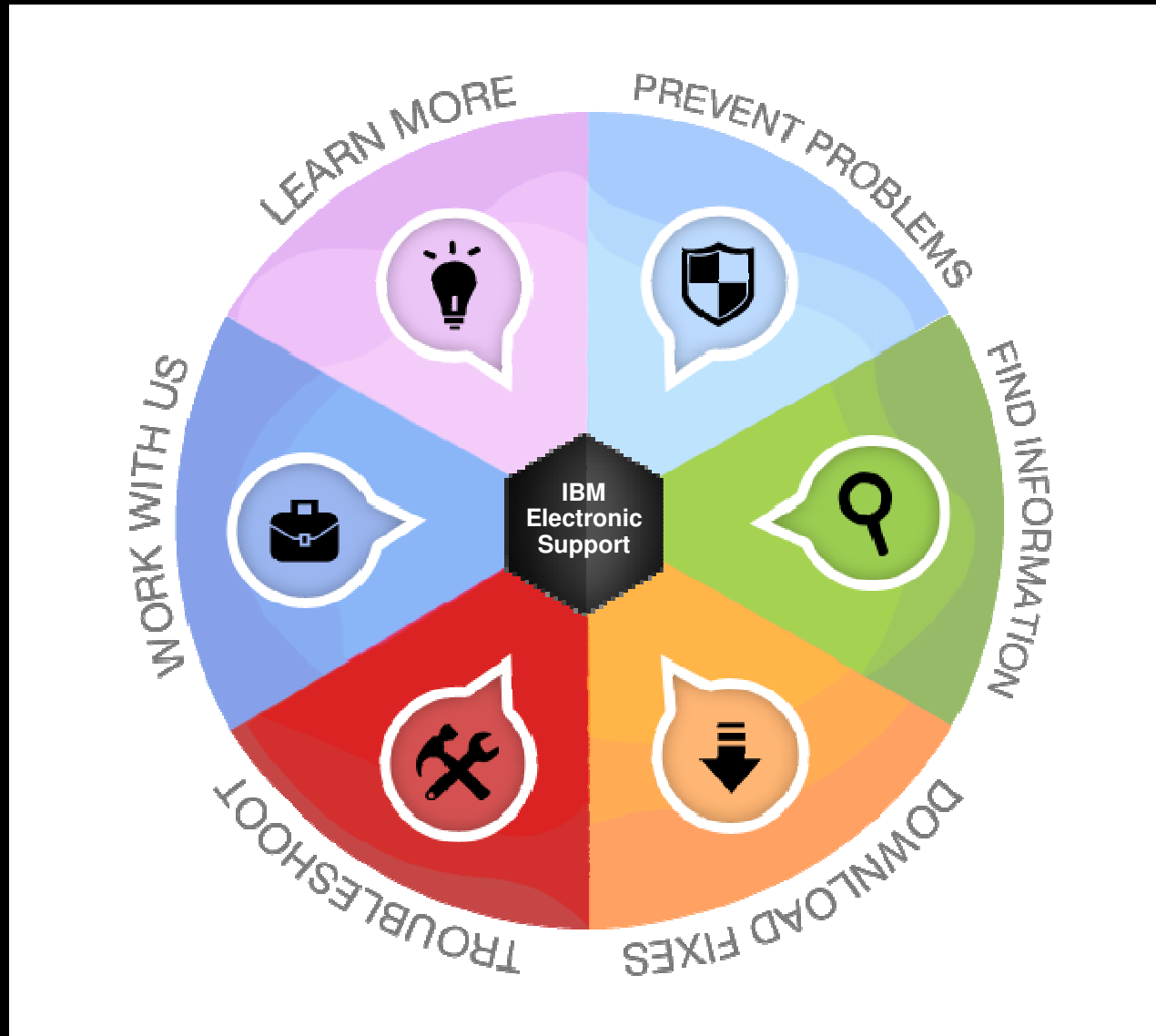


IBM® Electronic Support

Easy, Fast, Smart





IBM Electronic Support – easy, fast, smart



- Training & Certification
- IBM Education Assistant
- Technical Exchange webcasts
- Online Communities

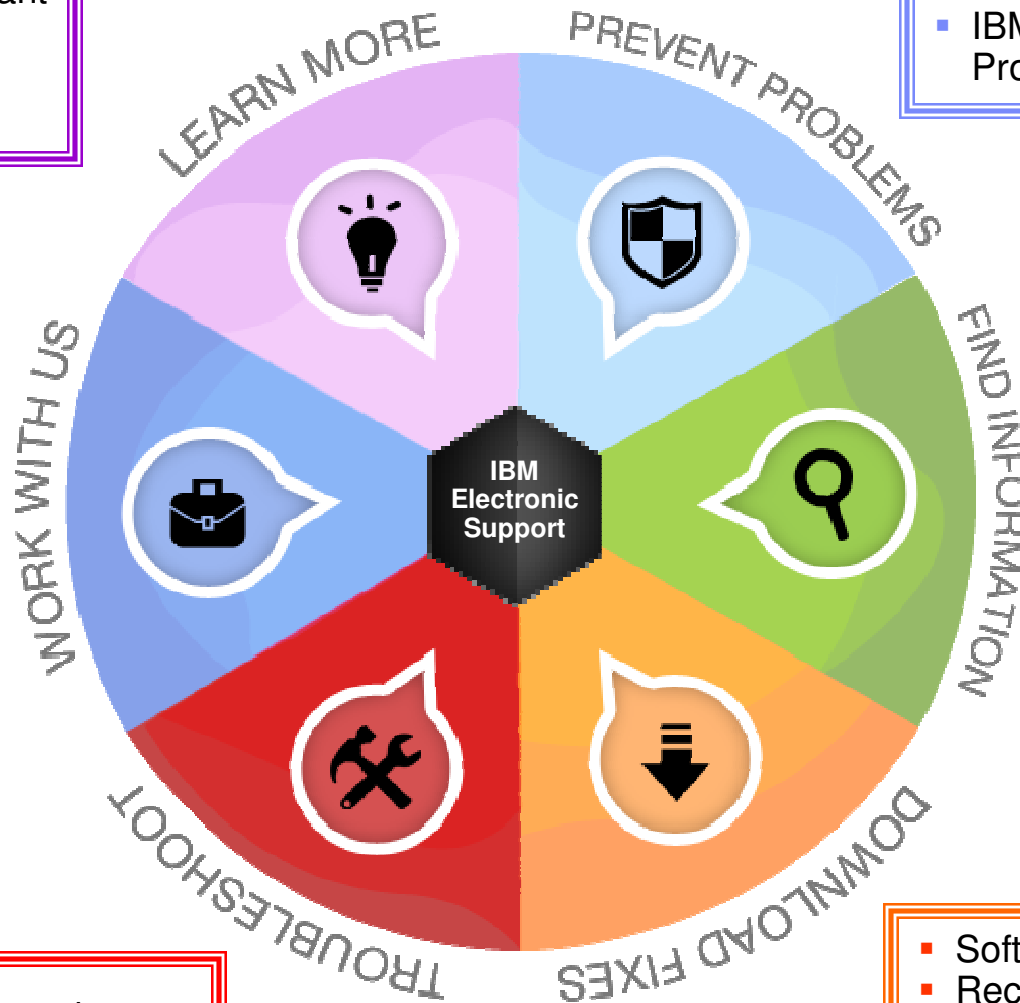
- My Notifications
- Software Support Lifecycle
- IBM Systems Automated Problem Reporting

- Software support handbook
- Online service requests
- IBM Assist on-Site
- Before you contact IBM Support

- IBM Support Portal
- Information Centers
- IBM Redbooks
- Whitepapers and more

- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool



Getting started

IBM Support Portal – Gateway to electronic support portfolio support.ibm.com



The screenshot displays the IBM Support Portal homepage. At the top, there is a navigation bar with tabs for 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', 'Documentation', and 'Communities'. Below this, the main content area is titled 'Support home' and 'Support for my selected products'. On the left, there is a sidebar with a 'Choose a product' section, a 'Quick find' search box, and a list of selected products: BladeCenter HS22, Cognos Business Intelligence, and DB2 for Linux, UNIX and Windows. The main content area is divided into several sections: 'Support shortcuts' with links to BladeCenter HS22, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, Lotus Notes, Power, Rational ClearCase, System x3650 M3 4255, Tivoli Storage Manager, and WebSphere Application Server; 'Featured links' with links to Support registrations, BladeCenter, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, Lotus Notes, Rational ClearCase, System x, System x Hardware Options, Tivoli Storage Manager, and WebSphere Application Server; 'Flashes and alerts' with a red pushpin icon and a link to 'Alerts: Latest security bulletins', followed by links to BladeCenter HS22, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, Lotus Notes, Rational ClearCase, System x3650 M3 4255, Tivoli Storage Manager, and WebSphere Application Server; 'Warranty lookup' with links to 'Applicable product categories' and 'Disclaimer', and a text box for entering information to check warranty status; and 'Notifications' with a link to 'Subscribe: Get personalized updates for product support' and a link to 'Support RSS feeds'. On the right side, there is a 'Sign in' box, a 'Search support and downloads' box, a 'Translate this page' box, and several 'Support resources' boxes including 'Contact support', 'Buy support and services', 'Other IBM pages', and 'Product & brand links'. At the bottom right, there is a 'Site availability' box, a 'Site news' box, a 'Support feedback' box, and an 'IBM Technical Support Chat' box with a 'Start chatting with us today!' button. Below the chat box, there is a '0% financing for software' box with a 'Learn more' link.

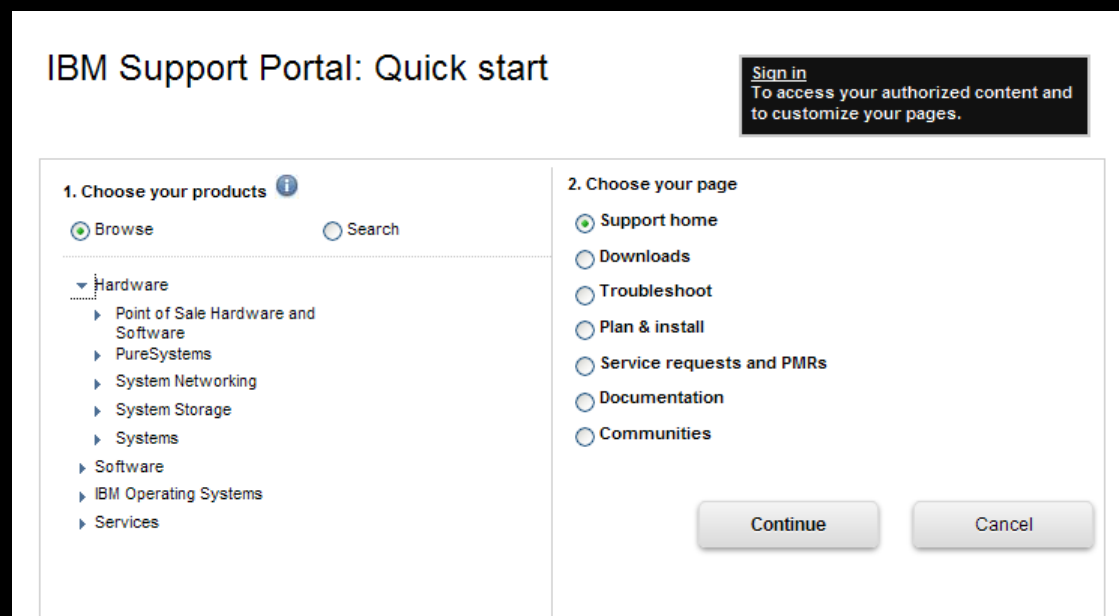
Getting started

IBM Support Portal – Accessing it for the first time

Consolidated – Find technical information for all software, hardware and services offerings
 Customizable – Select up to 10 products and tailor the display to suit your needs

- Step 1 – Choose products
 - Hardware, software, operating systems and services
 - Choose the product, version, operating system and click Submit
 - Select up to 10 products; multiple versions of one product chosen at the same time equate to one product in the list
- Step 2 – Choose a page
- Step 3 – View your page

- Learn more about the IBM Support Portal with training videos available: [YouTube videos](#); [IBM Education Assistant videos](#)



Getting started

IBM Support Portal – Sign in

Sign in to:

- Retrieve saved product selection list
- Customize the page content and layout
- Access support contracts
- Manage your subscriptions
- Download fixes (if prompted to sign in)
- Open and manage service requests
- Access entitled documents

Support home
Support for my selected products

Support shortcuts

- ▶ BladeCenter HS22
- ▶ Cognos Business Intelligence
- ▶ DB2 for Linux, UNIX and Windows
- ▶ Lotus Notes
- ▶ Power
- ▶ Rational ClearCase
- ▶ System x3650 M3 4255
- ▶ Tivoli Storage Manager
- ▶ WebSphere Application Server

Sign in
To access your authorized content and to customize your pages.

Search support and downloads

Within my selected products

Translate this page

Support resources

Contact support

Buy support and services

Sign in with IBM ID and password to customize the page

Getting started

Access – Register for IBM ID and password

<http://ibm.com/account/profile/>

Sign in with your IBM ID

If you don't have an IBM ID, [register now](#).
 IBM Employees: [Sign in with your intranet ID](#).

IBM ID: Password:

[Forgot IBM ID?](#) [Forgot password?](#) | [Change password](#)

Related links

- [Help and FAQ](#)
- [Employees: Link your Intranet ID and IBM ID](#)

- Register just once, using your e-mail address for IBM ID

* IBM ID:
[Why do I have to provide an email address as my IBM ID?](#)

* Password:
 (Minimum 8 characters)

* Verify password:

- Sign in using IBM ID / password created on any IBM site
- Sign in to:
 - Customize the Support Portal
 - Access My Notifications
 - Access the SR tool
 - View entitled content
- Clients with a z/OS® contract can use their IBMLink™ ID/password

Getting started

IBM Support Portal – View your page

Choose a different page to view content relevant to that task

Content displayed in the center of the page depends on the products selected

Find flashes and alerts quickly

Access fixes, product documentation, service requests and more quickly

Enhanced search helps you find information quickly

Additional useful support links and product related information is easily accessible from any portal page

The screenshot shows the IBM Support Portal home page. At the top, there is a navigation bar with links: Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs, Documentation, and Communities. Below this is a 'Support home' section with a 'Support for my selected products' heading. A 'Support shortcuts' list includes BladeCenter HS22, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, Lotus Notes, Power, Rational ClearCase, System x3650 M3 4255, Tivoli Storage Manager, and WebSphere Application Server. A 'Featured links' section lists Support registrations and various product links. A 'Flashes and alerts' section features a red pushpin icon and a link to 'Latest security bulletins'. A 'Warranty lookup' section includes 'Applicable product categories' and a 'Disclaimer'. On the left, there is a 'Choose a product' sidebar with a search bar and a list of products. On the right, there is a 'Search support and downloads' box, a 'Translate this page' button, and a 'Support resources' section with links for 'Contact support', 'Buy support and services', and 'Other IBM pages'. At the bottom right, there is a '0% financing for software' section.

Getting started

IBM Support Portal – Choose a page

Choose a page based on the task you want to perform. Content tagged for that task displays in modules

The screenshot displays the IBM Support Portal interface with four overlapping panels representing different navigation options: 'Support home', 'Downloads', 'Troubleshoot', and 'Documentation'. Each panel shows a consistent navigation bar with tabs for 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', 'Documentation', and 'Communities'. The 'Support home' panel includes a search bar and a 'Choose a product' section with a list of products like BladeCenter HS22, DB2 for Linux, UNIX and Windows, and Lotus Notes. The 'Downloads' panel shows a similar layout. The 'Troubleshoot' panel features a search bar and a 'Choose a product' section. The 'Documentation' panel is the largest and shows a search bar, a 'Support for my selected products' section, and several content modules: 'Featured documentation links' (listing Cognos Business Intelligence, FileNet Content Manager, Lotus Notes, Rational ClearCase Family, Tivoli Storage Manager, and WebSphere Application Server), 'Product documentation' (listing BladeCenter HS22, Cognos Business Intelligence, FileNet Content Manager, IBM i 6.1, Lotus Notes, Power 740, Rational ClearCase Family, System x3950 X5 7145, Tivoli Storage Manager, and WebSphere Application Server), 'Getting started' (listing Cognos Business Intelligence, FileNet Content Manager, Rational ClearCase Family, and WebSphere Application Server), and 'IBM Redbooks and more'. On the right side of the 'Documentation' panel, there are utility sections: 'Search support' with a search bar, 'Translate this page', 'My bookmarks', 'Customize this page', 'Support resources' (Contact support, Buy Support & Services, Other IBM pages, Product and brand links), 'Site availability' (with a green status indicator), 'Site news', 'Support feedback', and an 'IBM Technical Support Chat' button with the text 'Start chatting with us today!' and 'Chat for System x (Warranty and Maintenance Agreement only)'.

Getting started

IBM Support Portal – Choose a product

Choose a product

Find a product

Quick find:

View content for product(s)

Allow multiple selections

All | Active

- BladeCenter HS22
- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows

Share this product list

Quickly search for products to add to your list and view

Work with your active product list to change the content in the portal

Set up your product list and share it with others so they get the same view

IBM Support Portal: Find a product

Sign in
To access your authorized content and to customize your pages.

Browse Search Products for me

Start typing a product name, part number or machine type/model.

Please type at least 3 characters to display product choices.

My products list

Allow multiple selections

Active	Product name		
<input checked="" type="checkbox"/>	BladeCenter HS22	Select OS	
<input checked="" type="checkbox"/>	Cognos Business Intelligence	Version/OS	
<input checked="" type="checkbox"/>	DB2 for Linux, UNIX and Windows	Version/OS	
<input checked="" type="checkbox"/>	System x3650 M3 4255	Select OS	
<input checked="" type="checkbox"/>	Tivoli Storage Manager	Version/OS	
<input checked="" type="checkbox"/>	WebSphere Application Server	Version/OS	

Delete all inactive Delete all products

Selected products are active and determine the content displayed on the IBM Support Portal pages.

Finish **Close**

Use these links to find support for IBM acquired and sold products

- [IBM ILOG Visualization for C++ Products](#)
- [Emptoris](#)
- [Coremetrics](#)
- [Vivisimo](#)
- [Green Hat](#)
- [U2 Software](#)
- [Algorithmics](#)
- [Curam](#)
- [Hitachi Global Storage Technologies](#)
- [Tealeaf](#)
- [IBM iCluster for i](#)
- [Printing systems from InfoPrint](#)
- [DemandTec](#)
- [i2](#)
- [Lenovo ThinkPads and ThinkCentres](#)

Find products to add by searching or browsing

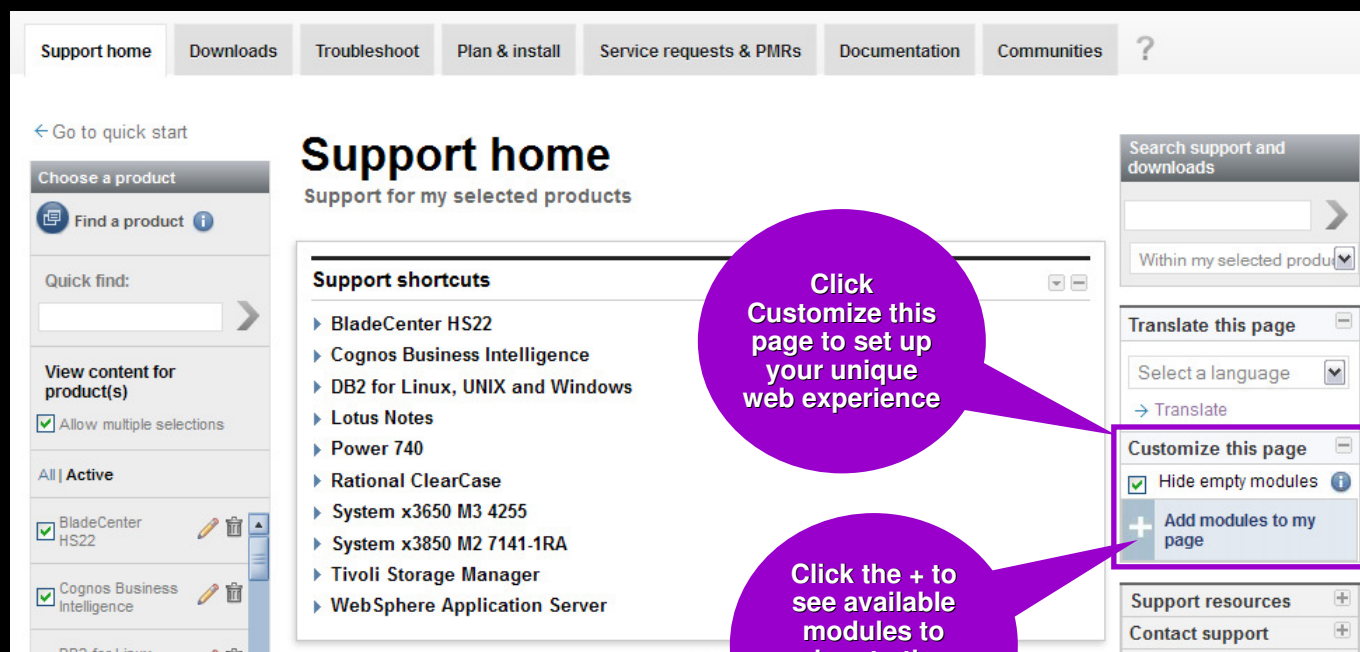
Remove products from the list or add additional information such as OS or version

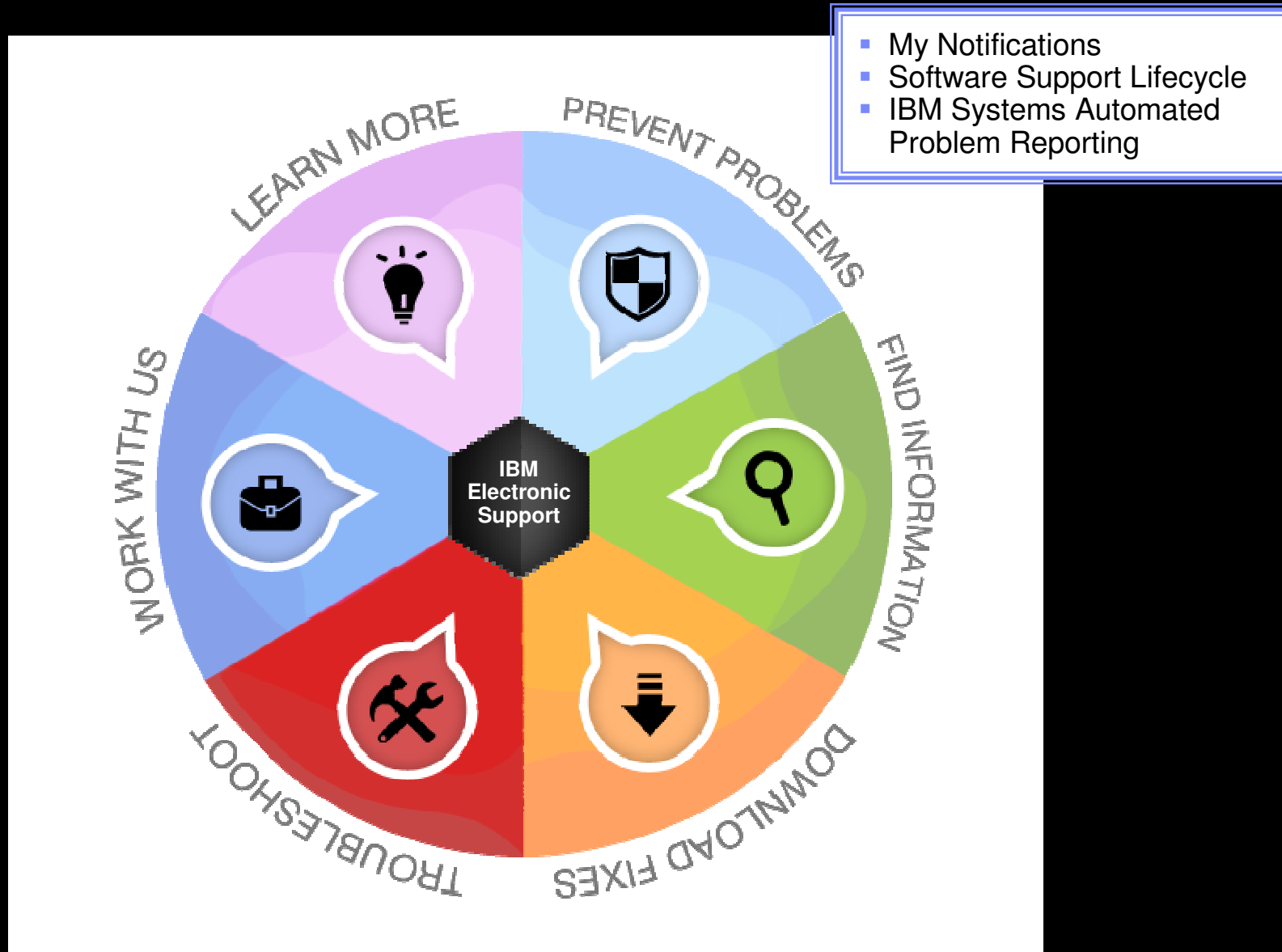
Save a list of up to 100 products and select the active 10 products

Getting started

IBM Support Portal – Customize the page

- Modules display in center of page. Content is based on selected products and task
- Move them – up, down, left or right
- Remove them
- Add new modules from the list that displays to the right by dragging and dropping modules to the center





Prevent problems & Stay current

My notifications

Notifications module on Support home page

- Consolidated – complimentary subscription includes software and hardware products
- Requires IBM ID sign in
- Customizable – based on product family, each user selects:
 - Products
 - Document types
 - Daily or weekly updates
 - Delivery through email, RSS feeds, or Support Portal
- Ability to create multiple subscriptions
- Flashes and alerts help you avoid known problems. Include in your subscription or see Flashes and alerts module on Troubleshooting page
- Additional information in My notifications [overview charts](#)

Notifications ⌵ ⌵ ⌵

Subscribe: Get personalized updates for product support. [More...](#)

⚙ Manage all my subscriptions ↻ ⓘ

→ Support RSS feeds

- ▶ **Cognos Business Intelligence**
- ▶ **DB2 for Linux, UNIX and Windows**
- ▾ **FileNet Content Manager**
 - 📄 Subscribe
 - ▶ **IBM i 6.1**
 - ▶ **Lotus Notes**
 - ▶ **Power 740**
 - ▾ **System x3950 X5 7145**
 - 05 Dec 2011: Broadcom BNx2 driver version bnx2-2.0.23b for RHEL 5...
 - 02 Dec 2011: IBM ServeRAID 8s BIOS and Firmware update...
 - 02 Dec 2011: IBM ServeRAID 8s BIOS and Firmware update...
 - 02 Dec 2011: IBM ServeRAID-8i, 8k, 8k-l, and 8s SAS DOS utilities...
 - 02 Dec 2011: IBM ServeRAID Support CD v9.30 (signed) - IBM...
 - Manage this subscription

[More results]

- ▶ **Tivoli Storage Manager**
- ▶ **WebSphere Application Server**

Prevent problems & Stay current

My notifications – Creating subscriptions

My notifications

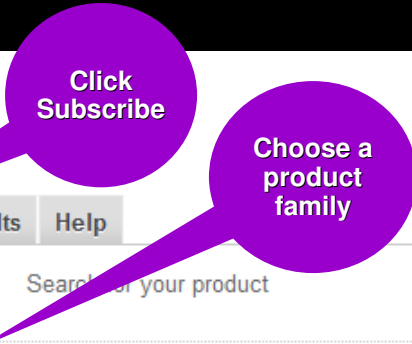
for IBM technical support

My subscriptions **Subscribe** My defaults Help

Select your product | Search for your product

Create a subscription by selecting a product family.

Systems	Software	Storage
<ul style="list-style-type: none"> PureFlex System BladeCenter Power System i System p System x System z System Blue Gene IntelliStation Pro IBM Monitors IBM Systems Director Older System x products (Netfinity, PC Server) Other hardware 	<ul style="list-style-type: none"> Information Management <ul style="list-style-type: none"> Clarity Systems Cognos OpenPages PureData Systems SPSS ShowCase Lotus PureApplication System Rational Tivoli WebSphere Other Software <ul style="list-style-type: none"> Cluster software Enterprise Content Mgmt Enterprise Mktg Mgmt Financial Operations Platform Computing Smarter Cities Virtualization software 	<ul style="list-style-type: none"> Disk systems Network Attached Storage Optical systems Storage software Tape systems
		System Networking
		<ul style="list-style-type: none"> Data Center Ethernet Storage Area Network
		IBM Operating Systems
		<ul style="list-style-type: none"> AIX 7.1 AIX 6.1 AIX 5.3 IBM i 7.1 IBM i 6.1 IBM i 5.4



Subscribe > System x >

My notifications

for IBM technical support

My subscriptions **Subscribe** My defaults Help

You are subscribing to the following

- System x

Fields marked with an asterisk (*) are required.

Product*

<input type="checkbox"/> Smart Business	<input type="checkbox"/> System x3650 M3 HF	<input type="checkbox"/> xSeries 220
<input type="checkbox"/> Lotus Foundations Server	<input type="checkbox"/> System x3650 T	<input type="checkbox"/> xSeries 225
<input type="checkbox"/> Microsoft Datacenter	<input type="checkbox"/> System x3655	<input type="checkbox"/> xSeries 226
<input type="checkbox"/> Rack/Storage Enclosures	<input type="checkbox"/> System x3690 X5	<input type="checkbox"/> xSeries 230
<input type="checkbox"/> Schooner Appliance	<input type="checkbox"/> System x3630 M3	<input type="checkbox"/> xSeries 232
<input type="checkbox"/> System x3100	<input type="checkbox"/> System x3750 M4	<input type="checkbox"/> xSeries 235



Prevent problems & Stay current

My notifications – Setting delivery and frequency

- Subscription choices display
- Default name and folder name display
- Choose delivery method and frequency
- Choose the operating system (if applicable)
- Select the document types you want to be notified of
- Click Submit

Subscribe > System x >

My notifications

for IBM technical support

My subscriptions | **Subscribe** | My defaults | Help

You are subscribing to the following

- System x
- System x3650 M3 HF

Fields marked with an asterisk (*) are required.

<p>Options</p> <p>Subscription name:[*] <input type="text" value="System x3650 M3 HF"/></p> <hr/> <p>Save in existing or new folder:</p> <p>Existing folder name:[*] <input type="text" value="Default folder"/></p> <p>New folder name:[*] <input type="text"/></p> <hr/> <p>Operating system[*]</p>	<p>Notify me by</p> <p><input checked="" type="checkbox"/> Email</p> <p><input checked="" type="radio"/> Daily email <input type="radio"/> Weekly email</p> <p><input checked="" type="radio"/> Plain text email <input type="radio"/> Html email</p> <hr/> <p><input checked="" type="checkbox"/> Delivery to this folder</p> <hr/> <p><input checked="" type="checkbox"/> Delivery via syndication feed (RSS,Atom)</p> <p>What is this?</p>
--	--

Selections^{*}

[What are these?](#)

Select/deselect all

Troubleshooting

Download

Plan

Install

Prevent problems & Stay current

Software Support Lifecycle

Support Resources expandable section

- Consolidated – includes software lifecycle information for software, System i®, System p® and System z®
- Policy Type for each product displays. Detailed information available through the link on the page.
- A minimum 12 months notice to clients for product support withdrawal through announcement letters. Subscribe:
<http://bit.ly/j4P7jJ>
- April and September are the only two months of the year for products to be withdrawn from support
- All components in a product or solution bundle are supported until the bundle is withdrawn from support

Support resources

- Entitled Software Support (License keys)
- IBM Assist On-Site
- IBM Electronic Service Agent
- IBM Electronic Support
- IBMLink
- IBM SaaS Support Handbook
- IBM Support Assistant
- Resource Link
- Send diagnostic data to IBM
- Software product compatibility reports
- Software Support Lifecycle**
- Support handbook
- Support RSS feeds
- Warranty service providers
- Contact support
- Buy support and services
- Other IBM pages
- Product & brand links
- Product descriptions

Support Lifecycle

Find detailed information about the available IBM Software Support Lifecycle Policies to help you realize the full value of your IBM software products.

Note: The Software Lifecycle pages are best viewed with the most current browser version.

Use the search form, or browse by software family or product name, to find the software lifecycle details you need. To stay up to date, subscribe to the lifecycle news feed, or download lifecycle data in XML format to import into your spreadsheet program or custom data processing application.

Search software lifecycle

in products

Sort results by

[Help with searching](#)

Browse all software lifecycle information

→ Information Management	→ IBM i	→ Software A to Z
→ Lotus	→ AIX	
→ Rational	→ System z	
→ Tivoli	→ System storage	
→ WebSphere	→ Point of sale and self service	

Prevent problems & Stay current

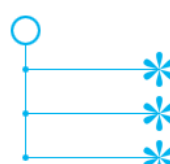
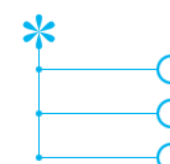
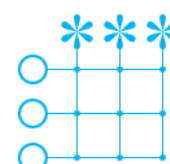
Software Product Compatibility Reports

Featured planning links module on Plan & Install page

- In addition to the Software Product Lifecycle page, this provides more in-depth information
- Generate custom reports about a product's compatibility
 - operating systems
 - prerequisite software
 - virtualization environments
 - end of service dates
- Highlights common service window for selected products
- Identifies support gaps that exist in the solution
- Can view sample reports to see results

Software Product Compatibility Reports

Find out what is supported, compatible, available.

<p>High-level reports about products related to</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Operating systems <input type="radio"/> Prerequisites <input type="radio"/> Hypervisors <input type="radio"/> National languages 	 <p>Select a product. Get the list of the operating systems that it supports.</p> <p>→ Create a report → Sample report</p>	 <p>Select an operating system. Get the list of products that run on it.</p> <p>→ Create a report → Sample report</p>	 <p>Select products. Select operating systems. Explore supported combinations.</p> <p>→ Create a report → Sample report</p>			
<p>In-depth reports</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%; vertical-align: top; padding: 5px;"> <p>Detailed system requirements: Operating systems and prerequisites, component details and restrictions.</p> <p>→ Create a report → Sample report</p> </td> <td style="width: 33%; vertical-align: top; padding: 5px;"> <p>Hardware requirements: Find out the required hardware for a product on one or more operating system families.</p> <p>→ Create report → Sample report</p> </td> <td style="width: 33%; vertical-align: top; padding: 5px;"> <p>End of service: Find out the end of service dates for the products you have in mind.</p> <p>→ Create report → Sample report</p> </td> </tr> </table>				<p>Detailed system requirements: Operating systems and prerequisites, component details and restrictions.</p> <p>→ Create a report → Sample report</p>	<p>Hardware requirements: Find out the required hardware for a product on one or more operating system families.</p> <p>→ Create report → Sample report</p>	<p>End of service: Find out the end of service dates for the products you have in mind.</p> <p>→ Create report → Sample report</p>
<p>Detailed system requirements: Operating systems and prerequisites, component details and restrictions.</p> <p>→ Create a report → Sample report</p>	<p>Hardware requirements: Find out the required hardware for a product on one or more operating system families.</p> <p>→ Create report → Sample report</p>	<p>End of service: Find out the end of service dates for the products you have in mind.</p> <p>→ Create report → Sample report</p>				

Prevent problems & Stay current

Automated Problem Reporting & Electronic Service Agent

Support Resources expandable section

- The Electronic Service Agent™ provides an automatic hardware problem-reporting function that helps predict and prevent hardware errors by early detection of potential problems.
- With the function, you can also download fixes and automatically submit problems to IBM when appropriate.
- Electronic Service Agent also provides an automatic software problem-reporting function.
- Supplemental system service information is sent to IBM and made available to IBM support engineers to assist in problem resolution.
- The same service information is available to be viewed with prior registration of an IBM ID.

IBM Electronic Support
IBM Electronic Service Agent

Related links
 • Power Systems
 • System x
 • System z
 • BladeCenter
 • Storage
 • Tivoli

IBM Electronic Service Agent

IBM Electronic Service Agent – support automation for your IBM systems

Learn more about ESA

Product Briefing: IBM Electronic Service Agent
 Offers a look at the Electronic Service Agent function and configuration for System x.

Overview: IBM Electronic Service Agent
 Describes the features of IBM Electronic Service Agent as stand-alone System x agent.

Overview: IBM Systems Director Service and Support Manager
 Introduction to the Service and Support Manager plug-in for IBM Systems Director.

Required plug-ins
 Get Adobe Reader

Overview Platforms Security Downloads Documentation

IBM Electronic Service Agent™ can increase system availability and help you stay focused on your company's strategic initiatives.

Immediate reporting
 Do your IBM systems contact IBM Support when they need service? They can with IBM Electronic Service Agent.
 IBM Electronic Service Agent is a monitoring tool that proactively reports hardware events as soon as they are detected. A service request is electronically routed directly to the appropriate IBM support engineer, with no intervention needed from you. The result: higher availability and faster fix delivery for your environment. This time-saving tool is available at no extra charge for systems covered under warranty or maintenance agreements.
 For more information, contact your IBM Systems Services Representative (SSR), or talk to your local IBM representative.

Accurate fixes
 Electronic Service Agent has call home functionality that is fully integrated with IBM's hardware support centers. When ESA reports an error to IBM, it transmits essential technical detail and routes the problem to the appropriate support engineer.
 In addition, extended error information, such as error logs and system snapshots, is sent to IBM Support with the problem description. In many examples, this means that the support engineer can immediately start working on resolving the problem. Not only does this save valuable time in the problem diagnosis process, it ultimately speeds up resolution time. In specific cases, your IBM customer engineer may be contacted automatically with specific replacement parts information.

Prevent problems & Stay current

My Systems

- My Systems provides detailed reports for your systems, using information sent to IBM by Electronic Service Agent
- Depending on the platform, the reports include the following:
 - Customer information
 - Hardware inventory
 - System configuration
 - Software inventory

Support home

Support for my selected products

My support programs

[My inventory](#) | [Maintenance and technical support](#)



Welcome
Offering: ETS

ETS links

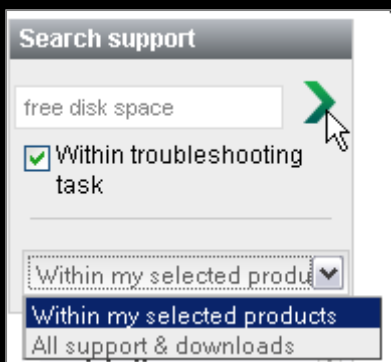
- [ETS forums, wikis and file sharing](#)
- [Notifications - using system inventory](#)
- [Maintenance Level Comparison Reports](#)
- [My systems](#)
- [Services administration](#)
- [My performance](#)



- IBM Support Portal
- Information Centers
- IBM Redbooks
- Whitepapers and more

Find information

IBM Support Portal – Search



- Search results are scoped to the selected products as well as the Task
- The left panel provides filtering options that let you view smaller subsets of the results

← Return to IBM Support Portal

Search support and downloads

free disk space [Tips](#)

Sort by: **Relevance** | [Newest first](#) Results per page: [20](#) | [50](#) | [100](#)

1-20 of 241 results | [Next →](#)

Results for: **free disk space** filtered by **Task**

Filter results to all support content or to one or more products from your product list

All support and downloads

Within my active products

BladeCenter HS22

Cognos Business Intelligence

DB2 for Linux, UNIX and Windows

Lotus Notes

Power

Current selections

↳ Viewing all

Refine search [Clear all](#)

Task

Develop

Install

Plan

Troubleshoot

Use

Current Selections

↳ Troubleshoot

Content Type

Alert

Authorised program analysis report

Documentation index

Product administering information

Product configuration information

Product documentation

Product installing information

There is not enough free disk space in "/var"

Jun 05, 2012

Version 10.1 There is not enough **free disk space** in "/var" to continue with the installation. **Free** up... the problem Before installing DB2 V10.1, make sure that the /var has at least ...

<http://www-01.ibm.com/support/docview.wss?uid=swg21596529>

Notes 8.5.3 install in a Citrix Environment can fail without warning if there is insufficient free disk space on the target drive

Oct 04, 2011

versions Resolving the problem **Free up disk space** before installing Notes. 1566989 1566989 IN SP 161.... The following error is encountered attempting to install Notes with all features to a drive with approximately ...

<http://www-01.ibm.com/support/docview.wss?uid=swg21566989>

An insufficient free disk space error might occur when you install WebSphere Application Server within an AIX Version 6.1 or 7.1 WPAR

Feb 18, 2010

when you install the product from within a WPAR. Even though sufficient **disk space** might be available... with the InstallShield Multiplatform (ISMP) installer when you install IBM WebSphere Application Server Version... that ...

<http://www-01.ibm.com/support/docview.wss?uid=swg21420491>

Update Installer for WebSphere Application Server V6.1 and V7.0 shows CWUPI0033E error and will claim that there is zero free disk space on the system (0 MB) and will fail to install the maintenance pack

Oct 14, 2009

© Application Server V6.1 and V7.0 Update Installer will display error code CWUPI0033E and claim that there is zero **free disk space** on the system (0 MB) and will not install the maintenance pack(s), ...

<http://www-01.ibm.com/support/docview.wss?uid=swg21301250>

CWUPI0033E There is insufficient free disk space on the system message in WebSphere Application Server V6.1

Jul 30, 2008

Find information

Information Centers and product documentation

Product Documentation module on Documentation page

- Questions about a product?
- Information Centers = product documentation
- Available for hardware and software
- Available for all software brands, though not all products
- Eclipse-based documents
- Built-in search makes it easy to find information

Find information

IBM Redbooks®, white papers and more . . .

IBM Redbooks and more module on Documentation page

Documentation
Support for my selected products

Choose a product
Find a product

Quick find:

View content for product(s)
Allow multiple selections

All Active

BladeCenter HS22

Cognos Business Intelligence

DB2 for Linux, UNIX and Windows

Share this product list

Go to IBM Support mobile

Featured documentation links

- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Rational ClearCase
- Tivoli Storage Manager
- WebSphere Application Server

Getting started

- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Rational ClearCase
- WebSphere Application Server

Product usage

- BladeCenter HS22
- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Rational ClearCase
- System x3650 M3 4255
- Tivoli Storage Manager
- WebSphere Application Server

More documentation links

- Power

Product documentation

- BladeCenter HS22
- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Power
- Rational ClearCase
- System x3650 M3 4255
- Tivoli Storage Manager
- WebSphere Application Server

IBM Redbooks and more

- BladeCenter HS22
 - Search results: IBM Redpapers and Redguides
 - Search results: All Redbooks and more
- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Lotus Notes
 - Search results: IBM Redbooks
 - Search results: IBM Redpapers and Redguides
 - Search results: IBM White Papers
 - Search results: All Redbooks and more
- Rational ClearCase
- Tivoli Storage Manager
- WebSphere Application Server

Search support and downloads

Translate this page

Customize this page

Support resources

Contact support

Buy support and services

Other IBM pages

Product & brand links

Site availability

Site news

Support feedback

IBM Technical Support Chat

Start chatting with us today!

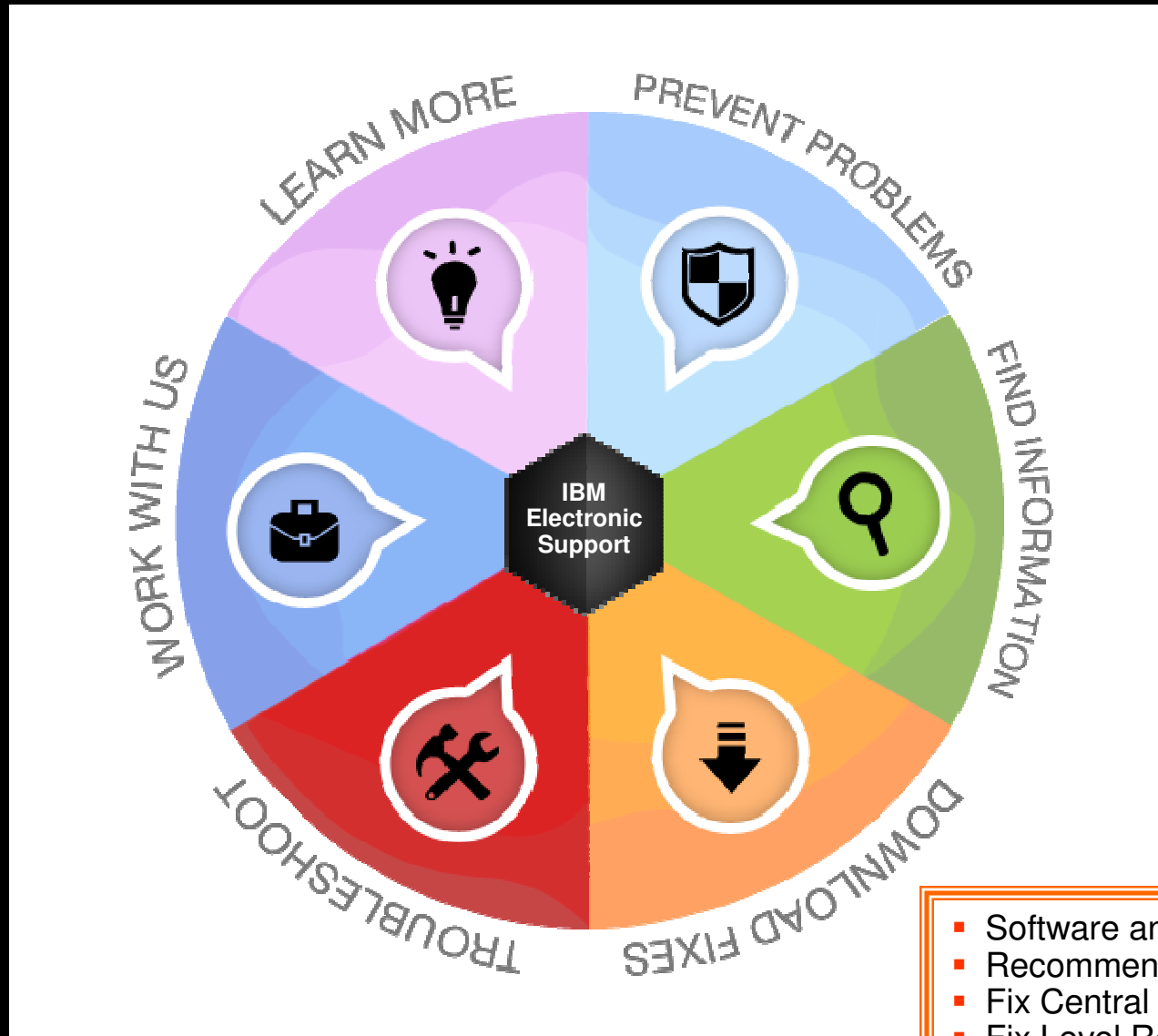
Chat for System x (Warranty and Maintenance Agreement only)

0% financing for software

Custom payment options for you

Learn more

IBM Redbooks, repapers, and white papers available for many products



- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool

Download fixes and upgrades

Finding fixes

Downloads and fixes module on Downloads page

- Choose *Downloads* page
- Locate your product in the Downloads and fixes module
- Each product with downloads includes a link to Fix Central or another repository

- You can also view recommended fixes
- Fix Central lets you search by:
 - APAR or SPR identifier
 - Fix ID
 - Arbitrary text
 - Search for recommended groups
 - Filter search results by category, product, release, and platform
 - Include prerequisite and corequisite fixes

The screenshot shows the IBM Downloads page. On the left, there's a sidebar with a search bar and a list of products: BladeCenter HS22, Cognos Business Intelligence, and DB2 for Linux, UNIX and Windows. The main content area is titled 'Downloads' and 'Support for my selected products'. It has two main sections: 'Featured download links' and 'Downloads and fixes'. The 'Downloads and fixes' section is highlighted with a purple border and lists products with links to view downloads and recommended fixes. On the right, there's a 'Flashes and alerts' section with a red pushpin icon and a link to 'Latest security bulletins'.

Download fixes and upgrades



Fix Central – Centralized repository for downloadable content

← Return to IBM Support Portal

Fix Central

- Inventory upload >
- Supported products >
- Enhancements >
- Help >
- Feedback >

Fix Central provides fixes and updates for your system's system.

For additional information, click on the following link.
[Getting started with Fix Central](#)

Select product Find product

Select the product below.

When using the keyboard to navigate the page, use the selection lists.

Product Group
Systems

Select from Systems
BladeCenter

Select from BladeCenter
BladeCenter HS22

Select from BladeCenter HS22
7809

Operating system
Select one

Continue

→ Go to Fix Central mobile

← Return to IBM Support Portal

Fix Central

- Inventory upload >
- Supported products >
- Enhancements >
- Help >
- Feedback >

Change your selection

Product selector
7809

Operating system
Red Hat Linux 9

Submit

Filter your content

Component

- Diagnostics (2)
- Fibre (1)
- Firmware Update (2)
- Management Module (1)
- Network (3)
- SAS (2)

And Platform

- Operating system independent / None (25)
- Red Hat Enterprise Linux 5 (1)
- Red Hat Enterprise Linux 5 x86-64 (1)
- Red Hat Enterprise Linux 5 x86-64 (1)

And Fix type

And Severity

- 10 - High Impact/High Probability of Occurrence (1)
- 100 - New Function Only/No fixes (6)
- 40 - Moderate Impact/Low Probability of Occurrence (16)
- 50 - Low Probability of Occurrence/Special Case (3)

→ Go to Fix Central mobile

Select fixes

BladeCenter HS22, 7809 (Red Hat Linux 9)

Download options

- Download method: Download Director [Change download options](#)
- Include requisites: Yes

Select fixes category view

The following results match your request. [Share this download list](#)

- To try a different query, go to the [Identify fixes](#) page.
- To view previous versions of the fixes, rerun the query to [include superseded fixes](#).

View results:

Component

Continue Clear selections [Show fix details](#) | [Hide fix details](#)

- Critical updates
- Diagnostics
- Fibre
- Firmware Update
- Management Module
- Network
- SAS
- ServeRAID
- Utility

Critical updates

- 1. [IBM_GCM16-GCM32 Firmware](#) Nov 8, 2012
ibm_fw_gcm16_gcm32_v1.10.18.20468
[Change History](#) [Readme](#) [Back to top](#)

Diagnostics

- 1. [IBM Dynamic System Analysis \(DSA\) 9.30 - DSA for Preboot Standalone](#) Dec 26, 2012
ibm_fw_dsa_dsyta6g-9.30_anycpu_anyos
[Firmware Update Best Practice Guide](#)
- 2. [IBM Dynamic System Analysis \(DSA\) 9.26 - DSA for Preboot Standalone](#) Sep 29, 2012
ibm_fw_dsa_dsyta6g-9.26_anycpu_anyos
[Firmware Update Best Practice Guide](#) [Readme](#) [Change History](#) [Back to top](#)

Fibre

- 1. [Emulex 8Gb\(ciov\) FC hba ISO SerDes. & EDC updates. x86 & PPC blades](#) Aug 20, 2012
[readme](#)

IBM Electronic Support – easy, fast, smart



- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

Troubleshoot problems

Support Portal Troubleshooting page



The screenshot shows the IBM Support Portal Troubleshooting page. The navigation bar includes: Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs, Documentation, and Communities. The main heading is "Troubleshoot" with the sub-heading "Support for my selected products".

On the left, there is a "Choose a product" section with a "Find a product" button and a "Quick find" search bar. Below this is a list of products including BladeCenter HS22, Cognos Business Intelligence, and others.

The main content area is divided into several sections:

- Featured troubleshooting links:** A list of product categories with expandable links. Under "WebSphere Application Server", there are links for "Collect troubleshooting data" and "Search results: All APARs".
- Flashes and alerts (Troubleshooting):** A section with a red pushpin icon and the text "Alerts: Get the most up to date alerts for your product(s)". It lists product categories like FileNet Content Manager, Lotus Notes, etc.
- Troubleshooting tools:** A section listing product categories for troubleshooting tools.
- Problem resolution:** A section listing product categories for problem resolution.
- Troubleshooting top ten:** A section with tabs for "Most recent" and "Most viewed", listing product categories.

On the right side, there is a "Search support" section with a search bar and a checkbox for "Within troubleshooting task". Below this are sections for "Translate this page", "My bookmarks", "Customize this page", "Support resources", "Contact support", "Buy Support & Services", "Other IBM pages", "Product and brand links", "Site availability", "Site news", and "Support feedback".

Four callout boxes provide additional information:

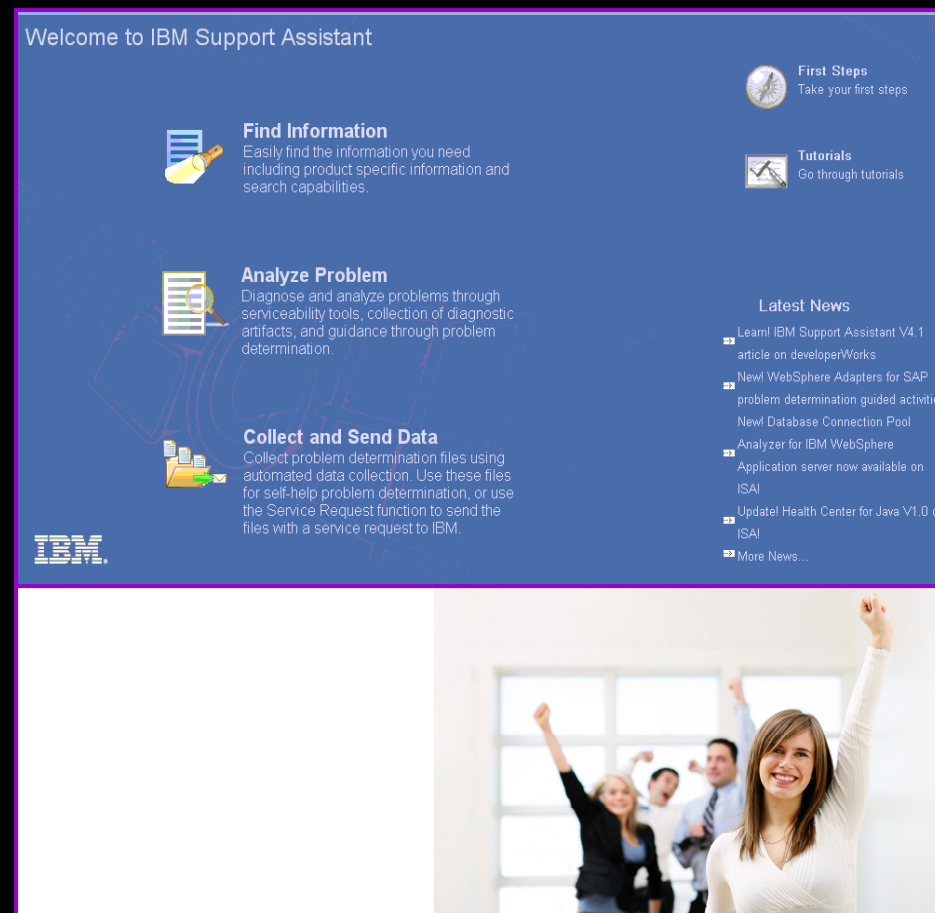
- Callout 1:** "Read first" documents define what files to collect before contacting support. It points to the "Collect troubleshooting data" link.
- Callout 2:** View APARs related to a product. It points to the "Search results: All APARs" link.
- Callout 3:** View Technotes with problem solutions. It points to the "Problem resolution" section.
- Callout 4:** Find links to additional support resources available to you. It points to the "Support resources" link in the right sidebar.

Troubleshoot problems

IBM Support Assistant (ISA) and Diagnostic Tools

Support Resources expandable section

- Complimentary, downloadable, troubleshooting workbench for many software [products](#)
- Automates the troubleshooting data collection process to save time!
- Or, use [ISA Lite](#), a downloadable file that also automates troubleshooting data collection for many products
- Use [problem determination and analysis tools](#) to review collected data or send files to IBM support
- Review training options on [IBM Education Assistant](#)
- See the [Quick Start Guide](#) for details



ISA diagnostic tools




- IBM Monitoring and Diagnostic Tools for Java
 - Memory Analyzer offers far more than just finding memory leaks. Use it to analyze Java heap dumps and system dumps
 - Dump Analyzer is a great tool to start troubleshooting a problem. Generate a Java system dump and use Dump Analyzer to start troubleshooting
 - Garbage Collector Memory Visualizer takes raw verbose GC data and creates a report showing problems and tuning suggestions graphically
 - Health Center lets you monitor a running Java application. It can help to optimize system resource usage, improve stability, and identify problems early
- IBM Thread and Monitor Dump Analyzer for Java automates the analysis process and makes it easy to interpret the data
- Trace and Request Analyzer tool reads Web server plug-in traces and WebSphere Application Server traces to simplify analysis
- Read about *all* the available diagnostic tools [here!](#)

Troubleshoot problems

IBM Systems diagnostic tools

- IBM Systems Director
- IBM Dynamic System Analysis (DSA)
- Other tools available for various systems
- Learn more about the [IBM ToolsCenter](#).


Updates



→ UpdateXpress System Packs

UpdateXpress System Packs (UXSPs) contain an integration-tested bundle of online, updateable firmware and device driver updates for your server.

Diagnostics




→ Dynamic System Analysis

IBM Dynamic System Analysis (DSA) collects and analyzes system information to aid in diagnosing system problems.

→ Service Advisor (SA)

Automate hardware problem reporting by electronically sending BladeCenter chassis hardware events to IBM for analysis (built into AMM for BladeCenter, and IMM V2 systems).

IBM Director



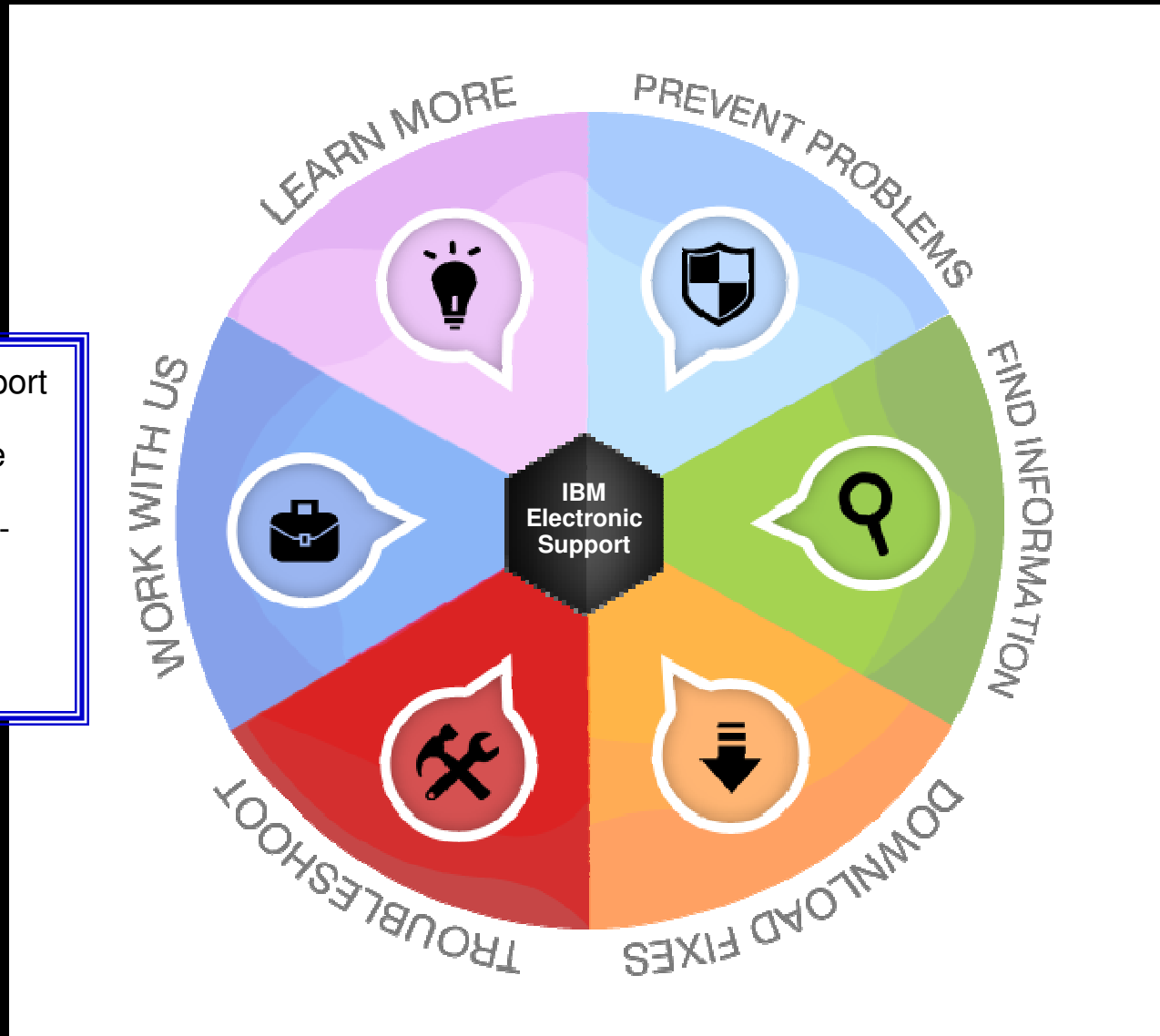
→ IBM Director

Platform Management for multi-system environment that reduces the complexity of virtualization and provides simplified management.

→ Electronic Service Agent

Electronic Service Agent automatically reports hardware problems to IBM service and support.

- Software support handbook
- Online service requests
- IBM Assist on-Site
- Before you contact IBM Support



Work with IBM Support

Software Support Handbook

Support Resources expandable section



- Consolidated – includes support information for software and hardware
- [Software Support Handbook](#) displays in easy-to-view format
- Includes electronic support information
- Detailed description of support at IBM and includes support contact information

Software Support Handbook
Client self-assist

Overview | Support portfolio | **Client Self-Assist tools** | Getting IBM support | Contacts | Preventing problems | Practices | Acquisitions

IBM has made and continues to make significant investments to provide information, education and tools that assist clients in installing, using and supporting our products and solutions. The information is being organized around tasks to make it easy for you to find information, when you need it. It is a good idea to review what is available and to refer back to it frequently. It is also the best place to start when you are having problems with IBM products or solutions.

General IBM support areas and tools

Overview	Support & downloads Your technical resource gateway. You can search, use the product selector, or navigate using the support task menu to find the information you need.
Downloads	Support & downloads: Download Use our download search page to find and download items for IBM systems and software products, including updates, defect reports, utilities and device drivers for your IBM products.
Troubleshooting	Support & downloads: Troubleshoot The troubleshoot page contains resources to help you diagnose and resolve any issues with your IBM systems and software products.
Searches	Support & downloads: Search Use the search page to find information about IBM systems, software and services products. You can focus your search and limit results to specific content types, products or date ranges.
Documentation	Support & downloads: Documentation Browse our library to find information about IBM systems, software and services products, and find answers to your questions.
Community	Support & downloads: Forums & Communities Connect with IBM product users or check out new ideas and solutions from developers.

Support terms

Test fix EMEA
Fix Pack
IBM PTF
APAR SPOC
PD

► **Acronyms A-Z**
Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

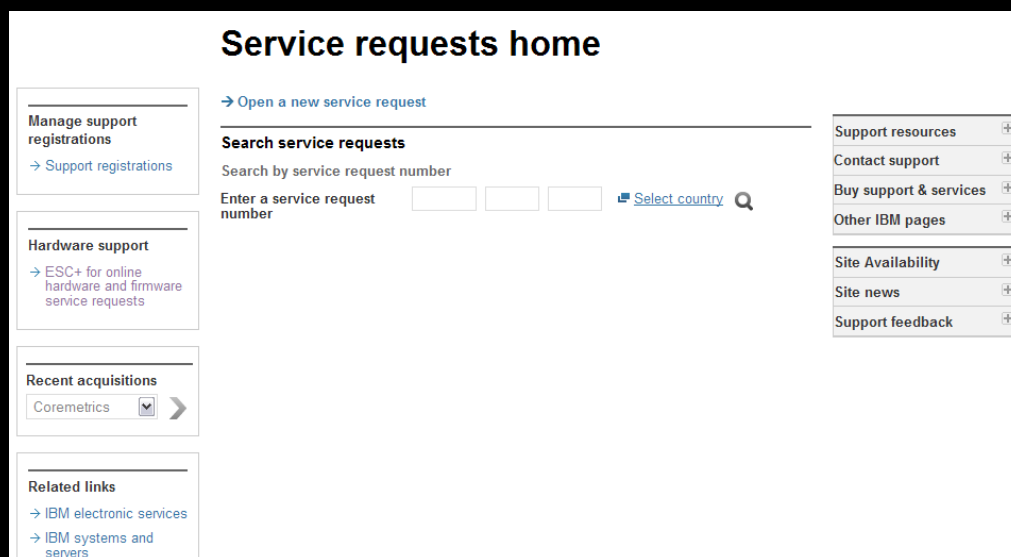
- **Appendix A**
Additional support offerings
- **Appendix B**
Site Technical Contact information for Passport Advantage

Work with IBM Support

Online Service Request tool

Service Request module on Service Request page

- Consolidated – online problem management for clients with valid software and networking support contracts
- Customizable – user profile stores:
 - Basic contact 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



Work with IBM Support

Assistance with the Service Request tool

Service Request help module on Service Request page

- Help is available through the Service Request assistance [link](#) in the SR help module. It provides descriptive information and answers to questions

- Use the Customer Assistance form link in the SR help module to obtain support assistance for the Service Request tool

- SR Quick Start – Checklist to assist with initial IBM SR setup:
 - http://ibm.com/software/support/servicerequest/quick_start.html

Work with IBM Support

Electronic Service Call

Service Request module on Service Request page

- Place and monitor hardware service requests electronically
- Reduce the time spent in voice communication
- Place a service request
- Monitor status
- Cancel a request
- Provide additional information needed to resolve your problem

Electronic Service Call

Support >

Electronic Service Call

Sign in

The Electronic Service Call application (ESC+) gives IBM customers the ability to place and monitor only hardware service requests electronically. This website will benefit you by reducing the time spent in voice communication with IBM placing service requests, monitoring status, canceling a service request, or providing additional information.

You must be signed in to use the ESC+ web site. Please enter your IBM ID and password in the sign in area below. If you do not have an IBM ID, please [register now](#).

Sign in

IBM ID:

Password:

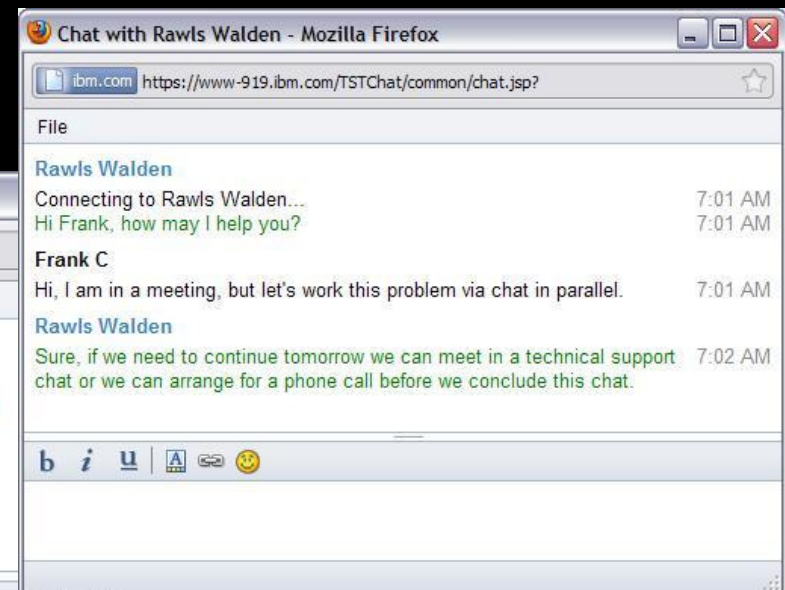
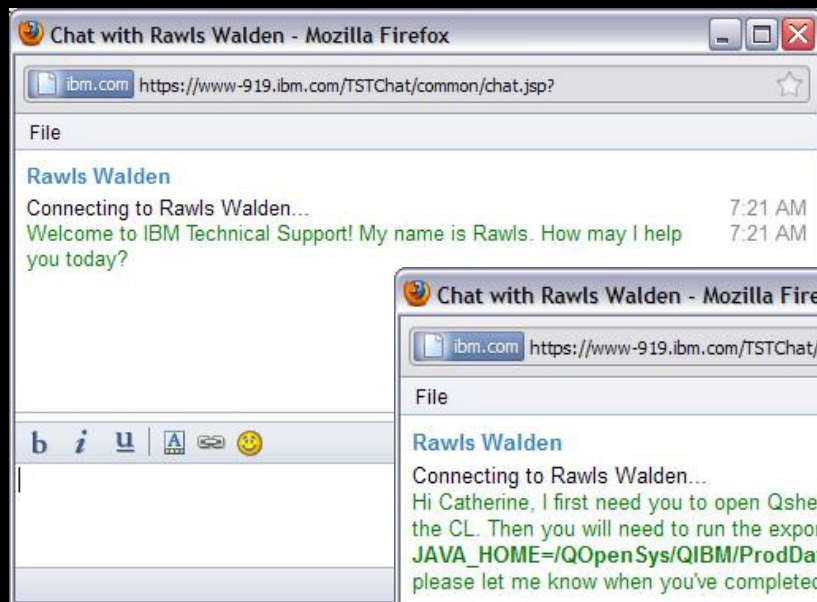
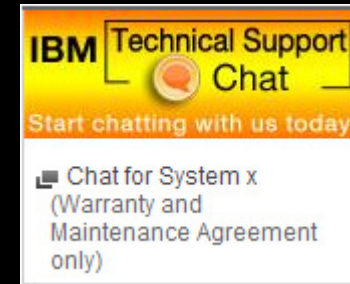
Submit

Work with IBM Support

Technical Support Chat



- Technical Support chat provides another way to interact with IBM Support.
- Easily share long commands and messages for review by support personnel.
- Available for clients who are entitled to receive support for certain products.



Work with IBM Support


IBM Assist On-site

<http://www-01.ibm.com/support/assistsite/>

- Helps streamline problem resolution efforts
- Remote control technology through Internet
- IBM Support views or shares control of client's workstation
- Provides visual communication to help speed time to resolution
- Secure, encrypted session initiated by IBM support
- Client is 'invited' to use tool and obtains a 7-digit random key to initiate encrypted session
- Client accepts and runs a small 500-kb plug-in with Internet browser and only requires an outbound port
- No software to install and once session is terminated (by client or IBM support), the Assist On-site utility deletes itself
- For details: <http://ibm.com/software/support/assistsite> or read the [Technote](#)
- WSTE webcast replay: <http://ibm.com/support/docview.wss?uid=swg27018055>

Work with IBM Support

What you need to include

- ✓ Your IBM customer number
 - ✓ Define the problem – be specific
 - ✓ Define business impact this issue is causing
 - ✓ Assign severity
 - ✓ Gather background information – provide all relevant information
 - ✓ What level of software was / is running?
 - ✓ What operating system version? Have patches been installed?
 - ✓ Has this happened before? Is it repeatable?
 - ✓ What, if anything, recently changed in the environment?
 - ✓ Consult MustGather Document, if available, to know which files to gather dumps, traces, or use IBM Support Assistant automated collector tools to save time
- 

Work with IBM Support

Setting Severity Levels



	Business Impact	zSeries (S/390) Response Goal	Other Platforms Response Goal
1	<u>Critical business impact</u> – this condition requires an immediate solution	Within 2 hours	Within 2 hours
2	<u>Significant business impact</u> – program is usable but severely limited	Within 4 business hours	Within 2 business hours
3	<u>Some business impact</u> – program is usable but less significant features impacted	By the end of the next business day	Within 2 business hours
4	<u>Minimal business impact</u> – problem causes little impact or a reasonable workaround is in place	By the end of the next business day	Within 2 business hours

Business hours are from 8:00 AM to 5:00 PM local time for the geographic area assigned in the support contract. Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.

Work with IBM Support

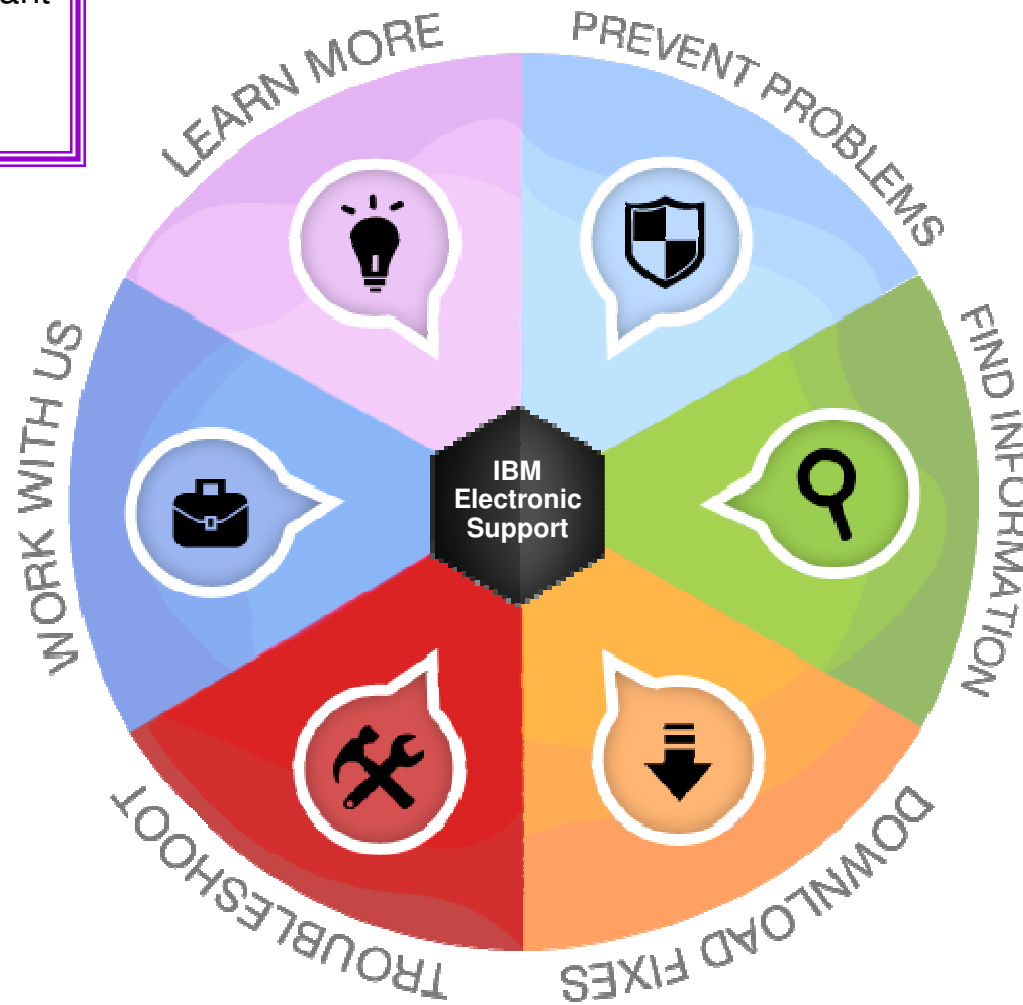
Escalation options

1. Raise the severity level of the Service Request, explain if the business impact has changed, and indicate system down if that is the case
2. During off-shift hours, call the local contact telephone number and ask for the duty programmer
 - In the US: Call 1-800-IBM-SERV – even if you opened the Service Request online
 - Worldwide contacts: <http://www.ibm.com/planetwide/>
3. If you do not get results from the duty programmer, call back and ask for the duty manager
4. If you are still not satisfied, contact the IBM account team to request a complaint or request a higher level “Critical Situation” if:
 - Multiple Service Requests or multiple products are involved
 - There appears to be a lack of coordination from product support teams
 - You can actively participate in the increased meetings, email and telephone calls

IBM Electronic Support – easy, fast, smart



- Training & Certification
- IBM Education Assistant
- Technical Exchange webcasts
- Online Communities



Learn more

IBM Education Assistant

Training module on Support home page

Training

- ▶ Cognos Business Intelligence
- ▶ DB2 for Linux, UNIX and Windows
- ▶ FileNet Content Manager
- ▶ Lotus Notes
- ▶ Rational ClearCase Family
- ▶ Tivoli Storage Manager
- ▼ **WebSphere Application Server 7.0.0**
 - Support technical exchanges
 - **IBM Education Assistant**
 - Education documents

Search GO Search scope: All topics

Contents

- WebSphere Application Server Version 5
- WebSphere Application Server Version 6
- WebSphere Application Server V6 Feature
- WebSphere Application Server Version 7
- WebSphere Application Server V7 Feature
- Rational Application Developer Version 6
- WebSphere Extended Deployment Versior
- WebSphere eXtreme Scale
- WebSphere Process Server, WebSphere Ir
- WebSphere Enterprise Service Bus, WebSp
- WebSphere Business Process Managemen
- WebSphere Process Server Version 7
 - v7.0
 - Overview and new features
- WebSphere Integration Developer Versior
- WebSphere Enterprise Service Bus Versior
- WebSphere Adapters Version 6
- WebSphere Adapters Version 7
- WebSphere Business Events Version 6
- WebSphere Business Compass Version 7
- WebSphere Business Modeler Version 6
- WebSphere Business Modeler Version 7
- WebSphere Business Monitor Version 6
- WebSphere Business Monitor Version 7
- WebSphere Business Services Fabric Versi
- WebSphere Business Services Fabric Versi

WebSphere Process Server Version 7

IBM Education Assistant

IBM WebSphere® Process Server
Version: V7.0
Overview and new features

[Provide feedback on this material](#) [Icon key](#)

Overview and new features in V7.0

WebSphere Process Server	9 min	453K
WebSphere Process Server for z/OS®	7 min	397K
SOACore	11 min	447K
Mediations	16 min	475K

Self-study modules are complimentary for many products

Learn more

IBM Software Certification

Other IBM pages expandable section

- Click Education/Training to find the training you need for your software products
- Product education is key to successful project deployments
- IBM Education offers worldwide classes in over 55 countries
- Hundreds of courses in over two dozen curriculum areas
- Certification preparation and testing to improve expertise

Support resources +

Contact support +

Buy Support & Services +

Other IBM pages -

- alphaWorks
- developerWorks
- IBMers' blogs
- IBM Podcast feeds
- IBM Press
- IBM Software early programs
- PartnerWorld
- Software trials and demos
- Your orders, invoices and more
- Education/Training**
 - IBM certifications by product
 - IBM Education Assistant
- ▶ Information & Libraries
- Product and brand links +

Professional certification > Certifications >

Certifications by product

Select a certification product category

Software	Hardware	Solutions
<ul style="list-style-type: none"> • IBM Business Analytics: Cognos and SPSS • IBM Commerce • IBM Connectivity and Integration • IBM Enterprise Content Management • IBM Information Management • IBM Lotus • IBM Rational • IBM Service Oriented Architecture (SOA) • IBM Tivoli Software • IBM WebSphere • XML 	<ul style="list-style-type: none"> • IBM Power Systems • IBM Storage • IBM System x • IBM System z <p>Other</p> <ul style="list-style-type: none"> • Advanced Manufacturing Science • IBM Infrastructure Systems Architect • IBM Learning • PL/I 	<ul style="list-style-type: none"> • Infrastructure Specialties • IBM Cloud Computing • IBM Security Solutions • IBM Social Business Solutions • IBM Systems Software • Retail Store Solutions

The following outlines other views of certifications and related tests:

- ➔ **By test number**
View all tests, by number, with associated certifications
- ➔ **By test product**
View all tests, by product, with associated learning/preparation information
- ➔ **Updates and revisions**
View the latest additions and retirements of certifications

See the value

Why IT certify?

A web-based resource designed to give you information on the value of IT certification.

➔ [Why IT Certify](#)

Register for a test

Register for an IBM Certification test at Prometric and take a step into your future.

➔ [IBM at Prometric](#)

Member Site

Visit the Member site to manage and plan your certifications.

➔ [Member site](#)

Not sure what the Member site is? Find out the benefits of being a certified professional.

➔ [Member site info](#)

Learn more

Software Support Technical Exchange Webcasts

Featured Links module on Support home page

- Lotus®, Tivoli® and WebSphere® deliver complimentary Support Technical Exchange webcasts with technical information on a broad range of products and topics
- Scheduled weekly, with charts and MP3 files posted for replay
- Delivered by subject matter experts from Support, Development and Services
- Support Technical Exchange pages include information on upcoming and previous webcasts

Support technical exchanges

Scheduled exchanges

Previous exchanges

IBM support wants to help you take full advantage of your product. Join us as technical experts share their knowledge and then answer your questions. The sessions are designed to address specific technical issues and provide in-depth but narrowly focused training in convenient, live 1-2 hour seminars. Visit this site often to see upcoming topics and presenters.

Schedules are subject to change.

Please join the technical exchange 10 minutes early.

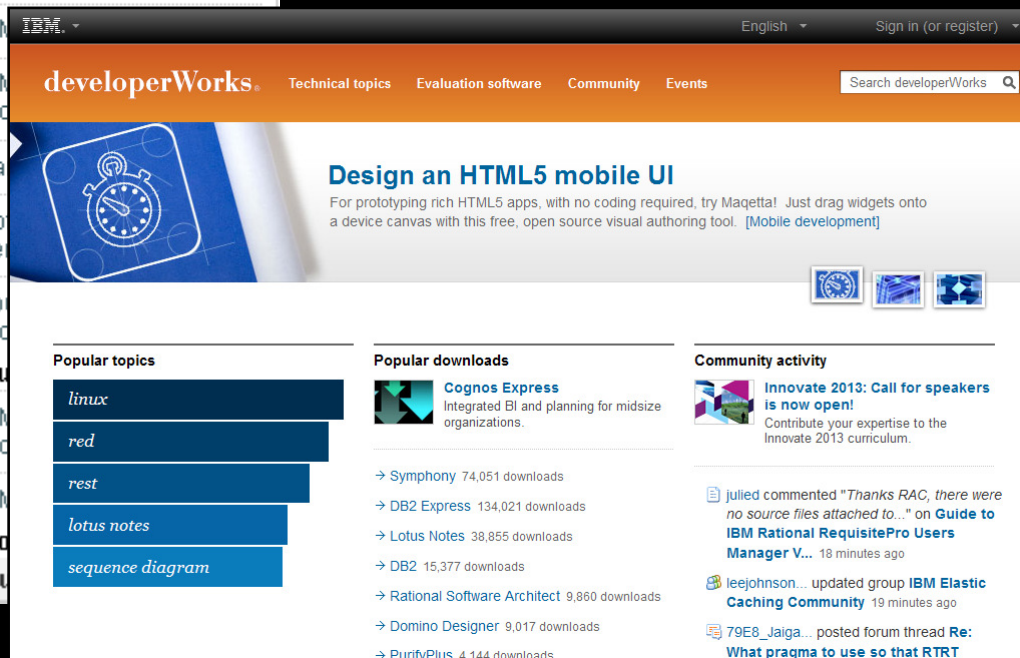
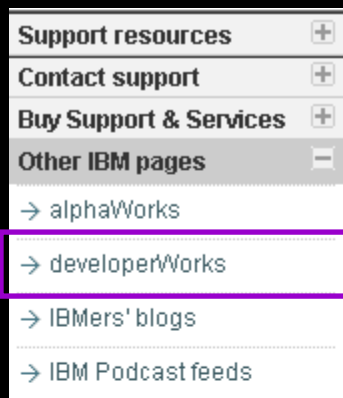
- ▶ **Tivoli Storage Manager**
- ▶ **WebSphere Application Server**

Learn more

IBM developerWorks

Other IBM pages expandable section

- In-depth technical information for developers and administrators
- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events



Learn more

Online Support Communities

Forums & communities page

The screenshot displays the IBM Communities interface. At the top, navigation tabs include 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', 'Documentation', and 'Communities'. The main heading is 'Communities' with the subtext 'Support for my selected products'. A search bar is located on the right side.

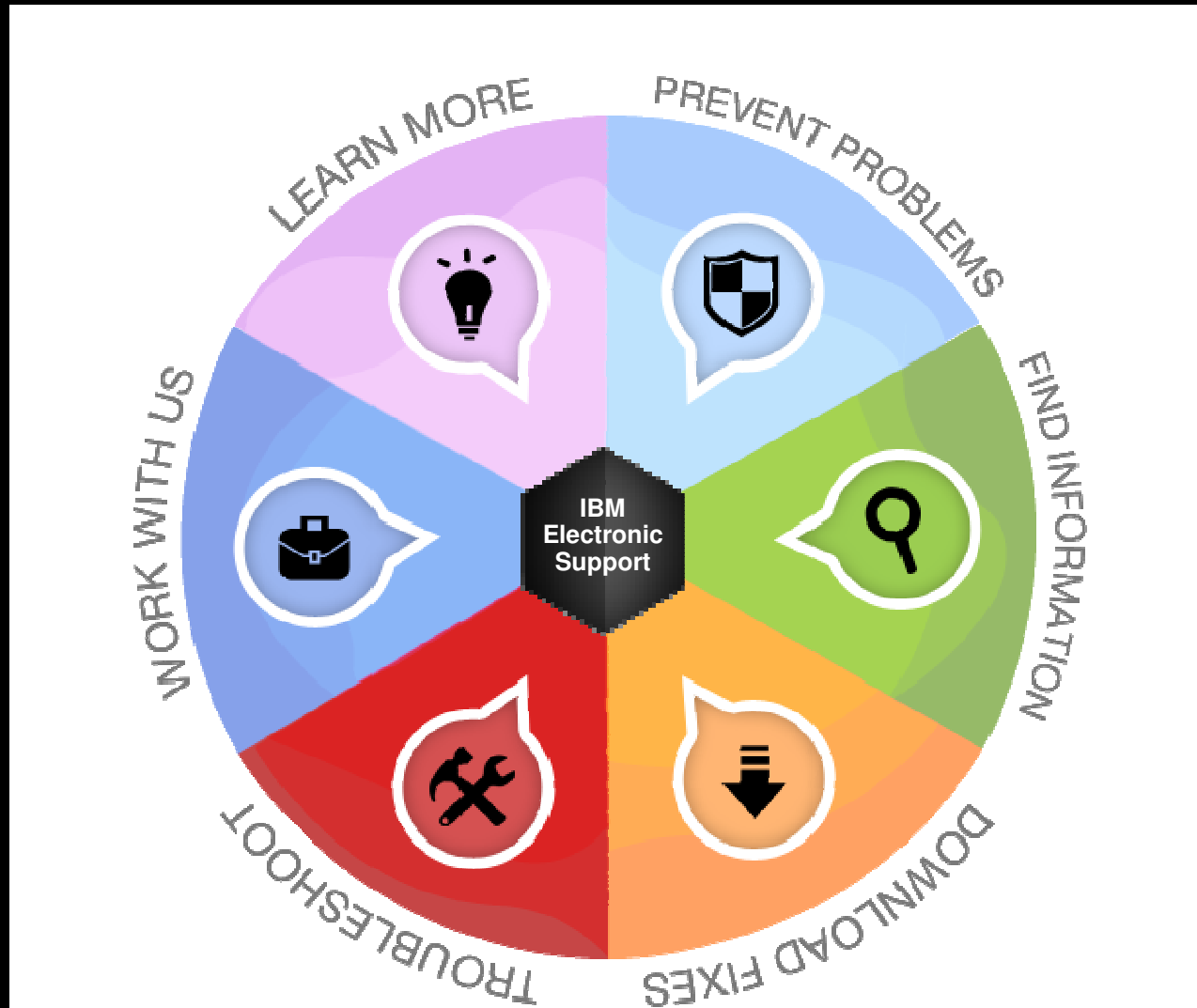
On the left, there is a 'Choose a product' section with a 'Find a product' button and a 'Quick find' input field. Below this, a 'View content for product(s)' section allows for selecting products like 'BladeCenter HS22', 'Cognos Business Intelligence', and 'DB2 for Linux, UNIX and Windows'. A 'Share this product list' button is at the bottom of this section.

The central 'Recent community activity' section features a 'Filter results' box and a list of activities for 'BladeCenter HS22', including links to follow support on Twitter, PartnerWorld on Twitter, and the IBM BladeCenter Blog. Below this are two columns: 'Twitter' with tweets from '@ibmsysxhelp' and 'Blogs & wikis' with articles by Randall Lundin, David Watts, and Ilya Krutov.

On the right, a 'Customize this page' section offers various support resources, contact options, and other IBM pages. At the bottom right, there is an 'IBM Technical Support Chat' widget and a '0% financing for software' offer.

Access community and social networking resources

Find tweets, forums and user groups, and blogs and wikis



Stay up-to-date on new IBM electronic support offerings
Follow us on [Twitter](#), [YouTube](#) and the [IBM Electronic Support blog](#).

Reference

Electronic support document descriptions

- Module – IBM Support Portal module with content focused on selected products, navigation task and topic
- Technotes – Often describe resolved problems that are of interest to the support community. They include a problem description and its resolution
- Flashes – Important product information, which could include problem avoidance information
- News – Product information to keep you up to date
- Downloads – Interim fixes or fix packs available until the next version release
- APARs – (Authorized Program Analysis Report) documents a fix that is in process or has been created and released
- Fix lists – Distributed Fix lists summarize the APARs in each Fix Pack
- Recommended fixes – comprehensive list of recommended, generally available (GA) current fix packs, cumulative fixes and tools, by release
- MustGather/Read first – aid in problem determination by explaining what information needs to be gathered based on the problem symptoms. IBM Support Assistant offers an automated alternative - collector tools are available for many products
- Detailed system requirements – identify the supported releases of a product from which you can select specific detailed hardware and software requirements

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