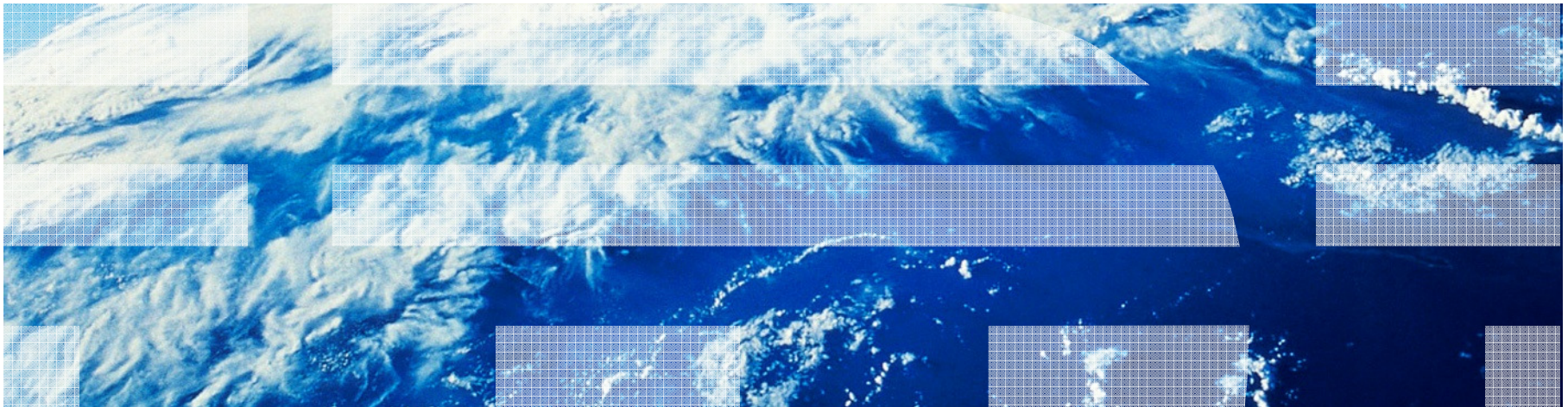


Cloud & Smarter Infrastructure Primary Support Provider Delivery Guide

Lesson 3 – Support Tools and Resources



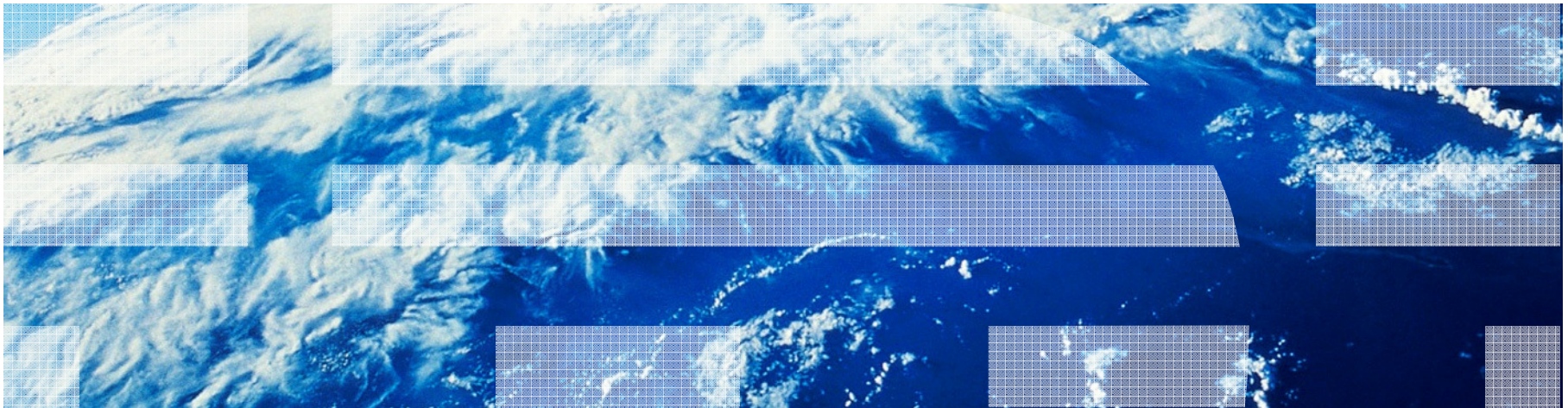
Lesson 3 covers:

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



Lesson 3 – Support Tools and Resources

IBM Partner World Support (pre-Sales)



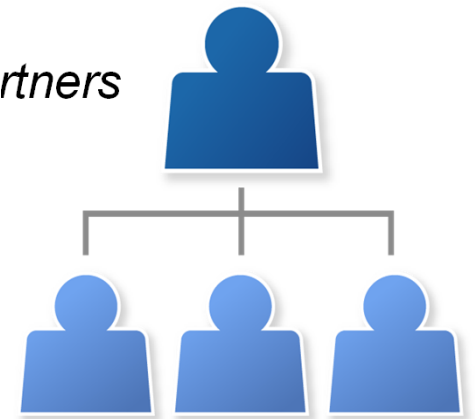
Definition of a SR Business Partner

- 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

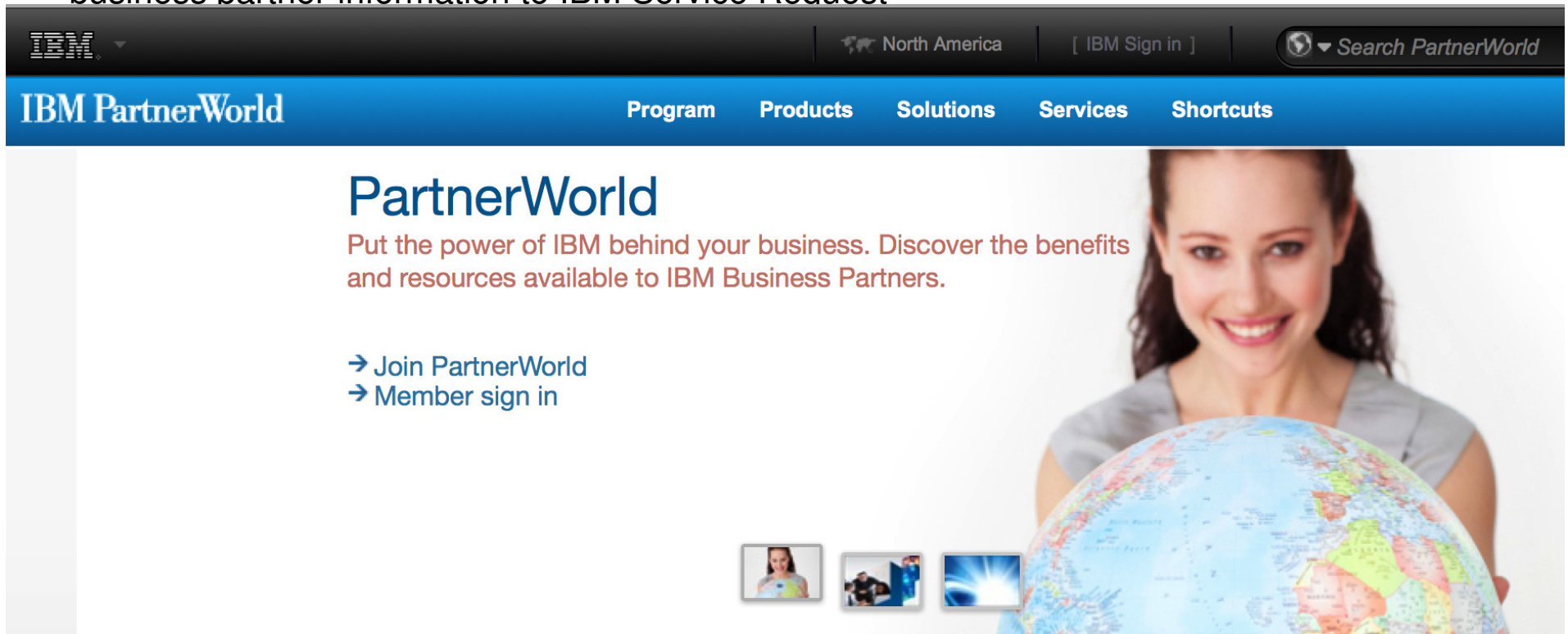
**the only exception to this is Support ValueNet Providers*



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



Registration in PartnerWorld

(screen capture from PartnerWorld)



Worldwide

[IBM Sign in / Register]

Search PartnerWorld

IBM PartnerWorld

Program

Products

Solutions

Services

Shortcuts

Join PartnerWorld

To join PartnerWorld it's as easy as 1-2-3

Welcome

Why join IBM PartnerWorld?

→ [Learn more about the benefits and resources](#)

To join PartnerWorld, follow the steps below.

Step 1: Register for an IBM ID

If you already have an IBM ID, advance to step 2. If you are an IBM employee, see instructions below.

[Register for an IBM ID](#)

IBM ID is a single ID and password you can use across the ibm.com domain

Step 2: Register your company

If you know that your company is already registered in PartnerWorld, advance to step 3. If you're not sure, choose from the help resources listed in the "We're here to help" box on the right to

Membership

- [Join PartnerWorld](#)
- [Member sign in](#)
- [Need assistance?](#)

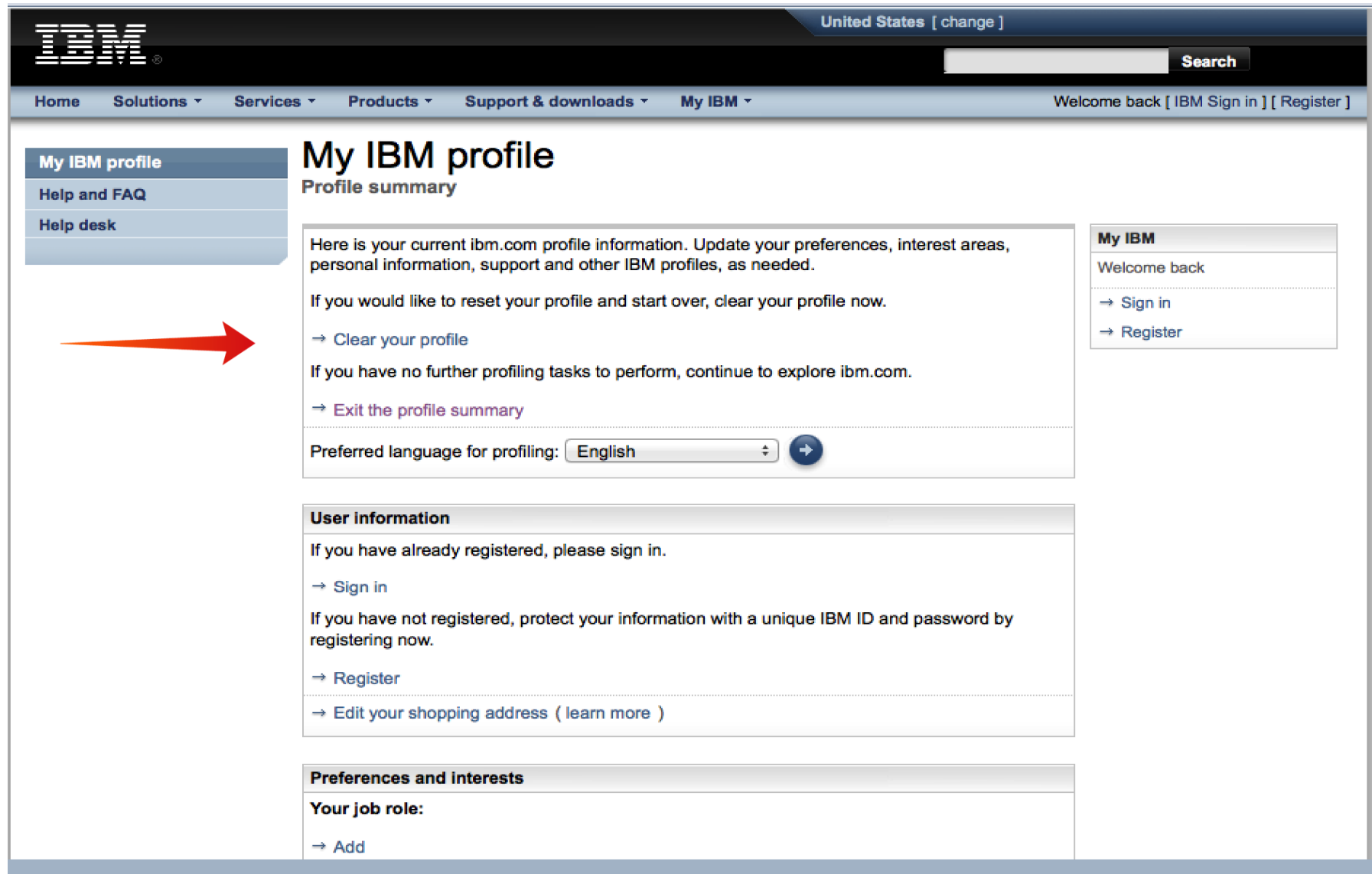
Find Business Partners

My shortcuts

- ♥ [Add this page](#)

Contact PartnerWorld

- ✉ [Email](#)
- ☎ [Call: 1-800-426-9990](#)



IBM United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome back [IBM Sign in] [Register]

My IBM profile

Help and FAQ

Help desk

My IBM profile

Profile summary


Here is your current ibm.com profile information. Update your preferences, interest areas, personal information, support and other IBM profiles, as needed.

If you would like to reset your profile and start over, clear your profile now.

→ [Clear your profile](#)

If you have no further profiling tasks to perform, continue to explore ibm.com.

→ [Exit the profile summary](#)

Preferred language for profiling: 

User information

If you have already registered, please sign in.

→ [Sign in](#)

If you have not registered, protect your information with a unique IBM ID and password by registering now.

→ [Register](#)

→ [Edit your shopping address \(learn more \)](#)

Preferences and interests

Your job role:

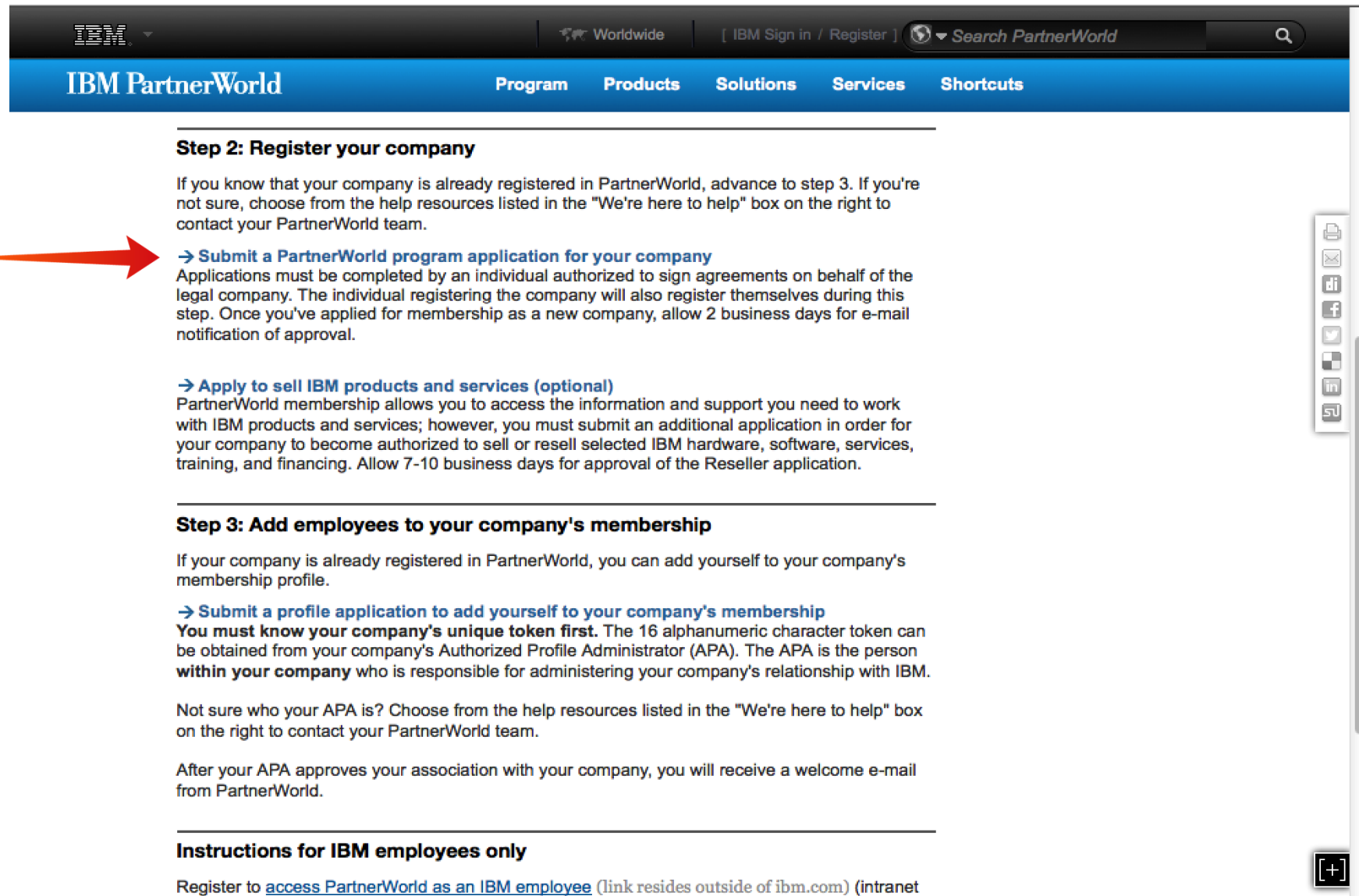
→ [Add](#)

My IBM

Welcome back

→ [Sign in](#)

→ [Register](#)



IBM PartnerWorld Program Products Solutions Services Shortcuts

Step 2: Register your company

If you know that your company is already registered in PartnerWorld, advance to step 3. If you're not sure, choose from the help resources listed in the "We're here to help" box on the right to contact your PartnerWorld team.

→ **Submit a PartnerWorld program application for your company**
Applications must be completed by an individual authorized to sign agreements on behalf of the legal company. The individual registering the company will also register themselves during this step. Once you've applied for membership as a new company, allow 2 business days for e-mail notification of approval.

→ **Apply to sell IBM products and services (optional)**
PartnerWorld membership allows you to access the information and support you need to work with IBM products and services; however, you must submit an additional application in order for your company to become authorized to sell or resell selected IBM hardware, software, services, training, and financing. Allow 7-10 business days for approval of the Reseller application.

Step 3: Add employees to your company's membership

If your company is already registered in PartnerWorld, you can add yourself to your company's membership profile.

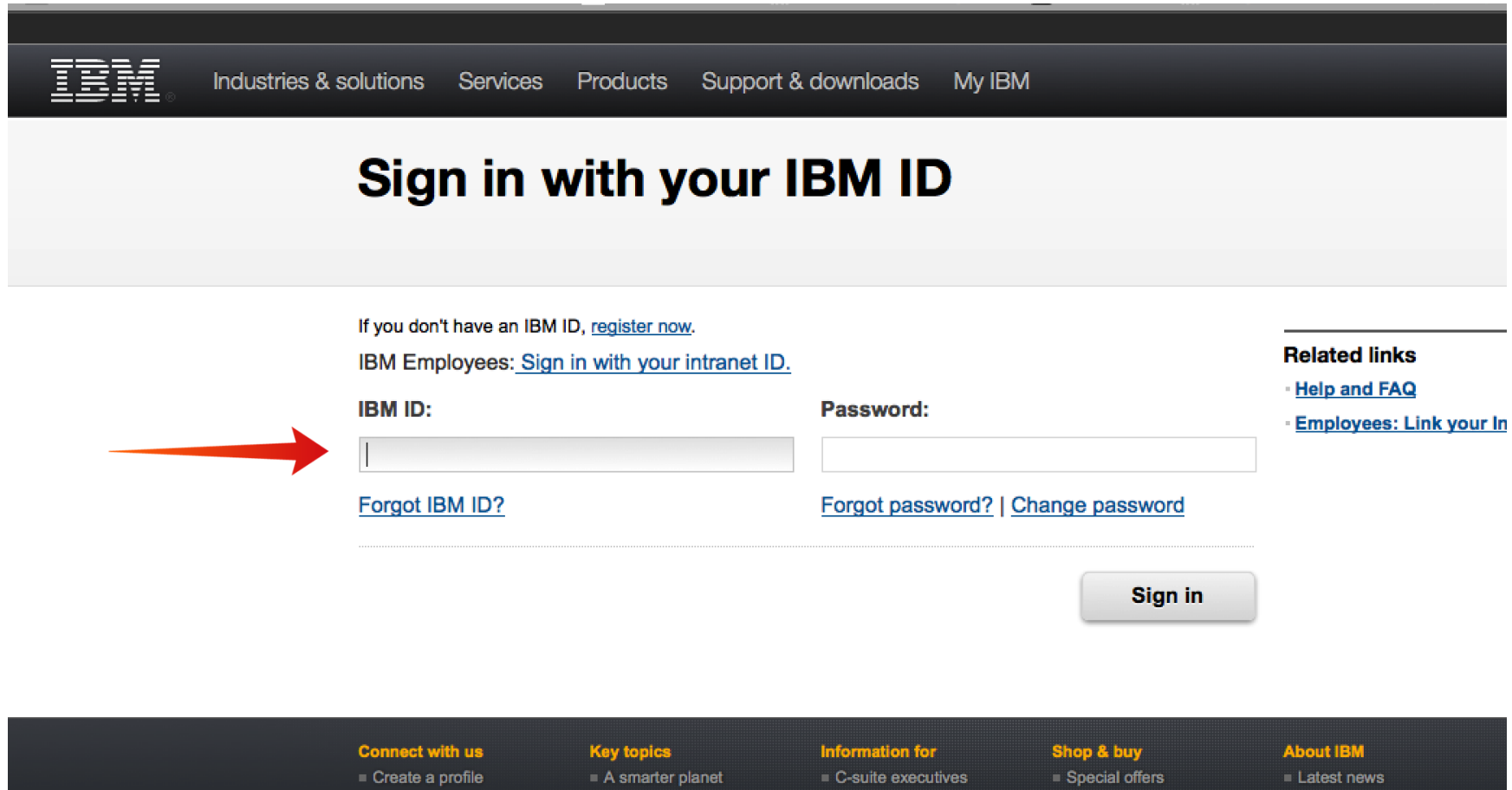
→ **Submit a profile application to add yourself to your company's membership**
You must know your company's unique token first. The 16 alphanumeric character token can be obtained from your company's Authorized Profile Administrator (APA). The APA is the person **within your company** who is responsible for administering your company's relationship with IBM.

Not sure who your APA is? Choose from the help resources listed in the "We're here to help" box on the right to contact your PartnerWorld team.

After your APA approves your association with your company, you will receive a welcome e-mail from PartnerWorld.

Instructions for IBM employees only

Register to [access PartnerWorld as an IBM employee](#) (link resides outside of ibm.com) (intranet)



IBM Industries & solutions Services Products Support & downloads My IBM

Sign in with your IBM ID

If you don't have an IBM ID, [register now](#).

IBM Employees: [Sign in with your intranet ID](#).

IBM ID:

Password:

[Forgot IBM ID?](#) [Forgot password? | Change password](#)

Sign in

Related links

- [Help and FAQ](#)
- [Employees: Link your In](#)

Connect with us
▪ Create a profile

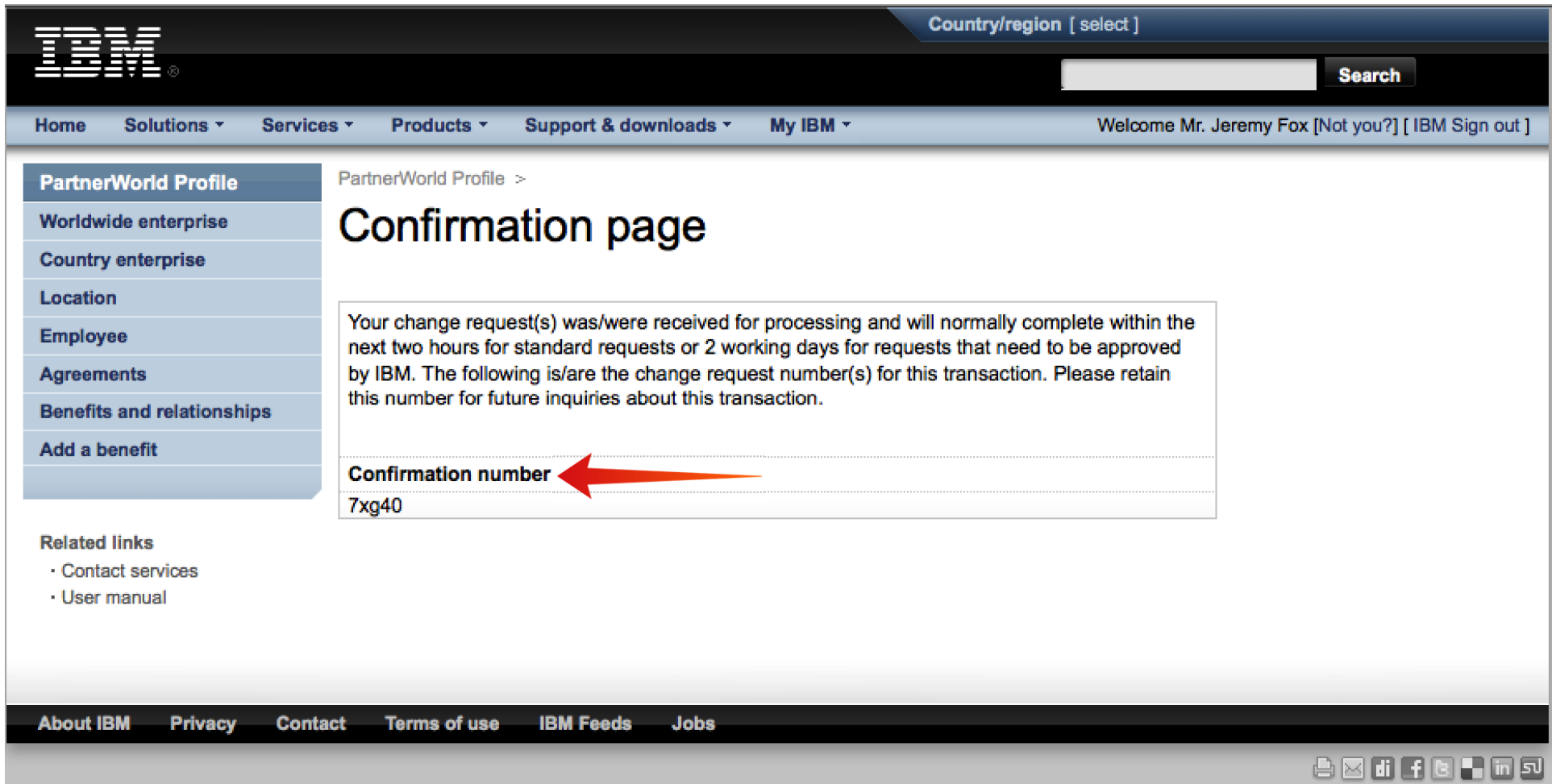
Key topics
▪ A smarter planet

Information for
▪ C-suite executives

Shop & buy
▪ Special offers

About IBM
▪ Latest news

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



The screenshot shows the IBM PartnerWorld interface. At the top, there's a navigation bar with the IBM logo, a 'Country/region [select]' dropdown, and a search bar. Below this is a secondary navigation bar with links: Home, Solutions, Services, Products, Support & downloads, and My IBM. A welcome message for 'Mr. Jeremy Fox' is visible on the right. The main content area is titled 'PartnerWorld Profile' and 'Confirmation page'. It contains a message about change request processing and a 'Confirmation number' field with the value '7xg40', which is highlighted by a red arrow. A left sidebar lists profile sections like 'Worldwide enterprise', 'Country enterprise', 'Location', 'Employee', 'Agreements', 'Benefits and relationships', and 'Add a benefit'. A 'Related links' section at the bottom left includes 'Contact services' and 'User manual'. The footer contains links for 'About IBM', 'Privacy', 'Contact', 'Terms of use', 'IBM Feeds', and 'Jobs', along with social media icons.

Country/region [select]

Search

Home Solutions Services Products Support & downloads My IBM

Welcome Mr. Jeremy Fox [Not you?] [IBM Sign out]

PartnerWorld Profile

Worldwide enterprise

Country enterprise

Location

Employee

Agreements

Benefits and relationships

Add a benefit

PartnerWorld Profile >

Confirmation page

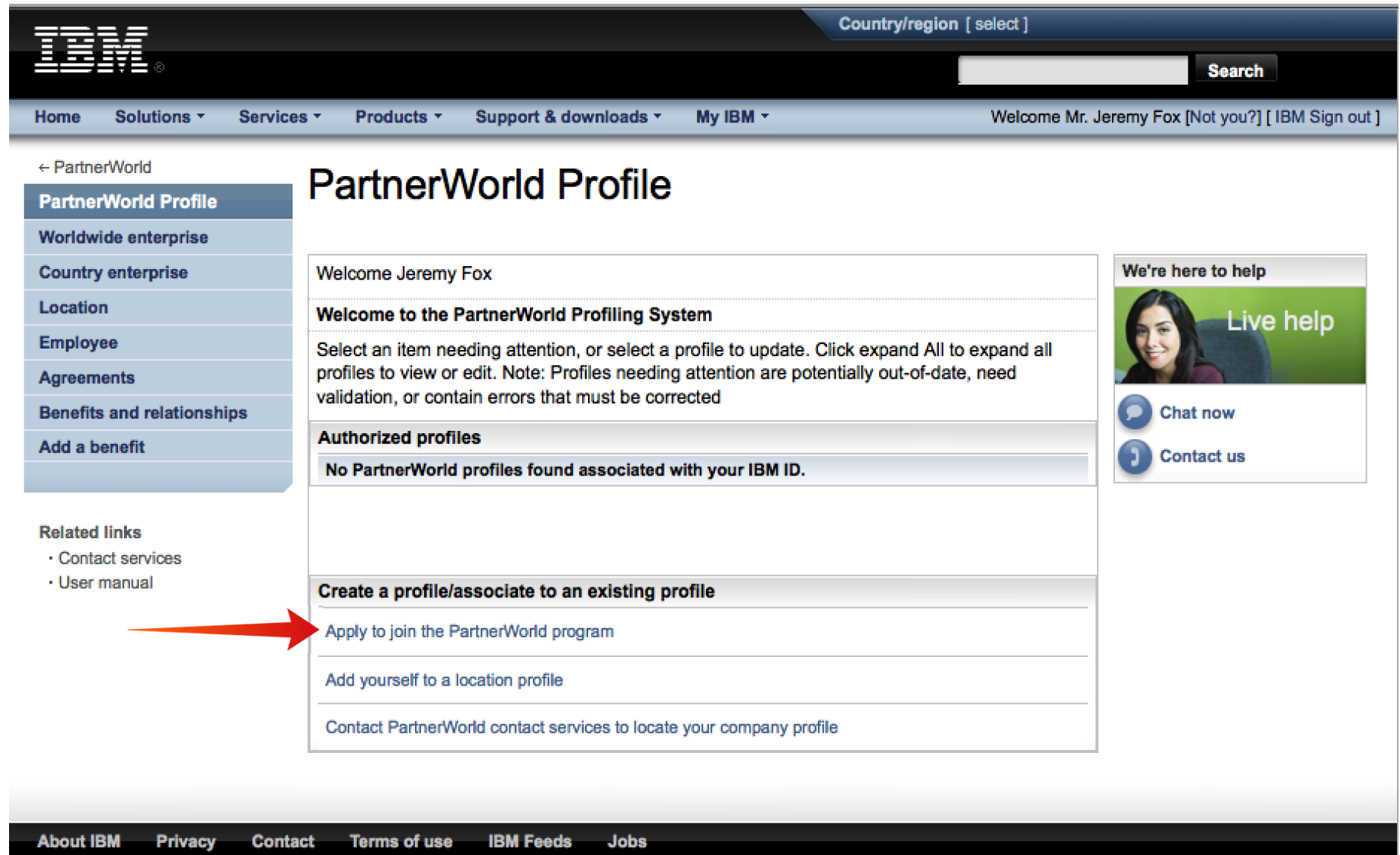
Your change request(s) was/were received for processing and will normally complete within the next two hours for standard requests or 2 working days for requests that need to be approved by IBM. The following is/are the change request number(s) for this transaction. Please retain this number for future inquiries about this transaction.

Confirmation number 7xg40

Related links

- Contact services
- User manual

About IBM Privacy Contact Terms of use IBM Feeds Jobs



IBM

Country/region [select]

Search

Home Solutions Services Products Support & downloads My IBM

Welcome Mr. Jeremy Fox [Not you?] [IBM Sign out]

← PartnerWorld

PartnerWorld Profile

PartnerWorld Profile

- Worldwide enterprise
- Country enterprise
- Location
- Employee
- Agreements
- Benefits and relationships
- Add a benefit

Welcome Jeremy Fox

Welcome to the PartnerWorld Profiling System

Select an item needing attention, or select a profile to update. Click expand All to expand all profiles to view or edit. Note: Profiles needing attention are potentially out-of-date, need validation, or contain errors that must be corrected

Authorized profiles

No PartnerWorld profiles found associated with your IBM ID.

Create a profile/associate to an existing profile

- [Apply to join the PartnerWorld program](#)
- [Add yourself to a location profile](#)
- [Contact PartnerWorld contact services to locate your company profile](#)

We're here to help

Live help

Chat now

Contact us

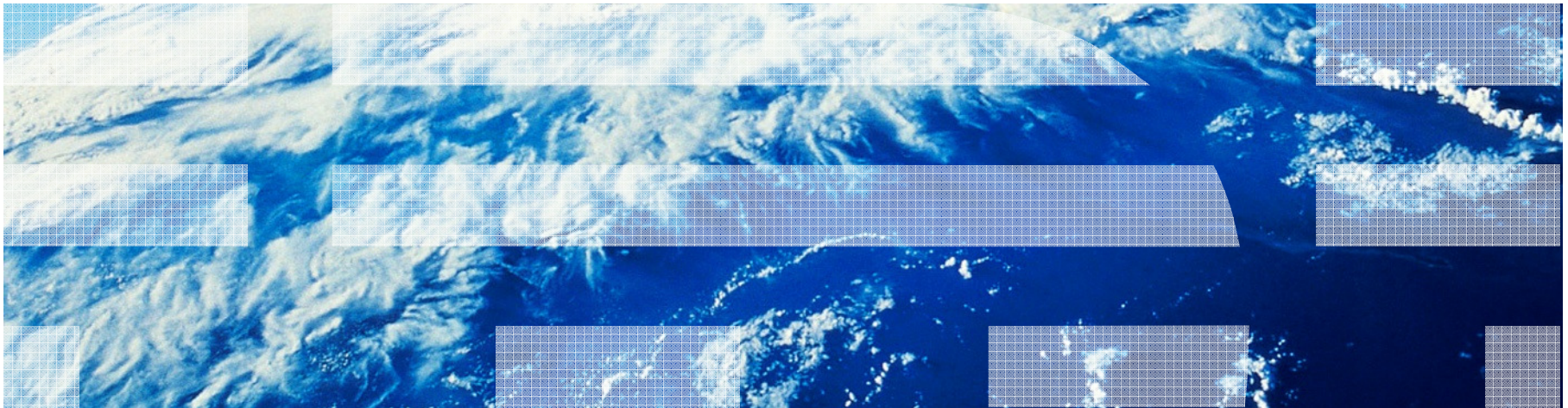
Related links

- Contact services
- User manual

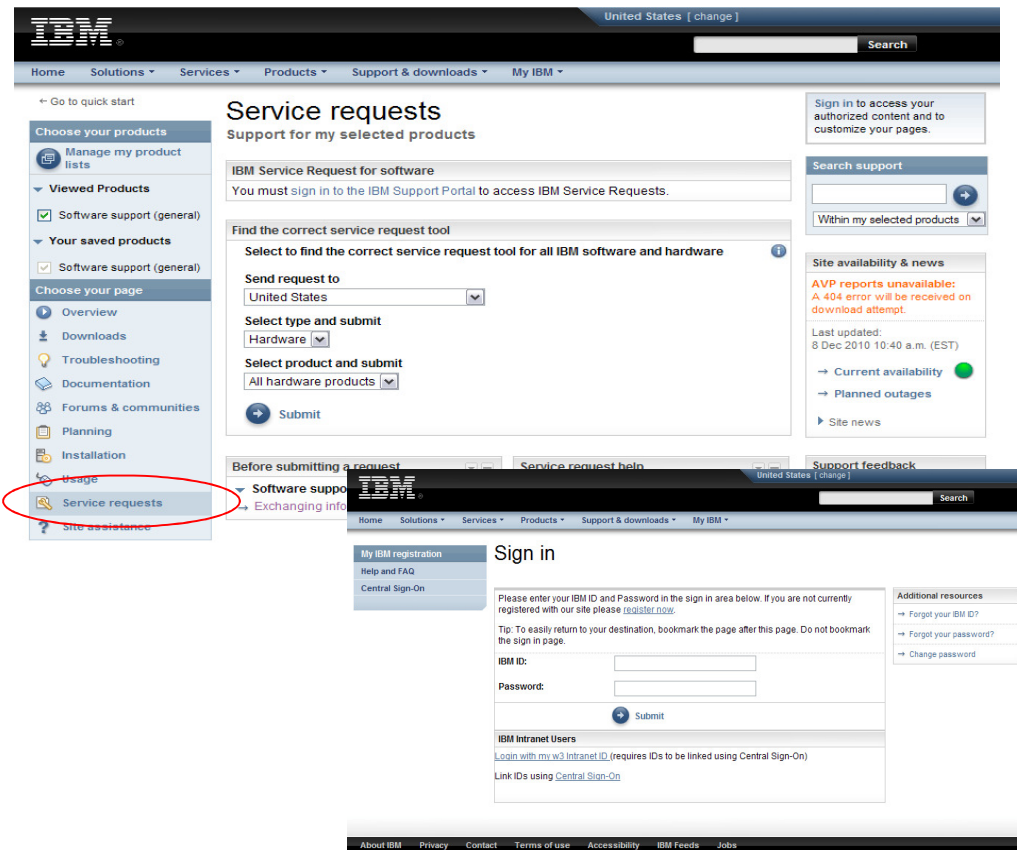
About IBM Privacy Contact Terms of use IBM Feeds Jobs

Lesson 3 – Support Tools and Resources

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



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>

Contact Type	Description	Permissions
PSTC	<p>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, and Authorized Readers to their End User contracts.</p> <p>There is only one PSTC per End User Contract</p>	<p>Add up to nine Secondary STC's (SSTCs)</p> <p>Add unlimited Authorized Callers/Users and Authorized Readers</p> <p>Change caller type and Status on SSTCs, Authorized Caller/Users and Authorized Readers</p> <p>Accept or deny a request for a support engineer to submit SRs on the End Users behalf.</p> <p>Open SRs and view all SRs for the site(s) or contact(s) for which they are the SSTC</p>
SSTC	<p>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.</p> <p>There can be up to nine SSTCs per End User Contract.</p>	<p>An SSTC has the same responsibilities as a PSTC, except that they cannot add other SSTCs.</p> <p>Open SRs and view all SRs for the End User site(s) or contact(s) for which they are the SSTC</p>
Authorized User	<p>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.</p> <p>There is an unlimited number of Authorized Callers/Users per End User contract.</p>	<p>Open SRs and view all SRs for the End User site(s) or contact(s) for which they are the Authorized User</p>
Authorized Reader	<p>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).</p> <p>There is an unlimited number of Authorized Readers per end user contract.</p>	<p>View all SRs for the End User site(s) or contact(s) for which they are the Authorized Reader</p>

To access SR, you must first:

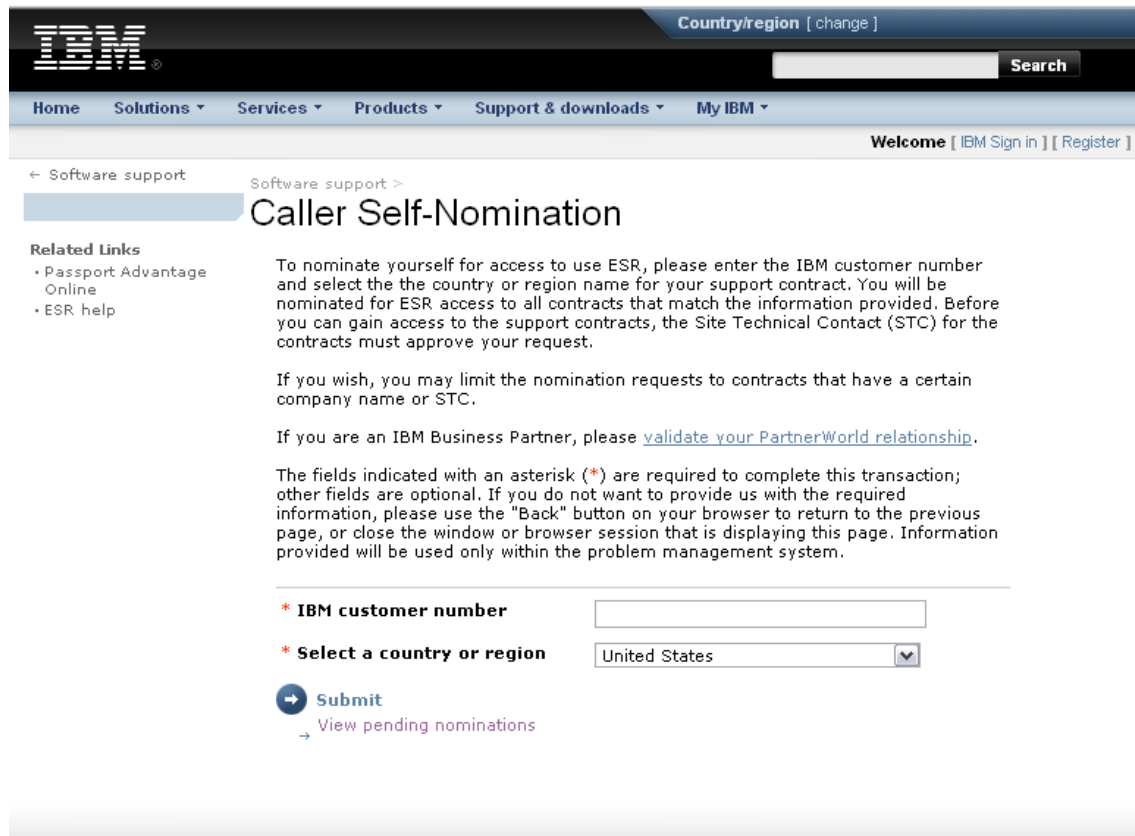
- Have a valid software support contract in place for your End User
- Be registered with IBM
- Be Listed as an PSTC, SSTC or Authorized Caller/User in ESR



The screenshot shows the IBM Software Support sign-in page. At the top, there is a navigation bar with the IBM logo, a search bar, and links for 'Country/region [select]' and 'Terms of use'. Below this is a secondary navigation bar with links for 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The main heading is 'Software Support'. On the left, there is a 'Sign in' button. The main content area contains a sign-in form with fields for 'IBM ID:' and 'Password:', a 'Submit' button, and a 'Cancel' button. A yellow callout box points to the form with the text: 'If you have not registered with IBM, you may do so from this page.' To the right of the form, there are links for 'Forgot your IBM ID?', 'Forgot your password?', and 'Change password'. At the bottom, there is a footer with links for 'About IBM', 'Privacy', and 'Contact'.

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

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.



The screenshot shows the IBM Caller Self-Nomination page. At the top is the IBM logo and a navigation bar with links: Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is also present. Below the navigation bar, the page title is "Caller Self-Nomination". To the left of the main content area, there are "Related Links" including "Passport Advantage Online" and "ESR help". The main content area contains instructions for nominating oneself for access to use ESR, including a note about limiting nomination requests to specific contracts and a link to validate a PartnerWorld relationship. Below the instructions, there are two required fields: "* IBM customer number" and "* Select a country or region". The "Select a country or region" dropdown menu is currently set to "United States". At the bottom of the form, there is a "Submit" button and a link to "View pending nominations".

Country/region [change]

IBM

Home Solutions Services Products Support & downloads My IBM

Welcome [IBM Sign in] [Register]

← Software support

Software support >

Caller Self-Nomination

Related Links

- Passport Advantage Online
- ESR help

To nominate yourself for access to use ESR, please enter the IBM customer number and select the the country or region name for your support contract. You will be nominated for ESR access to all contracts that match the information provided. Before you can gain access to the support contracts, the Site Technical Contact (STC) for the contracts must approve your request.

If you wish, you may limit the nomination requests to contracts that have a certain company name or STC.

If you are an IBM Business Partner, please [validate your PartnerWorld relationship](#).

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page. Information provided will be used only within the problem management system.

* IBM customer number

* Select a country or region

[Submit](#)

[View pending nominations](#)

IBM Service Request (SR) - Opening a Problem



← Software support Software support >

Electronic Service Request

Open a new PMR

Search PMRs

Site technical contact administration

Business partner administration

My profile for Electronic Service Request

Help

Related Links

- Passport Advantage Online
- ESR help

Open a new PMR

PMR Number In Process

Product IBM Tivoli Access Manager - IBM Tivoli Access Manager for eBusiness Base

Contact Information | **Problem Description** | Business Partner

Contract essentials
test-Tivoli-1

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. This information is only used within the problem management system to provide you with information associated with your service request. If you do not want to submit the required information, please use the "Back" button on your browser, or close the browser to cancel this PMR.

Severity

*** Set severity**

☐ Severity 1
☐ Severity 2
☐ Severity 3
☐ Severity 4

[Levels definitions](#)

How is this problem impacting your business (512 character limit)

☐ System is down

Operating System

Operating System ▼

Describe the problem

*** Short description** (1024 character limit)

Recent changes to the system (1024 character limit)

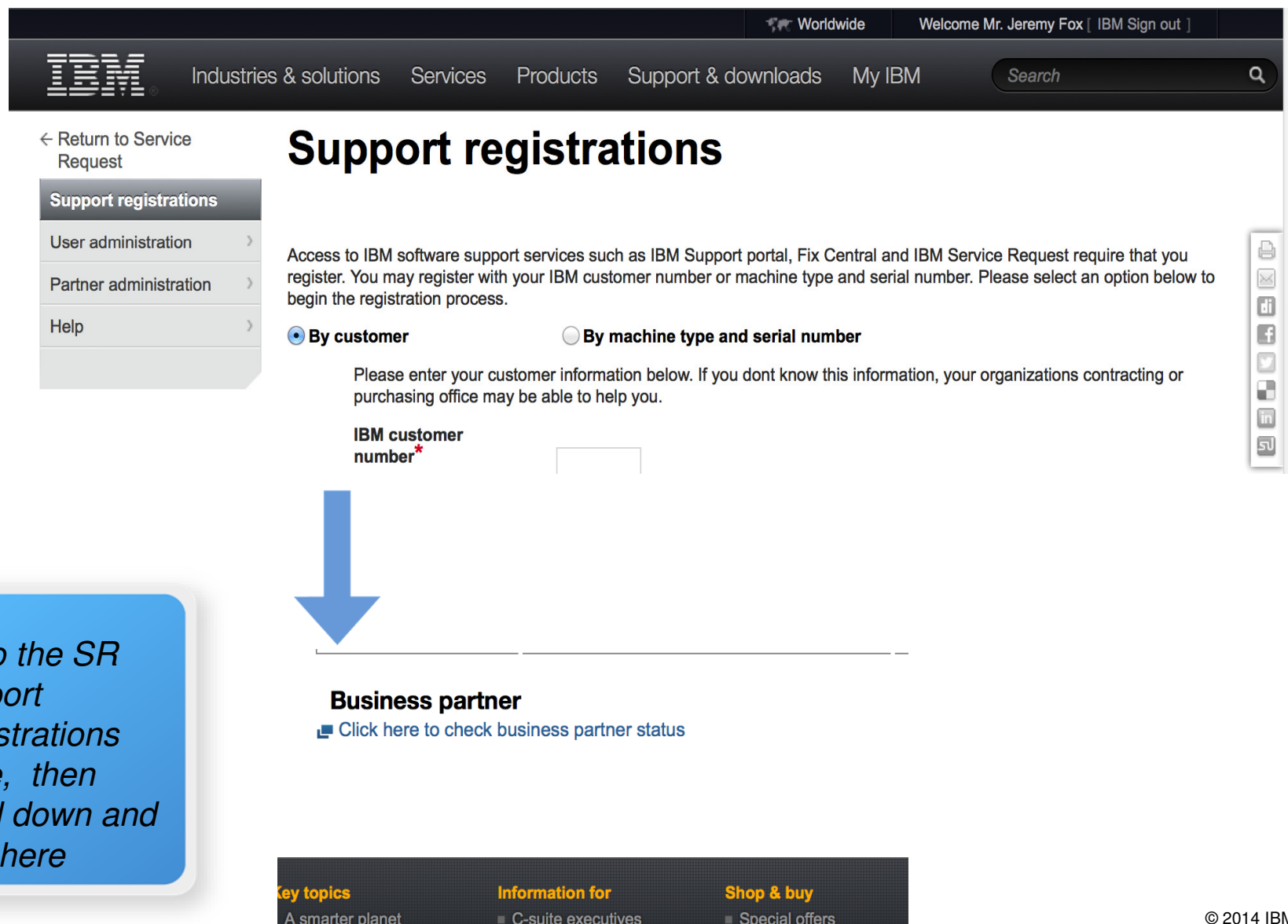
Corrective actions already taken (1024 character limit)

Values in input variables when problem occurred (512 character limit)

- 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

- **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.



Worldwide Welcome Mr. Jeremy Fox [IBM Sign out]

IBM Industries & solutions Services Products Support & downloads My IBM Search

← Return to Service Request

Support registrations

User administration >

Partner administration >

Help >

Support registrations

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

☒ **By customer** ☐ **By machine type and serial number**

Please enter your customer information below. If you dont know this information, your organizations contracting or purchasing office may be able to help you.

IBM customer number*

Business partner

[Click here to check business partner status](#)

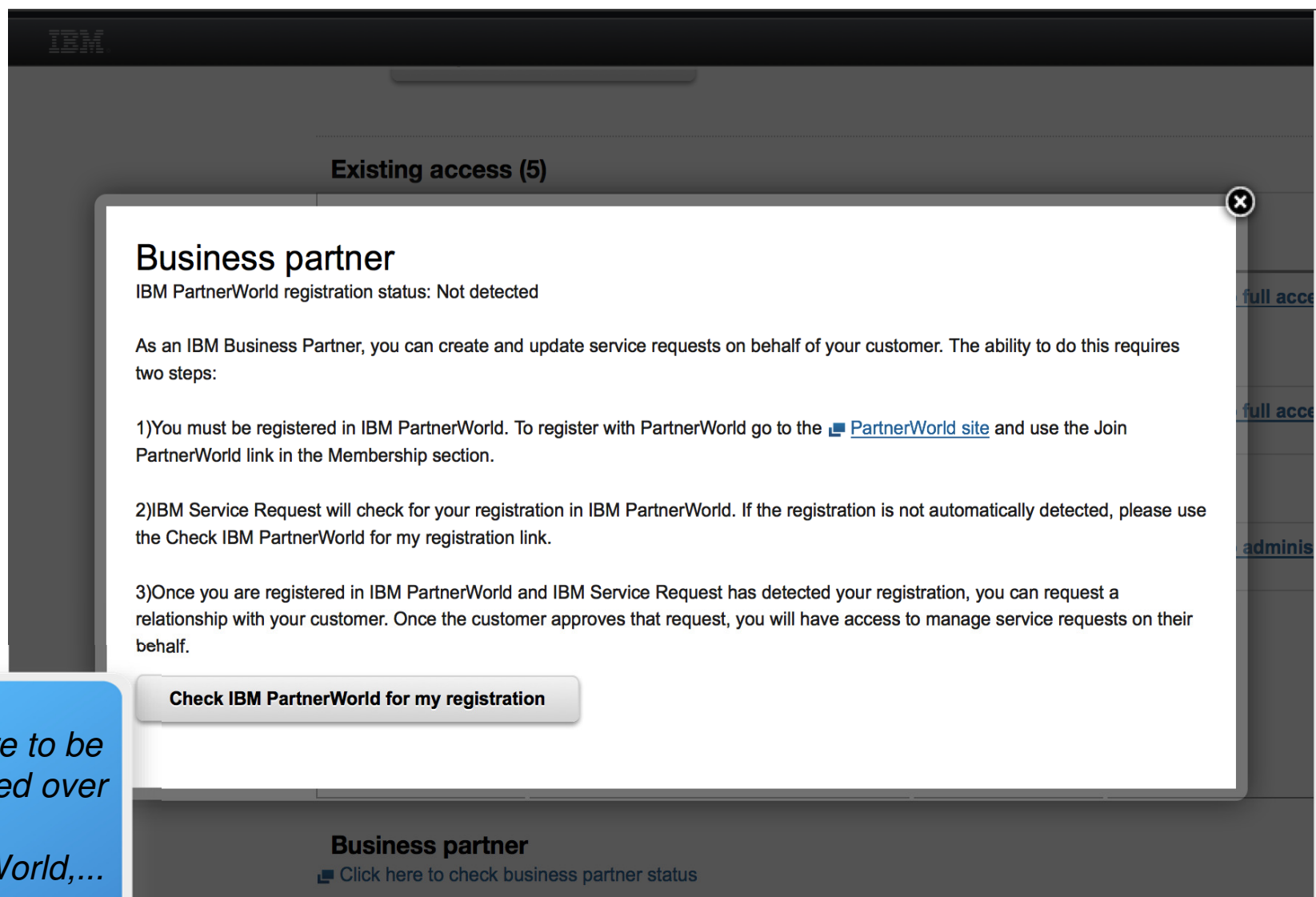
Key topics A smarter planet

Information for C-suite executives

Shop & buy Special offers

© 2014 IBM Corporation

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



The screenshot shows a web interface with a dark header containing the IBM logo. Below the header, a modal dialog box is open. The dialog has a title bar that says 'Existing access (5)' and a close button (X) in the top right corner. The main content of the dialog is titled 'Business partner' and states 'IBM PartnerWorld registration status: Not detected'. It explains that as an IBM Business Partner, users can create and update service requests on behalf of their customer, but this requires two steps. The steps are listed as follows:

- 1) You must be registered in IBM PartnerWorld. To register with PartnerWorld go to the [PartnerWorld site](#) and use the Join PartnerWorld link in the Membership section.
- 2) IBM Service Request will check for your registration in IBM PartnerWorld. If the registration is not automatically detected, please use the Check IBM PartnerWorld for my registration link.
- 3) Once you are registered in IBM PartnerWorld and IBM Service Request has detected your registration, you can request a relationship with your customer. Once the customer approves that request, you will have access to manage service requests on their behalf.

At the bottom of the dialog, there is a button labeled 'Check IBM PartnerWorld for my registration'. Below the dialog, the main content area of the page is partially visible, showing the heading 'Business partner' and a link 'Click here to check business partner status'.

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



SR & Business Partners

Types & Scenarios

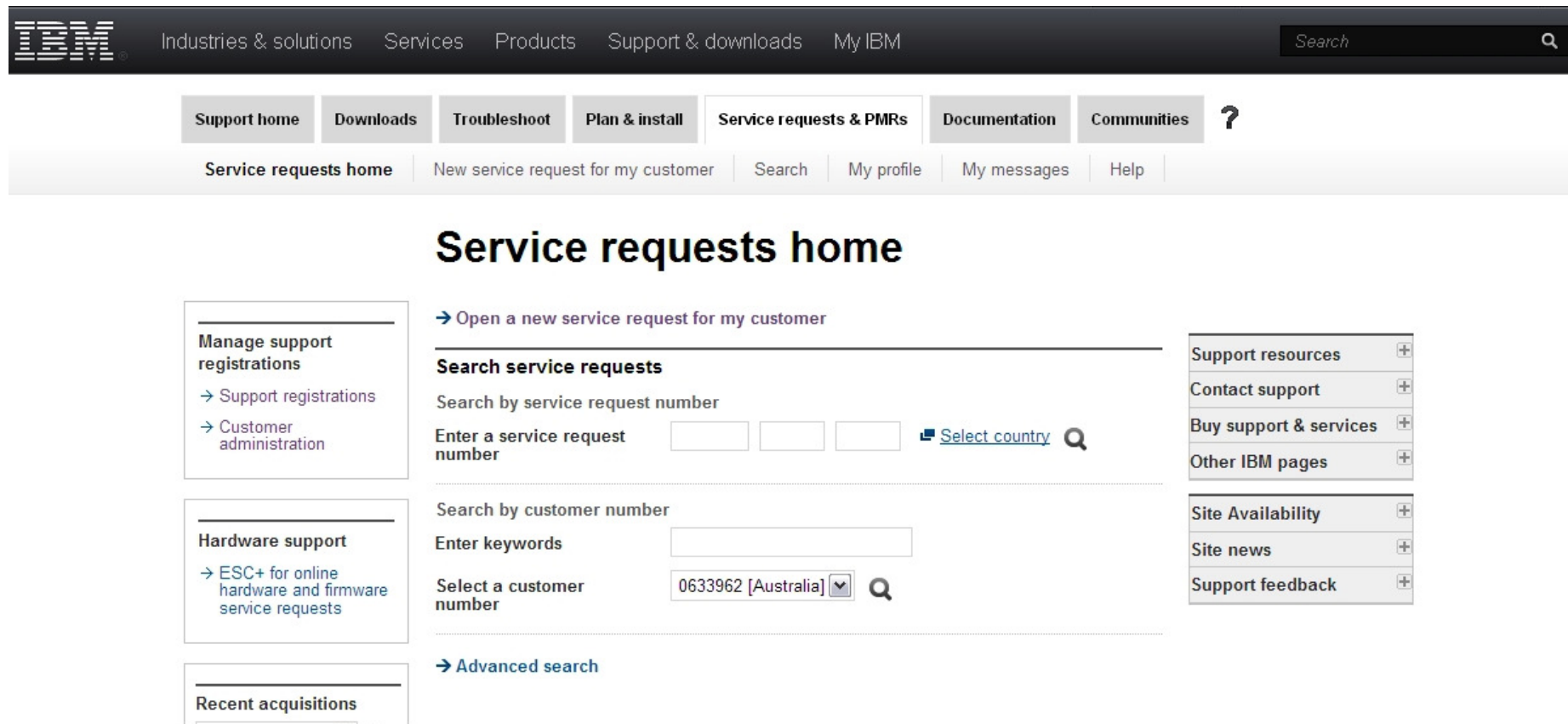


■ Business Partner linked in SR

- 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



■ Standard Business Partner Screen Shot:




The screenshot shows the IBM Service requests home page. The top navigation bar includes links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar. Below this is a secondary navigation bar with links for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is highlighted), Documentation, and Communities. A third navigation bar contains links for Service requests home, New service request for my customer, Search, My profile, My messages, and Help.

Service requests home

[→ Open a new service request for my customer](#)



Search service requests

Search by service request number

Enter a service request number [Select country](#) 

Search by customer number

Enter keywords

Select a customer number [Australia]  

[→ Advanced search](#)


Manage support registrations


- [→ Support registrations](#)
- [→ Customer administration](#)


Hardware support


- [→ ESC+ for online hardware and firmware service requests](#)


Recent acquisitions


Support resources 


Contact support 

Buy support & services 

Other IBM pages 

Site Availability 

Site news 

Support feedback 

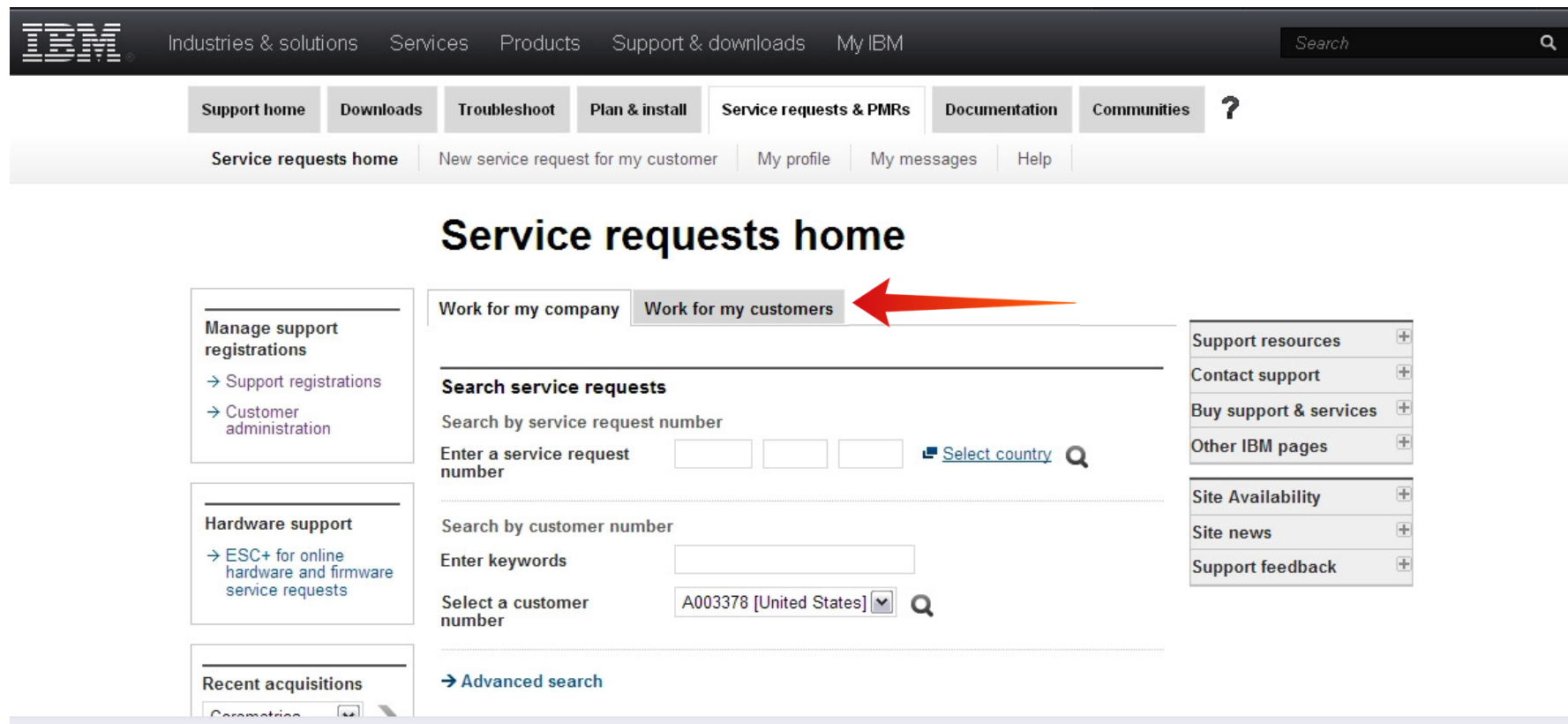


■ ISV (Independent Software Vendor) linked in SR

- 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 be 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).



■ ISV (Independent Software Vendor) Screen Shot:



The screenshot displays the IBM Service requests home page. At the top, there is a navigation bar with the IBM logo and links to Industries & solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right. Below this, a secondary navigation bar includes links to Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is highlighted), Documentation, and Communities. A question mark icon is also present.

The main content area is titled "Service requests home". It features two tabs: "Work for my company" and "Work for my customers", with a red arrow pointing to the latter. The "Work for my customers" tab is active, showing search options for service requests. The search section includes fields for "Search by service request number" and "Search by customer number". The "Search by service request number" section has a text input field, a "Select country" dropdown, and a search button. The "Search by customer number" section has a text input field for "Enter keywords" and a dropdown for "Select a customer number" with the value "A003378 [United States]". A search button is also present. A link for "Advanced search" is located below the search options.

On the left side, there are three sections: "Manage support registrations" with links to "Support registrations" and "Customer administration"; "Hardware support" with a link to "ESC+ for online hardware and firmware service requests"; and "Recent acquisitions" with a link to "Cermetrix".

On the right side, there is a sidebar with links to "Support resources", "Contact support", "Buy support & services", "Other IBM pages", "Site Availability", "Site news", and "Support feedback".

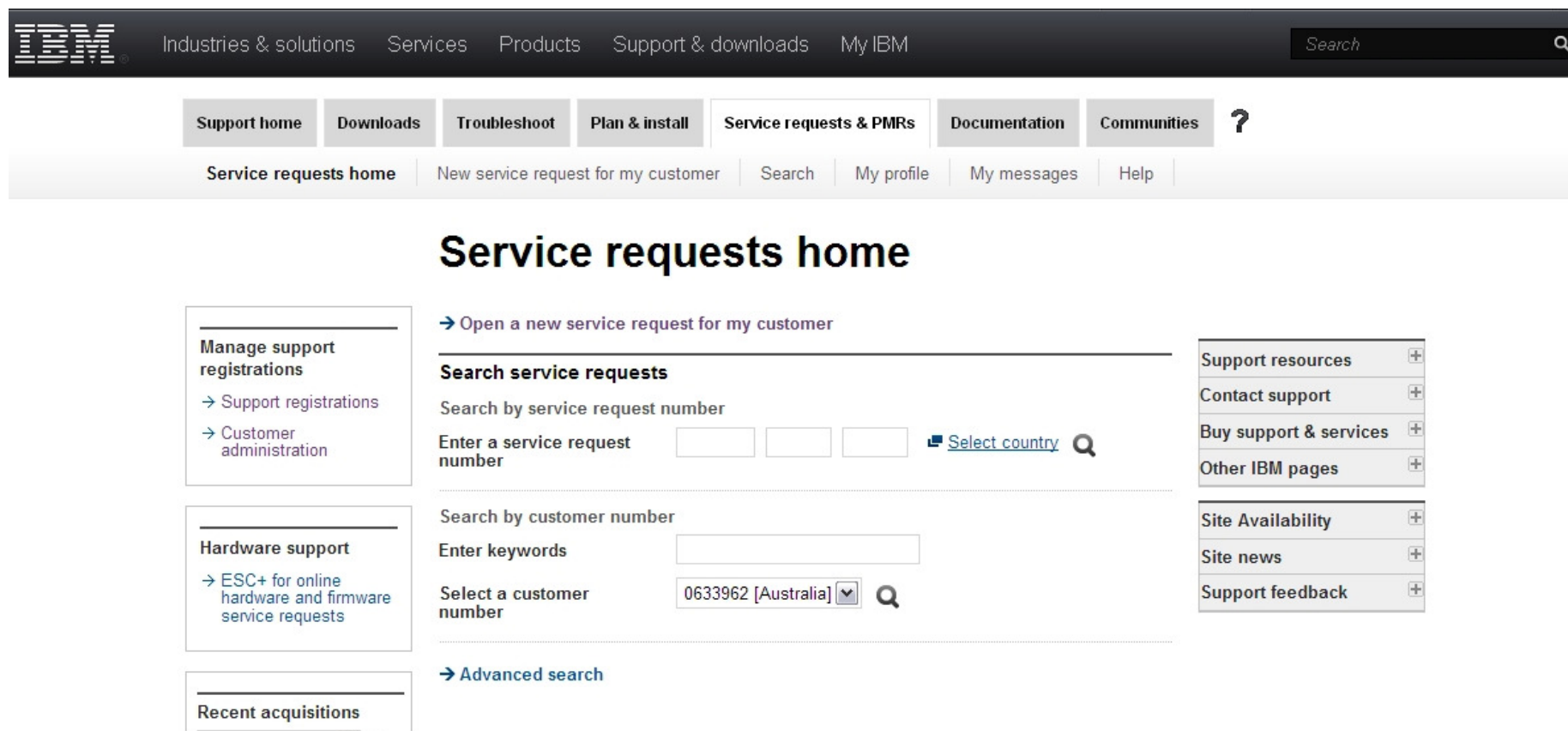


■ **Software ValueNet Provider**

- 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.



■ Software ValueNet Provider Screen Shot:



The screenshot shows the IBM Service requests home page. At the top is a dark navigation bar with the IBM logo and links for Industries & solutions, Services, Products, Support & downloads, and My IBM. A search bar is on the right. Below this is a secondary navigation bar with tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is active), Documentation, and Communities. A search bar is also present in this bar. Below the tabs is a row of links: Service requests home, New service request for my customer, Search, My profile, My messages, and Help. The main content area is titled "Service requests home". On the left, there are three boxes: "Manage support registrations" with links to Support registrations and Customer administration; "Hardware support" with a link to ESC+ for online hardware and firmware service requests; and "Recent acquisitions". The main content area has a link to "Open a new service request for my customer". Below this is a "Search service requests" section with two search methods: "Search by service request number" and "Search by customer number". The "Search by service request number" section has a form with three input fields for the service request number, a "Select country" dropdown, and a search button. The "Search by customer number" section has a form with a "Enter keywords" input field, a "Select a customer number" dropdown with the value "0633962 [Australia]", and a search button. At the bottom of the main content area is a link to "Advanced search". On the right side of the page, there is a sidebar with a list of links: Support resources, Contact support, Buy support & services, Other IBM pages, Site Availability, Site news, and Support feedback, each with a plus icon.

NOTE: This is the same BP “standard” screen shot



■ **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.

■ Authorized caller on client's customer number Screen Shot:



The screenshot shows the IBM Service requests home page. The top navigation bar includes links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar. Below this is a secondary navigation bar with tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is active), Documentation, and Communities. The main content area is titled "Service requests home" and features several sections: "Manage support registrations" with links to Support registrations and Customer administration; "Hardware support" with a link to ESC+ for online hardware and firmware service requests; "Recent acquisitions"; "Search service requests" with options to search by service request number (including a "Select country" link) or by customer number (with a dropdown menu showing "0633962 [Australia]"); and "Advanced search". On the right side, there is a "Support resources" sidebar with links to Contact support, Buy support & services, Other IBM pages, Site Availability, Site news, and Support feedback.

NOTE: This is the same BP “standard” screen shot

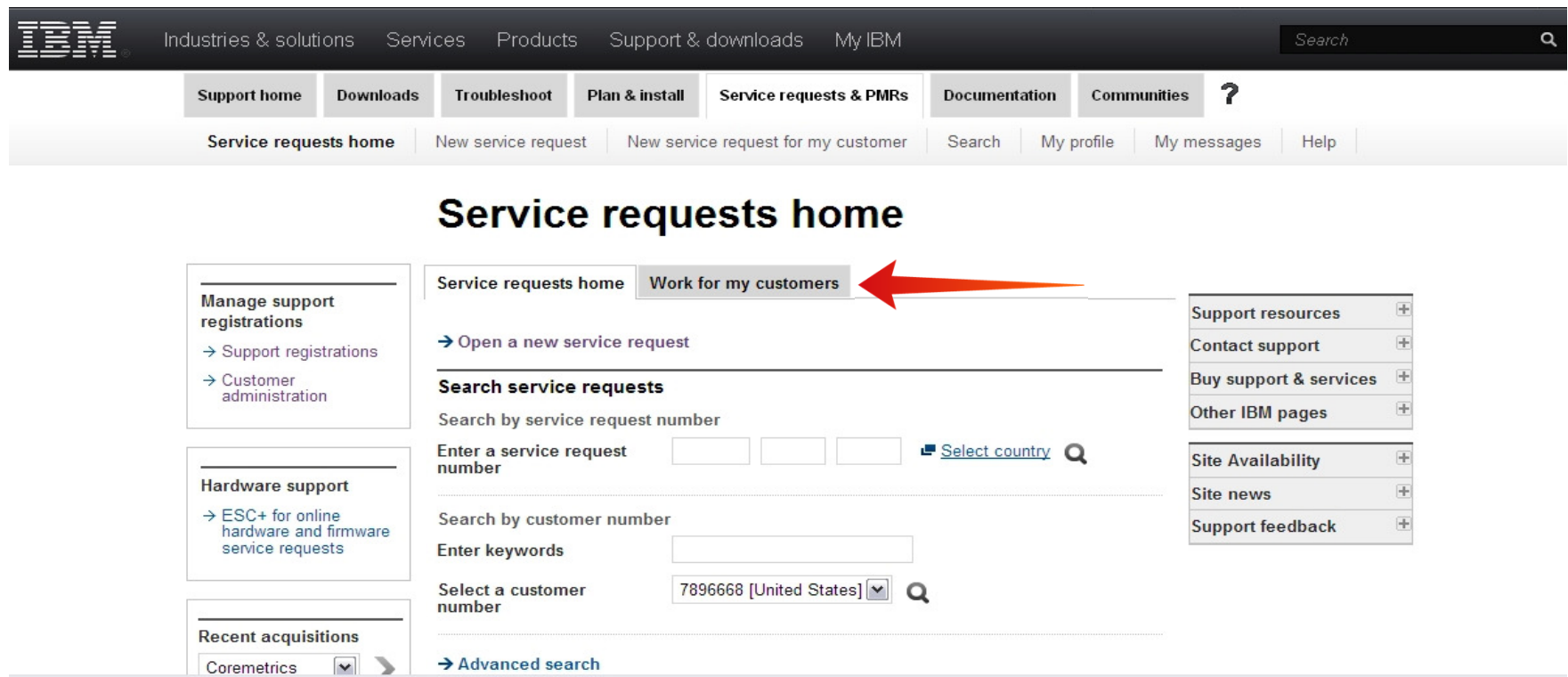


■ **Business Partners with end customer support agreements**

- 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.



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



The screenshot shows the IBM Service requests home page. The top navigation bar includes links for Industries & solutions, Services, Products, Support & downloads, and My IBM. Below this is a secondary navigation bar with tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is highlighted), Documentation, and Communities. A search bar is located on the right side of the top navigation bar.

The main content area is titled "Service requests home". It features a sub-navigation bar with "Service requests home" and "Work for my customers" (indicated by a red arrow). The "Work for my customers" tab is active.

The main content area is divided into three sections:

- Manage support registrations:** Includes links for Support registrations and Customer administration.
- Hardware support:** Includes a link for ESC+ for online hardware and firmware service requests.
- Recent acquisitions:** Includes a dropdown menu for Coremetrics.

The central section contains search and request options:

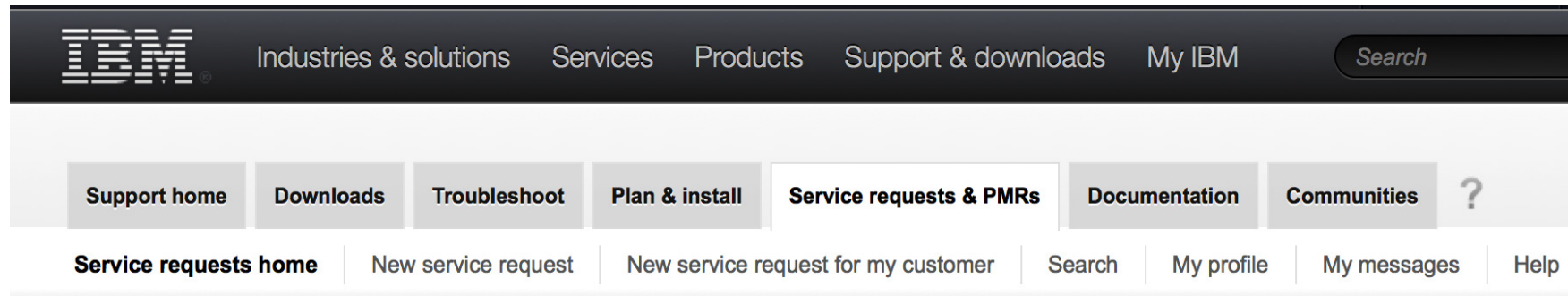
- Open a new service request:** A link to create a new request.
- Search service requests:** A section with three search options:
 - Search by service request number:** Includes a text input field, a "Select country" dropdown, and a search button.
 - Search by customer number:** Includes a text input field and a search button.
 - Select a customer number:** Includes a dropdown menu showing "7896668 [United States]" and a search button.
- Advanced search:** A link to access more search options.

On the right side, there is a sidebar with links to various support resources, including Support resources, Contact support, Buy support & services, Other IBM pages, Site Availability, Site news, and Support feedback.

Service Request (SR) Creation:



■ SR Creation as a Business Partner:



New service request

Service request submitted

Success!



Your service request number is [59835 005 000](#).

▪ Customer support will call you at phone number: 512-286-3452-.

[← Return to the IBM Service Request home page](#)

■ Tracking the SR as a Business Partner:

Service requests home

Service requests home | **Work for my company** | **Work for my customers**

[→ Open a new service request](#)

My recent open online service requests

To modify an open service request, select its service request number.

Service request #	Sev.	Title	Date modified	Date submitted		
59835,005,000	2	TEST PMR - Do not close - cont...	1/22/13	1/22/13		

: Unread
 : Needs your attention
 : Technical support chat
 : Print details of this service request
 : Email this service request

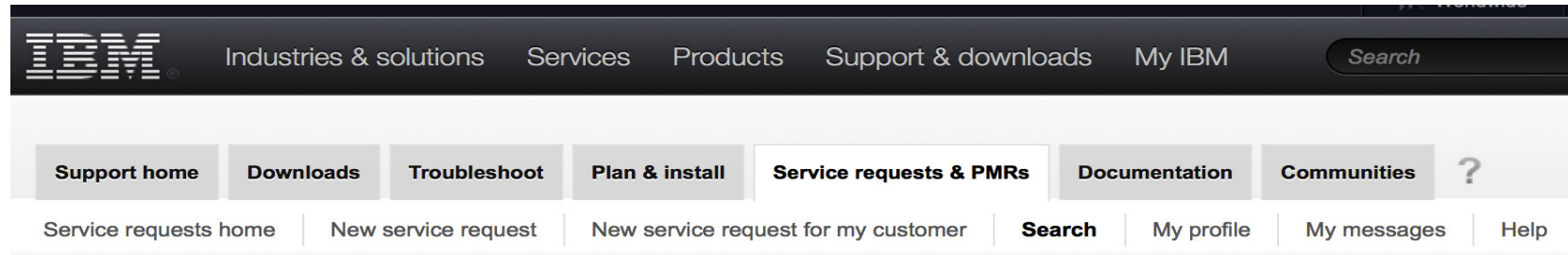
[→ View all my online service requests](#)

Search service requests

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.



Search

Filter list content

☒ Search my service requests submitted online only

☐ Search all service requests

☐ Include archived service requests

Note: Searching the archive will take longer to return results. Please be patient.

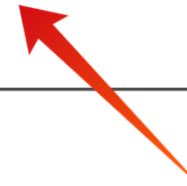
IBM Customer
number*

All
2121212 [United States]
3333333 [United States]
7777777 [United States]
A076108 [United States]

Enter keywords to
refine your search

☐ Service request number [Select country](#)

☒ Show service requests up to todays date



SR Demo (via Screen Shots)



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

The screenshot displays the IBM Support website interface. At the top, there's a navigation bar with the IBM logo and links for Industries & solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right. Below this is a secondary navigation bar with tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is active), Documentation, and Communities. A third navigation bar includes links for Service requests home, New service request, New service request for my customer, Search, My profile, My messages, and Help.

Search results

Search all service requests

Search criteria

- Search all service requests
- Show open service requests
- Show service requests up to today's date
- Severity: All

IBM Customer number

- All

Save my search as

Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

[Customize result table](#) [Printable report](#) [Export report](#)

429 items found: displaying items 421 - 429. [\[First/Prev\]](#) [15](#), [16](#), [17](#), [18](#), [19](#), [20](#), [21](#), [22](#) [\[Next/Last\]](#) Results per page: [20](#) | [50](#) | [100](#)

[•:Unread](#) [!:Needs your attention](#) [:Technical support chat](#) [:Print details of this service request](#) [:Email this service request](#)

! •	Service request #	Title	Severity	Status	Date submitted		
	38900,514,000	C_71903_RslveSoftXcelFullAccess - Test	3	Open	1/22/13		
	38907,514,000	C_71903_RslveSoftXcelFullAccess - Test	3	Open	1/22/13		
	38903,514,000	C_71905_RslveSoftXcelAdminAccess - Test	3	Open	1/22/13		

Corporation

- Business Partners can request a closure on a SR:

[Industries & solutions](#)
[Services](#)
[Products](#)
[Support & downloads](#)
[My IBM](#)

[Support home](#)
[Downloads](#)
[Troubleshoot](#)
[Plan & install](#)
[Service requests & PMRs](#)
[Documentation](#)
[Communities](#)
[?](#)

[Service requests home](#)
[New service request](#)
[New service request for my customer](#)
[Search](#)
[My profile](#)
[My messages](#)
[Help](#)

Update a service request for my customer

Service request number
59835,005,000

Status Open

Agreement

Customer
DSW_FCT_CUSTOMER

Location

Agreement
2121212 [United States]

Product

DB2 Enterprise Server Edition
V9.5

Component

DB2 Net Search Extenders on
Linux (System z) 9.5.0

[Print a summary](#) [Email](#)

[Export as a CSV file](#)

[Export as a text file](#)

Problem description

Please complete the problem description information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

Problem information

Title*

TEST PMR - Do not close - contact Jeremy Fox
(256 character limit)

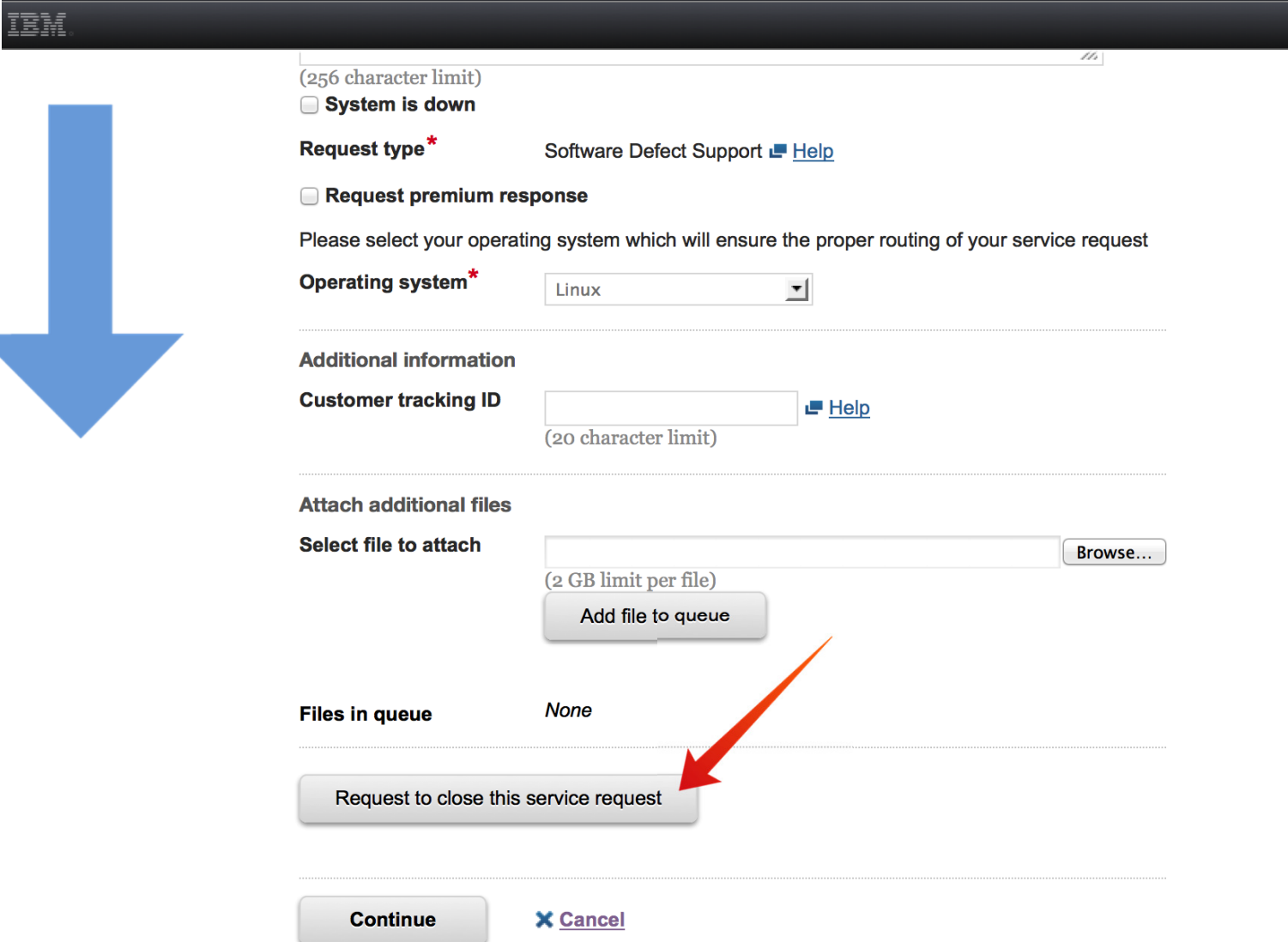

Additional comments



SR Closure



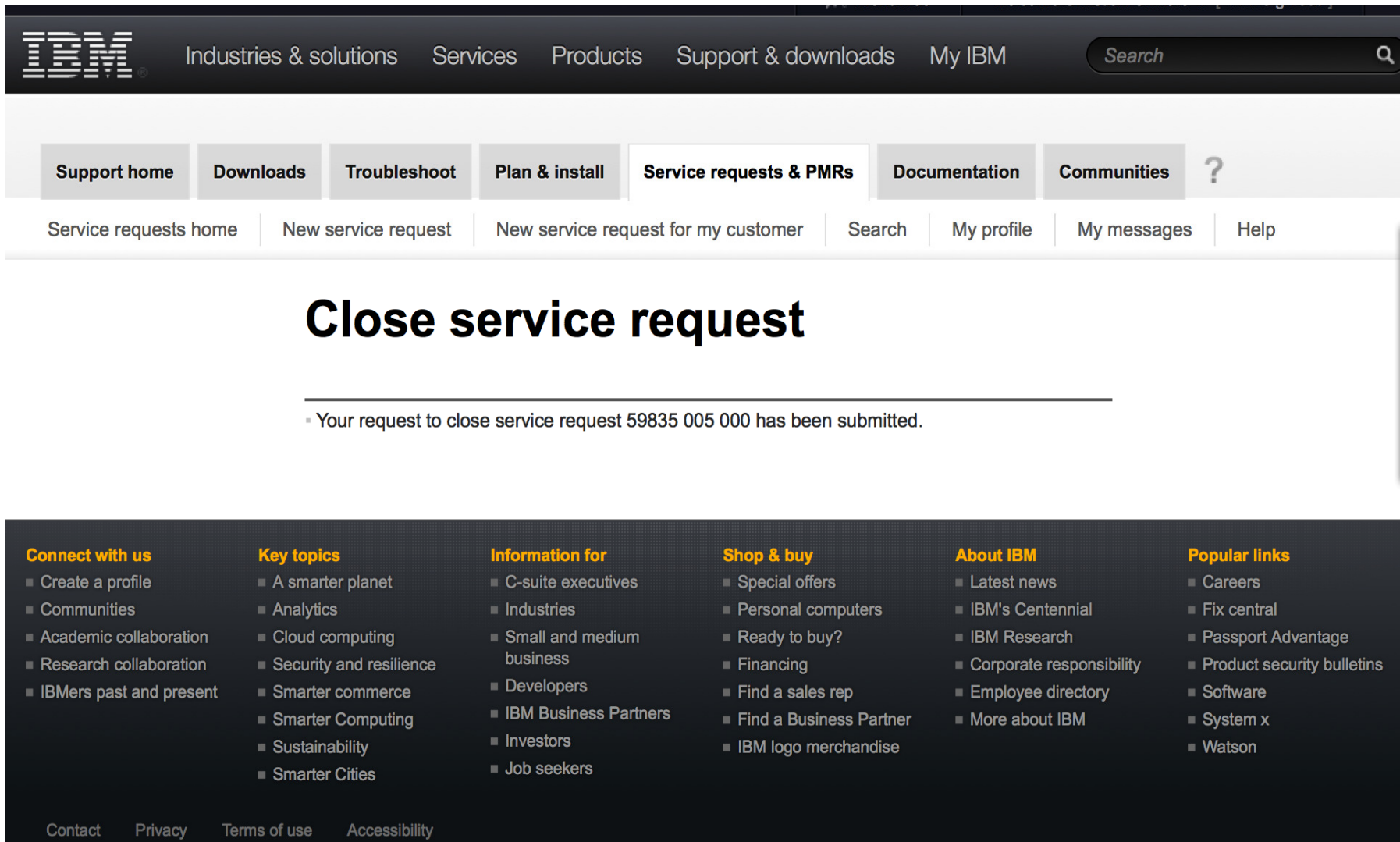
- Business Partners can request a closure on a SR:



The screenshot shows the IBM Service Request (SR) Closure form. The form is titled "SR Closure" and includes the IBM logo at the top. A large blue arrow points downwards on the left side of the form. The form contains several sections:

- Request type***: A dropdown menu with "Linux" selected. A "Help" link is next to it.
- Request premium response**: A checkbox that is currently unchecked.
- Operating system***: A dropdown menu with "Linux" selected.
- Additional information**: A section with a "Customer tracking ID" field (20 character limit) and a "Help" link.
- Attach additional files**: A section with a "Select file to attach" field (2 GB limit per file) and a "Browse..." button. Below the field is an "Add file to queue" button.
- Files in queue**: A section showing "None".
- Request to close this service request**: A button with a red arrow pointing to it.
- Continue** and **Cancel** buttons at the bottom.

- Business Partners can request a closure on a SR:



The screenshot shows the IBM Service Requests & PMRs page. The top navigation bar includes the IBM logo, links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar. Below this is a secondary navigation bar with tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (which is active), Documentation, and Communities. A third navigation bar contains links for Service requests home, New service request, New service request for my customer, Search, My profile, My messages, and Help.

Close service request

■ Your request to close service request 59835 005 000 has been submitted.

The footer contains six columns of links:

- Connect with us**
 - Create a profile
 - Communities
 - Academic collaboration
 - Research collaboration
 - IBMers past and present
- Key topics**
 - A smarter planet
 - Analytics
 - Cloud computing
 - Security and resilience
 - Smarter commerce
 - Smarter Computing
 - Sustainability
 - Smarter Cities
- Information for**
 - C-suite executives
 - Industries
 - Small and medium business
 - Developers
 - IBM Business Partners
 - Investors
 - Job seekers
- Shop & buy**
 - Special offers
 - Personal computers
 - Ready to buy?
 - Financing
 - Find a sales rep
 - Find a Business Partner
 - IBM logo merchandise
- About IBM**
 - Latest news
 - IBM's Centennial
 - IBM Research
 - Corporate responsibility
 - Employee directory
 - More about IBM
- Popular links**
 - Careers
 - Fix central
 - Passport Advantage
 - Product security bulletins
 - Software
 - System x
 - Watson


At the bottom of the footer are links for Contact, Privacy, Terms of use, and Accessibility.

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.



 Industries & solutions Services Products Support & downloads My IBM

[← Return to Service Request](#)

Support registrations

Customer administration

[Help](#)

Customer administration

Enter the customer e-mail address and any details or justification below.

***Request customer relationship**

☐ Request customer relationships across all of my locations

☒ Request customer relationships only for selected locations
(press the Ctrl or command key while selecting to choose multiple locations)

DWJ Test Co.

Customer e-mail*

Please provide some details or justification to be sent *unedited* to the customer (1024 character limit).*

Jeremy Fox needs access to this customer's company - DWJ Test Co.

[Industries & solutions](#)
[Services](#)
[Products](#)
[Support & downloads](#)
[My IBM](#)

[← Return to Service Request](#)

Additional relationship request complete

The support agreement administrator (site technical contact or electronic support team) has been notified of your request. The administrator must first approve your request before you can get support on any agreement. You will receive an e-mail message (sent to cag@us.ibm.com) when the approval process is complete.

[← Return to the "Request a customer relationship" page](#)

Support registrations

[Customer administration >](#)

[Help >](#)

Connect with us

- Create a profile
- Communities
- Academic collaboration
- Research collaboration
- IBMers past and present

Key topics

- A smarter planet
- Analytics
- Cloud computing
- Security and resilience
- Smarter commerce
- Smarter Computing
- Sustainability
- Smarter Cities

Information for

- C-suite executives
- Industries
- Small and medium business
- Developers
- IBM Business Partners
- Investors
- Job seekers

Shop & buy

- Special offers
- Personal computers
- Ready to buy?
- Financing
- Find a sales rep
- Find a Business Partner
- IBM logo merchandise

About IBM

- Latest news
- IBM's Centennial
- IBM Research
- Corporate responsibility
- Employee directory
- More about IBM

Popular links

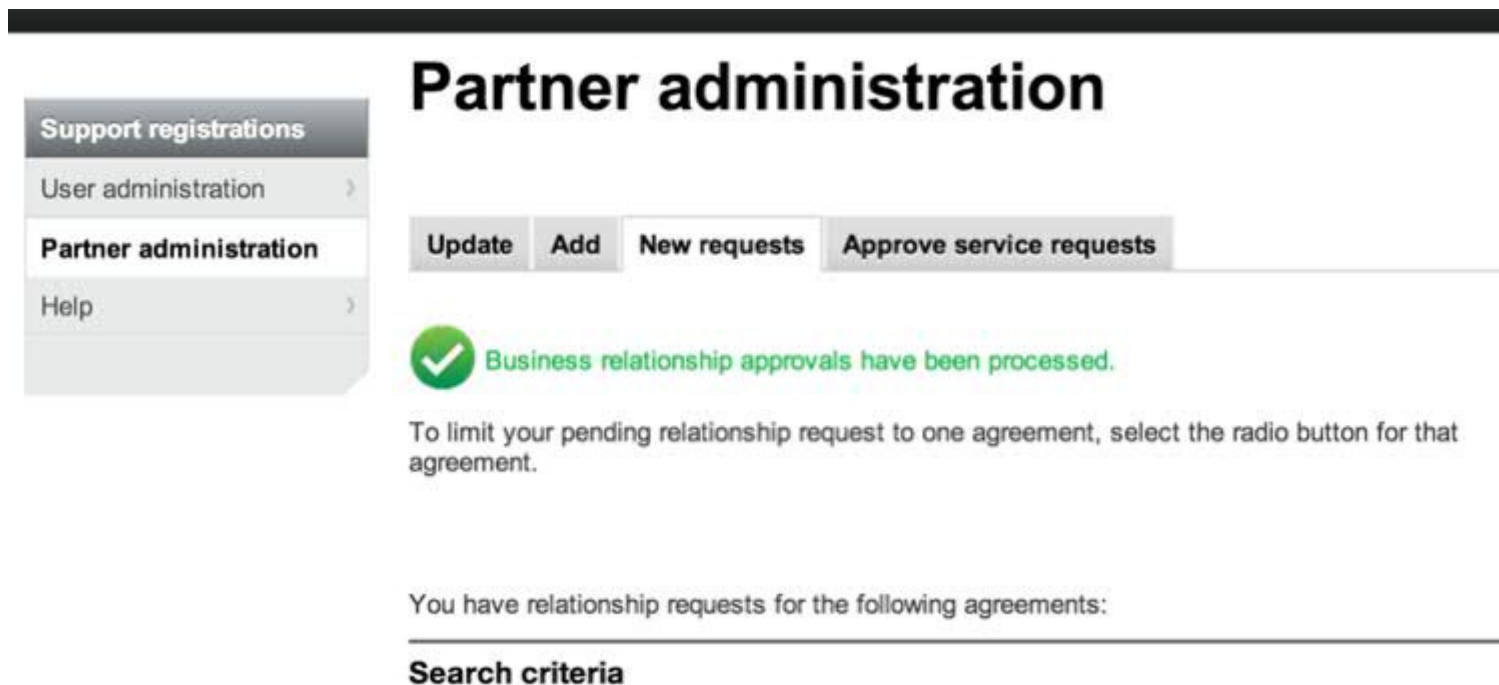
- Careers
- Fix central
- Passport Advantage
- Product security bulletins
- Software
- System x
- Watson

[Contact](#)
[Privacy](#)
[Terms of use](#)
[Accessibility](#)

STC (Site Technical Contact) Business Partner Relationship Request

(screen capture from SR)

From the STC view: Approval of the New request



The screenshot displays the 'Partner administration' section of a web application. On the left is a vertical navigation menu with the following items: 'Support registrations' (highlighted), 'User administration', 'Partner administration', and 'Help'. The main content area is titled 'Partner administration' and contains four tabs: 'Update', 'Add', 'New requests' (which is the active tab), and 'Approve service requests'. Below the tabs, a green checkmark icon is followed by the text 'Business relationship approvals have been processed.' Below this message, a paragraph states: 'To limit your pending relationship request to one agreement, select the radio button for that agreement.' Further down, the text 'You have relationship requests for the following agreements:' is displayed above a horizontal line. At the bottom of the visible area, the heading 'Search criteria' is present.

- 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

Mobile SR



*(Screen Shot from SR,
via a mobile browser)*

The screenshot displays the IBM Service Request mobile application interface. At the top, there is a dark blue header with the IBM logo on the left and the word 'Support' on the right. Below this is a blue bar with the text 'IBM Service Request'. Underneath, a navigation bar contains three buttons: 'Service Request Home', 'Work for my customers', and 'Work for my company'. A large red arrow points to the 'Work for my company' button. Below the navigation bar, the section 'My recent online service requests' is shown. It includes a legend with a blue dot for 'Unread' and a red exclamation mark for 'Needs your attention'. Three service request cards are listed: 'Testing SPA' (ID: 87082,055,866, Severity: 2, Status: Open, Modified: 1/10/13), 'Testing Additional information...' (ID: 34124,999,000, Severity: 3, Status: Open, Modified: 12/17/12), and 'Testing purposes' (ID: 87023,055,866, Severity: 3, Status: Open, Modified: 12/4/12). Each card has a right-pointing chevron. At the bottom, there is a button labeled 'View next 10 online service requests' with a right-pointing chevron, and a search bar labeled 'Search service request'.

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>

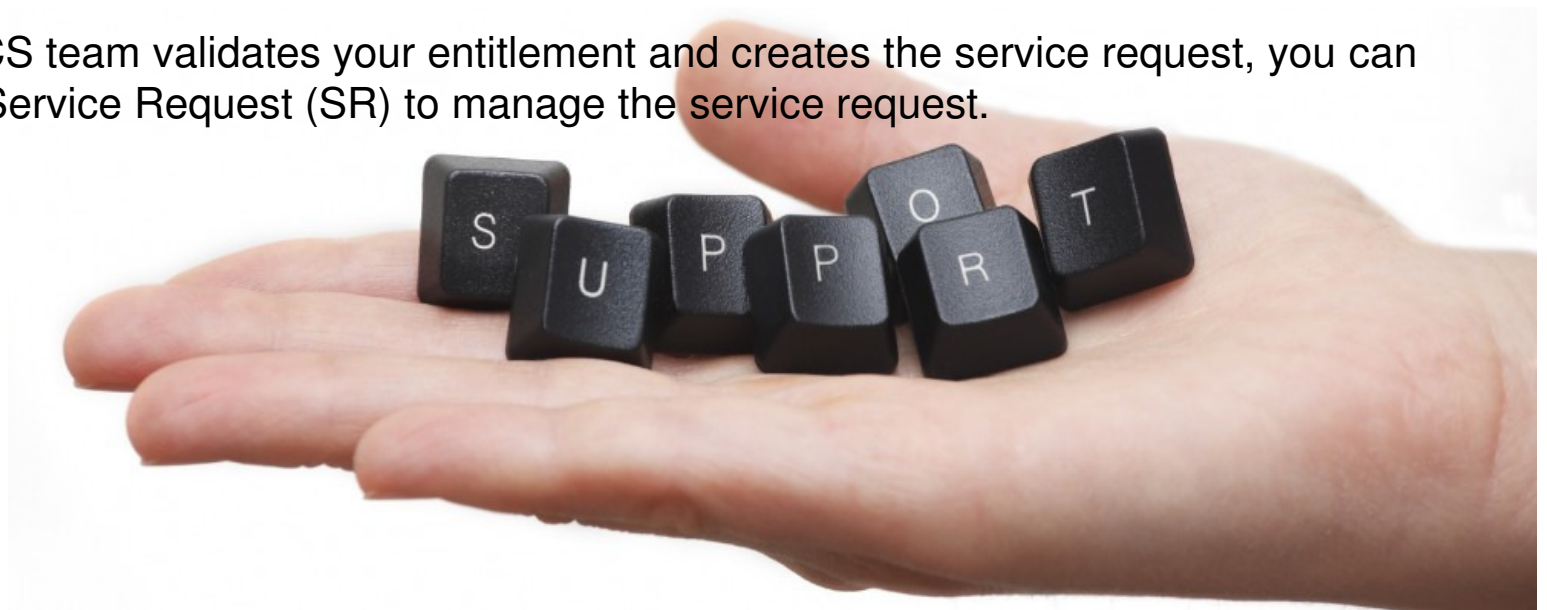
IBM Service Request streamlined problem submission process:

http://www.youtube.com/watch?v=nJhPpSG_Xq8&list=UUqaYCdZwPqkU05X-xUiG7lw&index=2&feature=plcp

Mobile - Using IBM Service Request on your mobile device:

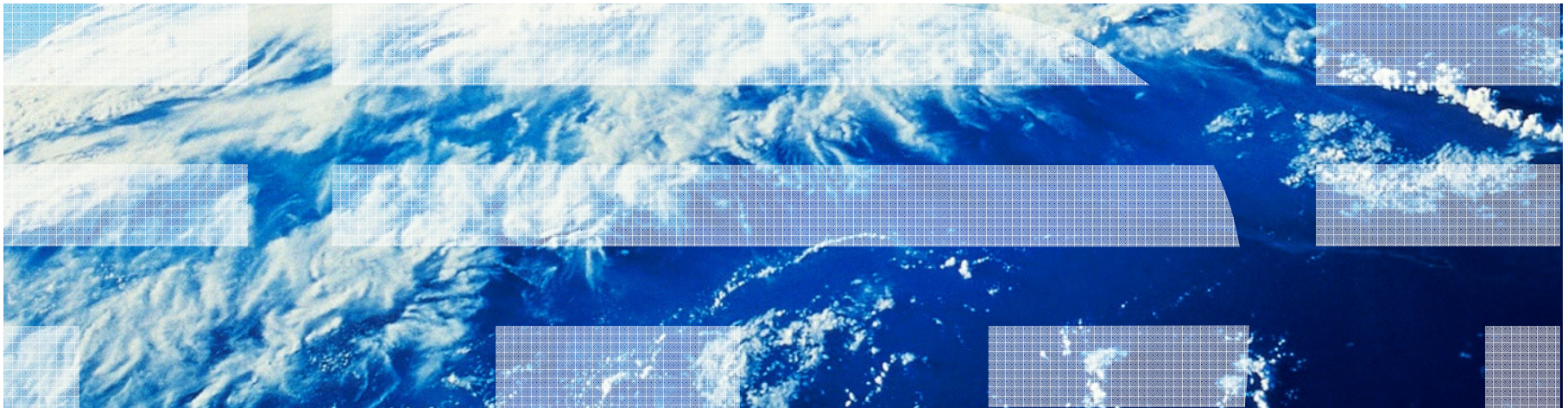
<http://www.youtube.com/watch?v=3oThsXLvgLs&feature=youtu.be>

- 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



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/>



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




[Translate this page](#)

Support Portal

Product lookup:  [Browse for a product](#)
[Share your list of recently viewed products](#) [My products](#)

Search support and downloads





Search:  [Tips](#)

My support programs

You currently do not have access to support program features in the Support Portal. Learn more about support program features by visiting the following websites:

- [Software Accelerated Value Program](#)
- [Technical support services](#)

Common support links

- [Sign out](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
-  [Security bulletins](#)
-  [Support registrations](#)
-  [Go to IBM Support mobile](#)
-  [Directory of worldwide contacts](#)

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

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?




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

[Translate this page](#) >

Support Portal

Product lookup:  [Browse for a product](#)
[Share your list of recently viewed products](#) [My products](#)

Search support and downloads





Search:  [Tips](#)

My support programs

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Common support links

- [Sign out](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
-  [Security bulletins](#)
-  [Support registrations](#)
-  [Go to IBM Support mobile](#)
-  [Directory of worldwide contacts](#)

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.

IBM Support – Simple Search

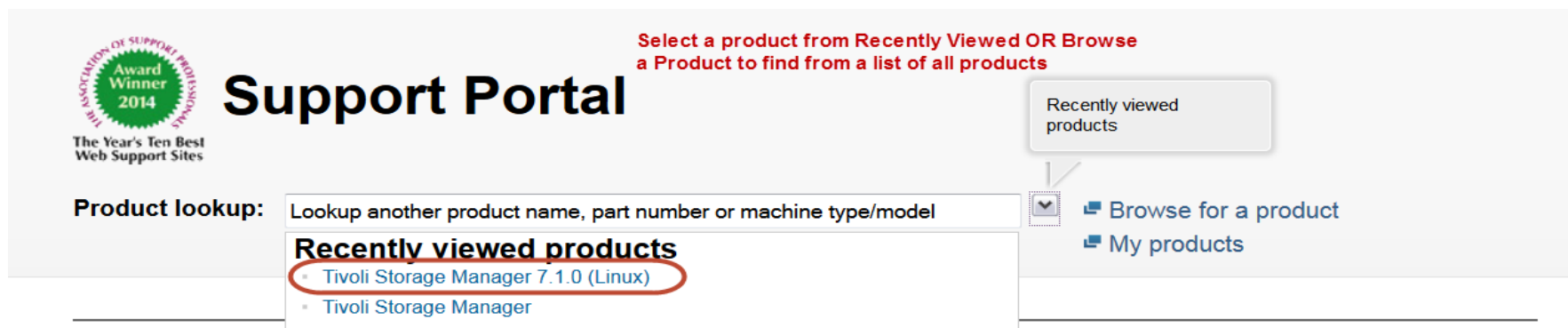
To perform a simple search, type one or more terms in the search box and select the Search button .
The search returns a list of links that contain all of your terms.

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.




The screenshot displays the IBM Support Portal interface. On the left, there is a green circular award logo for 'The Year's Ten Best Web Support Sites' from 2014. The main heading is 'Support Portal'. Below this, a 'Product lookup:' section contains a text input field with the placeholder 'Lookup another product name, part number or machine type/model'. Below the input field, a dropdown menu titled 'Recently viewed products' is open, showing two items: 'Tivoli Storage Manager 7.1.0 (Linux)' and 'Tivoli Storage Manager'. The first item is circled in red. To the right of the input field, there is a red instruction: 'Select a product from Recently Viewed OR Browse a Product to find from a list of all products'. Further right, there is a 'Recently viewed products' box with a dropdown arrow. Below this, there are two links: 'Browse for a product' and 'My products'.

Search support and downloads

backup fails  *Tips*

☒ Search only Tivoli Storage Manager 7.1.0 (Linux)

Refine search  Clear all

Task

- ☐ Design
- ☐ Maintain
- ☐ Plan
- ☐ Unspecified
- ☐ Use

Current Selections

- * Viewing All

Content Type

- ☐ Documentation index
- ☐ Educational program
- ☐ Planning information
- ☐ Product configuration

Sort by: **Relevance** | Newest first

Results per page: 20 | 50 | 100

1-20 of 99 results | Next →

How can I get RTC 3.0.1.3? Download shows link not found. - Jazz Forum

Oct 31, 2012

IBM developer Works Register Log In to Jazz.net User ID: Password: Forgot your User ID or Password ? Products Downloads Our Story My Stuff Get Help

problem with renctools.its sh...vncd users Need an

Search results from Simple Search are presented in shaded area. Start here with a product filter,

Then use the Refined Search option in left navigation bar allow Task, Tag, Content Type and Operating System refinements

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

Partners contribute to IBM Support knowledgebase

- Access the site, follow the procedure listed at this Web address:
<http://www.ibm.com/developerworks/wikis/display/partnerssubmitknowledge/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)

Rate this page

Please take a moment to complete this form to help us better serve you.

This material provides me with the information I need.

- ☐ Strongly Agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly Disagree

This material is clear and easy to understand.

- ☐ Strongly Agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly Disagree

Did the information help you to achieve your goal?

- ☐ Yes ☐ No ☐ Don't know

What updates, improvements, or related information would you like to see in this document?

Your response will be used to improve our document content. Requests for assistance, if applicable, should be submitted through your normal support channel as we cannot respond from this site.

Input the verification number to submit feedback:

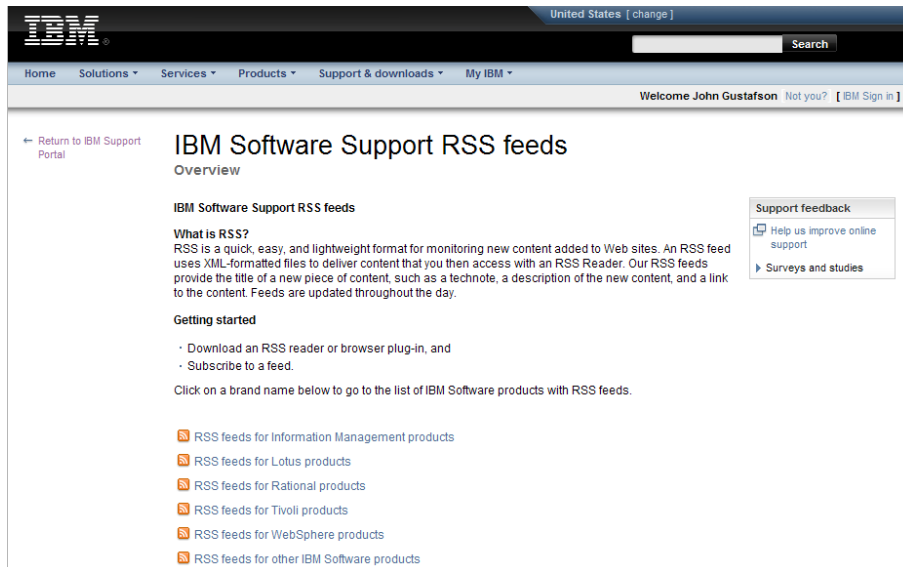
Verification number:

 **Submit**

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.

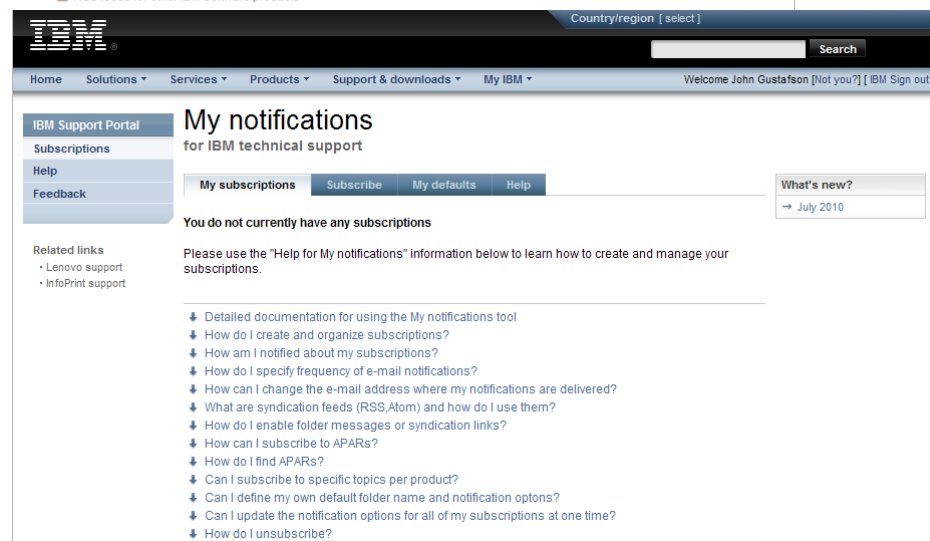
IBM Software Support RSS feeds & MyNotifications



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/>

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.

developerWorks®

Technical topics

Evaluation software

Community

Events

Discover. Develop. Connect.

Technology and people to help you tackle the hard stuff.



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>

Support Portal >

IBM Support Assistant

Product lookup:



 Browse for a product

 *Share your list of recently viewed products*

 My products

Search support and downloads

Search:



[Tips](#)

☐ Search only IBM Support Assistant

Downloads ([view all](#))

- [Local update site for IBM Support Assistant 4.1 ...](#)
- [Announcing IBM Support Assistant V4.1.5 ...](#)
- [Announcing IBM Support Assistant V4.1.4 ...](#)
- [Download IBM Support Assistant Lite for ...](#)
- [Download IBM Support Assistant Lite for ...](#)

Product support content

- [Product documentation \(manuals\)](#)
- [Plan and install documentation](#)
- [Flashes, alerts and bulletins](#)
- [Troubleshooting documentation](#)
- [All product support content](#)

Tools and resources

Featured links ([view all](#))

Learn about the IBM Support Assistant

<http://www.ibm.com/software/support/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/>

IBM Education Assistant (IEA)



Software > **IBM Education Assistant**

Description

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

IBM Education Assistant content (by brand)

- [Information Management software](#)
Includes DB2 Everyplace and Informix Dynamic Server
- [Lotus software](#)
Includes Domino, Expeditor, Notes, Sametime, and WebSphere Portal
- [Rational software](#)
Includes Application Developer, ClearCase, and Functional Tester
- [Tivoli software](#)
Includes Access Manager, Identity Manager, Monitoring, and Storage Manager
- [WebSphere software](#)
Includes Application Server, Extended Deployment, Business Process Management suite of products, Adapters, Partner Gateway, Developer for System z, Everyplace Deployment, Host Access Transformation Services, Message Broker, MQ, Studio Asset Analyzer, TXSeries for Multiplatforms, and IBM Support Assistant

Learn more about IBM software

- [Information Management](#)
- [Lotus software](#)
- [Rational software](#)
- [Tivoli software](#)
- [WebSphere software](#)
- [Systems and servers \(and related software\)](#)

Related resources

- [Information centers](#)
- [Developer works](#)
- [Information Management education](#)
- [WebSphere education](#)
- [IBM AIX](#)
- [IBM System z](#)

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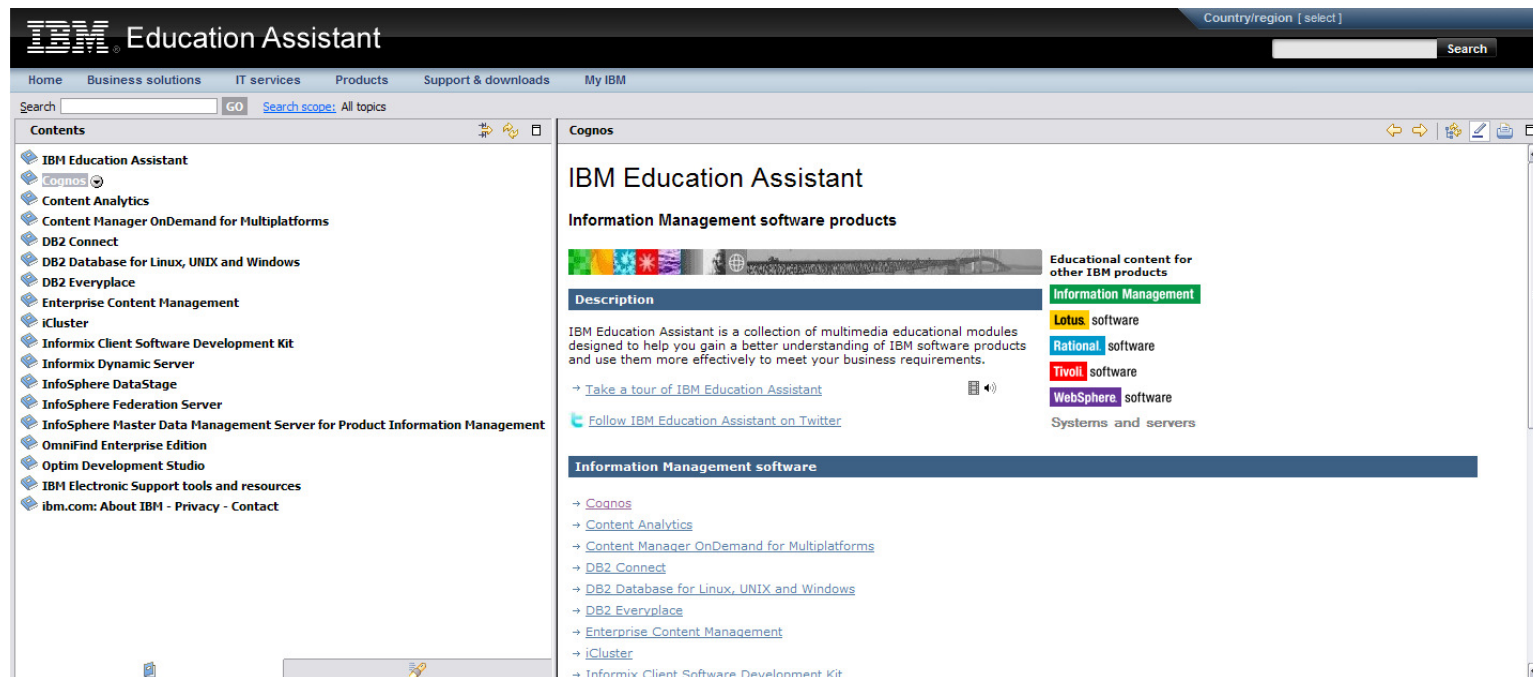
Tutorials - provide instructions and all files necessary to complete a practice lab scenario in your own environment

Additional resources - provide links to relevant external content

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

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.



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

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

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

[← Return to IBM Support Portal](#)

Fix Central

Inventory upload

Supported products

Help

Feedback

[→ Go to Fix Central mobile](#)

Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

For additional information, click on the following link.

[Getting started with Fix Central](#)

Find product

Select product

Type the product name to access a list of product choices.

When using the keyboard to navigate the page, use the **Tab** or **down arrow** keys to navigate the results list.

Product selector

<Start typing your product name>

Search Fix Central

Tips

My product history

→ Tivoli Service Automation Manager (7.2.4, All)

Maintenance Delivery Vehicle (MDV)



MDV Types	Description
Test fix	<p>May be product binary or other fix deliverable. Not necessarily packaged for an application tool.</p> <p>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.</p>
LA interim fix	<p>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.</p>
Interim fix	<p>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.</p>
Fix pack	<p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 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

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.

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

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

Country/region [select]

Home Solutions Services Products Support & downloads My IBM Welcome John Gustafson [Not you?]

Software
Trials and demos
Support
Training and certification
Library
Events
News

Communities:
• IBM Business Partners
• ISVs
• Developers
• Warranty info

Software > How to buy > Passport Advantage >

IBM Passport Advantage

Program overview

Program overview Passport Advantage Online

Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings that cover software license acquisition including Fixed Term Licenses and Software Subscription and Support product upgrades and technical support under a single, common set of agreements, processes and tools.

Passport Advantage is designed for larger enterprises, while Passport Advantage Express, a transaction-based offering, is designed to meet the needs of medium-sized businesses.

Features and Benefits

- Includes Software Subscription and Support (technical support and product upgrades) with each new license.
- Provides Selected Support for certain Open Source and other non-warranted code.
- Provides comprehensive and flexible upgrade coverage.
- Streamlines budgeting for software upgrade and migration costs.
- Provides secure access to Passport Advantage Online.
- Incorporates flexible, easy-to-access, responsive, cross-platform customer support from IBM.
- Provides access to IBM software technical support for all of a customer's designated IT staff.
- Provides 24x7 access to support resources for business-critical outages.
- Provides self help via the Internet.

- 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"

Learn more

→ [Learn more about Passport Advantage and Passport Advantage Express.](#)

→ [Passport Advantage tutorial.](#)

→ [Passport Advantage and Passport Advantage Express brochure.](#)

→ [Passport Advantage and Passport Advantage Express quick reference guide.](#)

→ [Software Subscription and Support brochure.](#)

→ [Get Adobe® Reader®](#)

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

The screenshot shows the IBM Passport Advantage online interface. At the top is the IBM logo and a navigation bar with links like Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is also present. The main content area is titled 'IBM Passport Advantage Program overview'. It includes a 'Fast access' sidebar with links to 'Find out more about Passport Advantage and Passport Advantage Express', 'Enroll in Passport Advantage', 'Customer sign in', and 'Reseller sign in'. The main text describes the program as simple, comprehensive IBM offerings for software license acquisition. Below this is a 'Features and Benefits' section with a bulleted list of advantages, including software subscription and support, flexible upgrade coverage, streamlined budgeting, secure access, and 24x7 support.

- 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"

Learn more

→ [Learn more about Passport Advantage and Passport Advantage Express.](#)

→ [Passport Advantage tutorial.](#)

→ [Passport Advantage and Passport Advantage Express brochure.](#)

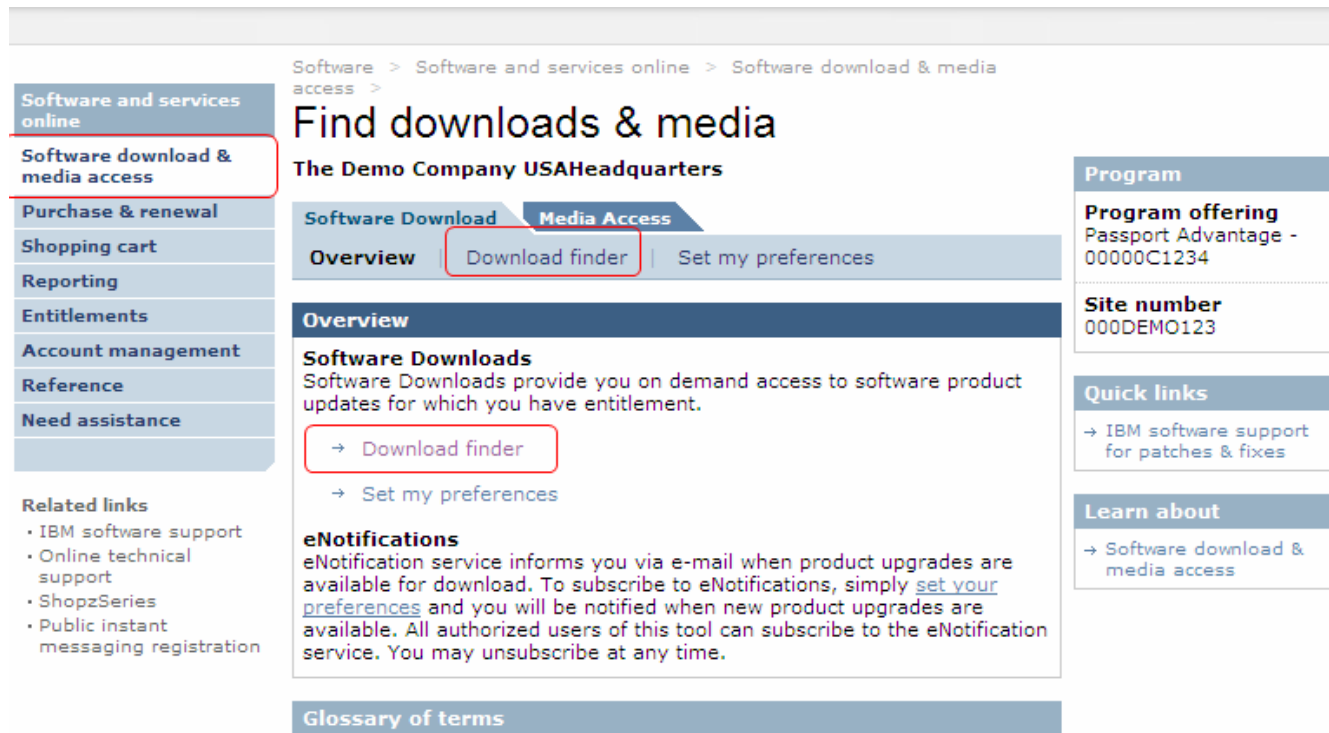
→ [Passport Advantage and Passport Advantage Express quick reference guide.](#)

→ [Software Subscription and Support brochure.](#)

→ [Get Adobe® Reader®](#)

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



The screenshot displays the IBM Passport Advantage online interface. The left navigation pane is titled 'Software and services online' and includes links for 'Software download & media access' (highlighted with a red box), 'Purchase & renewal', 'Shopping cart', 'Reporting', 'Entitlements', 'Account management', 'Reference', and 'Need assistance'. Below this, 'Related links' include 'IBM software support', 'Online technical support', 'ShopzSeries', and 'Public instant messaging registration'.

The main content area shows the breadcrumb 'Software > Software and services online > Software download & media access' and the title 'Find downloads & media'. Below this, it says 'The Demo Company USAHeadquarters'. There are two tabs: 'Software Download' and 'Media Access' (highlighted with a red box). Under 'Software Download', there are links for 'Overview', 'Download finder' (highlighted with a red box), and 'Set my preferences'.

The 'Overview' section for 'Software Downloads' states: 'Software Downloads provide you on demand access to software product updates for which you have entitlement.' It includes a link to 'Download finder' (highlighted with a red box) and a link to 'Set my preferences'.

The 'eNotifications' section states: 'eNotification service informs you via e-mail when product upgrades are available for download. To subscribe to eNotifications, simply [set your preferences](#) and you will be notified when new product upgrades are available. All authorized users of this tool can subscribe to the eNotification service. You may unsubscribe at any time.'

On the right side, there is a 'Program' section with 'Program offering' 'Passport Advantage - 00000C1234' and 'Site number' '000DEMO123'. Below this is a 'Quick links' section with a link to 'IBM software support for patches & fixes'. At the bottom right is a 'Learn about' section with a link to 'Software download & media access'.

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

IBM Networking Communities



Forums & Communities
RSS Feeds
Blogs
Wikis

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 & @Servmngmtconnect
- 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/>

- 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

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>

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 :

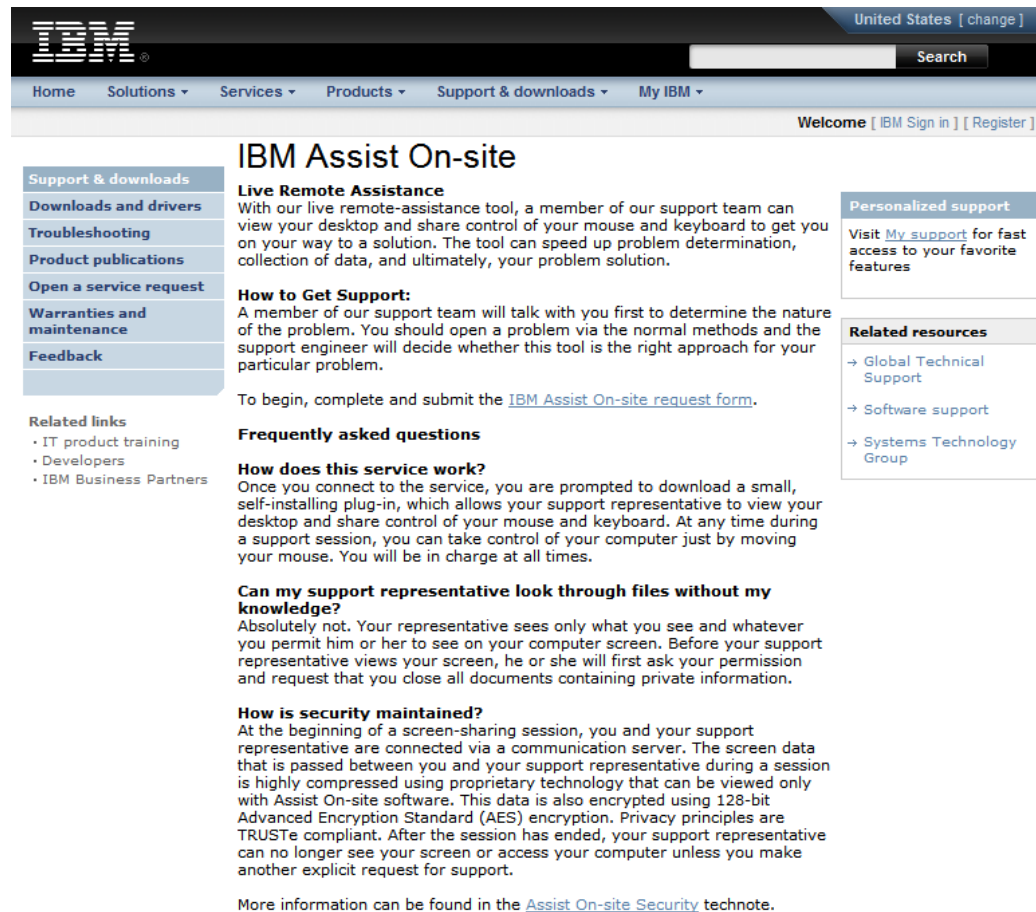
Secure upload description	Link to server	IP-address
Secure FTP over SSL/TLS (FTPS)	ftp.emea.ibm.com	192.109.81.7
Secure FTP over SSH (SFTP)	sftp://anonymous@sftp.ecurep.ibm.com	192.109.81.25
HTTPS-based upload with a browser (secure HTTP)	https://www.ecurep.ibm.com/app/upload	192.109.81.20
Send by secure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

- 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

Connecting to the customer's computing environment

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





United States [change]

Search

Home Solutions Services Products Support & downloads My IBM

Welcome [IBM Sign in] [Register]

IBM Assist On-site

Support & downloads

- Downloads and drivers
- Troubleshooting
- Product publications
- Open a service request
- Warranties and maintenance
- Feedback

Related links

- IT product training
- Developers
- IBM Business Partners

Live Remote Assistance

With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution. The tool can speed up problem determination, collection of data, and ultimately, your problem solution.

How to Get Support:

A member of our support team will talk with you first to determine the nature of the problem. You should open a problem via the normal methods and the support engineer will decide whether this tool is the right approach for your particular problem.

To begin, complete and submit the [IBM Assist On-site request form](#).

Frequently asked questions

How does this service work?

Once you connect to the service, you are prompted to download a small, self-installing plug-in, which allows your support representative to view your desktop and share control of your mouse and keyboard. At any time during a support session, you can take control of your computer just by moving your mouse. You will be in charge at all times.

Can my support representative look through files without my knowledge?

Absolutely not. Your representative sees only what you see and whatever you permit him or her to see on your computer screen. Before your support representative views your screen, he or she will first ask your permission and request that you close all documents containing private information.

How is security maintained?

At the beginning of a screen-sharing session, you and your support representative are connected via a communication server. The screen data that is passed between you and your support representative during a session is highly compressed using proprietary technology that can be viewed only with Assist On-site software. This data is also encrypted using 128-bit Advanced Encryption Standard (AES) encryption. Privacy principles are TRUSTe compliant. After the session has ended, your support representative can no longer see your screen or access your computer unless you make another explicit request for support.

More information can be found in the [Assist On-site Security](#) technote.

Personalized support

Visit [My support](#) for fast access to your favorite features

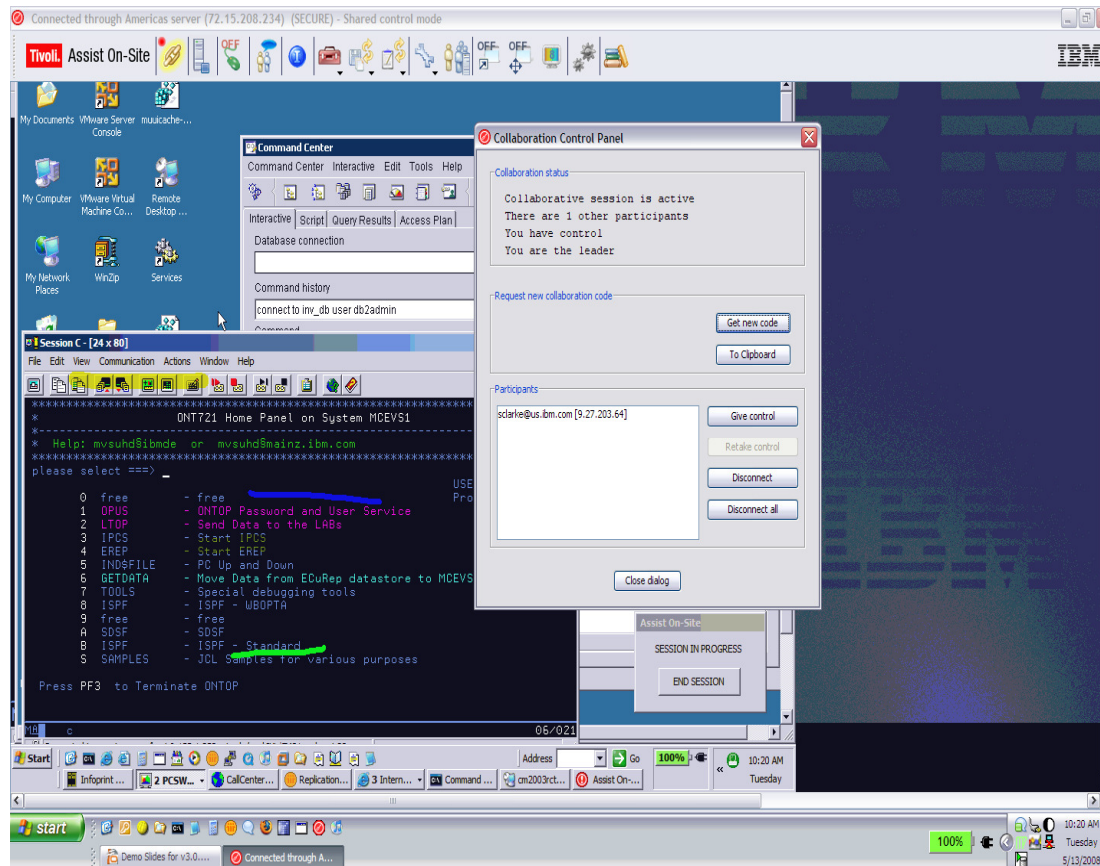
Related resources

- Global Technical Support
- Software support
- Systems Technology Group

- 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/assistsite/>

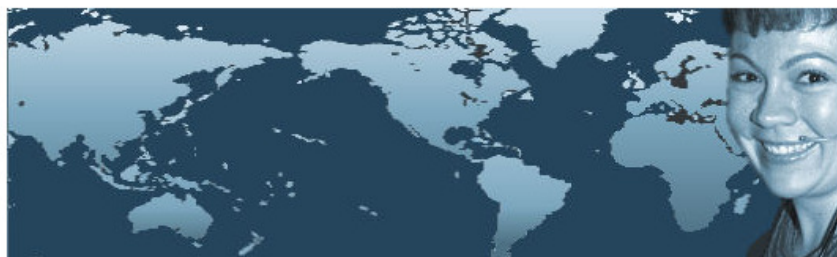
Assist On-Site is Safe and Secure



- 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

Software Support Handbook

Welcome to IBM Support



We have produced this guide with the following objectives in mind:

- Introduce you to IBM Software Support
- Share information on the people that make up our World Wide (WW) IBM Software Support Organization
- Provide information on the support service offerings currently available from IBM, including definitions of programs, policies, and procedures
- Help you to effectively utilize the Knowledge Content available on the Web and many new Self Assist tools that are available to you
- Improve your experience when contacting IBM Software Support for assistance
- Assist you in getting information on software support for companies that have been recently acquired by IBM and are not fully integrated into the IBM Support Offerings and processes
- Explain how you can enhance your IBM Software Support with additional services to meet your needs

This guide contains important information on the procedures and practices followed in the service and support of your IBM products. It does not replace the contractual terms and conditions under which you acquired specific IBM Products or Services. Please review it carefully. You may want to bookmark the site so you can refer back as required to the latest information. We are interested in continuing to improve your IBM support experience, and encourage you to provide feedback by clicking the Feedback link in the left navigation bar on any page.

Contents

- [Overview](#)
- [Support portfolio](#)
- [Client self-assist tools](#)
- [Getting IBM support](#)
- [Contacts](#)
- [Preventing problems](#)
- [Practices](#)
- [Acquisitions](#)

Support terms

Test fix EMEA
Fix Pack PTF
IBM SPOC
APAR PD

→ Acronyms A-Z

Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

→ Appendix A

Additional support offering information

→ Appendix B

Site Technical Contact information for Passport Advantage

Handbook in PDF format

The handbook is also available as a PDF-formatted document (2.2 MB).

 [Software Support Handbook](#)

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

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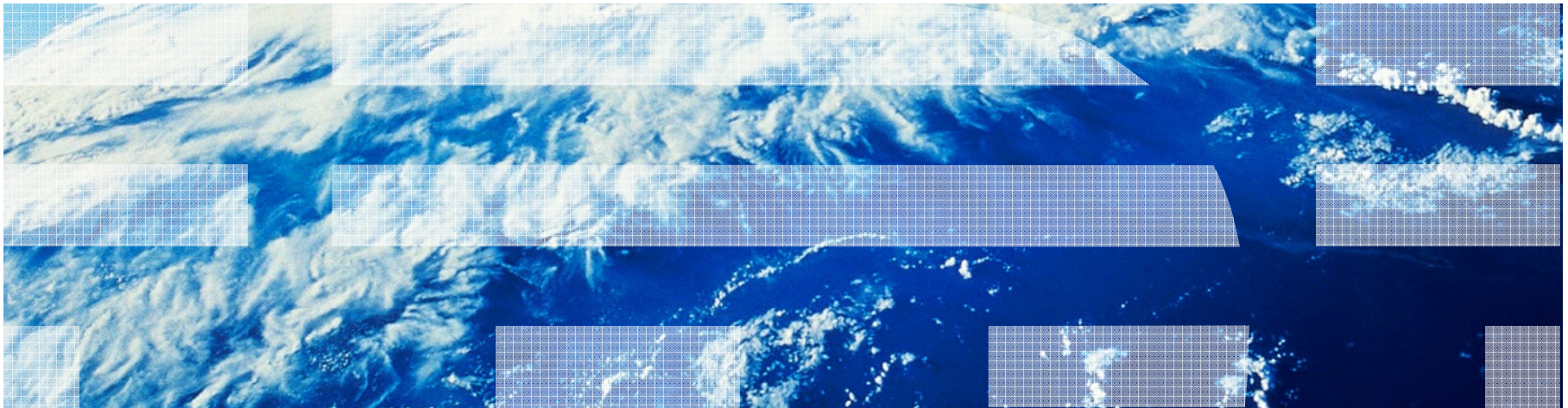
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Lesson 3 – Support Tools and Resources

Terminology, Acronyms and Abbreviations



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

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.

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.

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.

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>



END

Lesson 3



धन्यवाद
Hindi

多謝
Traditional Chinese

ขอบพระคุณ
Thai

Спасибо
Russian

Gracias
Spanish

Thank You
English

شكراً
Arabic

Obrigado
Brazilian Portuguese

Grazie
Italian

多谢
Simplified Chinese

Danke
German

Merci
French

நன்றி
Tamil

ありがとうございました
Japanese

감사합니다
Korean