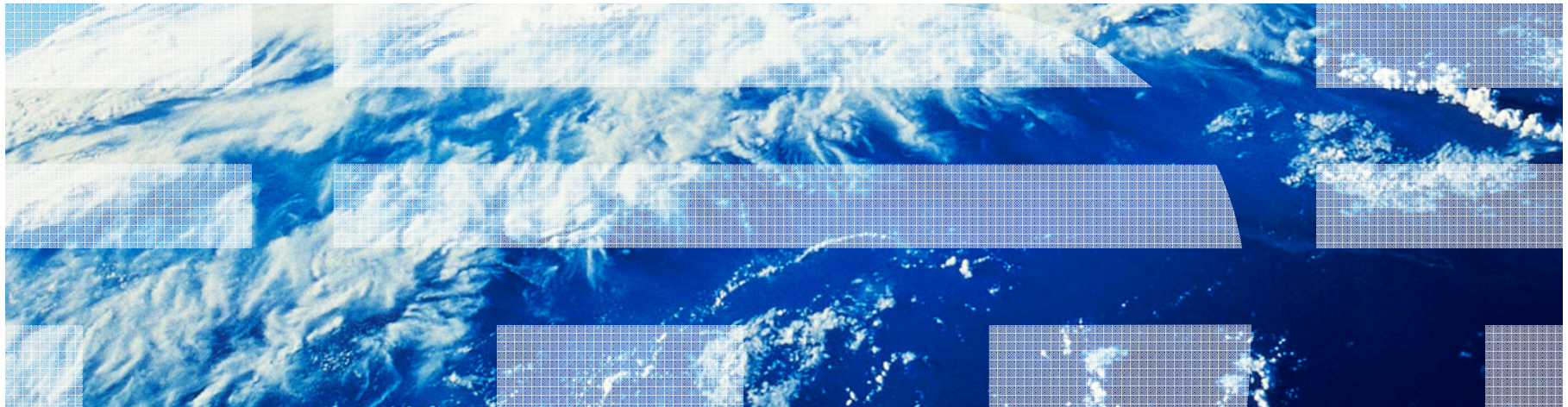


How to use IBM Customer Support Effectively for IBM Green Hat Clients



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/electronicssupport>

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

Global team of 550+ support professionals dedicated to client success



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	<u>Critical business impact</u> 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	<u>Significant business impact</u> 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	<u>Some business impact</u> 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	<u>Minimal business impact</u> 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

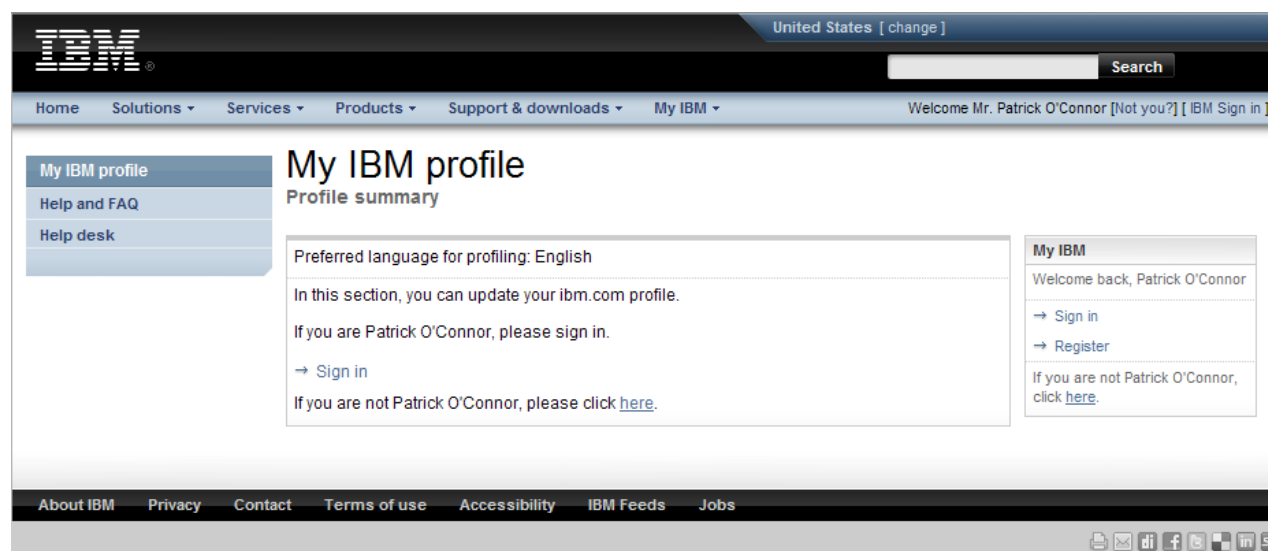
The screenshot shows the IBM eCustomer care contact information page. It features a navigation bar with tabs for Americas, Asia Pacific, Japan, and Europe / Middle East / Africa. The Americas tab is selected, showing contact information for North America and Latin America. Each region includes an email address (paonline@us.ibm.com) and a table of local hours of operation by country.

Country	Phone	Local hours of operation (Business weekday)
North America		
Email: paonline@us.ibm.com Hours of operation: Varies by country		
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		
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

At the bottom of the page, there are links for Terms of use, Privacy, IBM Feeds, and 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 [all IBM Support Portal pages](#)

The screenshot shows the IBM Service Request (SR) tool interface. The top navigation bar includes links for Solutions, Services, Products, Support & downloads, My IBM, and a search bar. The 'Service requests & PMRs' link is circled in red. Below the navigation bar, the page title is 'Service requests & PMRs' with a red asterisk next to it. The main content area is titled 'IBM Service Request for software' and includes options to 'Open a new software service request' and 'View draft service requests'. There is a search section for service requests with fields for Customer number (5365474), Status (Open), and Keyword(s). Below the search section, there is a 'My service requests' section with a filter by products dropdown set to 'All'. A table of 10 items is displayed, showing service request numbers, severity, titles, owners, products, and dates.

Service request number	Sev.	Title	Owner	Product	Date modified
58099 500 000	4	Testing ...	Matthew ...	Rational...	2/16/12
58098 500 000	4	Testing ...	Matthew ...		2/16/12
55268 500 000	4		Matthew ...		10/24/11
49271 500 000	4		Ying Che...		10/24/11
49270 500 000	4		Yinn Che		10/24/11

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

The screenshot shows the IBM Service requests & PMRs web interface. The main content area is titled "Service requests & PMRs" and includes the following sections:

- IBM Service Request for software:**
 - Open a new software service request
 - View draft service requests
- Search for service requests:**
 - Completed fields will be used as filter criteria; blank fields will not be used.
 - Customer number: * 5365474 [United Stat] Status: Open
 - Keyword(s):
 - Service request number:
 - Buttons: Search, Clear search
- My service requests:**
 - Use the filter to display a list of service requests for a selected product.
 - Select the service request number link to view or modify it.
- Filter by products:** All
- 10 items found: displaying all items:**

Service request number	Sev.	Title	Owner	Product	Date modified
58099 500 000	4	Testing ...	Matthew ...	Rational...	2/16/12
58098 500 000	4	Testing ...	Matthew ...		2/16/12
55268 500 000	4		Matthew ...		10/24/11
49271 500 000	4		Ying Che...		10/24/11
49270 500 000	4		Yinn Che		10/24/11

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](#)



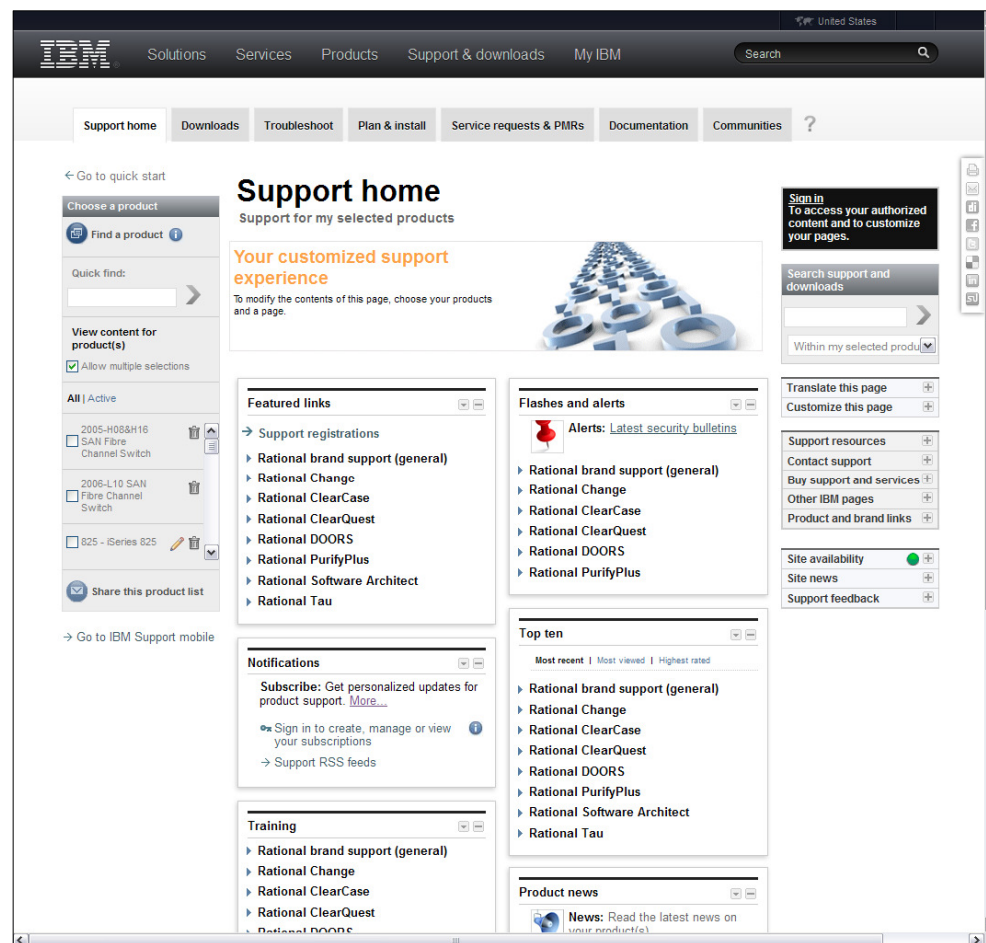
For more information about all of IBM's Electronic Support sites and tools, visit: <http://ibm.com/electronicssupport/>

- 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

The screenshot shows the IBM Support Portal home page. At the top, there is a navigation bar with the IBM logo, 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. A search bar is located on the right. Below the navigation bar, there are tabs for 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', 'Documentation', and 'Communities'. The main content area is titled 'Support home' and includes a 'Choose a product' section with a search box and a 'Quick find' box. There are several portlets: 'Featured links' with a list of support topics, 'Flashes and alerts' with a security bulletin, 'Top ten' with a list of popular support topics, and 'Notifications' with a subscription option. On the right side, there are utility portlets for search, translation, bookmarks, and site availability.

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

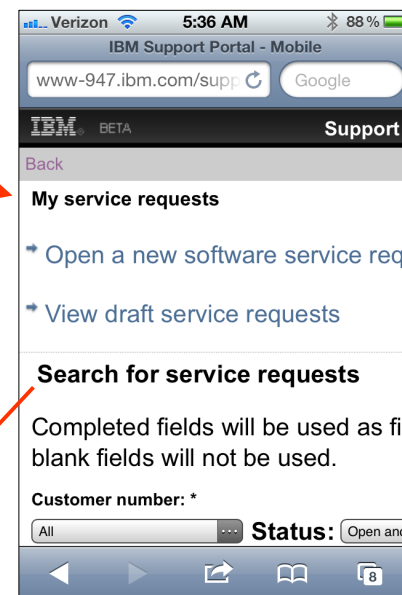
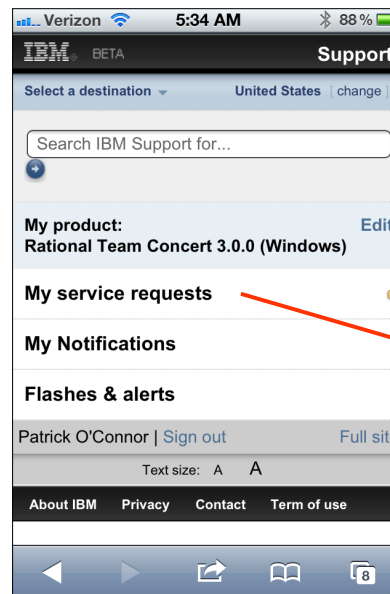
New Most recent & Most viewed content

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

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

The screenshot shows the IBM Support Portal search results for the keyword "error". The page includes a navigation bar with "Solutions", "Services", "Products", "Support & downloads", and "My IBM". A search bar at the top right contains the text "error". Below the search bar, there are filters for "Filter results to all support content or to one or more products from your product list", with options for "All support and downloads" and "Within my active products". A list of products is shown with checkboxes, including "DB2 Tools for z/OS (10907)", "Lotus Domino (6706)", "Rational ClearCase (36)", "Version 8.0.0", "Windows 7", and "Rational Team Concert (595)". There are also sections for "Current selections", "Refine search", and "Task" with checkboxes for "Install (320)", "Plan (195)", "Troubleshoot (15,457)", "Unspecified (851)", and "Use (1,792)". The search results are sorted by "Relevance" and show "1-20 of 18,225 results". The first result is "IMS Enterprise Suite V2.1 - SOAP Gateway - Diagnosing Installation Verification Program errors" dated May 11, 2012. The second result is "IMS Enterprise Suite V1.1 - SOAP Gateway - CWWSS messages for WS-Security related errors" dated May 11, 2012. The third result is "IMS Enterprise Suite V1.1 - SOAP Gateway - Diagnosing runtime errors" dated May 11, 2012.

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 Adviser, the client's SPA search history is attached to the service request record.

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

The screenshot displays the IBM Support Portal Adviser interface. At the top, there is a navigation bar with the IBM logo and links for Solutions, Services, Products, Support & downloads, and My IBM. A search bar is also present. The main content area is titled "IBM Support Portal Adviser" and includes a message: "Please review the summary below and click 'Continue' if everything is accurate." Below this, there is a section for "View / modify my query" with a text input field containing "rational repro". The system has interpreted the query as "rational Rational Team Concert 3.0.1 Windows install system hangs". The user can select the type of query (Problem incident or How-to question) and the category (Software/Firmware-related or Hardware-related). The interface also shows the user's interpretation of the query, listing the IBM product (Rational Team Concert 3.0.1 on Windows), IT component (N/A), Activity (install), and Situation (system hangs). A "Continue" button is visible at the bottom of the main content area. On the right side, there is a circular progress indicator showing the status of the query (N/A IT component, Activity, IBM product, Situation) and a sidebar with links to "IBM Support Portal Adviser overview" and "Support feedback".

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/>

The screenshot displays the IBM RFE Community website. At the top, there's a navigation bar with the 'developerWorks' logo and links for 'Technical topics', 'Evaluation software', 'Community', and 'Events'. A search bar is also present. The main heading is 'IBM RFE Community', accompanied by a photo of a man with his hands behind his head. Below this, a welcome message states: 'Welcome Request for Enhancement (RFE) Community users! Here you have an opportunity to collaborate directly with the IBM product development teams and other product users.' Navigation links include 'Search for RFEs', 'Submit RFEs', and 'Track your RFEs'. The page is divided into several sections: 'RFE activities for all brands' with search and submit options; 'Browse RFEs' with filters for watched, voted, submitted, planned, and delivered RFEs; 'My stuff' for user preferences; 'My watchlist' for tracking RFEs; 'Groups' for community interaction; and 'Help' for user guides. A right-hand sidebar features a 'Spotlight' section, 'Brands' (All brands, Information Management, Rational, Tools, WebSphere), 'Latest RFE submitted' (IBM Business Process Manager), and a 'Consumability survey'.

IBM My Notifications

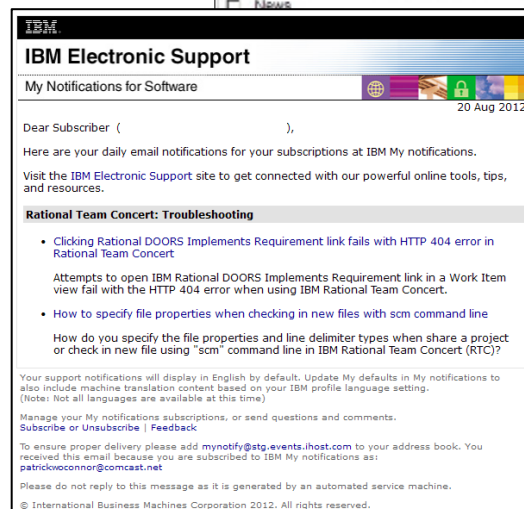
Subscribe to My Notifications support content updates

- 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

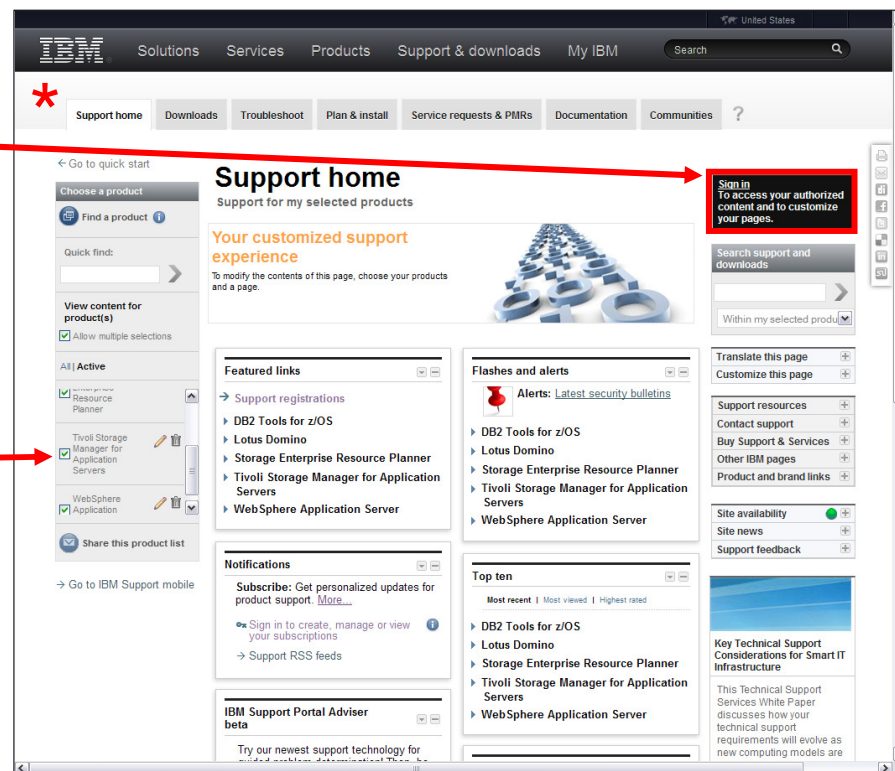
<http://ibm.com/software/support/einfo.html>



Actual email message

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

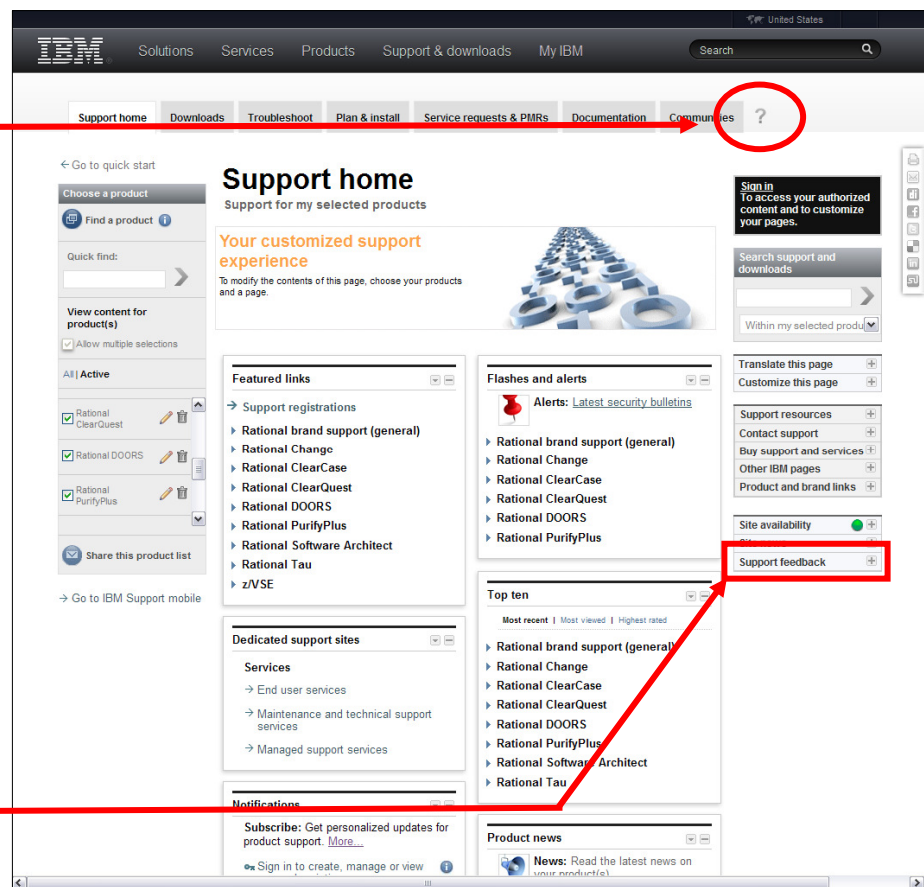


Getting Help with IBM Support Portal

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!

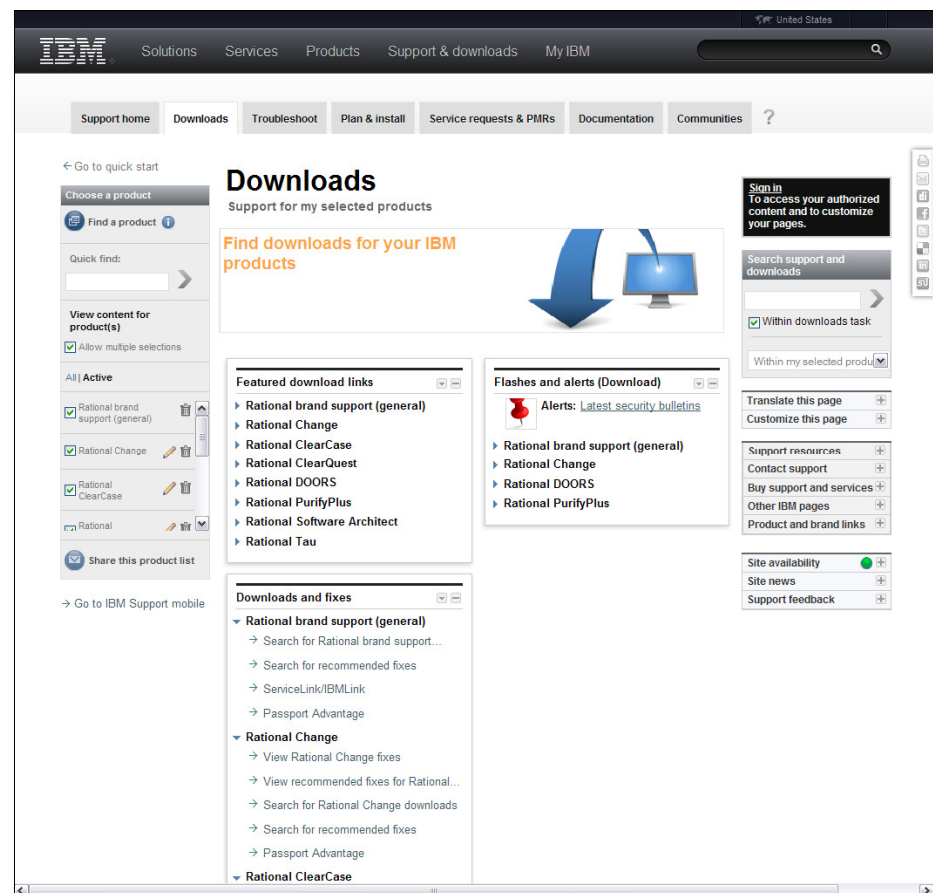


Downloads

- 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 its 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

The screenshot shows the IBM Support Portal 'Downloads' page. The page layout includes a top navigation bar with 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. Below this is a secondary navigation bar with 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', 'Documentation', and 'Communities'. The main content area is titled 'Downloads' and 'Support for my selected products'. It features a 'Featured download links' section with a list of products including Rational brand support, Rational Change, Rational ClearCase, Rational ClearQuest, Rational DOORS, Rational PurifyPlus, Rational Software Architect, and Rational Tau. A 'Downloads and fixes' section is also visible. On the right side, there is a 'Flashes and alerts (Download)' section with a red pin icon and the text 'Alerts: Latest security bulletins'. Below this is a 'Passport Advantage' link highlighted with a red box. Other links in the right column include 'ShopzSeries', 'IBM Software Accelerated Value Program', 'Software subscription and support', 'Software support offerings', 'Upgrades, accessories and parts', 'Other IBM pages', 'Product and brand links', 'Site availability', 'Site news', and 'Support feedback'. A 'Sign in' button is located at the top right of the main content area. Red arrows from the text on the left point to the 'Featured download links' section, the 'Passport Advantage' link, and the 'Downloads and fixes' section.

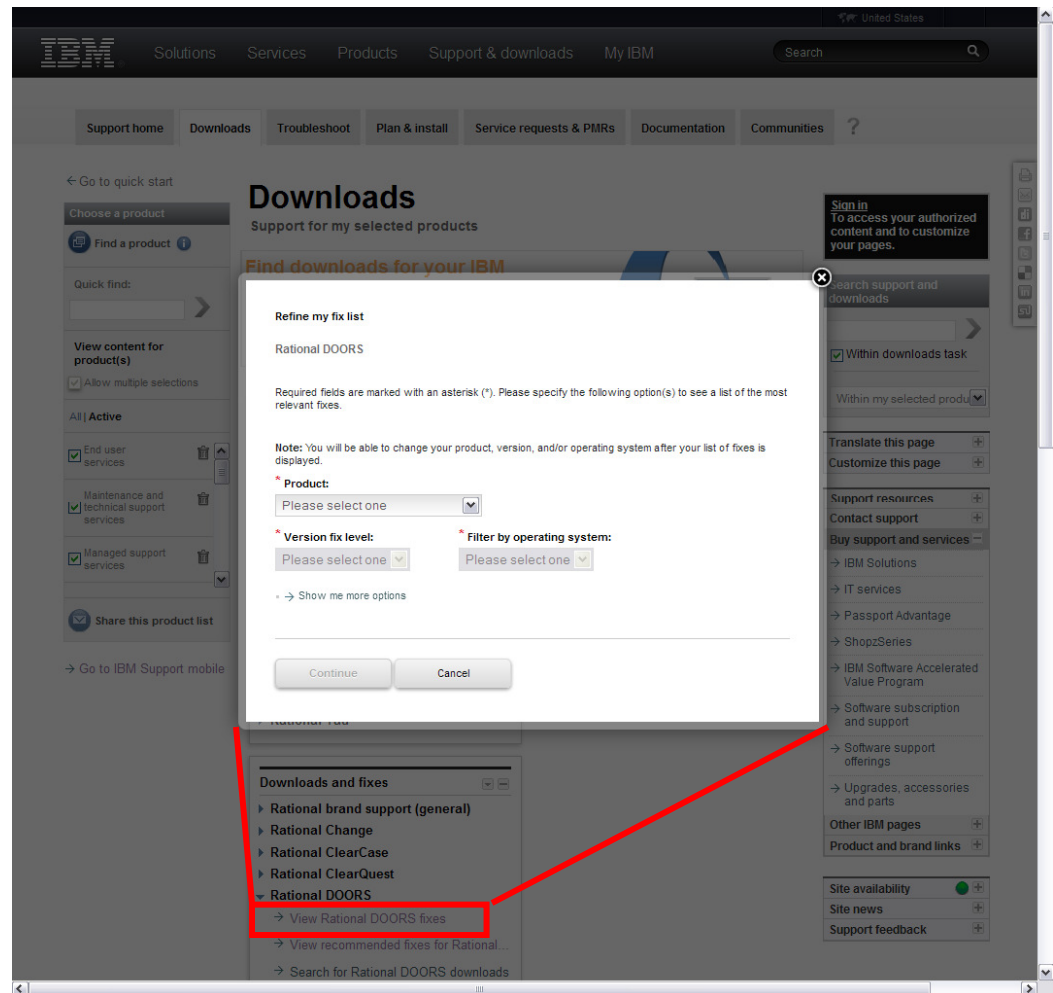
Most Rational Products Employ Fix Central

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/>

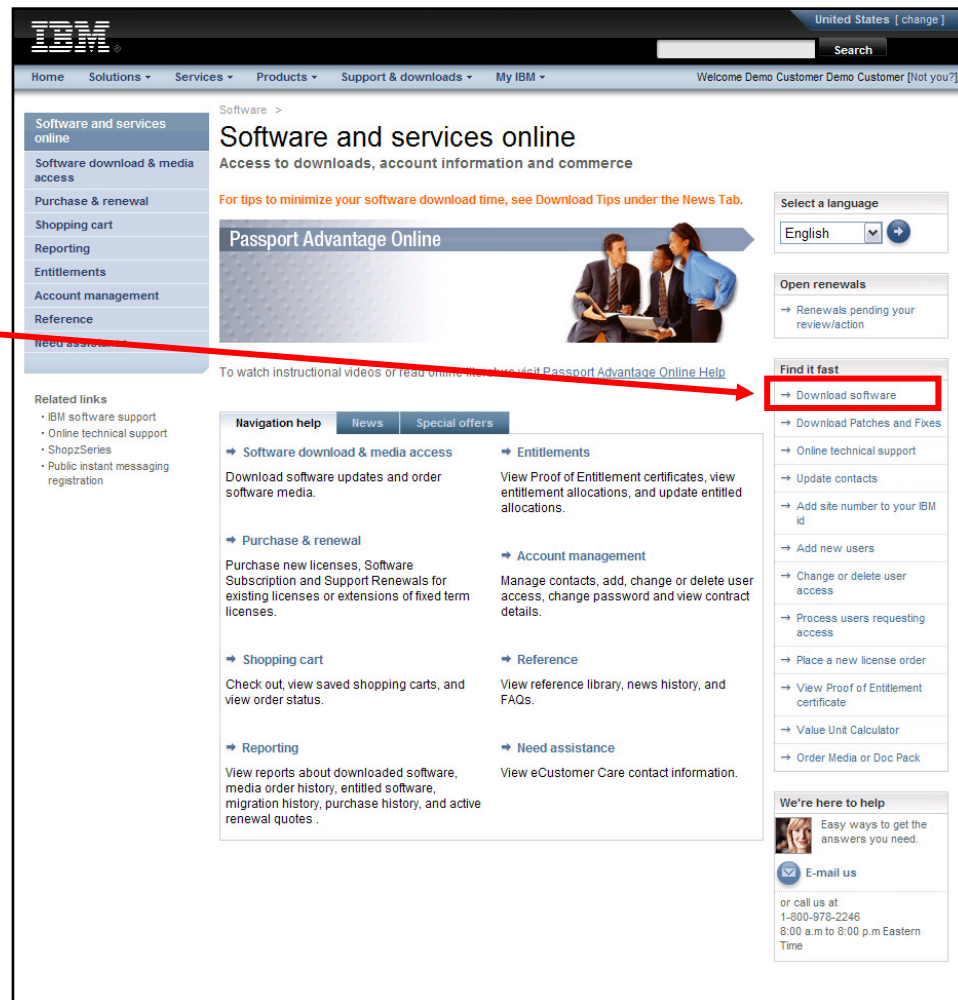
Customer sign in and tutorials highlighted

The screenshot shows the IBM Passport Advantage website interface. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar and a 'Country/region' selector are also present. The main content area is titled 'IBM Passport Advantage Program overview'. On the left, there is a sidebar with a 'Software' menu and 'Communities' links. The main content includes a 'Program overview' section with a description of the program, a 'Features and Benefits' list, and a 'Learn more' section. A red box highlights the 'Customer sign in' link in the 'Fast access' sidebar, and another red box highlights the 'Learn more' section, which contains links to tutorials and brochures. A red arrow points from the text 'Customer sign in and tutorials highlighted' to the 'Learn more' section.

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

Featured download links

- ▶ Rational Change
- ▼ Rational DOORS
 - For Full Product Downloads, visit IBM Passport...
 - Rational licensing
 - Rational downloads & upgrades FAQ
 - View all download links
- ▶ Rational Rhapsody Product line
- ▶ Rational Synergy
- ▶ Rational Team Concert

IBM Rational support Licensing

Most IBM Rational software products require specific license keys in order to use them. The instructions below will guide you to the IBM Rational License Key Center, and the on-line service for generating and managing your license keys.

Getting License Keys, Downloads and Media.

HOW TO GET..	Action
License keys and activation kits	Log into the Rational License Key Center to get your license keys and activation kits for your software purchase or for your product evaluation.
Downloads after your purchase	Log into the IBM Software and Services site to download the product after your purchase. The login process will require your order information found on your IBM Proof of Entitlement certificate sent to your company after your purchase.
Fixes and patches	Go here for guidance on how to get fixes, patches and service releases
Physical Media	Passport Advantage customers may obtain media from their Passport Advantage site . Customers who purchased their software outside of the Passport Advantage program should contact their IBM Rational Sales team to request media.

Licensing self-help

* The icon indicates that the download is in .PDF Format.

IBM Rational Getting Started Guide
 Reference this document for instructions on accessing your Passport Advantage account and the Rational License Key Center.

- [Getting Started Guide - English](#)

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.

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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

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Join new account

Preferences
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Product preferences

Getting help
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WATCH THE INSTRUCTIONAL VIDEOS

- ACTIVATION KITS - Downloading activation kits (9:27) *New*
- THE BASICS - How to use the License Key Center (10:29)
- MOVING KEYS - Changing servers or hardware (5:25)
- TELELOGIC - How date-based licensing works (8:52)
- TELELOGIC - Demonstration on how to upgrade keys after support renewal (6:47)

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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>
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 - 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](tel: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

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