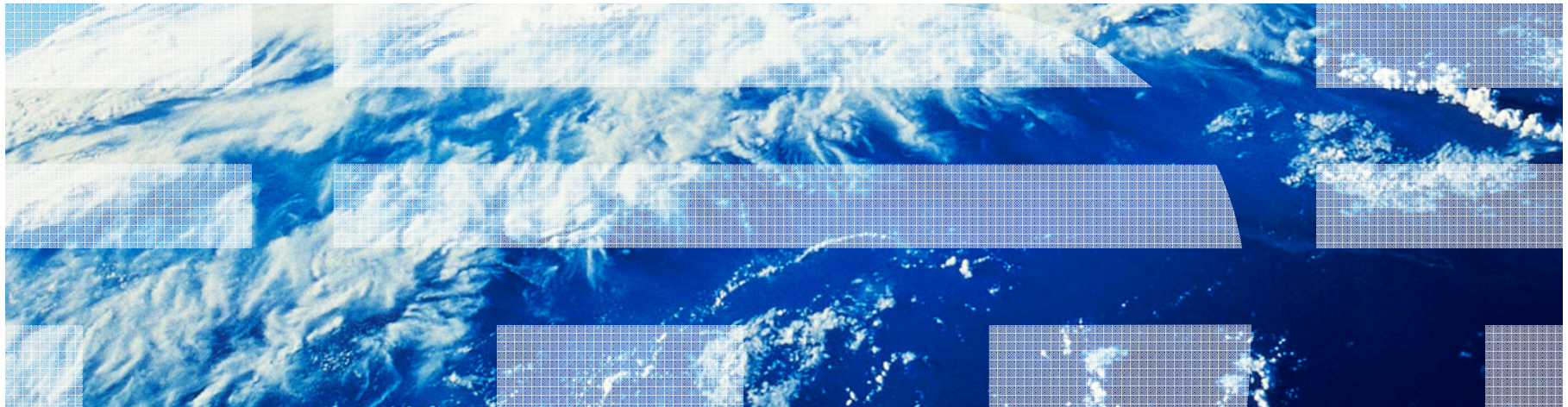# How to use IBM Customer Support Effectively for IBM Green Hat Clients

Overview

- **Top Links to Remember**

- **Differences between Green Hat & IBM**

- **IBM Support Center Locations and Terms**

- **Getting started with IBM Support**

- **IBM Electronic Support**

- **Obtaining Downloads**

- **Rational Licensing Process**

- **Requesting Help**

- **Helpful Links & locations**

- **Q&A**

Top Links to Remember

- IBM Green Hat Support Overview -

  http://www.ibm.com/software/rational/support/greenhat/

  – Transition webinars for Green Hat clients -

    http://www.ibm.com/support/docview.wss?uid=swg27015073

  – IBM Support Portal –

    http://ibm.com/support

  – IBM Electronic Support –

    http://ibm.com/electronicsupport

Differences between Green Hat Support & IBM Support

Task	Green Hat	IBM
Main site	http://greenhat.com/	http://ibm.com
Support site	http://greenhat.com/about/support.html	http://ibm.com/support or http://support.ibm.com
Contacting Support via web	http://greenhat.com/mygreenhat	http://ibm.com/support/entry/portal/Open_service_request/
Contacting Support via email	support@greenhat.com	sw_support@us.ibm.com sw_support_emea@nl.ibm.com sw_support_ap@au1.ibm.com
Contacting Support via phone	http://greenhat.com/about/support.html	http://ibm.com/planetwide/
Support Ticket Names	"Calls"	"service requests" or "problem management records" (PMRs)
Defect Names	"Defect"	"Authorized Program Analysis Report" (APAR)

Rational Client Support Global Locations

IBM

Kista

Amsterdam

Dublin London Poznan

Beaverton

Toronto Ottawa

Littleton

Costa Mesa Raleigh

Toulouse

Herzliya

Seoul Tokyo

Beijing

Bangalore

Languages Supported
Chinese (2)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazil)
Spanish

São Paulo

Sydney

One Global Team for a Globally Distributed Marketplace

What to Expect when Working with IBM Support

- Voice and electronic access to report **defect** and **"how to"** questions

- **2 hour response goal**

- 24/7 coverage for **Severity 1** problems

- Normal business hours coverage for Sev 2 – 4 Problems

- **No limits** on number of IT Professionals who can call

- **Worldwide** infrastructure: support in native languages & time zones

- On IBM Support Portal
  - Technical **database searches**
  - Access to **latest fixes**
  - View and manage **problem status**
  - **Proactive notification** of important information through **My Notifications**

What to Expect when Working with Client Support

	Business Impact	Definitions	Response Goal
1	**Critical business impact** this condition requires an immediate solution	Critical situation/system down: Business critical software component is inoperable; as a rule applies to production environment or when a critical interface has failed	Within 2 hours
2	**Significant business impact** program is usable but severely limited	Severe impact: A software component is severely restricted in its use, causing significant business impact	Within 2 business hours
3	**Some business impact** program is usable but less significant features impacted	Moderate impact: A non-critical software component is malfunctioning, causing moderate business impact.	Within 2 business hours
4	**Minimal business impact** problem causes little impact or a reasonable workaround is in place	Minimal impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	Within 2 business hours

Business hours are from 8:00 a.m. to 5:00 p.m. local time. Severity 1 Issues can be worked 7 days a week / 24 hours a day jointly with customers.

What to do if You are Not Satisfied

1. Ask the Engineer to raise the Severity Level of the problem

2. Call RCS (1.800.IBM.SERV) and ask for a "Duty Manager"

3. Escalate the issue through your Software Sales Representative

   – Ask him or her to consider opening a Complaint or a Critical Situation

   ("Crit Sit")

Getting Started: IBM Customer Number

- The IBM Customer Number (ICN) is the client's "key" to support.
  - Without an ICN, you will not be able to submit a service request

- How do you find your ICN?
  - To locate your ICN, you may contact the eCare team, your Sales Representative, or your Site Technical Contact (STC).
  - eCare Team Contact Site: http://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

IBM

eCustomer care contact information

Americas | Asia Pacific | Japan | Europe / Middle East / Africa

North America
Email: paonline@us.ibm.com Hours of operation: Varies by country

Country	Phone	Local hours of operation (Business weekday)
US & Canada	800 978 2246	8:00 a.m - 8:00 p.m EST

Latin America
Email: paonline@us.ibm.com Hours of operation: Varies by country

Country	Phone	Local hours of operation (Business weekday)
Argentina	08006662962	9:00 a.m - 5:00 p.m
Bolivia	800102222 5637	9:00 a.m - 5:00 p.m
Brazil	08008918296	9:00 a.m - 5:00 p.m
Chile	800430011	9:00 a.m - 5:00 p.m
Colombia	018000111426	9:00 a.m - 5:00 p.m
Costa Rica	08000570020	9:00 a.m - 5:00 p.m
República Dominicana	18887519112	9:00 a.m - 5:00 p.m
Ecuador Quito	22565090 option 4, 1	9:00 a.m - 5:00 p.m
El Salvador (Red CTE)	8001767 5411	9:00 a.m - 5:00 p.m
El Salvador (Red Telefónica)	8001567 5411	9:00 a.m - 5:00 p.m
Guatemala	9999189 5418	9:00 a.m - 5:00 p.m
Honduras	8000122 5929	9:00 a.m - 5:00 p.m
Mexico	0018668699138	9:00 a.m - 5:00 p.m
Nicaragua	18000166 5547	9:00 a.m - 5:00 p.m
Panamá	008005700671	9:00 a.m - 5:00 p.m
Paraguay	231289 option 5, 1	9:00 a.m - 5:00 p.m
Peru	080053387	9:00 a.m - 5:00 p.m
Uruguay	000 4054 447	9:00 a.m - 5:00 p.m
Venezuela	8001007702	9:00 a.m - 5:00 p.m

Terms of use   Privacy   IBM Feeds   Jobs

IBM ID

- The IBM Registration ID is the next step.

- This is your online ID for www.ibm.com

- What are the benefits of having an IBM Registration ID?
  – Allows you to save your IBM Support Portal customizations
  – Allows access to latest fixes
  – Allows direct connection to IBM Service Request

- To make your IBM ID or update it, visit https://www.ibm.com/account/profile/
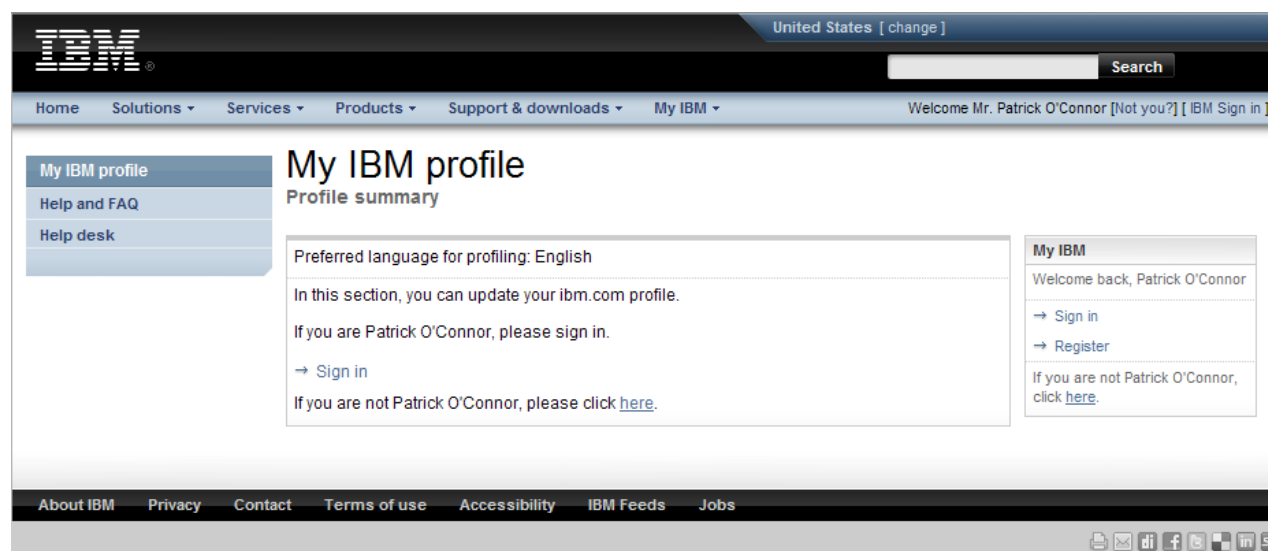
Preferred Support Contact Method – IBM Service Request (SR) tool

- Consolidated – online problem management for clients with valid software and networking support contracts

- Customizable – user profile stores:
  - Demographic information
  - Selected products and components

- Click "Open a service request" to access all options

- New Service Requests pre-populated with profile entries

- Open, update and track Service Requests

- Attach troubleshooting files to service requests

- Monitor service request activity with customized reports

* Note: Link to SR is at the top of <u>all</u> IBM Support Portal pages

IBM Service Request – Gaining Access

Getting Started with the on-line Service Request tool:

- **Step 1**: Create an IBM ID

- **Step 2**: Register for Basic Caller access to an ICN

- **Step 3**: Complete the simple 4 step registration process

The complete checklist for getting started with IBM Service Request may be found here:
http://ibm.com/software/support/servicerequest/quick_start.html

What is IBM Electronic Support?

A portfolio of tools and resources to keep your systems, software, and applications running smoothly.

- **IBM electronic support can help you:**
  - **Prevent problems**
  - **Find information**
  - **Download fixes and updates**
  - **Troubleshoot problems**
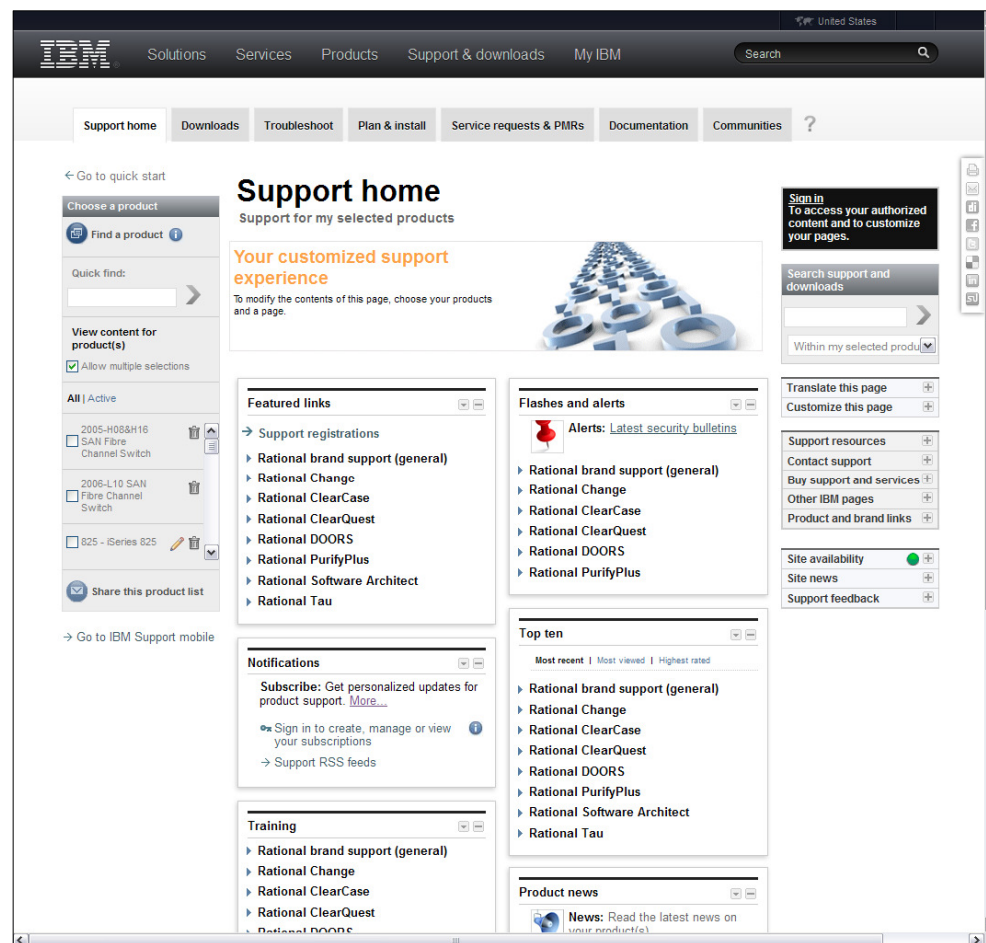 - **Work with IBM Support**
  - **Learn more about your products**

For more information about all of IBM's Electronic Support sites and tools, visit: http://ibm.com/electronicsupport/

- Links to all our Social channels plus helpful videos hosted on ibm.com

IBM Support Portal

The IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services.

- **New, powerful features** 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

IBM Support Portal Highlights

IBM

United States | Welcome Mr. Patrick O'Connor [IBM Sign out]

IBM® | Solutions | Services | Products | Support & downloads | My IBM | Search

Support home | Downloads | Troubleshoot | Plan & install | Service requests & PMRs | Documentation | Communities | ?

← Go to quick start

Support home
Support for my selected products

Choose a product

Find a product ⓘ

Quick find:

View content for product(s)
☑ Allow multiple selections

All | Active

☑ End user services 🗑
☑ Maintenance and technical support services 🗑
☑ Managed support services 🗑

✉ Share this product list

→ Go to IBM Support mobile

Your customized support experience
To modify the contents of this page, choose your products and a page.

Featured links
→ Support registrations
▸ Rational brand support (general)
▸ Rational Change
▸ Rational ClearCase
▸ Rational ClearQuest
▸ Rational DOORS
▸ Rational PurifyPlus
▸ Rational Software Architect
▸ Rational Tau
▸ z/VSE

Flashes and alerts
Alerts: Latest security bulletins
▸ Rational brand support (general)
▸ Rational Change
▸ Rational ClearCase
▸ Rational ClearQuest
▸ Rational DOORS
▸ Rational PurifyPlus

Notifications
Subscribe: Get personalized updates for product support. More...
✉ Manage all my subscriptions
→ Support RSS feeds
▸ Rational brand support (general)
▸ Rational Change
▸ Rational ClearCase
▸ Rational ClearQuest

Top ten
Most recent | Most viewed | Highest rated
▸ Rational brand support (general)
▸ Rational Change
▸ Rational ClearCase
▸ Rational ClearQuest
▸ Rational DOORS
▸ Rational PurifyPlus
▸ Rational Software Architect
▸ Rational Tau

Search support and downloads
Within my selected produ

Translate this page +
My bookmarks +
Customize this page +

Support resources +
Contact support +
Buy support and services +
Other IBM pages +
Product and brand links +

Site availability 🟢 +
Site news +
Support feedback +

Annotations:

- Choose a topic to see content related to a specific task
- Manage the product list to suit your preferences
- Enhanced search helps you find information quickly
- Add portlets to create a page that is most efficient for you
- Additional useful support links display or hide based on cursor movement
- New Most recent & Most viewed content

Custom User Interface for Accelerated Value Program Clients

- **Customized product list** - View only the products that are associated with your company's IBM Accelerated Value contracts, and customize the list of displayed products further as you like

- **Service Request portlet** - Accelerated Value and Passport Advantage customers who have access to the Service Request application can view (and for Named Callers, also create and edit) their company's PMRs for their Accelerated Value ICNs and Passport Advantage ICNs

- **Accelerated Value Reports** - Access reports pertinent to your account from your IBM Accelerated Value Leader

- **Accelerated Value contact list** - Look up the IBM professionals associated with your IBM Accelerated Value contract.

- **Exclusive Accelerated Value content** - View Accelerated Value news, and other entitled content that is available only to Accelerated Value customers

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IBM Support Portal Mobile Beta

- Smart phone users will see the mobile site by default. The choice to go to the full site is available. Tablet users will be taken to the full site by default.

- Currently supported devices: Android, Blackberry V6 or later, and iOS.

- Features of the mobile site include:
  - Product selection
  - Search and document display
  - My Notifications
  - Flashes & alerts
  - Warranty lookup
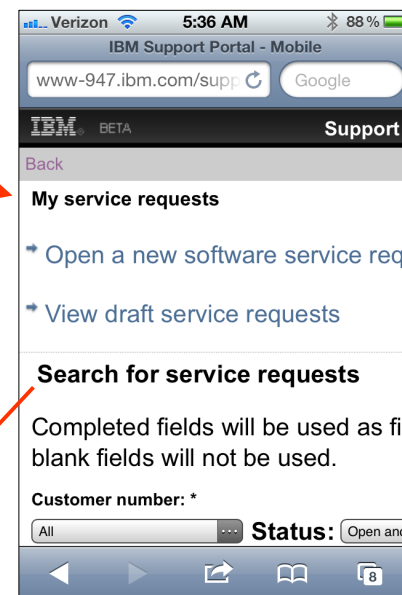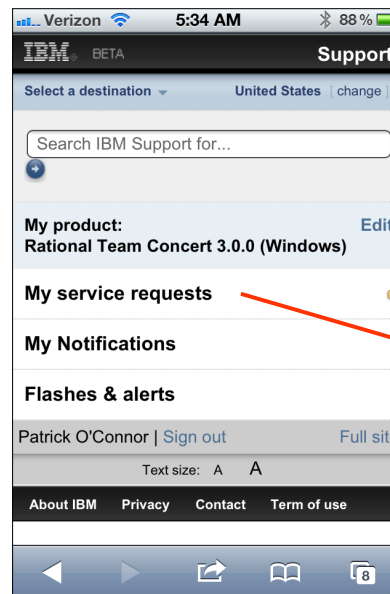
IBM Support Portal – Enhanced Search Highlights

New search engine (May 2012) plus updated interface allows much faster navigation through search results!

Select product & version to focus search results

Choose task, content type & subject to further narrow results set

© 2012 IBM Corporation

IBM Support Portal Adviser Beta – Uses IBM Watson Technology!

- The IBM Support Portal Adviser (SPA) is a new, truly interactive way to search IBM support content. It provides a more human-like interaction, with more information and guidance throughout the problem description process plus enhanced search capabilities.

  – Searches through multiple databases inside & outside IBM, cross-ranking search results from four search engines.
  – If a service request is opened after using the IBM Support Portal Advisor, the client's SPA search history is attached to the service request record.

- **Now expanded to all IBM Software products!**

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IBM RFE Community

The **IBM RFE Community** is a place where you can collaborate with IBM development teams and other product users through your ability to search, view, comment on, submit, and track product requests for enhancement (RFEs).

- **Benefits**
  - Quick response to feature requests
  - Provides predictable response times
  - Empowers clients to influence Rational product direction
  - Incorporates clients insight into planned product roadmaps
  - Breaks down barriers between product end-users and development

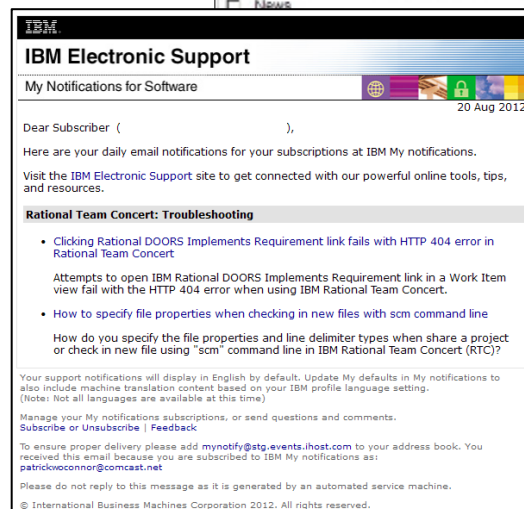 http://www.ibm.com/developerworks/rfe/

IBM My Notifications

Subscribe to My Notifications support content updates

- With My Notifications you can receive daily or weekly announcements through e-mail, custom Web pages and RSS feeds. These customizable communications can contain important news, new or updated support content, such as publications, hints and tips, technical notes, product flashes (alerts) and downloads and drivers.

- **Benefits**
  - Subscribe to stay informed about the products you use
  - Create multiple subscriptions as needed
  - View notifications on the IBM Support Portal
 - Choose how and when to receive notifications

http://ibm.com/software/support/einfo.html

My notifications
for IBM technical support

My subscriptions | Subscribe | My defaults | Help

You are subscribing to the following

Rational
Rational ClearCase, Rational Rose

Easily create and manage your IBM product notifications

Fields marked with an asterisk (*) are required.

Options

Name: Rational

Save in existing or new folder:

Existing: Select a folder

New: My default folder

Notify me by

☑ e-mail
  ⦿ daily e-mail   ○ weekly e-mail
  ⦿ plain text e-mail   ○ html e-mail

☐ delivery to this folder

☐ delivery via an RSS Feed

Customer the delivery of your notifications

Document types *

Select/deselect all

☐ Downloads and drivers
  ☐ Tools/Utilities
  ☐ Updates
  ☐ Drivers

Create subscriptions & custom Web folders

☐ Flashes

☐ Forums/discussion groups

☐ News

Select the category of the documents you need

IBM

IBM Electronic Support

My Notifications for Software

20 Aug 2012

Dear Subscriber (   ),

Here are your daily email notifications for your subscriptions at IBM My notifications.

Visit the IBM Electronic Support site to get connected with our powerful online tools, tips, and resources.

Rational Team Concert: Troubleshooting

- Clicking Rational DOORS Implements Requirement link fails with HTTP 404 error in Rational Team Concert

  Attempts to open IBM Rational DOORS Implements Requirement link in a Work Item view fail with the HTTP 404 error when using IBM Rational Team Concert.

- How to specify file properties when checking in new files with scm command line

  How do you specify the file properties and line delimiter types when share a project or check in new file using "scm" command line in IBM Rational Team Concert (RTC)?

Your support notifications will display in English by default. Update My defaults in My notifications to also include machine translation content based on your IBM profile language setting. (Note: Not all languages are available at this time)

Manage your My notifications subscriptions, or send questions and comments. Subscribe or Unsubscribe | Feedback

To ensure proper delivery please add mynotify@stg.events.ihost.com to your address book. You received this email because you are subscribed to IBM My notifications as: patrickwoconnor@comcast.net

Please do not reply to this message as it is generated by an automated service machine.

© International Business Machines Corporation 2012. All rights reserved.

Actual email message

© 2012 IBM Corporation

IBM Support Portal Tips and Tricks to Remember

- Customize your portal

- **Sign In! You will be remembered!**

- **When searching or navigating, get as close to your answer as possible**
  - **Example:** Don't search for a product technote from the IBM or Software Support homepage
  - Better to search from the IBM Support Portal with that product selected

- **Make sure you have the correct product and page selected** *
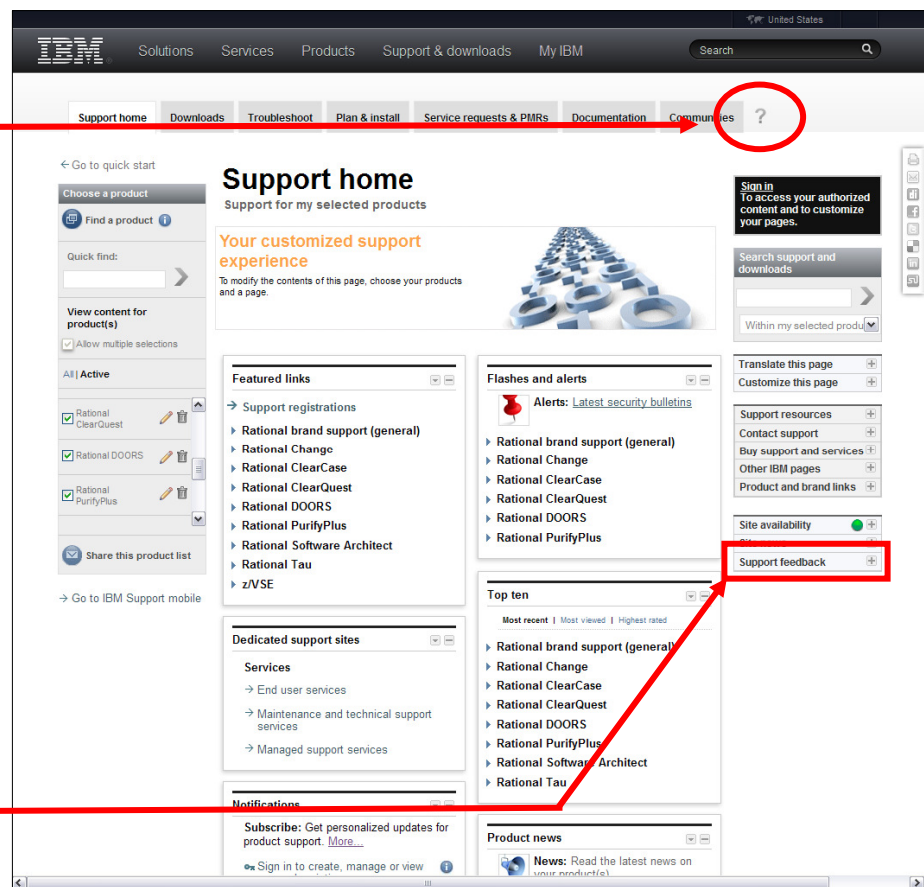 - The IBM Support Portal scopes its searches and navigation based on which page is visible
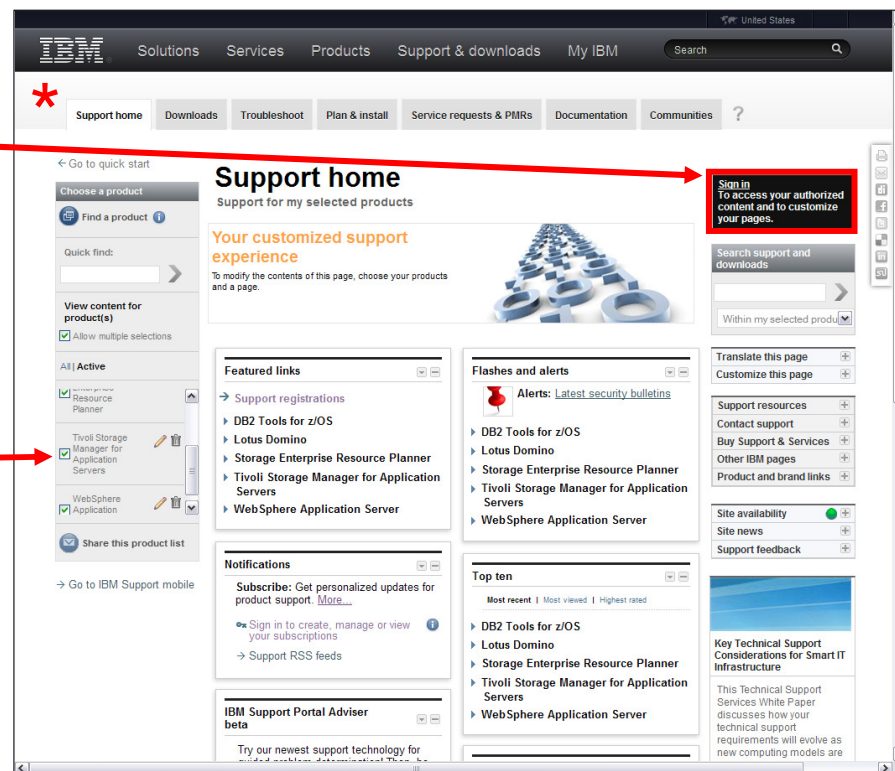
Getting Help with IBM Support Portal

Every page in the IBM Support Portal has a "Question Mark" link

- Info on:
  - Working with products
  - Viewing content
  - Searching content
  - Customizing pages

Don't forget to provide feedback – we need your input to constantly improve this site!

Downloads

■ **2 Main Types of Downloads**

  –**Full Product Downloads:**
Entitled files, found @ IBM's
Passport Advantage

  –**Fixes, Patches, Updates:**
Usually not entitled, found in
Download documents or IBM's
Fix Central
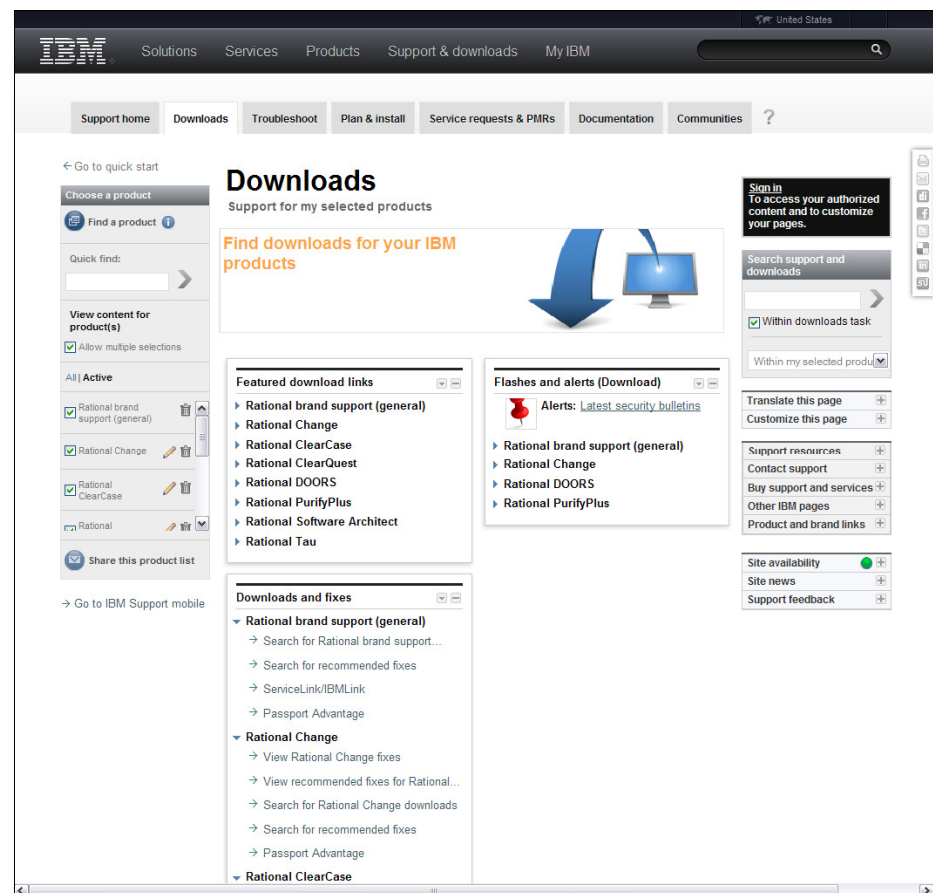
How to find the Downloads Areas

- In the IBM Support Portal, each product has it's own Download section

- From there, you may navigate to the latest Featured downloads and downloads searches for Fixes & Patches

- You may also navigate to Passport Advantage from the right column

Most Rational Products Employ Fix Central

IBM Fix Central provides fixes and updates for your system's software, hardware, and operating system.

- Allows you to narrow your fix searches based on simple switches instead of searching all of a product's fixes

Fix Central direct link:

- http://ibm.com/support/fixcentral/
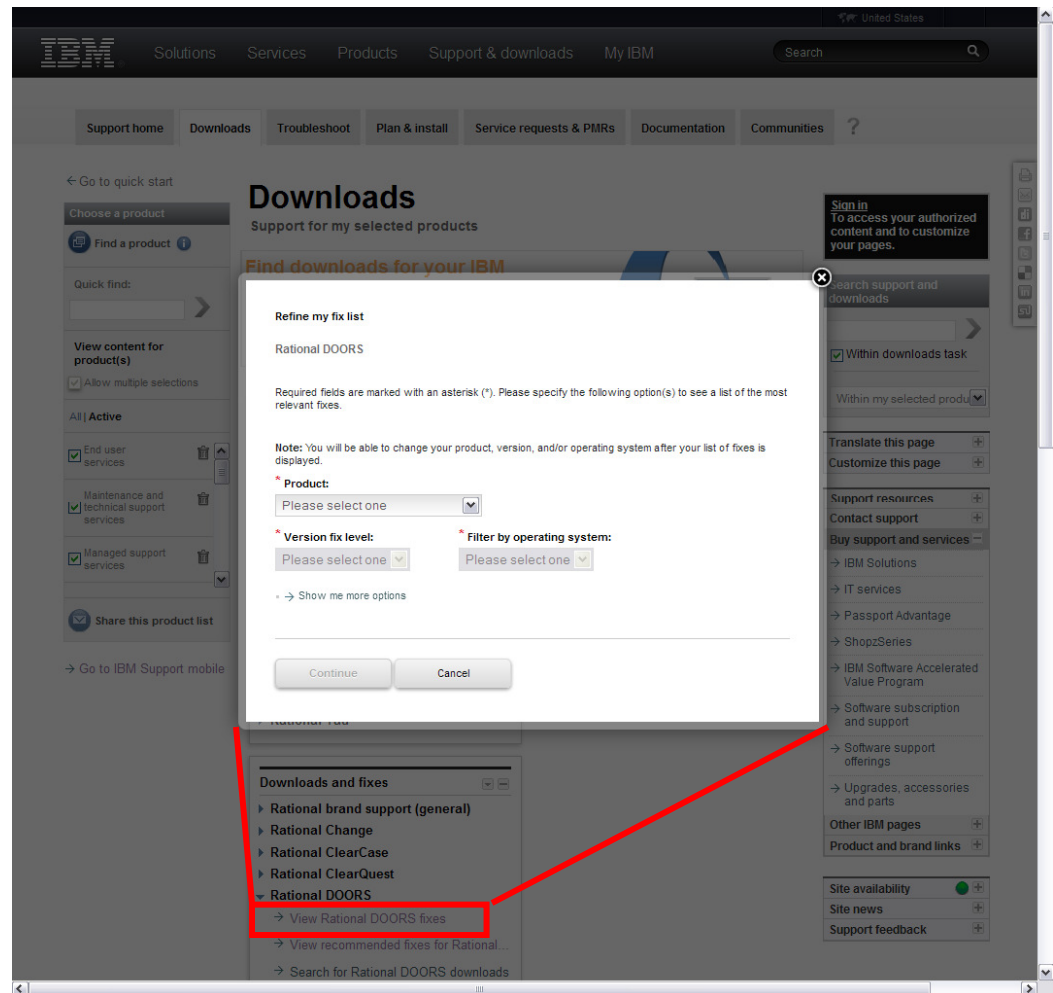
IBM Passport Advantage

Passport Advantage lets you:

- Acquire new IBM software licenses

- Renew Software Subscription and Support and Fixed Term Licenses

- Buy and renew technical support for some Selected Open Source and other non-warranted applications

Passport Advantage direct link:

- http://ibm.com/software/passportadvantage/

Customer sign in and tutorials highlighted

Details on IBM Passport Advantage

Passport Advantage Online Home page after login

- Allow downloading of entitled software (full products)

- Navigation to fixes

- Purchase of licenses and Support contracts

- Account management
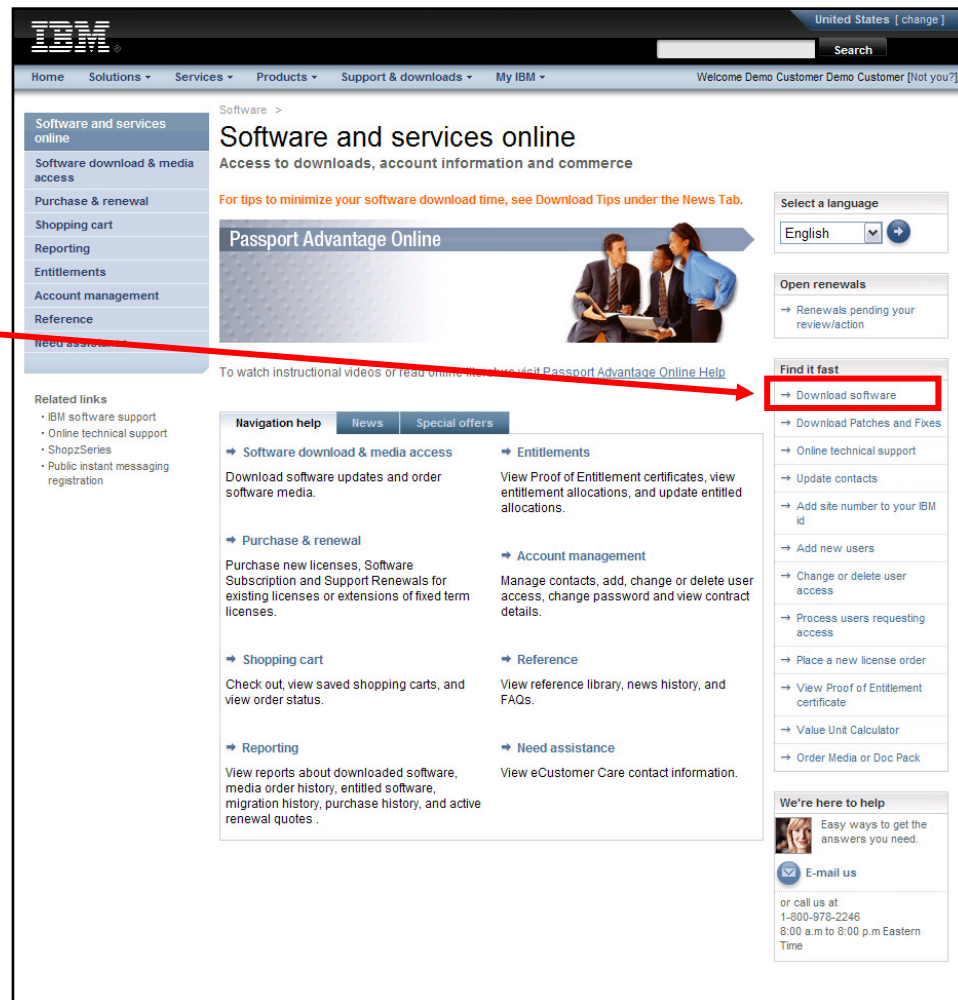
Rational has it's own Licensing Process

- Rational Licensing Home:
  http://ibm.com/software/rational/support/licensing/

- You may also navigate to this page from any Rational Portal Downloads Page

IBM Rational License Key Center

- This is where you actually administer your Rational Licenses

- Found from the Rational Licensing Home:

  http://ibm.com/software/rational/support/licensing/

- To log in, you will need to know the following:
  - IBM Customer #,
  - Site #
  - Original license purchase sales order

- Site also has links for lost passwords, FAQs and general assistance throughout
  - Demo Videos are placed with all major steps

IBM. Rational. software

IBM® Rational® License Key Center
Hosted by Intraware, Inc.

Email address

License Key Center Password

☐ Remember my password until I logout

Forgot your password? | Don't have a password? | Need other assistance?

INSTRUCTIONAL VIDEOS

- **Are you new to Rational?**
  Watch the Rational OnDemand video for an introduction to downloads, license keys, and support (13:24)

- **Activation Kit Video** New
  The new Downloading Activation Kits Video steps you through downloading your activation kit for RTC, RQM, RAD, RSA and other Rational products (9:27)

- **Basic Training Videos**
  Module 1 – What is the Rational License Key Center? (2:35)
  Module 2 – Your Company's Data Structure in IBM (4:22)
  Module 3 – Logging into the License Key Center (8:00)
  Module 4 – Navigating the License Key Center (10:29)
  Module 5 – Moving Your License Keys, Changing Servers or Hardware (5:25)

Notices

- **Getting Started with Licensing and PA Guide**
  The new Getting Started Guide covers the most basic of licensing questions to advanced topics for power users. Our goal is to help you efficiently deploy your Rational tools.

- **Rational Downloads**
  Visit IBM Passport Advantage Online for product downloads and for ordering media.

- **Rational License Servers**
  The license server manages your floating license keys. Visit the TechNote to learn about compatibility and where you can get the server.

This electronic download service is provided on behalf of IBM Rational by a third party vendor through its electronic software delivery service. Under the arrangement between IBM Rational and the third party vendor, in order for us to provide this service, we have passed on to the third party vendor your name, e-mail address, company and company location information. The third party vendor will handle your name, e-mail address, company and company location information in accordance with IBM privacy practices found on www.ibm.com. The third party vendor will not rent, sell or share your e-mail address or any other personal information with any third party or non-affiliated company. Unless required by law, the third party vendor's access to your e-mail address and personal information will be limited to those of the third party vendor's employees that require the information in order to provide the services to you. The third party vendor is registered under the US Department of Commerce "Safe Harbor" scheme which affords their data the same degree of protection it would have under European Data Protection legislation. If you'd like additional information regarding our third party vendor's privacy practices, please click on the link to the third party vendor's privacy policy below.

I accept the terms above upon logging in.

Login

IBM Rational License Key Center

- Once logged in, you can use the left nav to view & return keys, update your account and get help with this process

- Important: there are Demo Videos placed throughout this site – usually highlighted in light blue

How to Reach IBM Rational Client Support

Web

IBM Support Request (SR)

http://ibm.com/support/servicerequest

IBM Support Assistant (ISA)

http://ibm.com/software/support/isa/

Email

sw_support@us.ibm.com, sw_support_emea@nl.ibm.com, sw_support_ap@au1.ibm.com

Email Processing System documentation and features

http://ibm.com/software/rational/support/eps/

Phone

http://ibm.com/planetwide/ (list of global numbers)

How to exchange data with IBM Rational Support

http://ibm.com/support/docview.wss?uid=swg21231556

Assistance for Support Websites – in United States

- **IBM Passport Advantage Support, North America (support for the Full Product Downloads)**
  - Email: paonline@us.ibm.com
  - Within North America, call 800-978-2246
  - For support outside of North America, local phone numbers may be found at:
    - http://ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

- **IBM Service Request (SR) Support**
  - Please visit the SR assistance page:
    - https://www-946.ibm.com/support/servicerequest/help/srHelp.action
  - Service Request help contact form on this page is the way to obtain support assistance for the Service Request tool:
    - http://ibm.com/software/support/help-contactus.html

- **IBM Rational License Management Support**
  - Rational Licensing Home: http://ibm.com/software/rational/support/licensing/
  - On the IBM Rational License Key Center
    - There are help links for lost passwords, FAQs and general assistance throughout this center
  - For direct assistance from the Rational Licensing Team
    - sw_support@us.ibm.com
    - Within North America, call 1-800-IBM-SERV

      http://ibm.com/planetwide/
  - Have your ICN, Site # and details of your licensing issue

- **IBM My Notifications Support**
  - ftp://ftp.software.ibm.com/systems/support/tools/mynotifications/overview.pdf

Helpful Links

IBM Support Portal - http://ibm.com/support/

- Single, unified and centralized view of all technical support tools and information, covering all IBM products

developerWorks - http://ibm.com/developerworks/rational/

- Premier technical community resource for software developers, providing a wide range of tools, code, and education

IBM Education Assistant - http://ibm.com/software/info/education/assistant/

- Multimedia education modules

IBM Software Support Handbook- http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html

- Worldwide numbers, escalation options, support processes

IBM Support Assistant (ISA) - http://ibm.com/software/support/isa/

- Free local software serviceability workbench that helps you resolve questions & problems with IBM software

IBM Passport Advantage - http://ibm.com/software/howtobuy/passportadvantage/

- Acquire new IBM software licenses, renew maintenance, and technical support

Service Request (SR) - http://ibm.com/software/support/probsub.html

- Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year

QUESTIONS

Now or later:

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Communications Strategist
IBM Electronic Support Adoption
Email: patocon@us.ibm.com
Office Phone: +1.978.422.7747
Mobile Phone: +1.978.660.9411
http://ibm.com/electronicsupport/