



Frequently Asked Questions

This document provides answers to frequently asked questions regarding the transition of IBM FileNet product support to IBM Software support. If you have any questions, please contact the IBM FileNet Client Relations Group (CRG).

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1. What is the IBM FileNet Client Relations Group (CRG)?

IBM's FileNet Client Relations Group is available to answer all FileNet support account related questions. Our team of expert customer service representatives is available to assist you with questions regarding each of the following areas: your support contract and its status, billing, training and sales, gaining access to online support, and updating your company's authorized support contacts. Feel free to contact the CRG with any questions you may have during the transition of FileNet support to IBM.

2. How do I contact CRG?

The Client Relations Group is available from 8:00 a.m. to 6:00 p.m. Monday-Friday, Pacific Standard Time via:

Email: crgfn@us.ibm.com

Phone: 714-327-7680, option 6

Fax: 714-327-5121

Every attempt is made to respond to all inquiries as soon as possible. All messages will be responded to by the end of the next business day.

3. What is happening to the www.css.filenet.com support website?

As part of the transition of FileNet support to IBM support, the www.css.filenet.com website will no longer be available. FileNet product documentation and support resources will be transitioning to the IBM Software support website. Beginning October 1, 2007, all web traffic to www.css.filenet.com will be redirected to a [landing page](#) on the IBM website.

4. What happens to my FileNet site number, account and passwords?

You will no longer need to keep track of this information. Your IBM Customer Number (ICN), IBM ID and associated passwords replace these items. You will need your ICN and IBM ID when requesting support from IBM.

5. What is an IBM Customer Number (ICN)?

IBM Customer numbers are also known as "ICN" and "Customer ID". It is a 7-digit code (made up of numbers and/or letters) that identifies your IBM software support contract. Within the IBM Software Support website, ICNs must be entered as seven digits. Some customers might receive ICNs with six or eight digits. If you received a 6-digit ICN, enter a zero followed by the six digits of the ICN. If you received an 8-digit ICN, you need only enter the last seven digits.

You will need your ICN when contacting IBM Technical Support and when submitting Problem Management Records (PMRs) electronically via the Electronic Service Request (ESR) tool.

6. How do I find my IBM Customer Number (ICN)?

Your ICN was sent to your IBM Site Technical Contact as part of the acquisition process. This person is equivalent to your FileNet Executive Technical Contact. If you don't know who your Site Technical Contact is or they do not have this information, please contact the IBM FileNet Client Relations Group (CRG) at crgfn@us.ibm.com or 714-327-7680, option 6.



7. What is my IBM ID?

Your IBM ID is your IBM website account. Your IBM ID is required to open a service request. Additionally, using your IBM ID, you can customize the IBM Software Support website and request email alerts and RSS feeds based on your product selections. If you do not already have an IBM ID, you should create one now by going to the following URL:

<https://www.ibm.com/account/profile/us?page=req>

8. What type of support contacts exist in IBM?

IBM and FileNet use different terminology however, IBM has similar support contacts who are responsible for managing their support accounts.

Primary Site Technical Contact (PSTC)

The Primary Site Technical Contact is equivalent to the FileNet Executive Technical Contact (ETC). The PSTC is responsible for assigning Secondary Site Technical Contacts (maximum of nine) and Authorized Callers/Users (unlimited) to their contracts to give them access to the Electronic Services Request (ESR) tool. Additionally, the PSTC is responsible for ensuring their Authorized Callers/Users are properly trained on IBM ECM products to better enable them to administer and maintain their systems.

Secondary Site Technical Contact (SSTC)

Secondary Site Technical Contacts are assigned by the Primary Site Technical Contact. A maximum of nine SSTCs are allowed for each support contract. SSTCs assist the PSTC in managing their Authorized Callers/Users list.

Authorized Callers/Users

Authorized Callers or Users are designated by either the Primary Site Technical Contact or a Secondary Site Technical Contact to open Problem Management Records (PMRs) and view all PMRs for that Site or contract. An unlimited number of Authorized Callers/Users are allowed for each support contract.

Authorized Readers

Authorized Readers are designated by the Primary Site Technical Contact (PSTC) or a Secondary Site Technical Contact (SSTC) to view all Problem Management Records (PMRs) for that Site or contract. An unlimited number of Authorized Readers are allowed for each support contract.

9. How does my company create our IBM Electronic Service Request (ESR) account and designate authorized support contacts?

Your Primary Support Technical Contact (PSTC) is responsible for creating your IBM Electronic Service Request (ESR) account and maintaining your Authorized Callers/Users list. The PSTC may designate up to nine (9) Secondary Site Contacts (SSTC) to assist in maintaining the Authorized Callers/Users list. Please visit the Site Tour below for information on how to create your ESR account and Authorized Callers/Users list.

[http://www-306.ibm.com/software/support/sitetours.html#Electronic_Service_Request_\(ESR\)_-_Online_problem_submission_tool](http://www-306.ibm.com/software/support/sitetours.html#Electronic_Service_Request_(ESR)_-_Online_problem_submission_tool)



10. How does my company change our Primary Site Technical Contact (PSTC)?

To change the person who is designated as your Primary Site Technical Contact (PSTC), the person currently designated as the PSTC should email esrhelpdesk@us.ibm.com and request the change. Please include your company's ICN number (and site if applicable) along with the name, telephone number and email address of the person who you would like to have designated as the PSTC.

If your PSTC, has left the company, please contact the IBM FileNet Client Relations Group for assistance at crgfn@us.ibm.com.

11. Is there a limit to the number of Authorized Callers/Users?

The number of Authorized Callers/Users is unlimited. However, IBM strongly recommends that all authorized technical support contacts and system administrators have IBM FileNet product training.

12. How can I be added as an Authorized Caller/User for my company?

Your Primary Site Technical Contact (PSTC) is responsible for maintaining all contact information regarding your site's authorized contacts. Please request your PSTC or a Secondary Site Technical Contact (SSTC) add you as an authorized support contact.

You may also self-nominate yourself via the ESR tool. To nominate yourself for access to the ESR, [login to the ESR](#) using your IBM ID. You will be asked to enter your IBM Customer Number (ICN) and select 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.

13. Can my company have a group log in?

No, group logins are not allowed due to security precautions.

14. How do I access IBM FileNet technical support?

Support for you IBM FileNet products can be accessed either online or via the phone.

For phone support prior to October 1st, you should continue to use the current FileNet phone numbers. After October 1st, you should use the phone number listed in the [IBM Planetwide Directory](#) located at www.ibm.com/planetwide. Please note that anyone within your organization may request telephone support as long as they have your IBM Customer Number (ICN).

For online support, please use the IBM FileNet Software support website:

www-306.ibm.com/software/data/content-management/filenet-product-family/support.html

IBM's Software support website provides you with all of the information and functionality that you will need to administer and maintain your IBM FileNet products including:

- Support case management
- Product documentation
- Software patches



- Support knowledgebase

Please see questions #15 – #19 for information on some of the most common support requests.

15. How do I open/track a support case?

Until October 1, 2007, please continue to use FileNet's support portal (www.css.filenet.com) to open and track your cases. As part of the transition, all open cases will be converted to Problem Management Records (PMRs). FileNet support engineers will send emails to case contacts with the new PMR numbers. Please note that only open case data will be migrated to the ESR tool. Therefore, case history data will not be available in ESR. However, case history prior to the transition can be requested via the CRG.

Beginning on October 1st, all new cases should be submitted using ESR. To open a PMR, go to the [ESR tool](#). You will need to have your IBM Customer Number (ICN) and an IBM ID. For complete information on how to access and use the ESR tool, please review the [ESR Assistance](#) pages.

16. How do I find product documentation?

IBM FileNet product documentation is now available via product support pages. When on a product support page, click on the "Product documentation" link in the **Learn** section. Below is a link for the FileNet Family Support page.

<http://www-306.ibm.com/software/data/content-management/filenet-product-family/support.html>

17. How do I download software patches?

IBM calls software patches "Fix Packs". IBM FileNet Fix Packs are now available via their product support pages. When on a product support page, click on the "IBM FileNet Fix Pack" link in the **Download** section. A complete list of IBM FileNet Fix Packs can be found here:

18. How do I download full versions of FileNet software?

All direct FileNet customers with current maintenance as well as partners that provide support to their customers will access the following website to download software:

<http://www.ibm.com/software/howtobuy/softwareandservices>.

If you already have an IBM ID and password created elsewhere on ibm.com, you may enter them into the fields for "IBM ID" and "Password." If not, you should register for an account. Please see question 7 for details.

Upon successful log in, you will have access to the current version(s) of the FileNet software to which you are entitled. Prior to downloading software, you will be presented with appropriate terms and after agreeing to the terms, you will be prompted to enter the site. If you require additional information or have questions regarding site navigation, the link below provides worldwide contact information to the IBM eCustomer Care Team:

https://www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html



19. How do I search the knowledge base?

Search is available on all of the product support pages. The support knowledge base includes documentation (manuals, white papers and Redbooks), patches (Fix Packs), support solutions (Technotes), and defect reports (APARs).

The migration of FileNet data is ongoing and FileNet solution data prior to the transition will be imported to the system shortly. All new solution data will be generated as we use IBM systems and will be automatically added to the database.

20. Who do I contact to request a quote for support agreement renewal?

If you need to receive a quote to renew your support agreement, please contact the FileNet CRG.

21. Are email notifications and RSS available?

Yes, you can subscribe to email feeds through the [My support](#) feature. You will need to have an IBM ID account to be able to configure your My support account. After logging into your account, you can add products to your email notification by selecting “Software”, “Data & Information Management”, “Content Management”. This will then bring up a complete list of ECM products which you may choose.

RSS is available for each product support page. A complete list of product support feeds is available on the [Information Management Support RSS Feeds page](#).

22. Who do I contact for more assistance?

[Tutorials and site tours](#) are available to assist you with using the IBM Software support website. If you need assistance with your FileNet support account, please contact the IBM FileNet Client Relations Group (CRG).



Contact

If you have any questions regarding any of the items above or require additional forms or information, please contact the IBM FileNet Client Relations Group (CRG).

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