



IBM Software Support Web sites

Fast, easy access to the information you need



Your IT staff can be more productive when dealing with IBM Software Support! IBM has made significant investments in our Web support tools, which will help dramatically reduce the time that your staff spends on software support tasks. We have an extensive range of technical documents, manuals, news flashes and more at your fingertips. And there is much more than information on the IBM Software Support Web sites. For example, you can:

- *Search extensive product knowledge bases*
- *Download software fixes and patches*
- *Submit and track problem reports online*
- *Personalize your support experience using the My Support portal*
- *Translate support information into your language*
- *Find links to other areas of interest*

This is truly your one-stop shop for your software support needs! Take advantage of the IBM Software Support Web sites today by visiting **ibm.com/software/support**.

Organized for your convenience

The IBM Software Support Web sites are organized in three levels, each with full Web support functions. Depending on your search needs, you can go to:

- *All software products at **ibm.com/software/support** with links to IBM brands including Lotus[®], Tivoli[®], WebSphere[®], DB2[®] Information Management and Rational[®]*
- *Brand software support sites, with links to their products*
- *Individual product support sites*

Search to solve problems

The Software Support Web sites provide search capabilities that include a wide range of resources. For example, you can find documents to help you solve installation, setup and operational problems—or learn about IBM software products through product documentation. All software product pages offer focused searches for just that product's knowledge base:

- *Solutions that solve a problem, including Technotes and authorized program analysis reports (APARs), or documented software defects*
- *Downloads of software fixes or patches*
- *Informational resources such as product manuals, IBM Redbooks[®] and white papers*
- *Flashes, which provide important product news or alerts*

Download software fixes and patches

Want to access the latest product updates? The IBM Software Support Web sites allow you to find the latest software fixes and patches. Also, you can access demos, trials, betas and sample code. Some sites offer IBM Download Director to package multiple downloads for your convenience.

Submit problem reports online with the ESR tool

An important function of the IBM Software Support Web sites is submitting problem management records (PMRs) to IBM support. If you have a valid Software Maintenance agreement, you can easily manage your PMRs on the Web using the Electronic Service Request (ESR) tool. It has an improved user interface and task-based navigation that allows you to

- *Submit, update and track PMRs*
- *Receive e-mail notifications when your PMR is updated*



- *View, print and download PMR reports in spreadsheet format*
- *Manage Authorized Caller lists for the ESR tool, if you are the IBM Passport Advantage® program Site Technical Contact (STC)*

To access the ESR tool, you must first have an IBM User ID and password. Then, you must be listed as an Authorized Caller in the ESR tool. Your Passport Advantage STC can add your name to the list, or you can nominate yourself, using the self-nomination form in the ESR tool. After you're authorized by your STC and added to the list, you simply use your IBM user ID and password to access the tool

Personalize your support experience

Another feature available through the IBM Software Support Web sites is personalization of your support experience using *My Support*. This capability, provided by IBM WebSphere Portal Server, enables you to:

- *Develop your own profile based on products of interest to you*
- *View those product pages within My Support*
- *Receive weekly e-mail notices for products that you're interested in, with links to the latest downloads, flashes, Technotes and other documents*

Translate information into your own language

The IBM Software Support Web sites offer dynamic translation capabilities for nine languages through IBM WebSphere Translation Server. To help you work in your own language, you can translate English content and navigational pages into French, German, Italian, Spanish, Brazilian Portuguese, Japanese, Korean, Simplified Chinese, and Traditional Chinese. Simply select the appropriate language and click **Translate** on any IBM Software Support Web site.

Passport Advantage Online

To assist you in managing your account and installed base of IBM software, each Passport Advantage and Passport Advantage Express authorized customer with active Software Maintenance can access Passport Advantage Online to download the latest software upgrades to new versions and releases.

Get started now!

If you haven't already registered at the IBM Software Support Web sites, it's easy! Complete the brief Web form to create your own single IBM User ID and password. Use this information to sign in to multiple locations on the ibm.com Web sites.

- *Registering lets you personalize your My Support page.*
- *Authorized and registered users can access and use entitled services (indicated by a key symbol next to task or content).*
 - *Entitled Content access requires an active Passport Advantage Software Maintenance agreement or other support coverage.*
 - *Electronic problem submission using the ESR tool requires authorization by your Passport Advantage STC.*

To start using these IBM software support services, go to:

ibm.com/software/support

For more information on the IBM Passport Advantage program, go to:

ibm.com/software/passportadvantage



© Copyright IBM Corporation 2004

IBM Corporation
Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
10-04
All Rights Reserved

IBM, the IBM logo, DB2, Lotus, the On Demand Business logo, Passport Advantage, Rational, Redbooks, Tivoli and WebSphere are trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of other companies.



G224-9121-00