customer's computing environment

- What is IBM Assist On-Site (AOS)?
- When do you use AOS?

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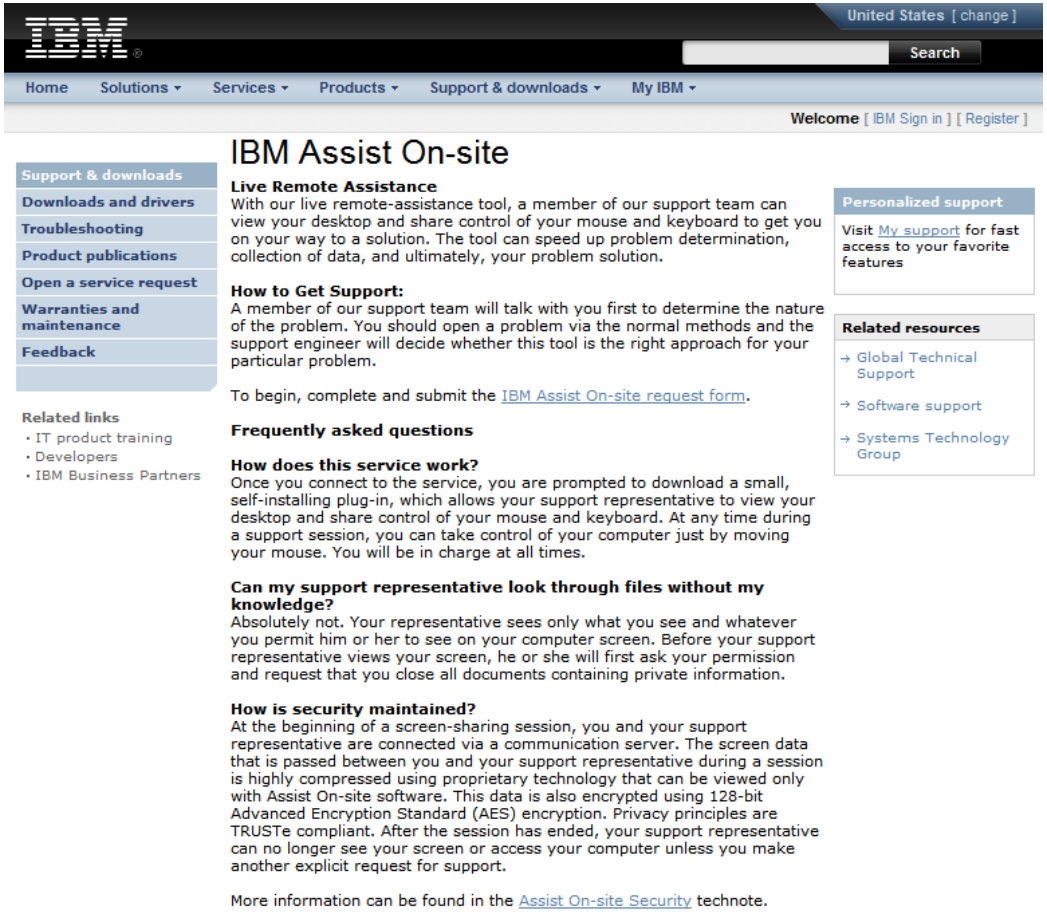
IBM Assist On-site (AOS)



- Browser-based remote control technology
- Collaborate, speed up problem determination toward a solution
- Open a problem using the normal methods; support engineer decide whether this tool is right for the problem
- IBM Support can view, share keyboard and mouse control
- IBM is virtually on-site with your technical team
- Getting Started with using AOS

http://www-01.ibm.com/support/assistonsite/

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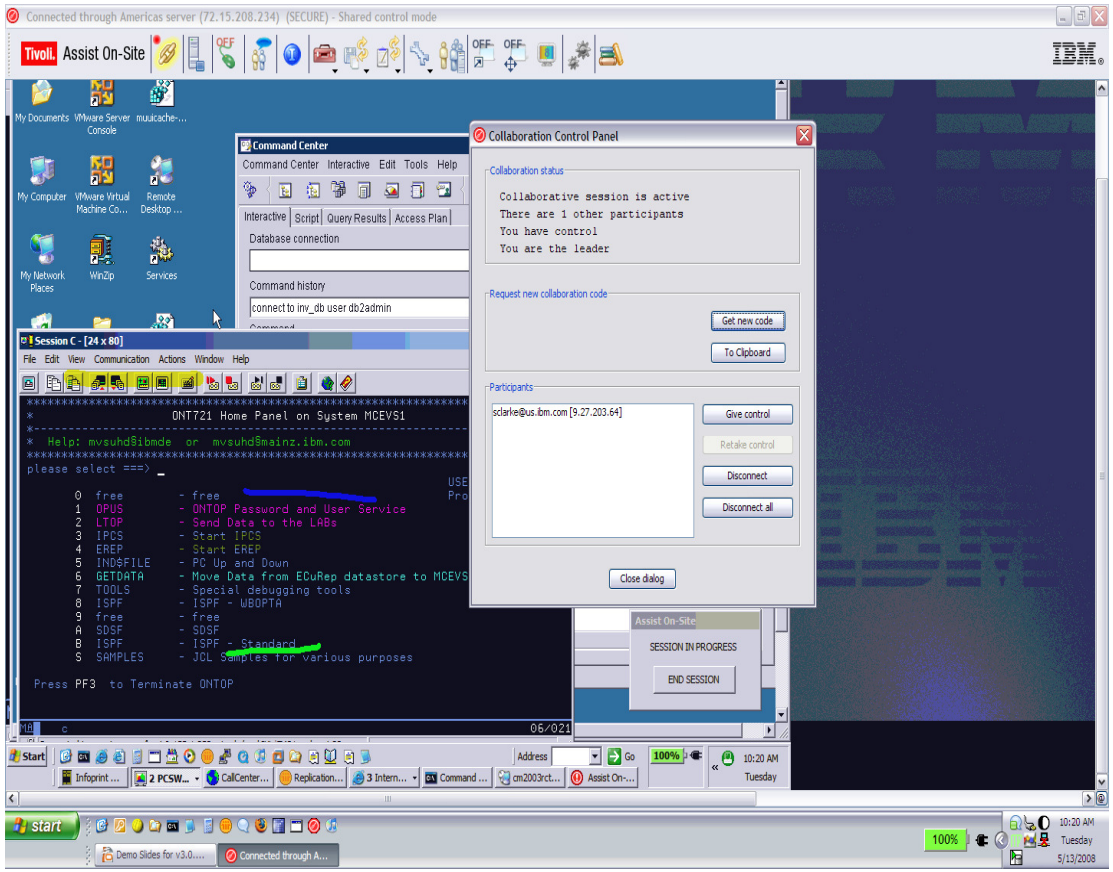
IBM Assist On-site (AOS)

Assist On-Site is Safe and Secure



- Over **7000** IBM users connecting to **4000** customers World Wide
- IBM engineer provides a 7 digit random key to initiate encrypted session
- Communication is protected by 128 bit AES (MARS) encryption
- Customer does not have to install software. Customer just accepts and runs a small 500kb plug-in using an Internet browser
- Once session is terminated by either the customer or IBM engineer, the plug-in is no longer usable
- Customer has option at connect time to log activity to the Windows Log File and to choose session state:
  view only, **chat** ,or **shared control**
- Over 40,000 secure sessions since adoption in 2006

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Support Handbook

- A complete introduction to IBM Support Resources in one downloadable PDF
- Explains IBM Support programs and procedures
- Includes how to contact IBM and tips for utilizing IBM Support and preventing problems before they occur
- Download available in PDF format

http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html

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  - Fill out and submit the nomination form
  - Participate as a resident

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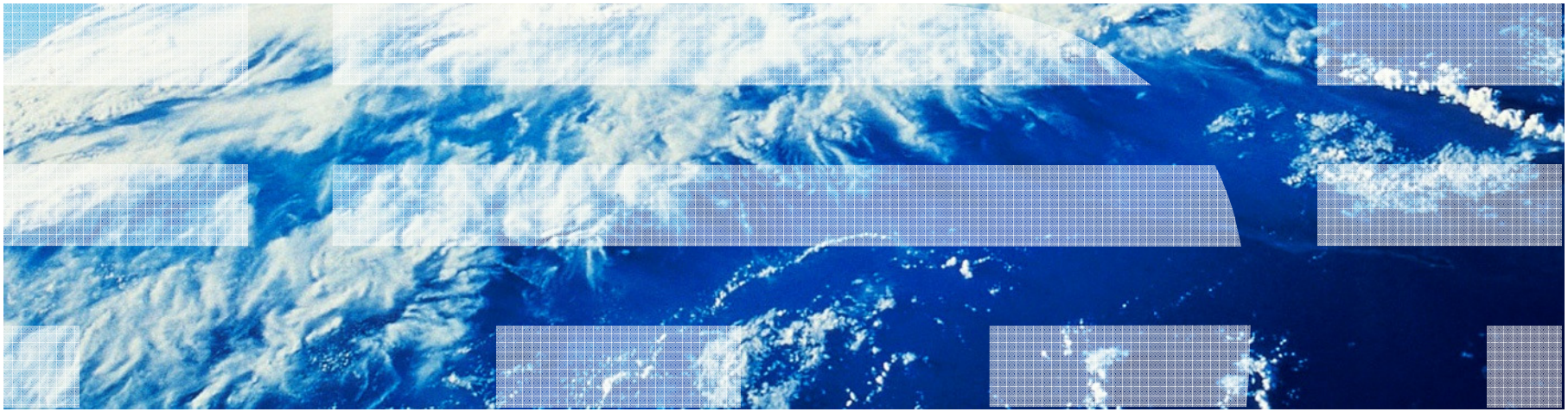
Lesson 3 – Support Tools and Resources

Terminology, Acronyms and Abbreviations



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Customer Terminology

Term	Description
ICN	IBM Customer Number, normally a 6-digit code. Used to Identify a customer when accessing SR.
SITE ID	Used to Identify a customer's specific site/location, normally a 7-digit code. A customer may have multiple sites. This is used by a customer when accessing Passport Advantage to download software for which they have entitlement.
STC	The **Site Technical Contact** is responsible for overall support compliance for the end customer's site. Also known as the Primary Site Technical Contact [PSTC], the Site Technical Contact maintains authorizations for support-related Web and tool access.
PRIMARY CONTACT	This the customer's site's designated person for all IBM communications regarding changes to the Agreement or other contractual issues. This contact data is mandatory. The Primary Contact is responsible for downloading software from the Passport Advantage site. It is expected that a representative at the end-customer site is set up as the Primary Contact

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Support Terminology

Term	Description
SR	The SR (Service Request) tool is used to open, AND update PMRs (Problem Management Records) online.
SR / PMR	Service Request (aka Problem Management Record) – with the format : PMR number, branch code, country code, for example 012345,123,123. Activities resolving a problem record or those performed during the course of customer reported problem. A SR number is only unique to the branch and country; therefore, always communicate using the full SR/PMR ID.
APAR	Authorized Program Analysis Report. A formal report, to IBM development, of a problem caused by a program suspected defect in a current unaltered release of an IBM program. An APAR may also be used by development to document new functions being delivered in the maintenance stream.

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Support Terminology …cont'd

Term	Description
FIN	Fixed-If-Next. An APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM).
PTF	Program Temporary Fix. A change to a program or system intended to permanently cure a bug. Single fixes supply corrections to one file or a number of files. They usually do not include new features, functions or enhancements. This equivalent to an interim fix for distributed products.
PSI	Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.
PD	Problem Determination. The process of isolating the source of a suspected problem to hardware or software.
RETAIN	The IBM system for maintaining problem and APAR records.
RFE	Request For Enhancement is a Community tool that allows the client to submit a product enhancement request. When a customer raises an enhancement it is responded to by product management and assessed for future release integration.
PERVASIVE	Designation of an APAR which has the potential to affect many Customers.

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Support Terminology …cont'd

Term	Description
IBM REDBOOK	Technical manuals that provide positioning and guidance, installation and implementation experiences, typical solution scenarios, and step-by-step "how-to" instructions.
WHITE PAPER	Text and/or Adobe PDF documents that describe high-level solutions or strategies, or give technology and product overviews.
TECHNOTE	Another name for a FAQ; normally done in a "problem" and "resolution" format.
KNOWLEDGE CENTER	Official product documentation. This is a task oriented collection of "how to" instructions and reference material provided by the product team.

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Terminology, Acronyms and Terms

- IBM Support Handbook, “Acronyms, abbreviations and terms”:
  http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acronyms.html
- IBM Terminology Web page:
  http://www.ibm.com/software/globalization/terminology/index.jsp

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END
Lesson 3

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