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- Complimentary subscription service to stay informed about new or updated support content for your products, such as publications, hints and tips, technical notes, product flashes (alerts), downloads and drivers
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- Review in-depth technical information for developers and administrators that includes IBM software, Java, SOA, architecture and more
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Rational Software RFE Community

ibm.com/developerworks/support/rational/rfe/

- At the Rational® Software RFE Community site, you can collaborate with Rational development teams and other product users through your ability to search, view, comment on, submit, track and vote on Rational Software product requests for enhancement (RFEs).
- New in 2008 is the ability to vote, join groups and add RFEs to a watchlist.

Support feedback

- Have feedback or suggestions for the IBM Rational Support web team?
- Contact:
    - Patrick W. O'Connor
    - eSupport Project Manager
    - patocon@us.ibm.com
    - 001-978-843-7290

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IBM Software Group Web site
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- Find answers to questions and solutions to issues *quickly*
- Navigate to your top support tasks easily with new design
- Search Technotes for known product solutions, APARs for fixes in progress (Authorized Program Analysis Report)
- Download fixes for immediate solutions
- Request My Notifications e-mail or RSS updates for current product information
- Review RSS links for newest content

IBM Support Assistant
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- Take advantage of one-stop access for all your troubleshooting needs
- Search for information from multiple sites with one search query
- Get speedy access to critical product information
- Troubleshoot applications with free problem determination tools
- Automate data gathering and problem submission
- Organize troubleshooting data for greater efficiency

IBM Education Assistant
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- Use self-study, multimedia modules for many IBM software products
- Listen to audio-enabled technical overviews for a topic
- Follow demonstrations that show how to complete a specific task
- Study tutorials with step-by-step instructions and all necessary artifacts to complete a lab tutorial

- Use for new team members or as a refresher for those familiar with software

IBM Software Support Toolbar
ibm.com/software/support/toolbar

- Take 30 seconds to download and install the free toolbar to your browser
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IBM Assist On-site
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- Resolve complex issues with this live remote assistance tool
- Allow IBM support team members to view and share control of your desktop (use it to work on an open PMR)
- Use proprietary technology and encrypted data for secure sessions
- Use the tool to speed up problem determination, collection of data, and ultimately, your problem solution
- Take control of your computer at any time during a support session by moving your mouse; you're in charge at all times

Electronic Service Request tool
ibm.com/software/support/probsub.html

- Use the Electronic Service Request tool if you have Passport Advantage support
- Jump-start service requests with the Service Request tool

- Create and update service requests online
- Attach troubleshooting files to online service requests
- Choose severity and describe problem in your own words
- Submit directly to support queues
- Receive e-mail notification of IBM updates
- View, download or print reports for your customer number

IBM Software Support Lifecycle
ibm.com/software/support/lifecycle

- Find General Availability and support withdrawal dates for all IBM software
- View the enhanced policy that extends support lifespan
- View the products that adhere to the new policy
- Track support availability by version

IBM Software Support Handbook
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- Review important information on our support offerings, including the procedures and practices followed in the support of your IBM software products
- Find support information more quickly for recently acquired companies
- Use the information and references to improve your support experience

Fix Central
ibm.com/support/fixcentral

- Acquire fixes and updates for IBM software using this one-stop platform
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