January: Support Website Transition

Customers will be redirected to use the IBM.com website in place of the existing http://support.cognos.com/support site to do certain things:

What WILL Change in January	What WON'T Change in January
Begin using IBM.com to:	Continue using http://support.cognos.com to:
• Search the Knowledge base for solutions to your questions. As of January 2009, all of the Cognos knowledge base content will be searchable and accessible on IBM.com • Leverage the proven practice documents • Access & read Supportlink • Download product documentation • Join various Cognos and IBM communities • Subscribe to RSS feeds • Access the IBM Cognos Support Plans and User Guide books	• Log and manage your support cases (insert link https://support.cognos.com/insight) • Obtain product downloads (http://support.cognos.com/en/support/index.html) • Continue to contact IBM Cognos support via the same emails and phone numbers (link to http://support.cognos.com/en/support/about/contact.html)

Introduction to IBM.com

Anna Lynch

Program Director, Knowledge Management and Support Services

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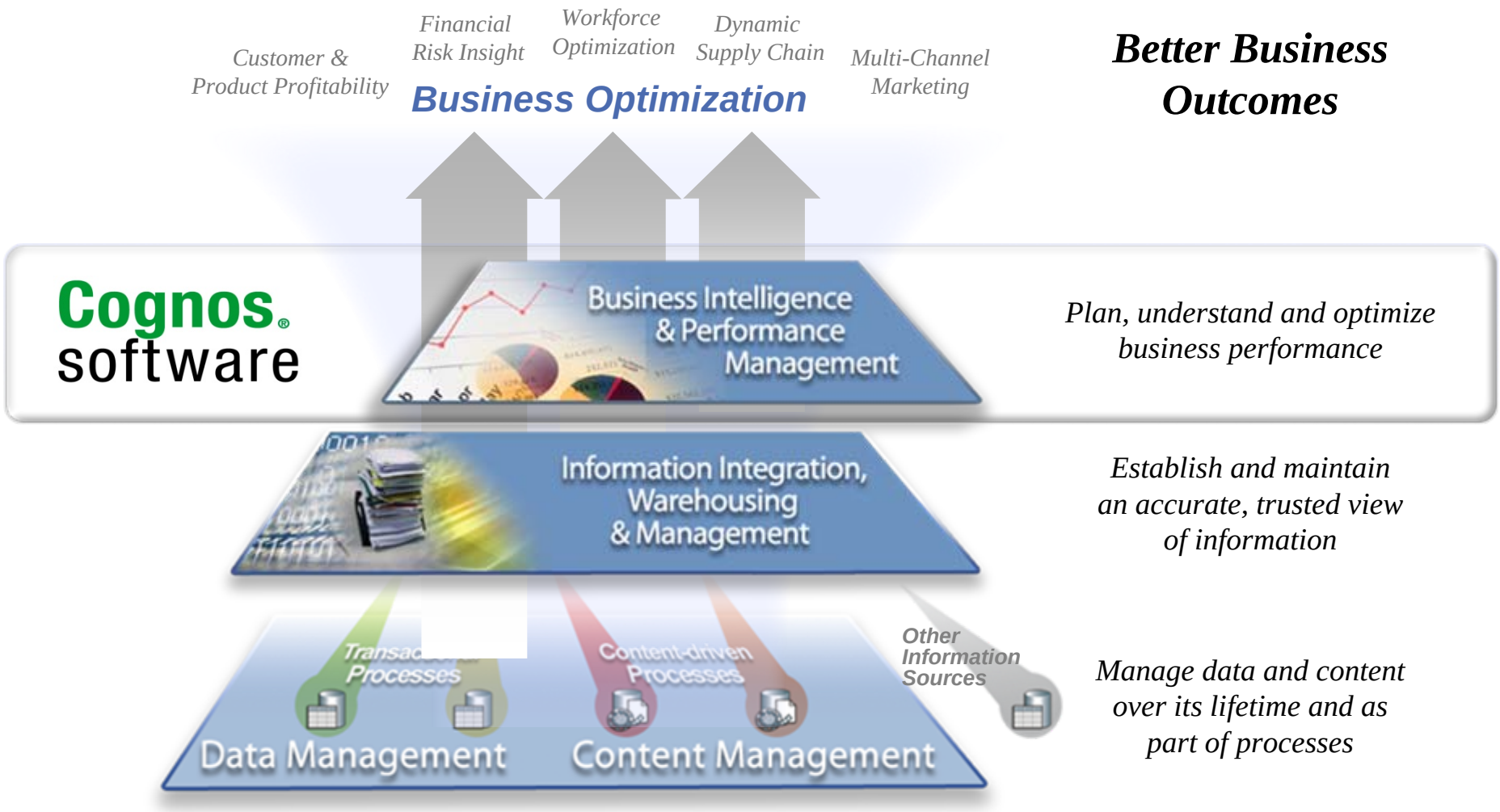
Agenda

- Where does Cognos fit within IBM?
- Navigational paths to Information Management Support

Where Cognos Fits Within IBM



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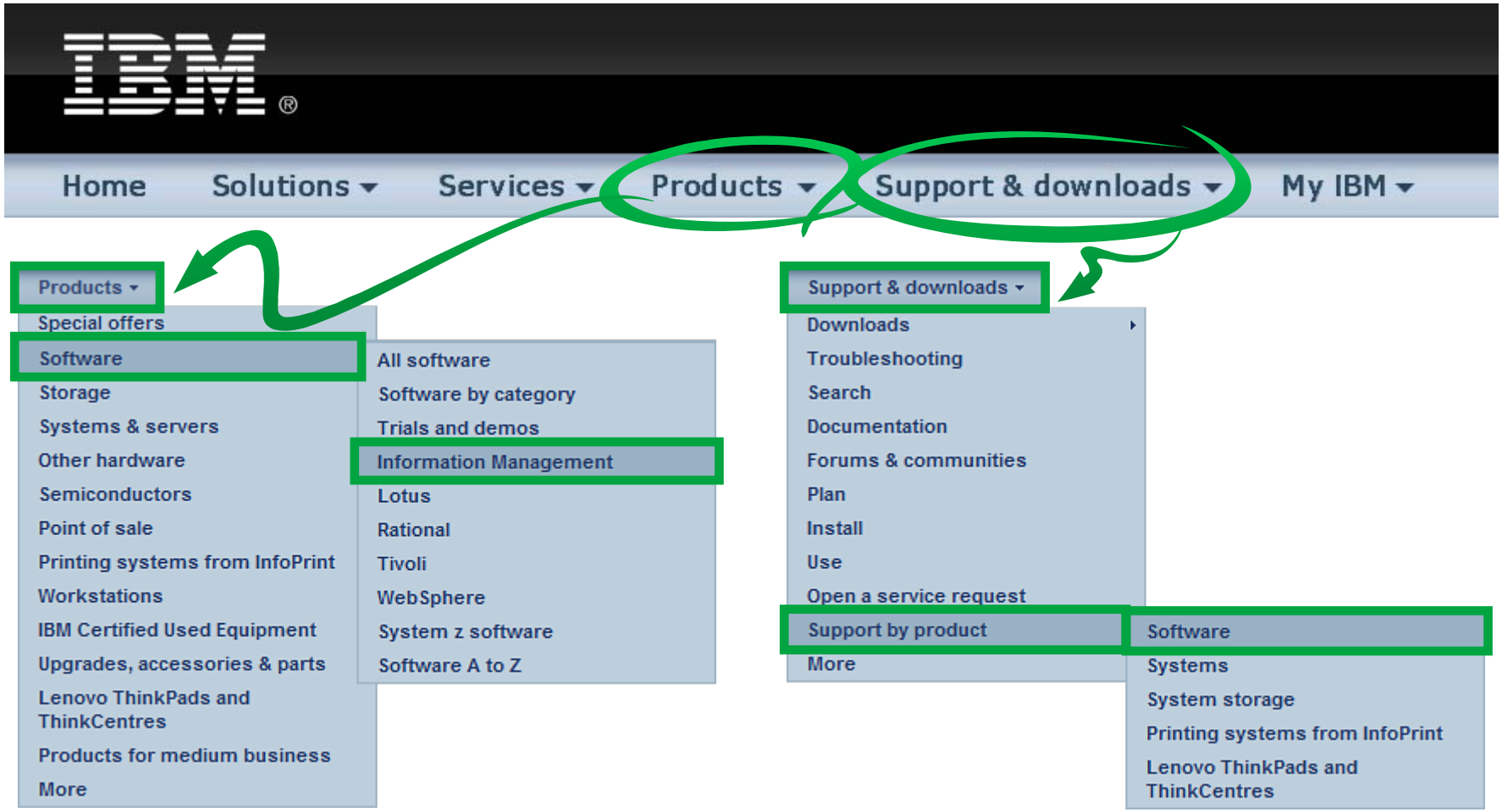
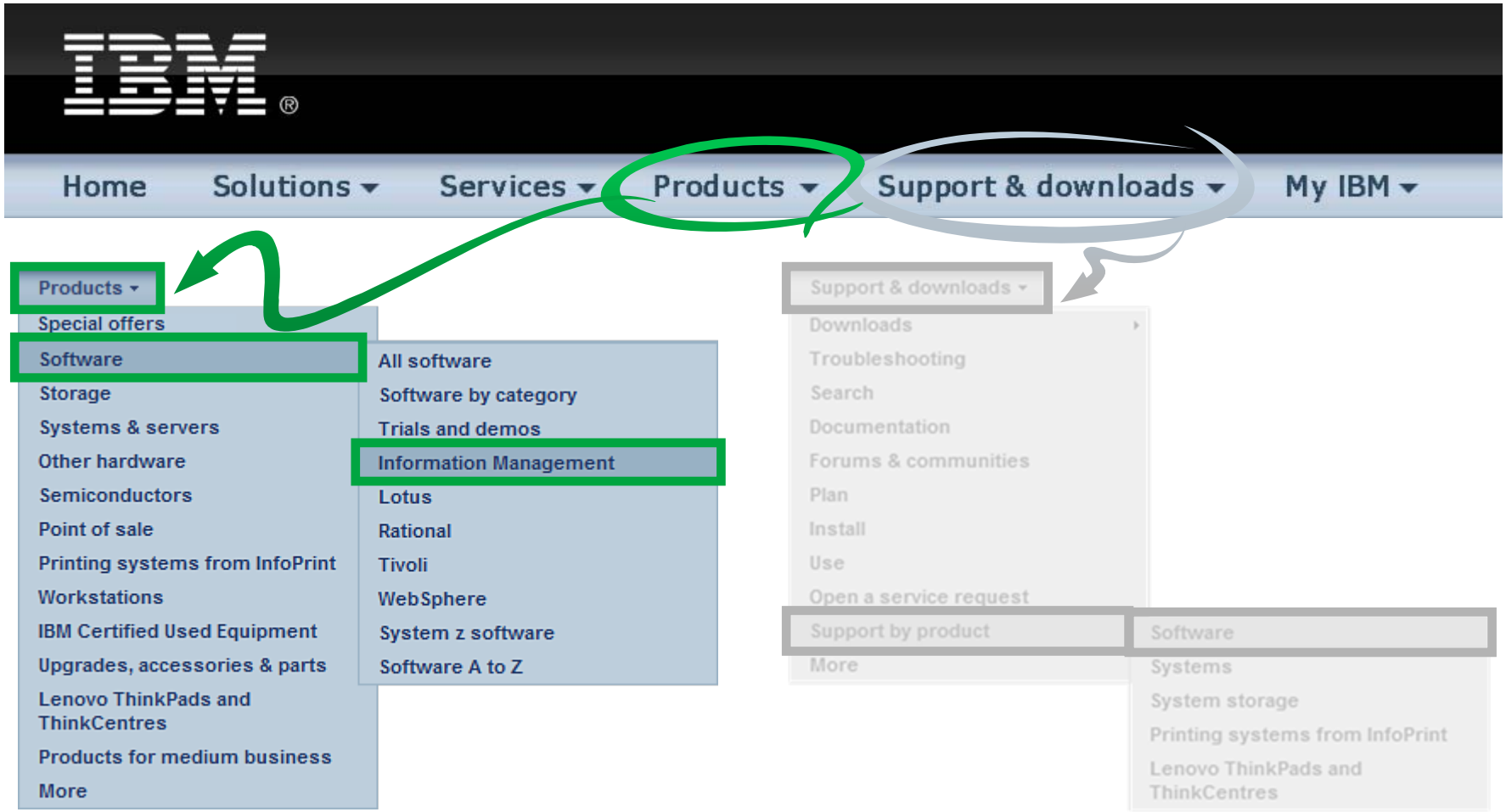
Migrate to a mainframe. And move ahead with IBM.
IBM News: Finanz Informatik bets on IBM for their data center

Navigational Paths to Information Management Support

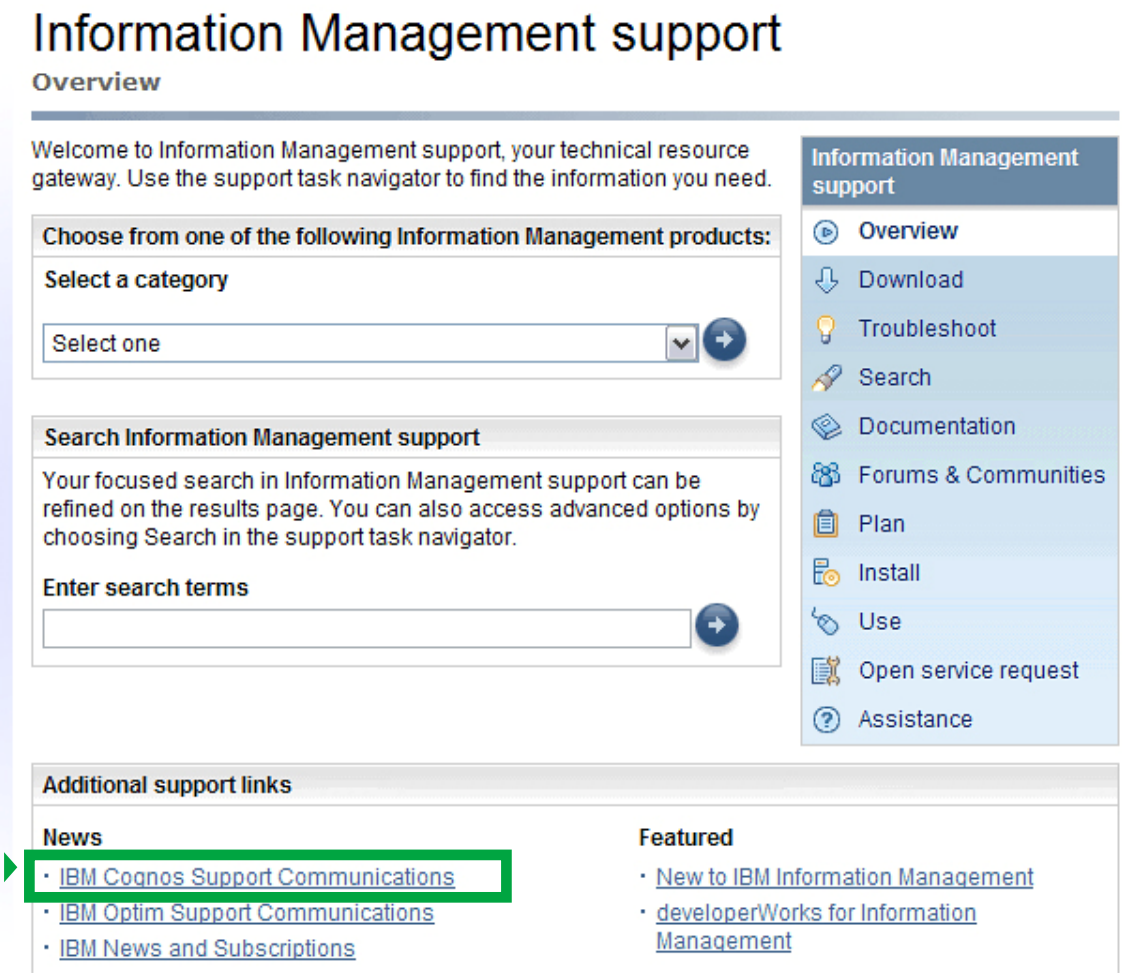


Navigational Paths to Information Management Support



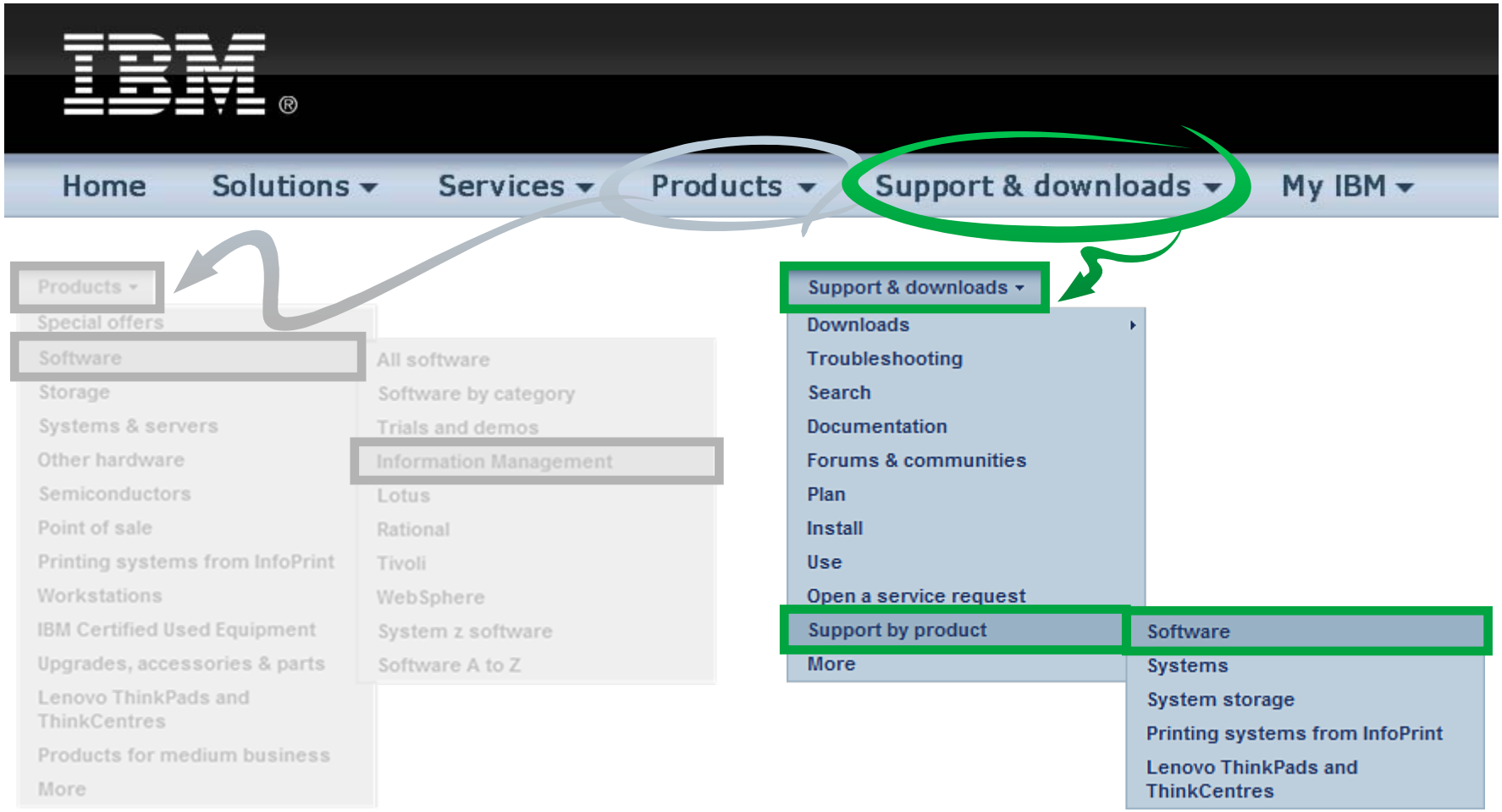
Products> Software> Information Management

Products> Software> Information Management> Support

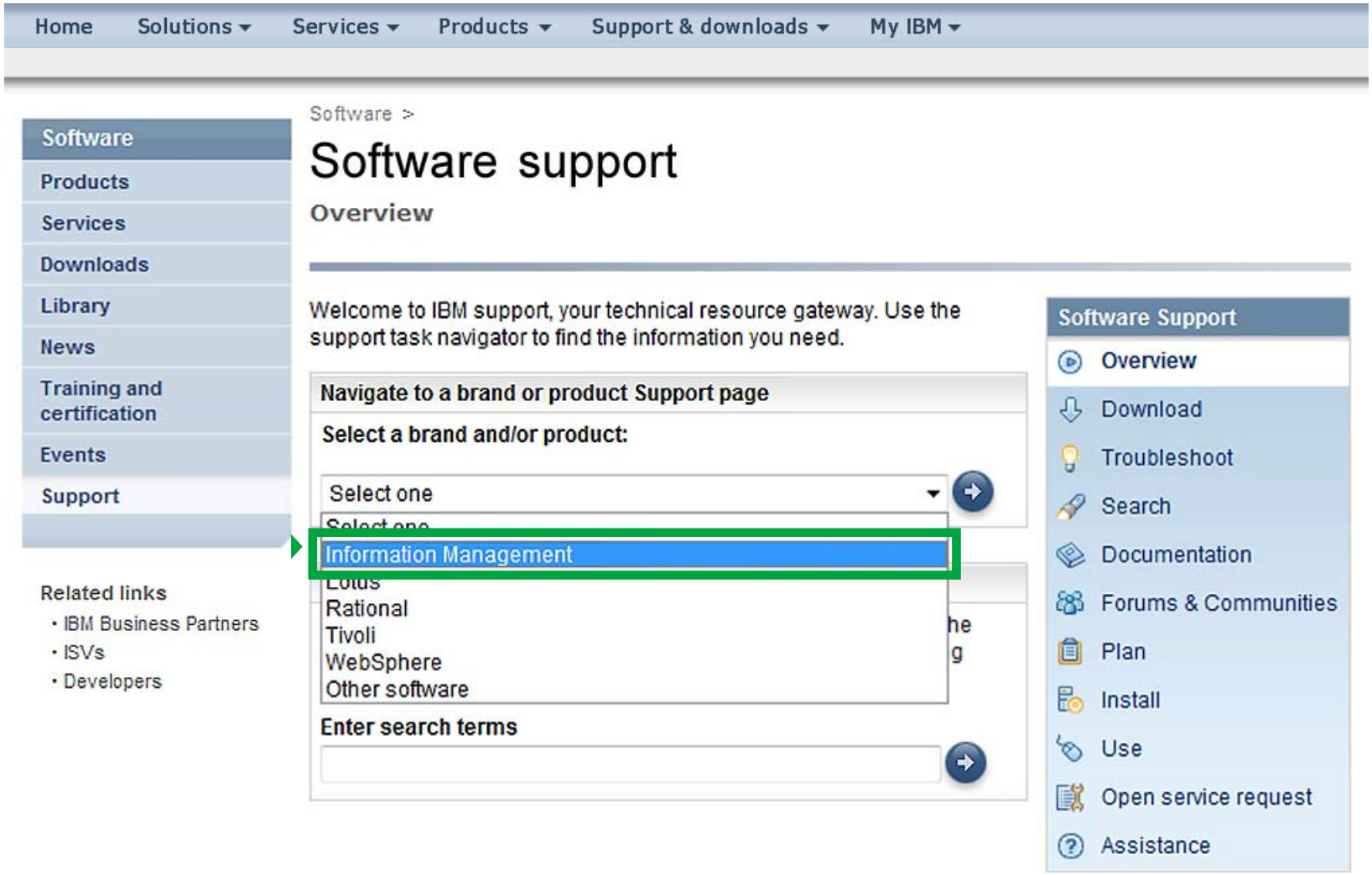


Products> Software> Information Management> BI & FPM

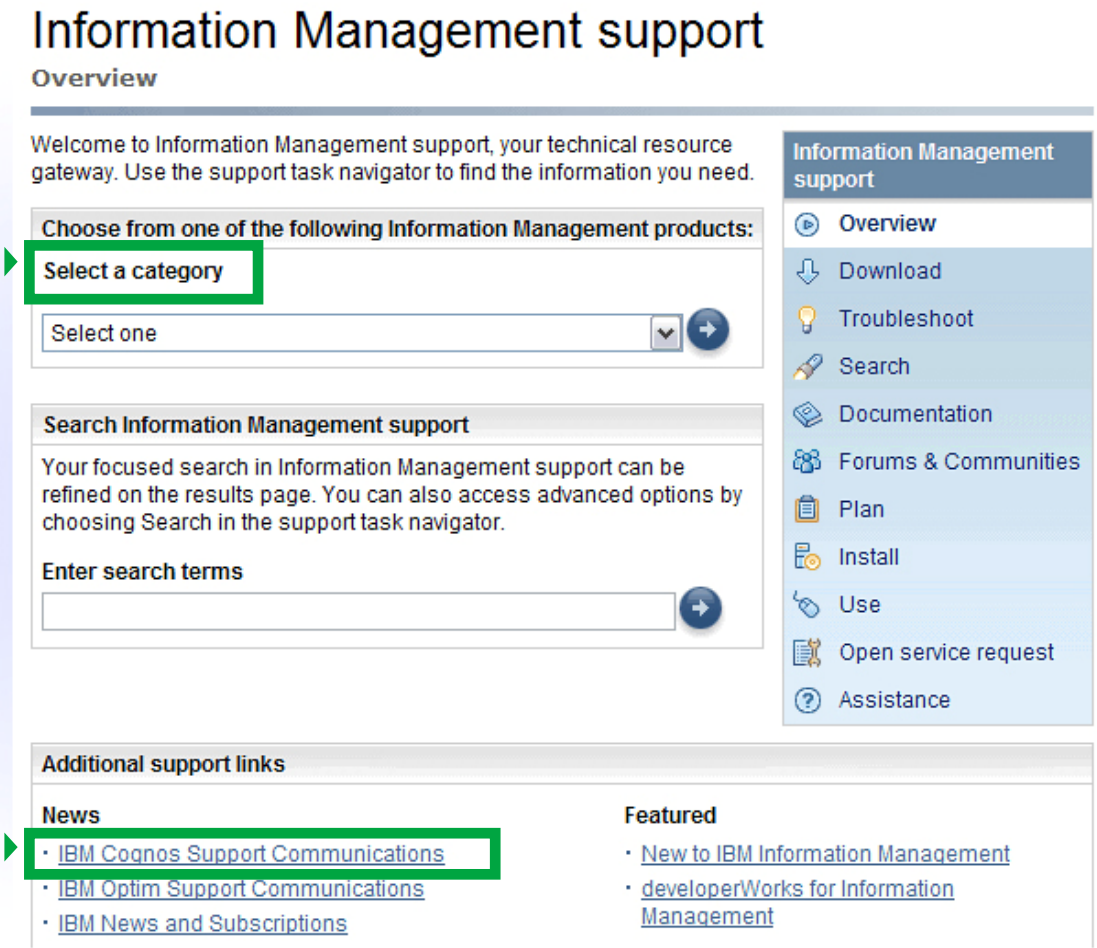
Navigational Paths to Information Management Support



Support & Downloads> Support by product> Software



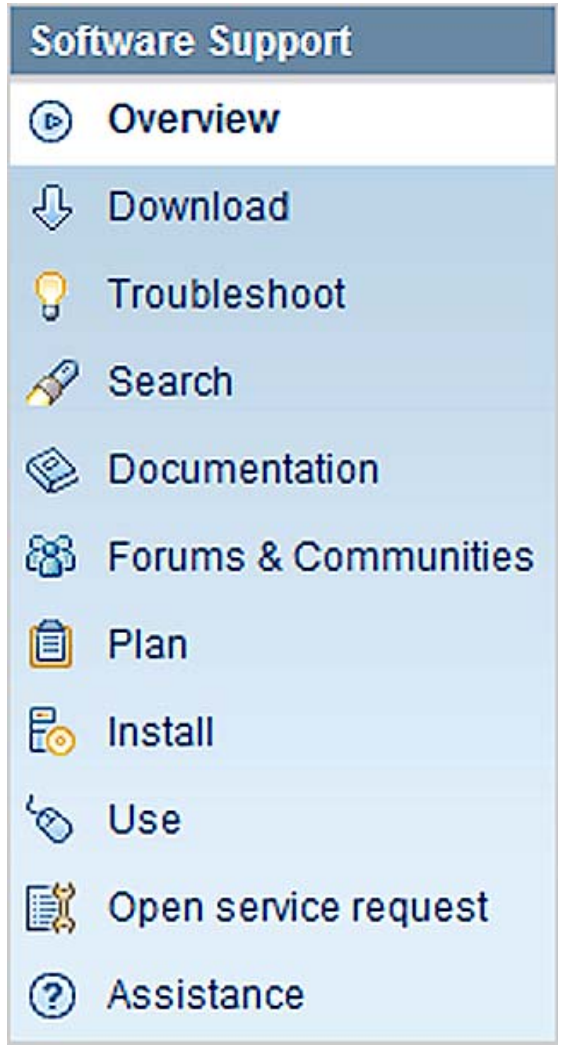
Support & Downloads> Support by product> Software> Information Management



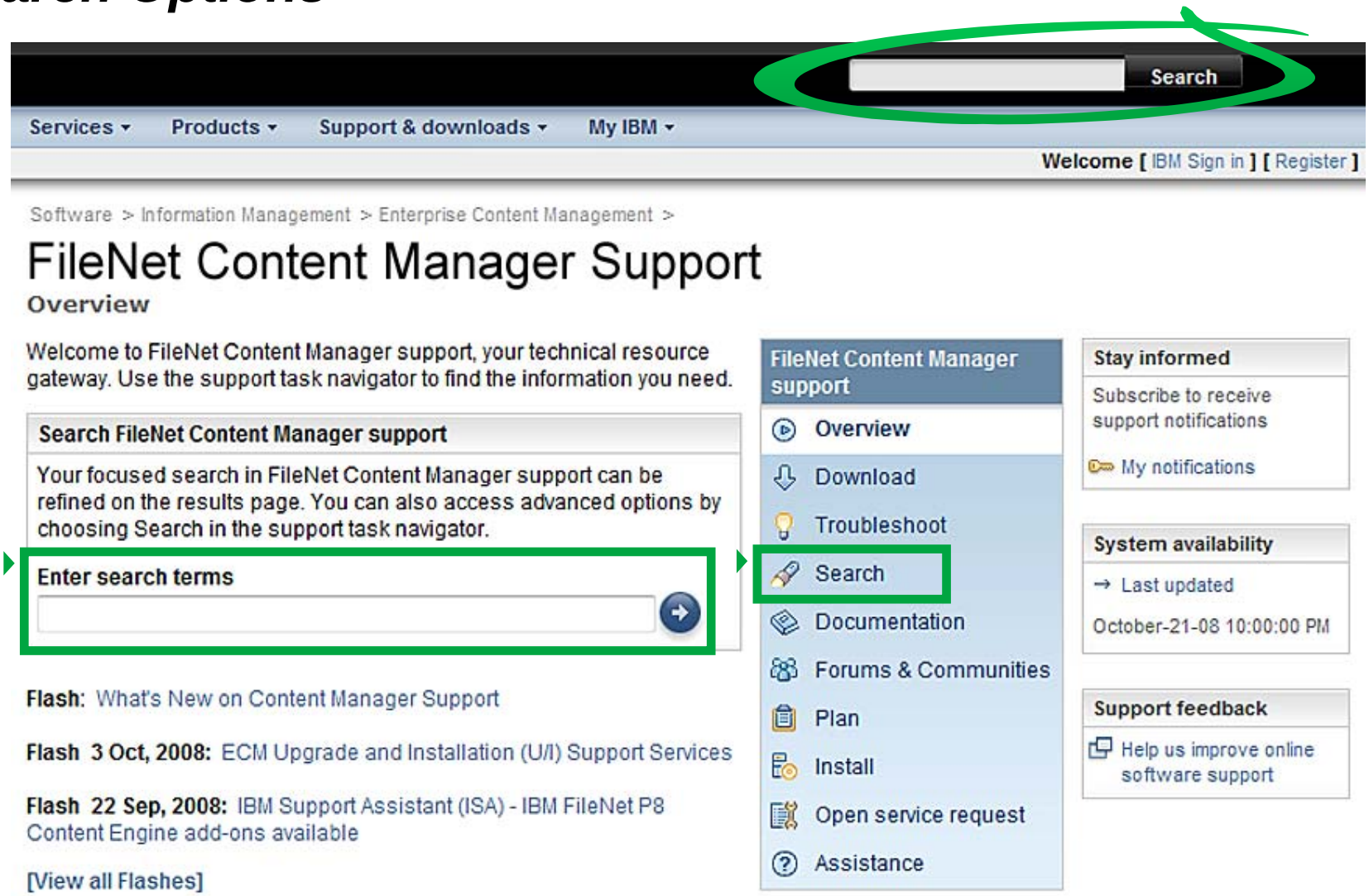
An Example of Individual Product Pages

Explanation of what's in the blue box

- **Download**
  - Interim fixes and fix packs
- **Troubleshoot**
  - Technotes for solutions to issues
  - APARs for fixes in progress
- **Search**
  - just for that product
- **Documentation**
  - Information Centers, documentation etc.
- **Forums & Communities**
- **Plan**
  - Product Lifecycle detail information for all software
  - Detailed system requirements
- **Install**
- **Use**
- **Open Service Request**
  - Online service request tool
- **Assistance**



Search Options



Search By Document Type

- Technotes
- Product documentation
- Diagnostic tools

Results

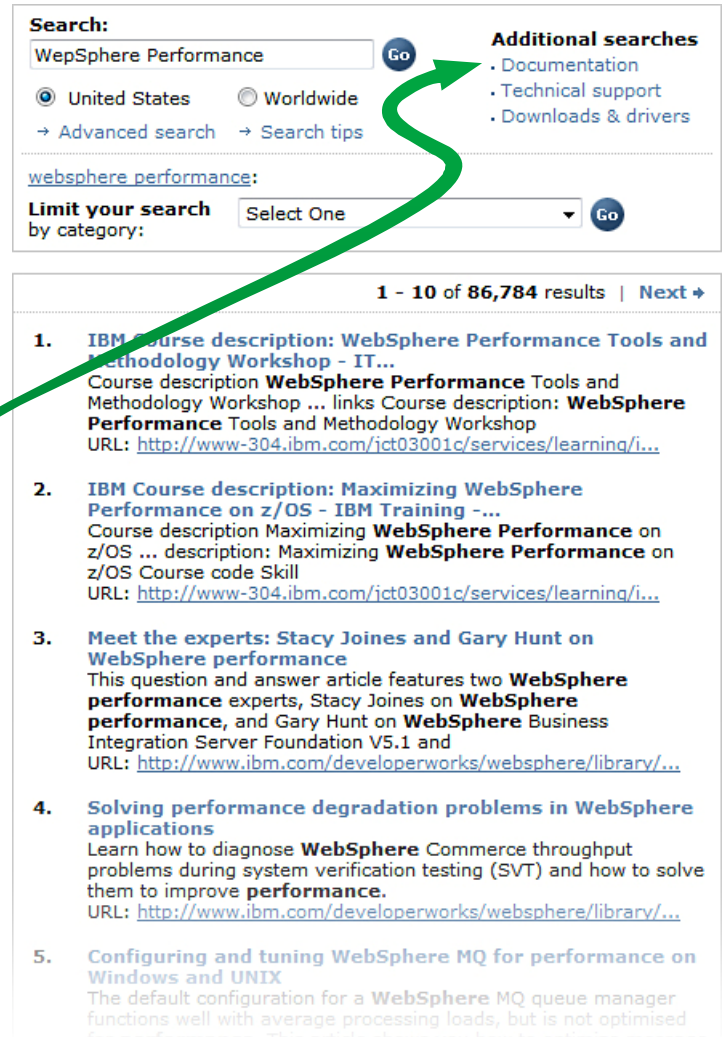
Technical support | Information centers | Publications

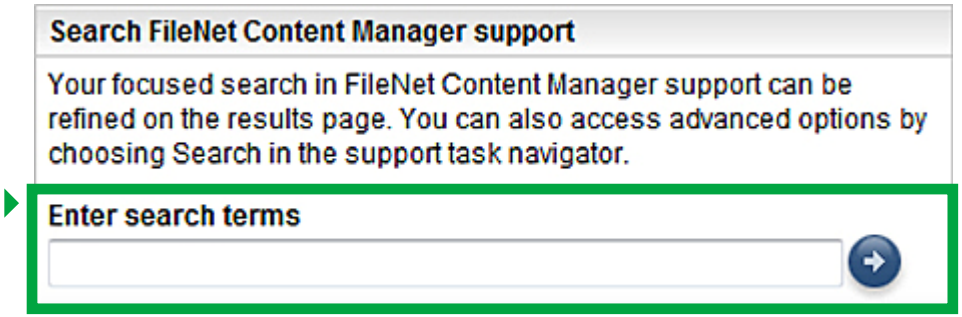
1 - 10 of **10** items found* **Modified date**

1. IBM Cognos 8 Framework Manager — 2008-10-27
   This diagnostic will retrieve system and product information about IBM Cognos 8 Framework Manager
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
2. IBM Cognos ReportNet Diagnostic — 2008-10-27
   To retrieve system and product information about IBM Cognos ReportNet
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
   [This item's topic: Problem Determination]
3. IBM Cognos ReportNet Content Store Diagnostic — 2008-10-27
   To retrieve content store database information
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
   [This item's topic: Problem Determination]
4. IBM Cognos 8 BI Content Store Diagnostic — 2008-10-27
   To retrieve content store database information
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
   [This item's topic: Problem Determination]
5. IBM Cognos 8 BI Diagnostic — 2008-10-27
   To retrieve system and product information about IBM® Cognos® 8 BI
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
   [This item's topic: Problem Determination]
6. IBM Cognos 8 BI Health Check Diagnostic — 2008-10-27
   Checks the versions of installed products that are used by IBM Cognos 8 BI and tell you if they have been tested by IBM
   [More items like this found in Data Warehousing, Business Intelligence & Analysis]
   [This item's topic: Problem Determination]

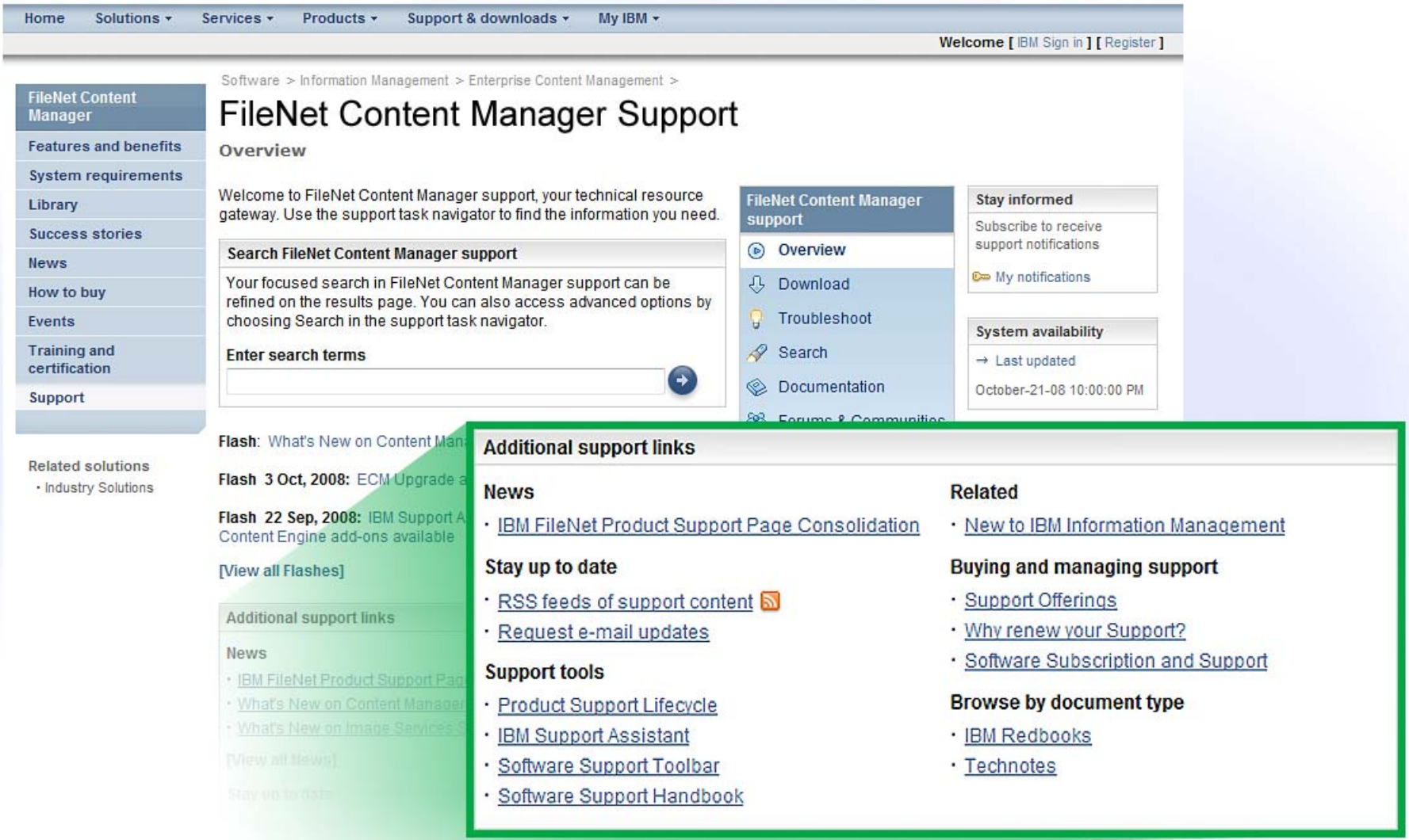
Masthead search now includes Information Centers

- To overcome the inconsistent search experience, another Get Consistent effort to consolidate search
- Masthead searches (top right search box on all IBM pages) now retrieve relevant technical information from Information Centers and .pdf versions of publications
- When search results display, a new Documentation field narrows the results to display Information Centers and .pdf publications
- Process to enable this search is ongoing. All Information Centers are not yet available




Search FileNet Content Manager support
Your focused search in FileNet Content Manager support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.
Enter search terms

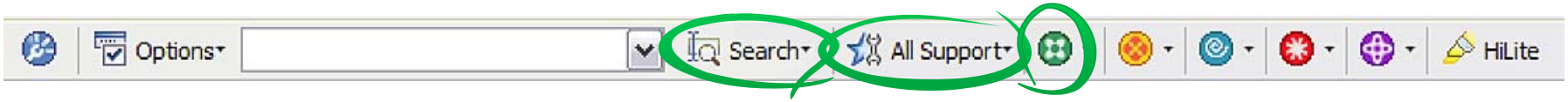
What else is on a product support page?



Tools Quick Reference page (http://www-01.ibm.com/software/support/supportresources.html)

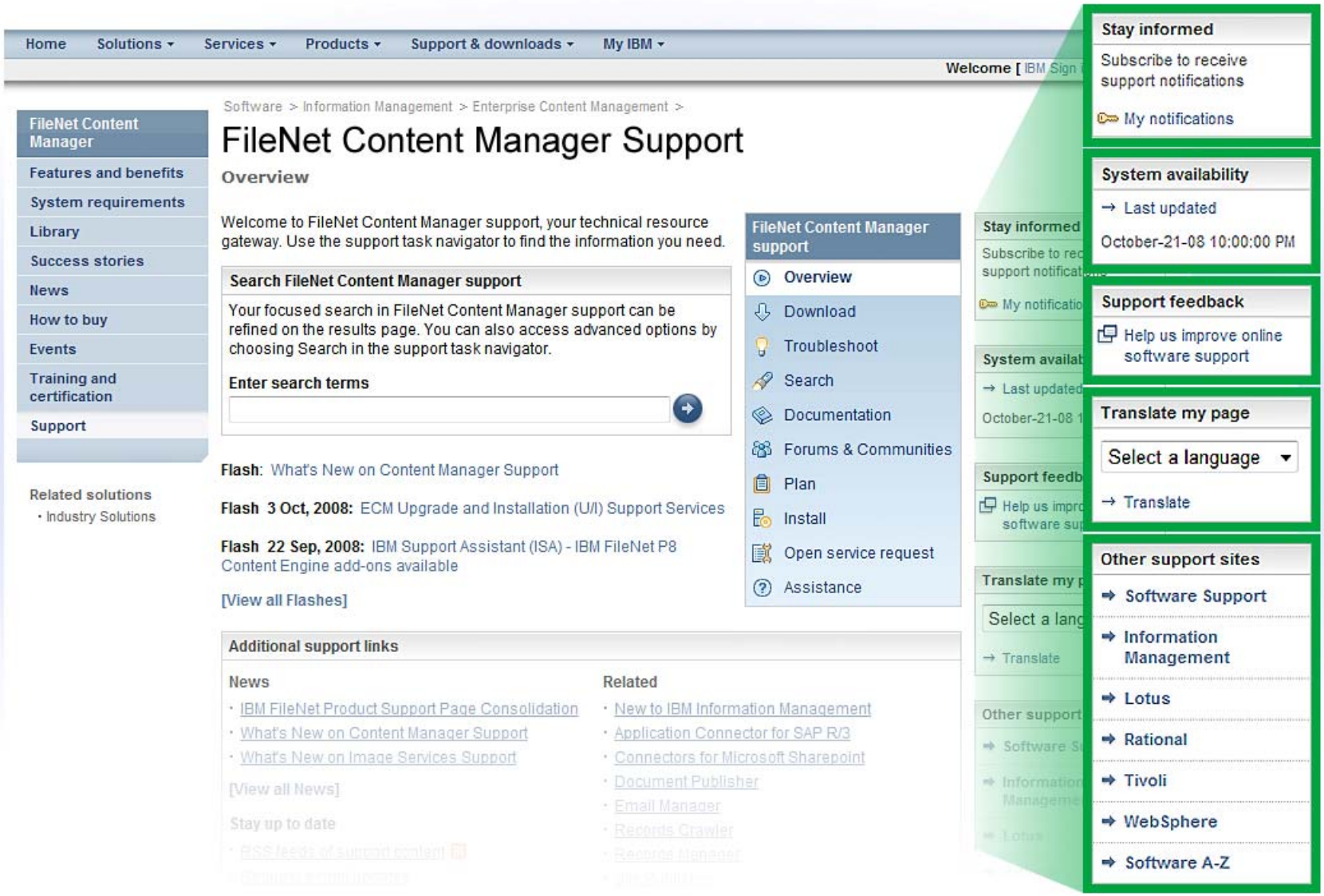
- Software Support Tools page lists some of the self-assist tools
- Provides a short description and full set of linked information for each tool
- Purpose – to help clients understand the purpose of our tools and have quick access to download or read more
- More tools to be added and the interface will change based on recommendations from IBM architects
- Link to this page from:
  - SWG Toolbar
  - SWG Support Handbook
  - Get Consistent pages (to come)
  - And more . . .

SWG Support Toolbar



- http://www-01.ibm.com/software/support/toolbar/index.html?ibmsst=ibmTbMenu
- Search: enter your search term(s) and hit the "Enter" key, or click the Search button for more options. By default (just hitting the "Enter" key), your search will query multiple IBM Support resources.

  Need specific results for a specific brand? Scroll to your brand and select from the sub-menu.
- The All Support button contains the most important set of links when it comes to IBM Software Support. Here you will find an array of information and tools that will help your online support experience.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Support
Related solutions
Industry Solutions
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Overview
Welcome to FileNet Content Manager support, your technical resource gateway. Use the support task navigator to find the information you need.
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Enter search terms
Flash: What's New on Content Manager Support
Flash 3 Oct, 2008: ECM Upgrade and Installation (U/I) Support Services
Flash 22 Sep, 2008: IBM Support Assistant (ISA) - IBM FileNet P8 Content Engine add-ons available
[View all Flashes]
FileNet Content Manager support
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Troubleshoot
Search
Documentation
Forums & Communities
Plan
Install
Open service request
Assistance
Additional support links
News
IBM FileNet Product Support Page Consolidation
What's New on Content Manager Support
What's New on Image Services Support
[View all News]
Stay up to date
Related
New to IBM Information Management
Application Connector for SAP R/3
Connectors for Microsoft Sharepoint
Document Publisher
Email Manager
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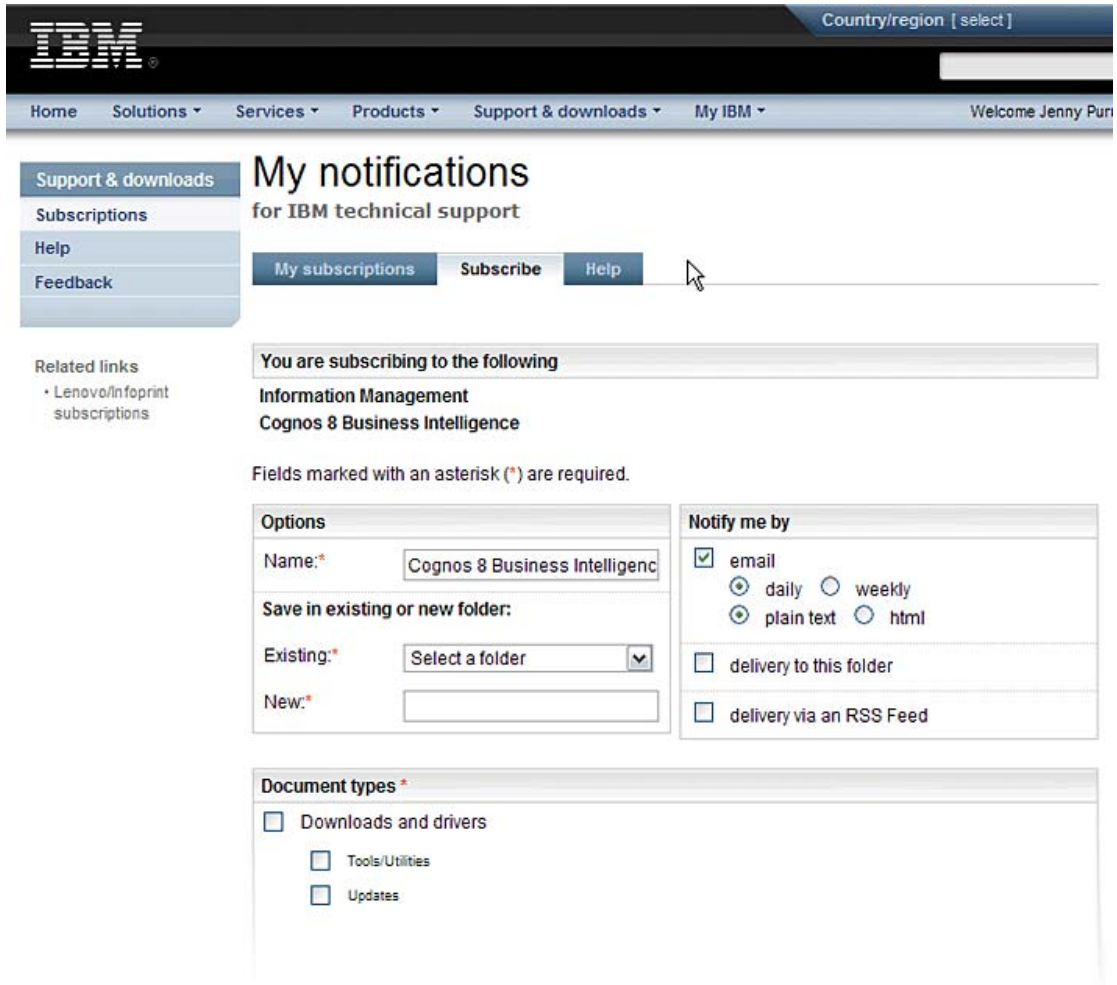

www.ibm.com/cognos:
Book mark it today! Revisit in January for Support Content

Other Important Resources For You

- Read monthly “Continuing Business Within IBM” article in Supportlink (http://support.cognos.com/supportlink/features/)
- Visit http://support.cognos.com/en/support/ibm/support_communication.html for all information customers need to understand to continue doing business with their IBM Cognos product within IBM
  - This webinar has been recorded and will be available on demand
- Email asksupp@ca.ibm.com
- Attend next live webinar (watch for date in late January, early February 2009) “Guided Tour of Cognos Content on ibm.com/support”

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