



IBM Electronic Support can make *you* more efficient

You need to be able to find information and resources as you plan, install, configure, use, and troubleshoot IBM hardware and software products.

Every IBM product purchase includes Electronic Support online resources, tools and content available 24x7x365 to meet your key support needs...

- **Proactive** problem avoidance
- **Faster** problem resolution
- **Customized** information delivery
- **Collaborative** worldwide communities
- Comprehensive and dynamic **knowledgebase**

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... It's just a Click Away

IBM Electronic Support

www.ibm.com/support

IBM Electronic Support is...

... Easy, Fast, Smart

IBM Software Support Site

ibm.com/software/support

- Find answers to questions and solutions to issues *quickly*
- Navigate to top support tasks easily
- Search Technotes for known product solutions, APARs for fixes in progress
- Find support news and popular links like My Notifications, Fix Central and other download and information sites

My Notifications

ibm.com/support/mynotifications

- Subscribe to stay informed on new or updated support content for your software and hardware products
- Choose frequency and type of notification
- Choose e-mail, web folder or RSS delivery

Fix Central

ibm.com/support/fixcentral

- Acquire fixes and updates for IBM hardware and software using this one-stop platform
- Search for fixes, fix packs or APARs
- Search by version and platform
- Check for requisite fixes automatically

Service Request Tool

ibm.com/software/support/probsub.html

- Create, update, and manage service requests, including those opened by phone
- Attach troubleshooting files
- Receive e-mail notification when updates are made to service requests
- Manage authorized callers & partners
- Available with Passport Advantage support

ibm.com/support

IBM Software Support Toolbar

ibm.com/software/support/toolbar

- Download free toolbar to your browser
- Access Support tools and resources
- Search IBM Support knowledge bases
- Access brand specific support links

IBM Support Assistant

ibm.com/software/support/isa

- Download troubleshooting workbench
- Search for information from multiple sites with one search query
- Troubleshoot applications using problem determination tools
- Automate data collection and problem submission

IBM Education Assistant

ibm.com/software/info/education/assistant

- Access task-based self-study modules for many IBM software products
- Get up the learning curve quickly for new software
- Use as a refresher for those familiar with software

IBM Software Support Handbook

ibm.com/support/handbook

- Find answers to questions about IBM support
- Find support information more quickly for recently acquired companies
- Use the information and references to improve your support experience

IBM Software Support Lifecycle

ibm.com/software/support/lifecycle

- Find General Availability and support withdrawal dates for all IBM software
- View the support policy for each product
- Track support availability by version

IBM Assist On-site

ibm.com/support/assistonsite

- Live remote assistance tool for complex issue resolution
- Accept invitation to allow IBM support engineers to view and share control of your desktop
- Speed up problem determination, collection of data, and ultimately, your problem solution
- Use proprietary technology and encrypted data for secure sessions

Online Support Communities

ibm.com/developerworks/community

- Review in-depth technical information for developers and administrators that includes IBM software, Java, SOA, architecture and more
- Stay current with new technology introductions
- Take advantage of technical tutorials and training
- Download new tools and demos for new products
- Join blogs and forums for community information for all IBM software

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- Customize based on your current inventory, entitlements & contracts, indicated interests, and geo/country
- Personalize the portal by moving, adding, deleting, and reorganizing modules so that you can adapt it to the way you work

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