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ESR Overview

Electronic Service Request (ESR) is IBM's electronic problem submission tool to be used by software customers with an active support contract. Use ESR to create PMRs (Problem Management Records) to report issues you are having while installing or using IBM software. After submitting the PMR, an IBM representative will review it then work with the you to resolve the issues.

With ESR, you can:

- Submit and manage Problem Management Records (PMRs) on demand: 24 hours a day, seven days a week, 365 days a year.
- Describe your software problem and environment in your own words.
- Monitor and update all open PMRs relative to a given IBM customer number regardless of whether the PMRs were opened by phone or by the ESR tool.
- Receive notification via e-mail when an update has been made to your PMR.
- View closed PMRs.
- Create custom reports in spreadsheet format and download them.
- Manage your ESR Authorized Caller/User lists (only available to Primary Site Technical Contacts (PSTCs) and Secondary Site Technical Contacts (SSTCs).
- Update your ESR profile, including your name, e-mail, phone numbers, time zone, e-mail notification preferences, and the language for the e-mail notification.
- Attach files to your PMR.

IMPORTANT: The browsers listed below support ESR. In addition, JavaScript must be enabled in the browser and the browser must be set to accept cookies.

- Netscape 7 and above
- Mozilla 1.4 and above
- Internet Explorer 6 and above

Anyone using a lower level version of the browsers has limited functionality. If you are using an earlier or unknown browser/version, after you sign in, you will be taken to a previous version of ESR that will allow you to create and update PMRs, as well as run reports. Updating to a supported browser will allow you to use the latest version of ESR that has many new and enhanced features.



ESR Help

<http://www.ibm.com/software/support/help.html>

Access ESR's on line help 24 hours a day to learn more about ESR and to view the ESR Help Desk e-mail address and phone numbers. These pages can also be accessed from the ESR help link located from the left side of all of ESR's pages.

The screenshot shows the IBM Software support page for Electronic Service Request (ESR) help. The page has a left sidebar with navigation links: Software, Trials and betas, Support, and Training and certification. The main content area is titled 'Software support' and 'Electronic Service Request (ESR) help'. It includes a breadcrumb trail 'Software > Support > Assistance >' and a 'Sign in | Register' link. The main content area has a tabbed interface with 'Overview' selected, and other tabs for 'How to use ESR', 'FAQs', 'Glossary', and 'Contact us'. The 'Overview' tab contains a list of links for various ESR topics, including 'Accessing ESR', 'Managing My profile for ESR', 'Opening a new problem report', 'Registration', 'Browser requirements', 'Languages for e-mail', and 'Languages for user interface'. A callout bubble points to the 'Accessing ESR' link, stating 'Detailed instructions of how to use ESR's features'. Another callout bubble points to the 'How to use ESR' tab, stating 'Write or call the ESR Help Desk to receive assistance on using ESR'. A third callout bubble points to the 'Support' link in the sidebar, stating 'Select a topic to view the information'. A fourth callout bubble points to the 'ESR sign in' link in the right sidebar, stating 'Log into ESR'. A fifth callout bubble points to the 'Site tours' link in the right sidebar, stating 'Visit our site tours to be taken through all of ESR's pages and be shown the functions of each'. The right sidebar also contains links for 'My support', 'Related information', 'ESR Customer Service', 'Support feedback', and 'Translate my page'.

Software > Support > Assistance >

Software support

Electronic Service Request (ESR) help

[Overview](#) | [How to use ESR](#) | [FAQs](#) | [Glossary](#) | [Contact us](#)

View the definitions for the terms below:

- Accessing ESR
- Administering Authorized Callers/Users
- Attaching files
- Browser requirements
- Languages for e-mail
- Languages for user interface
- Managing My profile for ESR
- Opening a new problem report
- Registration
- Support

This section describes how to use ESR (ESR) and how to use its features.

Accessing ESR

After you have determined that you:

- have a valid software support contract in place,
- are registered with IBM, and
- are listed as an [Authorized Caller/User](#) in ESR,

you may access ESR by following these steps:

First time user of ESR:

1. Using the ESR welcome email you received notifying you that you are an Authorized Caller, select the URL in that email to be taken into the ESR site.

After you have accessed ESR the first time using the URL in the ESR welcome email, you can access ESR any time using the following steps:

[Sign in](#) | [Register](#)

[My support](#), for fast access to your favorite features

[Related information](#)

- [ESR sign in](#)
- [ESR Customer Service](#)
- [Site tours](#)

[Support feedback](#)

- [Help us improve online software support](#)

[Translate my page](#)

Select a language

[Translate](#)

Detailed instructions of how to use ESR's features

Log into ESR

Write or call the ESR Help Desk to receive assistance on using ESR

Select a topic to view the information

Visit our site tours to be taken through all of ESR's pages and be shown the functions of each



ESR Registration and Access for Passport Advantage

Before you can access ESR, you must:

- 1. Have a valid software support contract in place.**
- 2. Have an IBM ID. If you already have one, proceed to the next step. Otherwise, register yourself using the IBM Common Registration Process to obtain your IBM ID. After registering with IBM, give this IBM ID to your PSTC or SSTC. Please use your e-mail address as your IBM ID.**
- 3. The PSTC or SSTC must add you as an Authorized Caller/User in ESR under their contract number. When adding the Authorized Caller/User, only a valid IBM ID (which is to be obtained in Step two above) will be required.**
- 4. After the PSTC or SSTC adds you as an Authorized Caller/User to ESR, you will receive a welcome letter that contains a URL to take you to ESR.**
- 5. Select the URL in the ESR welcome e-mail you received notifying you that you are an Authorized Caller for ESR. If you have already authenticated, you will be taken directly into ESR. If you have not already authenticated, you will be directed to the login page where you will login in using your IBM ID and password.**

After you have accessed ESR the first time using the URL in the ESR welcome e-mail, you can access ESR any time using the following steps:

- Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.**
- Click the Submit/track problems tab.**
- Click ESR.**
- Enter your IBM ID and password; if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password**



ESR Access for Passport Advantage

Once you have determined that you have a valid software support contract in place, are registered with IBM and listed as an Authorized Caller/User in ESR, select the URL in the ESR welcome e-mail you received notifying you that you are an Authorized Caller for ESR. If you have already authenticated, you will be taken directly into ESR. If you have not already authenticated, you will be directed to the login page where you will login in using your IBM ID and password.

After you have accessed ESR the first time using the URL in the ESR welcome e-mail, you can access ESR any time using the following steps:

- Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
- Click the Submit/track problems tab.
- Click ESR.
- Enter your IBM ID and password; if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password.



Caller Self-Nomination

When you attempt to access ESR but are not entitled, you will be redirected to the "Caller self-nomination" page where you will be able to nominate yourself to be added as an Authorized Caller/User to a customer number. The PSTC is notified via e-mail and can choose to approve or deny the nomination. You will also be able to access this form if you are listed as an Authorized Caller/User on one customer number but want to be added to another. It is linked from the My Profile page. This allows you to be added to a customer number in a more timely manner.

Caller Self-Nomination

To nominate yourself for access to use ESR, please enter the IBM customer number and select the country name for your support contract. You will be nominated for ESR access to all contracts that match the information provided. Before you can gain access to the support contracts, the Site Technical Contact (STC) for the contracts must approve your request.

If you wish, you may limit the nomination requests to contracts that have a certain company name or STC.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

*** IBM customer number**

*** Select a country**

Company name

STC's first name

STC's last name

STC's e-mail address

[View pending nominations](#)

Callouts:

- The IBM customer number and country fields are required.
- STC info is not required but helpful in finding the STC
- View your pending nominations



ESR's home page – No draft or recent PMRs

After logging into ESR, you will be taken to ESR's Home page. This is what you will see if you do not have any draft or recently submitted PMRs. The left navigator is used throughout ESR and will enable you to move easily through the tool.

The screenshot displays the IBM Electronic Service Request (ESR) home page. On the left is a vertical navigation menu with the following items: "Software support", "Electronic Service Request", "Open a new problem report", "Search problem report", "Site technical contact administration", "My profile for Electronic Service Request", and "Related Links" (which includes "Passport Advantage Online" and "ESR help"). The main content area is titled "Electronic Service Request" and contains a greeting: "Hello, IBM Customer ('IBM Customer' will be your name)". Below the greeting is a link "Open a new problem report" with a circular icon containing a right-pointing arrow. Further down is a section titled "Find any problem report" with a sub-header "Search by report number". This section includes a text input field labeled "Enter a report number" followed by three small square boxes and a "Go" button. Below this is another section titled "Search problem reports under your customer number" with a text input field labeled "Enter Keywords" and a "Go" button. Three yellow callout bubbles are present: one on the left pointing to the "Open a new problem report" link with the text "Access ESR help and Passport Advantage Online"; one on the right pointing to the "Open a new problem report" link with the text "Open a new PMR"; and one on the right pointing to the "Search problem reports under your customer number" section with the text "Search PMRs submitted thru ESR and by phone".

Software support

Electronic Service Request

Open a new problem report

Search problem report

Site technical contact administration

My profile for Electronic Service Request

Related Links

- Passport Advantage Online
- ESR help

Electronic Service Request

Hello, IBM Customer ("IBM Customer" will be your name)

→ Open a new problem report

Find any problem report

Search by report number

Enter a report number Go

Search problem reports under your customer number

Enter Keywords Go

Open a new PMR

Access ESR help and Passport Advantage Online

Search PMRs submitted thru ESR and by phone

ESR's home page – Draft and recent PMRs

The screenshot shows the IBM Electronic Service Request (ESR) home page. The page is titled "Electronic Service Request" and includes a sidebar with navigation links, a main content area with a greeting and a table of unfinished reports, and a section for recently submitted reports. Callouts provide detailed explanations of key features.

Software support >

Electronic Service Request

Open a new problem report

Search problem reports

Site technical contact administration

My profile for Electronic Service Request

Related Links

- Passport Advantage
- ESR Help

Hello, ESR Customer

My unfinished report(s)

Short Description	Created	Expires
Draft PMR	Dec 1, 2004	Dec 6, 2004

Work with problem reports submitted online

My reports recently submitted online

Report #	Sev	Short Description	Last Updated	Submitted	Status
23305 514 000	4	Test only disregar	Oct 14, 2004	Sep 28, 2004	Closed
23292 514 000	4	ESR: test: - d sregar	Aug 22, 2004	Jul 31, 2004	Closed

Search problem reports submitted online

Enter Keywords **Go**

Find any problem report

Search by report number

Enter a report number **Go**

Search problem reports under a customer number

Enter Keywords

Select one of your customer numbers **Go**

Callouts:

- Open a new PMR**: Points to the "Open a new problem report" link in the sidebar.
- View last 4 PMRs that were submitted thru ESR**: Points to the "My reports recently submitted online" section.
- Search PMRs submitted thru ESR. This search will return results quicker because it only searches on PMRs submitted thru ESR**: Points to the "Search problem reports submitted online" section.
- View unfinished/draft PMRs that were submitted thru ESR**: Points to the "My unfinished report(s)" table.
- The Short Description displays the text you entered into that field. If you did not enter anything, nothing will be displayed.**: Points to the "Short Description" column in the "My reports recently submitted online" table.
- Search all PMRs submitted thru ESR and by phone by PMR number, keyword or customer number**: Points to the "Search problem reports under a customer number" section.

My profile for Electronic Service Request

To update your name, telephone numbers, e-mail address, e-mail notification preferences, including the language you would like to receive ESR e-mails, select My profile for Electronic Service Request from the left side of any ESR page.

Software support > My profile for Electronic Service Request

The information on this page is optional and will be used only within the problem management system.

First name: ESR
Last name: Customer

Telephone: 111-111-1111
Alternate telephone:
Pager:
Email: ESR@customer.ibm.com
Alternate email:
Time zone: Universal Time Coordinated (UTC)
Language: English (United States)

Preferred contact method:
☐
☐
☐
☐
☐

Contract essentials:
 0000107507
 Passport Advantage Express
[Request additional contracts](#)

PMR notification preferences

Severity	Notify every update	Notify on closure
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Caller notification preferences

Notify on caller change: ☒

My primary product/component list

Product - Component	Delete
Communications Server - WHIS Internet (Conu) 500 - Comm Server AIX 610	<input type="checkbox"/>

[Submit](#) [Back](#)

Update first and last names, phone numbers, e-mail and preferred contact method

Select the language you want to receive ESR e-mails.

Note: If you want to view ESR in one of the supported languages, you will need to change your browser settings.

Remove products and components from Primary list

Request to be added to additional contracts

Set Caller/User notification preferences

Press Submit to save your changes

Open a new problem report – select a product/component

After selecting “Open a new problem report” from the left side of any ESR page, you will be taken to page below. You need to select a product, a component then a contract, if applicable, prior to completing your problem report. This page shows what you will see if products and components have been saved to your primary list. If you have not saved at least one product and component, the drop down selection list will say “No products/components/contracts in my primary list”.

Software support >

Open a new problem report

My primary product/component list

Your primary product/component list contains the products you want to see on this page for easy selection. Every time you find a product using product search, you are given the opportunity to add that product to your primary product/component list.

Select a product:
Communications Server ▼

Select a component for that product:
WHIS Internet (ConU) 500 - Comm Server AIX 610 ▼

Select a contract:
Passport Advantage Express - Passport Advantage Express (7777777/000) ▼ **Go**

Search my products

Select a Contract (optional)

and/or

Enter Keywords
_____ **Go**

Contract essentials

- 0000107907
- Passport Advantage Express

View Contract Essentials:

- Contract number
- Title
- Description
- Customer number
- Country
- Primary Site Technical Contact

Create your own primary list of products and components.

If there are no products, components or contracts ...

... you must search for the product you want to report on

You can search for a product by a Contract, keywords or both.

Search problem reports

To view, update or run reports on PMRs, select Search problem reports from the left side of any ESR page.

The screenshot shows the 'Search problem reports' page under the 'Software support' header. A left sidebar contains navigation links: 'Software support', 'Electronic Service Request', 'Open a new problem report', 'Search problem reports', 'Site technical contact administration', and 'My profile for Electronic Service Request'. The main content area has three search sections: 'Search problem reports submitted online' with a 'Enter Keywords' field and a 'Go' button; 'Find any problem report' with a 'Search by report number' section containing three input boxes and a 'Go' button; and 'Search problem reports under a customer number' with a 'Enter Keywords' field and a 'Select one of your customer numbers' dropdown menu showing '0998326 649' and a 'Go' button. Two yellow callout bubbles are present: one pointing to 'Search problem reports' in the sidebar with the text 'Search PMRs submitted thru ESR', and another pointing to the 'Search by report number' section with the text 'Search all ESR and phone PMRs by PMR number, keyword or customer number'.

Software support >

Search problem reports

Search problem reports submitted online

Enter Keywords **Go**

Find any problem report

Search by report number

Enter a report number **Go**

Search problem reports under a customer number

Enter Keywords

Select one of your customer numbers **Go**

Search PMRs submitted thru ESR

Search all ESR and phone PMRs by PMR number, keyword or customer number

Search problem reports - Reporting

After selecting search criteria from the Search problem reports main page, you are taken to the Search Results page where you can view or update a PMR, as well as run, print, customize and download reports for PMRs created thru ESR and by phone.

The screenshot shows the 'Search Results' page with the following callouts:

- Refine search:** Points to the 'Filter list content' section.
- Show your reports submitted thru ESR:** Points to the 'Show all reports for a customer number' option.
- Show reports submitted thru the phone and ESR:** Points to the 'Show open and closed reports' option.
- Download report:** Points to the 'Printable report' link.
- Click on column headings to sort:** Points to the 'Submitted' column header.
- 20 PMRs at a time, click "Next" to view more:** Points to the 'Next' link above the report list.

Search Results

Filter list content

- ☐ Show my reports submitted online only
- ☒ Show all reports for a customer number: 7777777 000
- ☒ Show open and closed reports
- ☐ Show open reports only
- ☐ Show closed reports only

November 2004

Enter more keywords to refine your search

Customize list further | Update list below

Start a new search | Spreadsheet-friendly format | Printable report

Search Results

To sort by an attribute, click on its column header. Click again to reverse the sort order.

1 - 20 of 59 reports [Next>](#)

Report #	Sev	Submitted ↑	Short Description	Status
23351 514 000	4	Nov 26, 2004		Closed
23350 514 000	3	Nov 25, 2004		Open
23349 514 000	4	Nov 22, 2004	Test Only	Closed
23348 514 000	4	Nov 22, 2004		Open
23346 514 000	1	Nov 19, 2004	German test, please	Closed
23347 514 000	4	Nov 19, 2004	Another Japanese Test	Closed
23345 514 000	4	Nov 19, 2004	Japanese Test, Please	Closed

Search problem reports - Reporting

Customize reports by selecting **Customize list further**. View or update a PMR by selecting the PMR number.

Search Results

Filter list content

☐ Show my reports submitted online only ☒ Show open and closed reports

☒ Show all reports for a customer number 7777777 000

Enter more keywords to refine your search

[Customize list further](#)

[Start a new search](#) [Spreadsheet-friendly format](#) [Printable report](#)

Search Results

To sort by an attribute, click on its column header. Click again to reverse the sort order.

1 - 20 of 59 reports [Next>](#)

Report #	Sev	Submitted ↑	Short Description	Status
23351 5:4 000	4	Nov 26, 2004		Closed
23350 5:4 000	3	Nov 25, 2004		Open
23349 5:4 000	4	Nov 22, 2004	Test On y	Closed
23348 5:4 000	4	Nov 22, 2004		Open
23346 5:4 000	4	Nov 19, 2004	German test, please	Closed
23347 5:4 000	4	Nov 19, 2004	Another Japanese Tes	Closed
23345 5:4 000	4	Nov 19, 2004	Japanese Test, Pleas	Closed

ESR - Customize problem list

Use the dropdown menus to assign information items to columns and to add or remove columns

Columns	Information items	Sort on
1	Problem number	Date submitted
2	Severity	
3	Date submitted	<input type="radio"/> Values increase
4	Short description	<input checked="" type="radio"/> Values decrease
5	Status	
6	Contact name	
7	Customer number	
8	Date modified	

[Update list](#) [Cancel](#)

[Terms of use](#) [Privacy](#) [Close \[X\]](#)

Site technical contact administration

To add or manage Authorized Callers/Users, the Primary Site Technical Contact (PSTC) or Secondary Site Technical Contact (SSTC) is to select Site technical contact administration from the left side of any ESR page. This link will not be visible if you are not a PSTC or SSTC. The PSTC or SSTC will first be required to enter a contract number before being shown the Authorized Caller's/Users list for their contract.

The screenshot shows the 'Site technical contact administration' page. On the left is a navigation menu with the following items: 'Software support', 'Electronic Service Request', 'Open a new problem report', 'Search problem reports', 'Site technical contact administration' (highlighted), and 'My profile for Electronic Service Request'. The main content area is titled 'Site technical contact administration' and includes a 'Hello,' greeting. Below this is a 'Select a contract' section with a dropdown menu showing '0000012095 - Passport Advantage' and a 'Display caller list' button. To the right is a 'Contract Essentials' section listing three contracts: '0000012095', 'Passport Advantage Express', and '0000123943'. Three yellow callout bubbles provide additional information: the first points to the 'Site technical contact administration' link in the menu, stating it is only visible for PSTC or SSTC users; the second points to the 'Display caller list' button, stating that users must first select a contract; the third points to the 'Contract Essentials' list, stating it allows users to view contract essentials.

Site technical contact administration

Hello,

Select a contract

0000012095 - Passport Advantage

→ Display caller list

Contract Essentials

- 0000012095
- Passport Advantage Express
- 0000123943

The link will not be visible if you are not a PSTC or SSTC.

To view, add or edit Authorized Callers/Users, select a Contract then press **Display caller list**.

View contract essentials

Site technical contact administration

After selecting a contract and pressing **Display caller list**, the PSTC or SSTC is taken to the following page where they can see their role, view Authorized Callers/Users by their last name, view a different contract's Authorized Caller/User list, and view contract essentials.

The screenshot shows the 'Site technical contact administration' page. The left sidebar contains links: 'Software support', 'Electronic Service Request', 'Open a new problem report', 'Search problem reports', 'Site technical contact administration', and 'My profile for Electronic Service Request'. The main content area includes a greeting 'Hello, ESR Customer', a 'Select a contract' dropdown menu showing 'Passport Advantage Express - Passport Advantage Express', and a 'Display caller list' button. Below this, the contract title 'Passport Advantage Express' is displayed. A message states 'You are a **Secondary STC** on this contract.' with links for 'Add new caller' and 'Manage Nominations'. A note explains that a new caller's IBM registration ID is required and provides a URL. A 'Filter caller list alphabetically' section allows selecting a letter from 'A' to 'Y'. A table lists callers with columns for Name, Type, Status, and Details. The first entry is 'v3 Test' with Type 'Authorized Caller' and Status 'Active'. At the bottom, there are 'Submit' and 'Back to top' buttons, and a legend for 'Active', 'Inactive', and 'Terminated' statuses.

Callouts:

- The link will not be visible if you are not a PSTC or SSTC.** (Points to 'Site technical contact administration' in the sidebar)
- Your role** (Points to 'You are a **Secondary STC** on this contract.'
- A-Z navigation by last name** (Points to the alphabetical filter)
- To view a different contract's Authorized Caller/User list, select the contract and then **Display caller list**.** (Points to the 'Display caller list' button)
- View Contract Essentials:** Contract number, Title, Description, Customer number, Country, Primary Site Technical Contact (Points to the 'Contract essentials' sidebar)

Site technical contact administration

From this same page, the PSTC or SSTC can add a new Caller/User, update an existing Caller's/User's type and status, and view the Caller's/User's name, phone and e-mail.

The screenshot shows the 'Site technical contact administration' page. The left sidebar contains links for 'Software support', 'Electronic Service Request', 'Open a new problem report', 'Search problem reports', 'Technical contact administration', and 'Related Links'. The main content area includes a greeting 'Hello, ESR Customer', a 'Select a contract' dropdown menu showing 'Passport Advantage Express - Passport Advantage Express', and a 'Display caller list' button. Below this, it states 'You are a **Secondary STC** on this contract.' and provides a note about the requirement for an IBM registration ID. A 'Filter caller list alphabetically' section shows a list of letters 'A B C D E G H J K L M N O P R S T V Y'. A table displays caller information with columns for Name, Type, Status, and Details. The table has one row for 'Test' with Type 'Authorized Caller' and Status 'Active'. A 'View' link is next to the status. Below the table are 'Submit' and 'Back to top' buttons. A legend at the bottom defines the status: 'Active' (able to submit problems), 'Inactive' (cannot submit but can be reactivated), and 'Terminated' (removed from database but IBM registration stays valid).

Callouts:

- The user's IBM ID is required to add new Callers/Users.
- The Manage nominations link will be displayed if you are a PSTC and there is at least one nomination to accept or deny.
- PSTCs can update Caller/User Type (Authorized Caller/User or Secondary STC).
- View Caller's/User's name, phone number, e-mail
- PSTCs and SSTCs can update Caller/User Status.
- Definitions of Status.

ESR Enhancements – December 2005

On December 10, 2005, ESR was enhanced to streamline the Site Technical Contact's (STC) administration of IBM Business Partners (BPs). This makes it easier for STCs to authorize BPs to manage PMRs in ESR, and assist them in resolving their software issue. In addition, a new user type has been added.

■ Details:

- ▶ **Business Partner Integration** - The new, streamlined STC administration functionality allows the STCs to:
 - Easily manage BP access to specified contract(s) by using ESR's new BP Administration functionality.
 - Grant a BP access, by location, to create one or unlimited PMRs for specified contract(s).
- ▶ **Look and feel updates** - The ESR web pages have been updated to be consistent with the ibm.com site. The existing features function the same as they did prior to this release.
- ▶ **Authorized Reader** - This new user type allows read-only permission to all PMRs for specified contract(s).

For the complete details, please visit <http://ibm.com/software/support/whatsnew.html>





IBM Software Group

Do you have Questions regarding ESR?

Please visit the ESR Help page:

<http://www.ibm.com/software/support/help.html>

Rational. software



 **e-business on demand software**