IBM Electronic Support
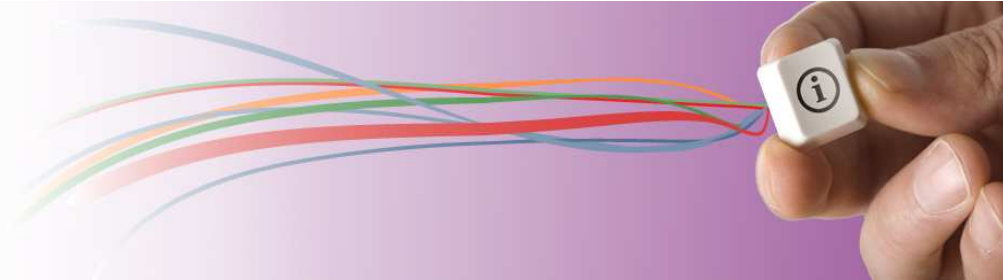
Save time, simplify support

This presentation is an overview of IBM electronic support, which is the IBM portfolio of online technical support tools and resources for software and hardware products. These tools help save time and simplify support and they are made available through your Subscription and Support agreement.
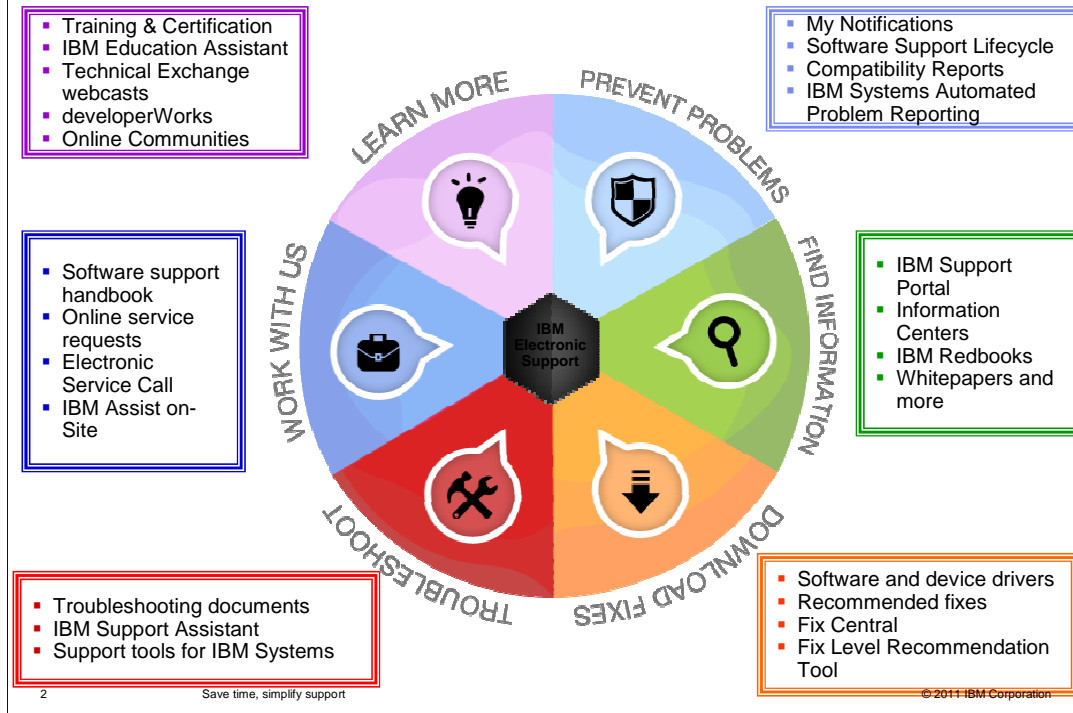
IBM Electronic Support – a tool for every task

- Training & Certification
- IBM Education Assistant
- Technical Exchange webcasts
- developerWorks
- Online Communities

- My Notifications
- Software Support Lifecycle
- Compatibility Reports
- IBM Systems Automated Problem Reporting

- Software support handbook
- Online service requests
- Electronic Service Call
- IBM Assist on-Site

- IBM Support Portal
- Information Centers
- IBM Redbooks
- Whitepapers and more

- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool

LEARN MORE — PREVENT PROBLEMS — FIND INFORMATION — DOWNLOAD FIXES — TROUBLESHOOT — WORK WITH US

IBM Electronic Support

2   Save time, simplify support   © 2011 IBM Corporation

Chart 2 is a graphic display of the presentation. The tools are introduced according to the six support activities: preventing problems, finding information, downloading fixes, troubleshooting, contacting support, and learning more. These are the tools associated with each of those activities. You will not use all the tools, but you should know what tools are available so you can use what makes sense for you.

IBM Support Portal – gateway to IBM Technical Support

- Electronic Support tools are accessible through the IBM Support Portal
- http://ibm.com/supportportal
- Choose up to 10 products to display on your page
- Pages are based on tasks selected from lower left
- Pages are customizable once you sign in with your IBM ID
- 🕷 denotes how to access each tool on the IBM Support Portal
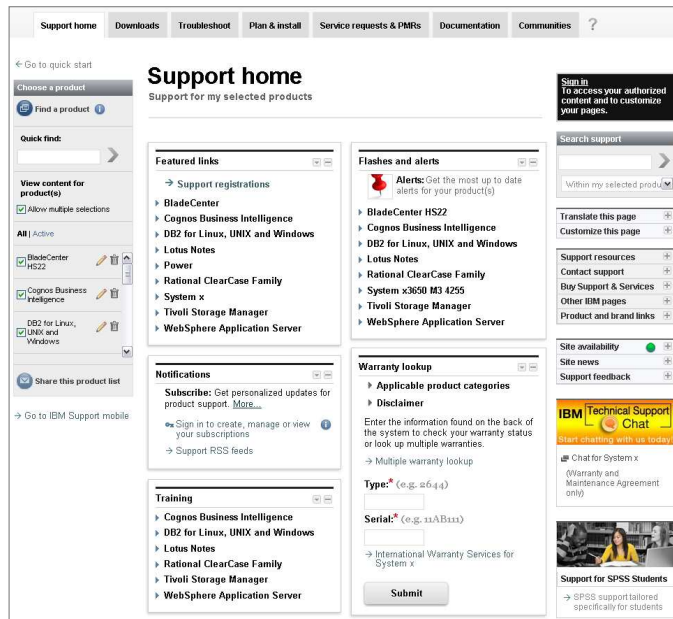
3   Save time, simplify support   © 2011 IBM Corporation

On **Chart 3**, you are introduced to the IBM Support Portal, the gateway to all technical support information at IBM. The first time you access the support portal, an overlay page displays where you select and save up to 10 products, which will display on your Support Portal page. Sign in with your IBM ID and password to save the page with the selected products, and to tailor the view to suit your preferences. If you don't have an IBM ID, click Sign in and then click the Register link.

A quick review of the Support Portal page from upper left shows the products you select, followed by a choice of pages. The products and page combine to focus the content that displays in the modules in the center of the page. To the right you see the search box, followed by options to translate the page or customize the page. You can drag additional modules and drop them onto your page from the list on the right. And you can mix and match – so even if you are on the Support home page, you can include modules from any other of pages. Additional technical support links are accessible on the right, below the customization option.

On the following charts you will see the little SP graphic. Text following that graphic lets you know how to access a tool through the Support Portal.

IBM Electronic Support – easy, fast, smart (1 of 7)

Prevent problems and stay current

• My Notifications
• Software Support Lifecycle
• Software Product Compatibility Reports
• Electronic Service Agent
• My systems

- My Notifications is a proactive subscription to daily or weekly notifications about the products you use. Create one or more subscriptions and choose delivery and document types.
  SP Notifications module, Support home

- Software Support Lifecycle page displays end of support dates for all IBM software
  SP Support Resources link

- Software Product Compatibility Reports provide you with custom reports defining a product's compatibility with operating systems, prerequisite software, virtualization environments
  SP Support Resources link

- Electronic Service Agent provides an automatic hardware problem-reporting function that helps predict and prevent hardware errors by early detection of potential problems.
  SP Support Resources link

- My Systems provides detailed reports for your systems, using information sent to IBM by Electronic Service Agent.
  SP Access through IBM Electronic Services

4   Save time, simplify support   © 2011 IBM Corporation

Chart 4 focuses on problem prevention. My Notifications is a proactive subscription capability to keep you informed about products you use. Choose products and document types such as fixes, flashes, and Technotes. Delivery choices include daily or weekly emails or RSS feeds. The Support Portal includes a My notifications module as an additional delivery mechanism. Multiple subscriptions can be created.

The Software Support Lifecycle displays support policy, general availability date, and end of support date for IBM software and systems products. To help you plan, IBM end of support is limited to two months – April or September.

Software Product Compatibility Reports are a series of reports that are easily created to help you know about a product's compatibility before you install. Each of the reports has a sample link that lets you see the type of information produced.

Electronic Service Agent provides an automatic hardware problem-reporting function that lets you download fixes and automatically submit problems to IBM when appropriate and provides an automatic software problem-reporting function.

My Systems provides detailed reports for your systems, using information sent to IBM by Electronic Service Agent. Depending on the platform, the reports include Customer information, Hardware inventory, System configuration and Software inventory.

IBM Electronic Support – easy, fast, smart (2 of 7)

- IBM Technical Support knowledgebase includes documents for all products, created by developers, knowledge engineers, support engineers and other subject matter experts
- Information Centers are Eclipse-based versions of the product manuals, making it easier to find information
  SP Product Documentation module on Documentation page
- IBM Redbooks present in-depth technical information about a specific topic for a specific product
  SP IBM Redbooks module on Documentation page
- White papers include high-level overview information, best practices and more for IBM products
  SP IBM Redbooks module on Documentation page

Find information

- **IBM Electronic Support knowledge base**
- **Information Centers**
- **IBM Redbooks**
- **White papers and more**

5   Save time, simplify support   © 2011 IBM Corporation

Chart 5 highlights technical information resources. IBM Support Portal's extensive knowledgebase is created by subject matter experts from knowledge management, technical support,, Information Development and development. The documents are structured to facilitate searching. Technical documentation can be found in the form of Information Centers, which are Eclipse-based documents. Use the search mechanism or drill down using the table of contents to find information quickly. IBM Redbooks are in-depth technical publications that address product, platform, and solution perspectives using realistic client scenarios. White papers offer another path to technical information on a particular topic.

IBM Electronic Support – easy, fast, smart (3 of 7)

Download fixes and updates

- **Recommended fixes**
- **Fix Central**
- **Fix Level Recommendation Tool**
- **Product fixes**

- Interim fixes and fix packs are available on the Downloads page of Support Portal
- Fix Central is a tool used by most products to offer easy access to the fixes you want, and APARs. It has a search capability making it easy to find what you need
  - 🟥 Downloads and fixes module on the Downloads page
- Fix Level Recommendation Tool is another tool that can be used to download fixes for network software
  - 🟥 Downloads and fixes module on the Downloads page
- 🟥 Support Portal Downloads page includes additional links to help you find the fix you need quickly

6   Save time, simplify support   © 2011 IBM Corporation

Chart 6 looks at keeping your system current, with interim fixes and tested fix packs. Fix Central is a tool used by many products to deliver fixes and provides flexibility in searching for the fixes. The Downloads page on IBM Support Portal provides several ways to download the fixes you need.

IBM Electronic Support – easy, fast, smart (4 of 7)

- Troubleshooting page on Support Portal helps you find answers to questions, solutions to problems and guidance on collecting troubleshooting files through Technotes and other technical documents
- IBM Support Assistant is a workbench that offers automated data collection for many products as well as access to robust diagnostic tools
  SP Support Resources link
- IBM Support Quick Guide is a one-page document that offers a sequential view of IBM support with hyperlinks to resources
- IBM Systems diagnostic tools are complimentary, downloadable and assist in analysis.
  SP Support Resources link

Troubleshoot problems
- **Troubleshooting page**
- **IBM Support Assistant (ISA)**
- **IBM Support Quick Guide**
- **IBM Systems diagnostic tools**

7   Save time, simplify support   © 2011 IBM Corporation

Chart 7 reviews available troubleshooting resources. The Troubleshooting page in the Support Portal displays technical troubleshooting guidance for your products. Many product teams create Read First documents that explain what troubleshooting files to collect based on the symptoms for a particular problem. APARs are fixes in progress and you can review the APARs to see if there is a match with your problem. Technotes are often based on resolved problems and include a problem definition along with a problem resolution. Other Technotes offer best practice information or helpful hints.

IBM Support Assistant is a downloadable troubleshooting workbench that automates data collection for many products. Another option is IBM Support Assistant Lite, a downloadable file that also collects troubleshooting data from a remote server. ISA workbench includes robust diagnostic tools.

The IBM Quick Guide is a one-page document that offers a sequential view of support at IBM. It leads you step-by-step through the support process, with hyperlinks to resources.

IBM Systems diagnostic tools allow you to analyze memory, data dumps, optimize system resource usage, improve stability, and identify problems early or send files to IBM support.

IBM Electronic Support – easy, fast, smart (5 of 7)

Work with IBM support

- Software support handbook
- Service Request Tool
- Electronic Service Call
- IBM Assist On site
- IBM Planetwide Directory

- Software Support Handbook a complete reference guide to support at IBM answers questions related to agreements, support and electronic support
  SP Support Resources link

- Service Request tool online problem management tool to let you open, edit and track Service Requests online
  SP Service Request module on Service Requests page

- Electronic Service Call allows you to place and monitor hardware service requests electronically.
  SP Service Request module on Service Requests page

- IBM Assist On-site is used by IBM engineers for screen sharing when troubleshooting complex problems
  SP Troubleshooting tools module on Troubleshooting page

- IBM Planetwide Directory provides contact information for worldwide support
  SP Contact Support link

8 Save time, simplify support © 2011 IBM Corporation

Chart 8 displays some of the tools used when working with IBM support. The Support Handbook is a detailed ready reference that offers complete details about support agreements, levels of support, support processes, and information about electronic support.

Service Request online tool is offered through your IBM support agreement. It lets you open, update, view and report on Service Requests for your particular customer number. It requires approval from your Site Technical Contact to use. The profile associated with the SR tool lets you define your contact preferences. You can attach troubleshooting files directly to the Service Request. The service request is submitted directly to the correct support queue.

Electronic Service allows you to place and monitor hardware service requests electronically, reducing the time spent in voice communication.

IBM Assist On-site is a remote tool for IBM support engineers to view or share control of your workstation to help speed time to resolution. For more complex problems, an IBM support engineer invites you to join a secure session.

IBM Planetwide Directory includes contact information for worldwide IBM support.

IBM Electronic Support – easy, fast, smart (6 of 7)

- IBM Training and Certification is offered by all brands for their products. This is the formal IBM product education, delivered as needed, with the ability to certify your acquired skills
  - Other IBM pages link
- IBM Education Assistant offers online task-based modules for many products. IBM Education Assistant helps you get up the learning curve quicker or serves as a refresher after attending IBM Education courses.
  - Other IBM pages expandable link/ Education/training
- Support Technical Exchange webcasts are offered weekly, or multiple times in a week for many products. Join a webcast or take advantage of replays.
  - Featured Links module on Support home
- developerWorks is a great source of technical information for developers, administrators and managers – whoever wants to stay informed about the latest technological trends
  - Other IBM pages expandable link

Learn more

- **IBM Training and Certification**
- **IBM Education Assistant**
- **Support Technical Exchange Webcasts**
- **developerWorks**

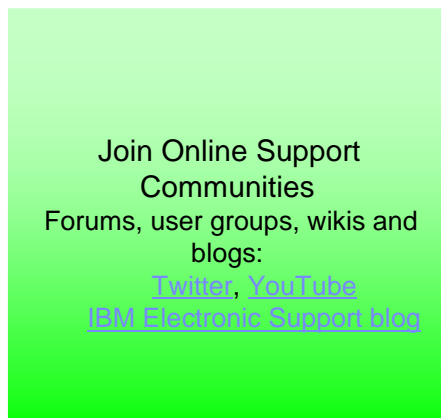9   Save time, simplify support   © 2011 IBM Corporation

Chart 9 shows the options you have to build skills. IBM Training and Certification offers in-depth training, worldwide, for IBM's vast set of products. Training delivery is flexible too. And, certification training and testing help you validate and demonstrate your skills.

IBM Education Assistant offers a complimentary, rich set of self-study education modules for many IBM software products. The education offers step-by-step instructions on how to complete a task.

Support technical exchange webcasts are scheduled weekly, for in-depth technical presentations about a product, and the opportunity to participate in a question-and-answer session. Join a scheduled webcast review the charts and MP3 files on the Previous Webcasts tab.

developerWorks always has great technical information for you, whether you are a developer, an administrator, or a manager. Keep up with the latest technology and use the roadmaps and other links available for many of the software products to help you stay informed.

IBM Electronic Support – easy, fast, smart (7 of 7)

Join Online Support Communities
Forums, user groups, wikis and blogs:
Twitter, YouTube
IBM Electronic Support blog

- IBM Education Assistant offers several training modules for Electronic Support tools.
  SP Other IBM pages expandable link/Education/training

- Learn more about how to use the tools that can help save time and simplify support!

Save time, simplify support

On **Chart 10**, Forums and Communities is the Support Portal page that displays many options for the products you use. You can join forums, blogs, wikis, and communities to expand the resources for technical information, or to share the expertise that you have on a product. Take a few minutes to learn more about many of the IBM electronic support tools through the training resources available on IBM Education Assistant. And use the Feedback link on the IBM Support Portal for any comments or questions.

This ends the Electronic Support overview. Use the link at the bottom of this chart for more detailed information on the electronic support tools discussed.

Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?

- Did it help you solve a problem or answer a question?

- Do you have suggestions for improvements?

Click to send email feedback:

mailto:iea@us.ibm.com?subject=Feedback_about_Overview.ppt

This module is also available in PDF format at: ../Overview.pdf

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You can help improve the quality of IBM Education Assistant content by providing feedback.

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