

IBM Electronic Support

Easy, Fast, Smart

→ More than just the basics



IBM Electronic Support



IBM Electronic Support offers a portfolio of online support tools and resources that provides comprehensive

technical information to diagnose and resolve problems and maintain your IBM products.

IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring in the first place, or quickly and easily troubleshoot problems when they occur.

IBM's improved personalization of support resources helps you focus on and be alerted to exactly the information and resources needed for efficient and effective problem prevention and resolution.

IBM Electronic Support addresses five critical areas to ensure you have the best possible support experience:

1. **Simplifying support** and creating more consistency across all IBM products.
2. Delivering **intelligent resources** and tools that display information focused on the products you use.
3. Providing **proactive capabilities** that solve problems before operations are affected.
4. Thriving **collaborative communities** that connect to worldwide support networks and knowledge.
5. Enabling seamless and **smooth transition** between online and live support teams for quick problem resolution.

The **IBM Support Portal** is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place.

Where to start?



Getting started on the IBM Support Portal is easy:

1. Go to www.ibm.com/support/entry/portal
2. Sign in with your IBM ID and password.
3. Select the products of interest to you.
4. View your page!

The IBM Support Portal provides powerful features that make it fast and easy to find the exact information or tool you need.

- Select your IBM products and the task at hand for direct access to all pertinent resources.
- Browse featured support links that guide you to the most critical and useful information and tools.
- Filter the results of a simple text search with one click to pinpoint the most appropriate documents.
- Personalize the pages to include exactly the type of information you need, arranged most effectively for you.

That's complete, customized support. And what does it mean to you and your business?

It can lower your total cost of ownership for IBM technology by giving you flexibility and choice and making you more efficient in keeping your business running.

Tell us what you think! Gives us **your** feedback on the Support Portal with this short questionnaire:
<https://www.ibm.com/survey/oid/wsb.dll/s/ag26a>

Use the **IBM Support Portal** to access the following portfolio of technical support resources and tools.

My Notifications

ibm.com/support/mynotifications

- Subscription service to stay informed on new or updated support content for your products
- Choose frequency and type of notification
- Choose email, web folder or RSS delivery

Fix Central

ibm.com/support/fixcentral

- Search for and acquire fixes, fix packs, APARs and updates
- Scope search results by version and platform
- Check for requisite fixes automatically
- Choose download method: HTTP, FTP or Download Director

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 notifications when updates are made to service requests
- Manage authorized callers & partners

Online Support Communities

ibm.com/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

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 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 Support Knowledge Base

ibm.com/software/support

- Search for solutions to customer problems
- Benefit from troubleshooting advice
- Search for instructions on information to collect and analyze to solve a problem
- Find task and topic specific knowledge collections
- Check for recommended fixes and fix lists

IBM Education Assistant

ibm.com/software/info/education/assistant

- Access task-based, self-study modules for IBM software products
- Virtually “sit” with a support engineer to get “Knowledge NOW” to solve a problem
- Learn new software or get a refresher

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 Assist On-site

ibm.com/support/assistsite

- Live remote assistance tool for complex issue resolution
- IBM support team members can view and share control of your desktop
- Speed up problem determination, collection of data, and ultimately, your problem solution

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