

*Subject:* IMPORTANT SUPPORT ANNOUNCEMENT: Green Hat Transition to IBM Rational Software Support

*Body:*

**Welcome to the IBM family!**

**The Green Hat product support transition to IBM Rational Software Support is coming to a close.**

This communication will help outline

1. The transition date from Green Hat Software Support to IBM Rational Software Support
2. Migration of existing Green Hat Software Support cases into IBM Rational Software Support
3. How to contact IBM Rational Software Support

Transition to IBM Rational Software Support

Starting on **Monday, September 3, 2012**, please contact IBM Rational Software Support for all your Green Hat product support and license fulfillment needs.

PLEASE NOTE: Prior to contacting IBM Rational Software Support, you will need to have your IBM Customer Number (ICN). The ICN is used to identify your account and validate your product support entitlement when contacting IBM Software Support.

Your company has designated a Site Technical Contact (STC) who is responsible for distributing the ICN. If you have not received your ICN or need help identifying the STC for your company, please contact the IBM eCare team at [https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en\\_US/ecare.html](https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html).

Notice to Customers with Open Green Hat Support Cases

To ease the transition, customers with active Green Hat Support cases opened prior to September 3, 2012, will have their MGH cases migrated into the IBM Support system. A problem management record (PMR) will be created for you and IBM will communicate the new PMR# to you.

No new cases will be accepted via Green Hat support channels starting on September 3, 2012. For more information, please discuss your specific situation with your Support Engineer.

IBM Rational Software Support may be accessed via the web, telephone or by email, as described below:

#### Web Access – Online Support Resources

Online support for Green Hat products is now available via the IBM Rational Software Support site located at <http://www.ibm.com/software/rational/support/index.html>.

We encourage you to review the IBM Electronic Support overview pages to familiarize yourself with IBM's web offerings at <http://www.ibm.com/support/electronicssupport/>.

For your convenience, a single reference site for all Green Hat support resources on IBM.com is located at <http://www.ibm.com/software/rational/support/greenhat/>.

#### Web Access – Case Management

Service Request (SR), 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.

The Site Technical Contact (STC) for your company authorizes individuals of your company to use this system. If you have not already been granted access to the SR site, please contact your STC.

IBM can help you identify your STC by contacting our IBM eCare team at [https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en\\_US/ecare.html](https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html).

You may access SR by visiting <http://www.ibm.com/support/servicerequest>.

To learn more about SR or to contact the SR Help Desk who can assist you with registration questions, the process of submitting support requests and any other questions about the SR tool, we recommend visiting the SR Help Site at <https://www.ibm.com/support/servicerequest/help>.

#### 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  
Europe, Middle East, Africa  
Asia Pacific

sw\_support@us.ibm.com  
sw\_support\_emea@nl.ibm.com  
sw\_support\_ap@au1.ibm.com

To prevent delays in processing your request for support, please include your ICN and the name of the product in the body of the email.

### Telephone Access

Users may contact IBM Rational Software Support centers via telephone. Please consult IBM's Directory of worldwide contacts web page for the telephone number that is local to your area. The directory is located at <http://www.ibm.com/planetwide>.

### Download the One-Page Support Reference Guide

A one-page reference guide about how to contact IBM Rational Software Support in your geography is available from the Rational Support – Green Hat support overview page located at <http://www.ibm.com/software/rational/support/greenhat/>.

### Additional Resources

You are encouraged to review the posted Rational Support – Green Hat support overview posted at <http://www.ibm.com/software/rational/support/greenhat/>.

This page includes all the latest Green Hat support transition communications, Frequently Asked Questions (FAQ), as well as the details about how to begin contacting IBM Rational Software Support.

In addition, you are encouraged to access and download a PDF version of the IBM Software Support Handbook at: <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>.

As your solutions partner, we are dedicated to your success and look forward to working with you.

Sincerely,

Christopher Flynn  
Director  
Rational Client Support