

Support reference for Ounce Labs and AppScan Source products

The purpose of this document is to describe IBM Software Support processes for Ounce Labs clients. The most recent version of this document is located on [Ounce Labs Support Transition Overview](#) page.

Contents:

[Product Support](#)

[Licensing Support](#)

[Downloads](#)

[Licensing](#)

[Frequently Asked Questions](#)

Product Support

Self-help capabilities are offered on IBM's new [Support Portal](#). Users can customize their profile to only include updates and Technotes (knowledge base articles) related to AppScan Source products.

[PMRs](#) can be opened using an [ICN](#) via phone, web request, or email as noted below:

- **Telephone Access**

Users may contact IBM Software Support centers via telephone. The phone number in the United States and Canada is 800-IBM-SERV. For a complete listing of numbers, please consult the [Directory of Worldwide Contacts](#) for the IBM Software Support telephone number that is local to your area.

Note that there are no limits on the number of IT Professionals who can call.

- **Web Access – Case Management**

[Service Request](#) (SR Tool), IBM Software Support's online service request system, allows authorized users to submit, review and update information for any IBM software service request. Access to the tool is regulated by your company's [Site Technical Contact](#) (STC).

- **Email Access**

Users may initiate and update support requests by email by sending their request to one of the following email addresses, based on the geography of your company:

- **Americas:** sw_support@us.ibm.com

- **Europe, Middle East, Africa:** sw_support_emea@nl.ibm.com

- **Asia Pacific:** sw_support_ap@au1.ibm.com

To prevent delays in processing your request for support, please include your

[ICN](#), Contact Information, Product, Product Version, PMR Severity, and a detailed problem description in the body of the email.

Note that support for Severity 2, 3, and 4 PMRs is offered during regular business hours (Monday to Friday, 8 a.m. to 5 p.m.). Business hours are dictated by the country associated to your [ICN](#). 24/7 Support is available for Severity 1 issues. Refer to the [IBM Software Support Handbook](#) for a listing of Severity Levels and Response Objectives.

Licensing Support

The Rational Licensing Team can be contacted in the same manner as that for [IBM Software Support](#).

Related Links:

[*On-Demand Video: Downloads, License Keys and Support \(13 mins\)*](#)

Downloads

i. Feature Releases

Full product downloads are available on the [Software and Services](#) site for Ounce Labs clients who have valid Support entitlements.

To download the software:

1. Using your [IBM ID](#), log into the Software and Services site.
2. On the Self-nomination page, type in your [Site Number](#), and indicate whether or not you are a [Primary Contact](#) for this site. If you are not sure whether you are the primary contact, select "No".
3. Your company's Primary Contact is automatically notified when your request is submitted. When the Primary Contact approves your request will receive email notification and be able to continue.
4. Upon log-in, navigate to Software Download and Media Access, then click Download Finder to list the available downloads.
5. Under View by A-Z, select the download (e.g. IBM Rational AppScan Source Edition for Security) then hit Continue.

Note that although several eAssemblies may be listed, their installation files are the same as that of "IBM Rational AppScan Source Edition for Security" with the exception of "IBM Rational AppScan Source Edition for Developer". Given they are identical with the exception of the Developer plug-in, only one copy is required for download. Similar to the previous Ounce product installations, the application of the license file will dictate what component is installed.

6. Select Language and Platform, and then select Continue.
7. The eAssembly will contain the 6.2 installation file, as well as the Rational License Server 8.0. It is recommended to save these files to your hard drive for future use.

Related Links:

[On-Demand Video: Downloads, License Keys and Support](#) (13 mins)
[AppScan Source 6.2 Release Document](#) (incl. user and admin guides)
[My Notifications](#) (stay up to date on new releases and Technotes)

ii. Pre-IBM Ounce Builds

Until early 2010, IBM will be hosting legacy Ounce builds (6.0.x and 6.1.x) on Fix Central. Ounce Labs Clients can download the builds by performing the following:

1. Select “Rational” from the Product Group drop-down.
2. Select “IBM Rational AppScan Source Edition” under Products.
3. Select the Installed Version and Platform then hit Continue.

Note that an [IBM ID](#) may be required to access the builds. Once downloaded, it is recommended to save the files to your hard drive for future use. More information about the exact date that these builds will continue to be available will be provided shortly.

Related Links:

[Fix Central](#)

[My Notifications](#) (stay up to date on new releases and Technotes)

iii. Product Fixes

Future fixes for AppScan Source 6.2 will be located on Fix Central. Ounce Labs Clients will be able to download the builds by performing the following:

1. Select “Rational” from the Product Group drop-down.
2. Select “IBM Rational AppScan Source Edition” under Products.
3. Select the Installed Version and Platform then hit Continue.

Related Links:

[Fix Central](#)

[My Notifications](#) (stay up to date on new releases and Technotes)

Licensing

i. AppScan Source 6.2 (eGA October 20, 2009)

AppScan Source supports IBM's FlexLM licensing. License keys are available for Ounce Labs clients by logging into the [License Key Center](#) (LKC). Note that AppScan Source does not support the Ounce Labs activation model.

Contact the [Rational Licensing Team](#) for any AppScan Source 6.2 licensing issues including access to the LKC.

Related Links:

[On-Demand Video: Downloads, License Keys and Support](#) (13 mins)

[Licensing for Rational AppScan Source Edition 6.2](#) (Technote)

[AppScan Source 6.2 Release Document](#) (incl. user and admin guides)

[Downloads – Feature Releases](#)

ii. Pre-IBM Ounce Builds

On-line activation for Ounce 6.1.x builds will no longer be available as of December 4, 2009. Please contact the [Rational Licensing Team](#) for any Ounce 6.0 and 6.1 license key modifications or issues.

Related Links:

[Downloads – Pre-IBM Ounce Builds](#)

Frequently Asked Questions about IBM Support Processes

Q. What is a Primary Contact and what are their roles and responsibilities?

A: IBM assigns a Primary Contact role per account. This contact is considered the individual who originally ordered the software, or the "Sold To" contact.

The Primary Contact and the Site Technical Contact may or may not be the same individual. During the Ounce Labs transition, this individual received a Welcome to IBM Letter with instructions and authorization to the IBM [Software and Services](#) web portal. The Software and Services site is where full releases of the software can be downloaded for products which have active support entitlements. The Primary Contact may authorize other end users to access this download web site.

Primary Contacts should contact the [eCustomer Care Team](#) for any issues accessing the Software and Services site, and the [Rational Licensing Team](#) for [License Key Center](#) access issues.

See the following note to [update or change the Primary Contact](#).

Related FAQs:

[Site Number](#)

Q: How to change the Primary Contact?

A: To change the Primary Contact for your account, please have the current [Primary Contact](#) send an email to the following:

dswsoft@us.ibm.com – North America/Canada/Latin America
palogin@ie.ibm.com – Europe/Middle East/Africa
ecareap@sg.ibm.com – Asia Pacific
paonline@jp.ibm.com – Japan

Please include a description of your request as well as the following information:

Company Name:

IBM Customer Number:

Current Primary Contact Name:

Current Primary Contact E-mail Address:

Current Primary Contact Phone Number:

New Primary Contact Name:

New Primary Contact E-mail Address:

New Primary Contact Phone Number:

As the Primary Contact, you may also change the contact information at any time by contacting the [eCustomer Care Team](#). Note that the eCustomer Care team can also help in updating your company's records should the person named as the Primary Contact no longer work for your company.

Q: What is a Site Technical Contact (STC) and what are their roles and responsibilities?

A: The IBM Software Subscription and Support program requires a Site Technical Contact (STC) be designated to be responsible for the software subscription and support offering at that site.

The STC and the Primary Contact may or may not be the same individual. This person is responsible for ensuring that your company's personnel understand how to engage and work with IBM remote technical software support. This includes, 1) communicating to your users the appropriate IBM Customer Number (ICN) they must provide to access IBM Software Support, 2) communicating to your users the features and benefits of the IBM Software Support program, as well as the process for engaging IBM for technical support, and 3) enabling and maintaining the access list of Authorized Callers to IBM electronic (web) technical support capabilities via the [SR Tool](#).

STCs should contact the the [SR Help Desk](#) for any issues accessing the SR Tool, and the [Rational Licensing Team](#) for [License Key Center](#) access issues.

See the following note to [update or change the Site Technical Contact](#).

Related FAQs:

[*IBM Customer Number \(ICN\)*](#)

Q: How to change the STC?

A: To change the Primary Site Technical Contact (STC) for your account, please have the current [STC](#) send an email to the following:

dswsoft@us.ibm.com – North America/Canada/Latin America
palogin@ie.ibm.com – Europe/Middle East/Africa
ecareap@sg.ibm.com – Asia Pacific
paonline@jp.ibm.com – Japan

Please include a description of your request as well as the following information:

Company Name:
IBM Customer Number:

Current Site Technical Contact (STC) Name:
Current STC E-mail Address:
Current STC Phone Number:

New STC Name:
New STC E-mail Address:
New STC Phone Number:

As the STC, you may also change the contact information at any time by contacting the [eCustomer Care Team](#). Note that the eCustomer Care team can also help in updating your company's records should the person named as the STC no longer work for your company.

Q. What is a PMR?

A: A Problem Management Record (PMR) is created and assigned when a customer submits a request to address a software problem submitted via phone, web ([SR Tool](#)), or email.

Q. What is an ICN?

A: An IBM Customer Number (ICN, also known as a "Customer ID") is a 7-digit code made up of numbers and/or letters that identifies a customer's IBM Software Support contract. ICNs are used to access [IBM Software Support](#) via phone, web (SR Tool), and email.

[Site Technical Contacts](#) (STCs) can find their ICN in the IBM Site Technical Contact Support Letter issued via email at the time of their Support entitlements were loaded into IBM systems. The ICN was generated and sent out in November, 2009 to the STCs for Ounce Labs clients who were migrated to IBM Software Support.

Note when using the [SR Tool](#), 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.

To locate your ICN, you may contact the [eCustomer Care Team](#), your Sales Representative, or your [Site Technical Contact](#) (STC).

Q. What is an IBM Site Number?

A: Your IBM Site Number is used to self-nominate access the [Software and Services](#) site as well as logging in to the [License Key Center](#) (LKC).

[Primary Contacts](#) can find their Site Number on the IBM Proof of Entitlement certificate issued via email at the time of their order as well as in the Welcome to IBM letter. The Site Number was generated and sent out in November, 2009 to the Primary Contacts for Ounce Labs clients who were migrated to IBM Software Support. Primary Contacts should contact the [eCustomer Care Team](#) for any issues accessing the Software and Services site, and the [Rational Licensing Team](#) for License Key Center issues.

The IBM Site Number will begin with three zeros followed by a seven digit string (e.g. 0007654321). Please contact your Primary Contact, your Sales Representative, or the [eCustomer Care Team](#) if you cannot locate your Site Number.

Q. What is an Order Number?

A: Your Sales Order Number (or IBM Order Reference Number) is used to track purchases made through IBM. An Order Number as well as a [Site Number](#) is needed when requesting access on-line to the [License Key Center](#) (LKC).

[Primary Contacts](#) can find their Order Number on the IBM Proof of Entitlement Certificate issued via email at the time of their order. The Sales Order Numbers were generated and sent out in November, 2009 for Ounce Labs clients who were migrated to IBM Software Support.

The Order Number is typically a 10 digit string starting with two zeros (e.g. 005123456789). Please contact your Sales Representative or the [Rational Licensing Team](#) if you cannot locate your IBM Order Number.

Q. What is an IBM ID?

A: This free ID is used as a web presence by several IBM sites in order to maintain your user preferences including IBM products. If you do not already have one, an ID can be created by visiting the [My IBM Registration](#) page.

Q: What is the Software and Services site?

A: The IBM [Software and Services](#) site is a web portal where Ounce Labs clients can download full releases of software for which they have active entitlements. The Primary Contact may authorize other end users to access this download web site.

An [IBM ID](#) as well as the [Site Number](#) is required to log in. Your company's named [Primary Contact](#) will be automatically notified to log into the site in order to approve the access request.

Please direct any questions regarding the Software and Services site to the [eCustomer Care Team](#). When contacting eCustomer Care, it is very helpful to know your [ICN](#) or Site Number.

Q. What is the SR Tool?

A: [Service Request Tool](#) (SR Tool), IBM Software Support's online service request system, is the fastest and most convenient method of accessing IBM support. It allows authorized users to submit, review and update information for any IBM software service request ([PMR](#)). An [IBM Customer Number](#) (ICN) is needed to request access to the site.

The [Site Technical Contact](#) (STC) for your company authorizes individuals from your company to use this system. If you have not already been granted access to the SR site, please contact your STC. The STC may assign up to nine (9) "Secondary Site Technical Contacts" who can help manage the access list of Authorized Callers on the web site.

To learn more about the SR Tool including contacting the SR Help Desk, we recommend visiting the SR Help Site at <http://www.ibm.com/software/support/help.html>. Please notice the "ESR/ SR Site Tours" hyperlink at the bottom of the page. These tours provide how-to instructions using screen shots and animation to help you get the most out of the SR site including information for Site Technical Contacts on how to manage their company's SR User List (Authorized Callers).

Q. What is the LKC?

A: The [Rational License Key Center](#) (LKC) is an on-line service for generating and managing your IBM AppScan Source license keys.

Your Ounce Labs [STC](#) and [Primary Contact](#) received a License Key Center Welcome Email from rational-license-keys@subscribenet.com in November, 2009 with their temporary password to login to the site.

For assistance with accessing the site and installing IBM license keys, please contact the [Rational Licensing Team](#) in your geography.

Note that keys for Ounce Labs products released prior to AppScan Source 6.2 (eGA October 20, 2009) are not available in the LKC. The Rational Licensing Team will create a PMR to assist in the generation of these license files.

Q: Where can I find the IBM Software Support Handbook?

A: The IBM Software Support handbook can be found at:
<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>

The "Getting IBM Support" section provides information on the support services offerings currently available from IBM including Severity Levels, Response Objectives, and Escalation Procedures. A PDF version is located on the bottom right-hand corner of the main page.

Q: Where can I sign up for product Newsletters?

A: Product newsletters will be delivered via the [My Notifications](#) tool on ibm.com. You can login and subscribe to AppScan Source as the particular product you are interested in receiving updates on. This functionality allows clients to subscribe to particular products and receive email updates or RSS feeds on a daily, weekly, or other option basis. These notifications will include any Newsletters, Technotes (IBM knowledge base articles), Downloads, or other qualifying recently published Support content.

A tour of the My Notifications tool is available [here](#) (approximately 15 mins).

Revision History

2009-12-01:

- Initial publication