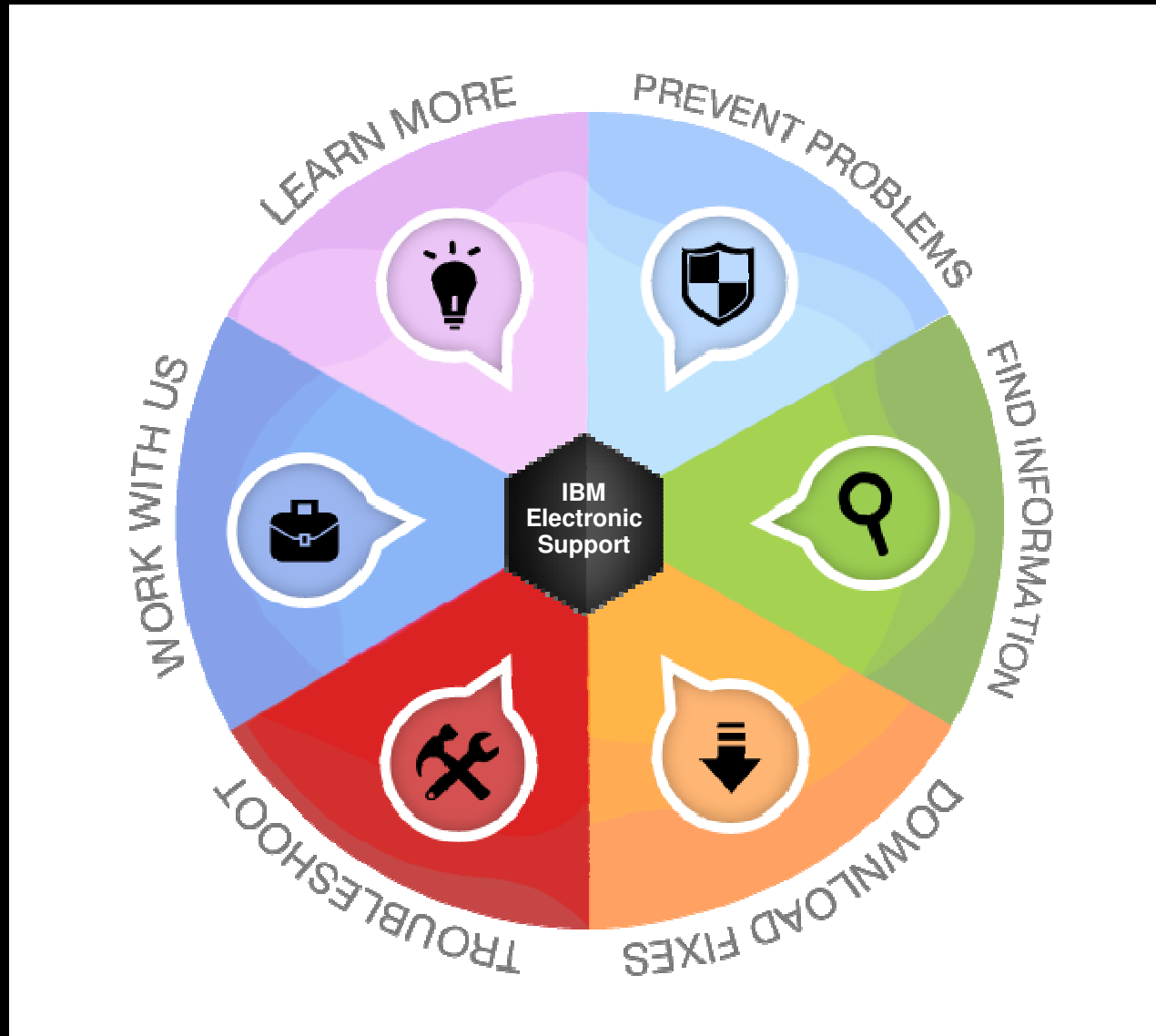# IBM® Electronic Support
Easy, Fast, Smart

IBM Electronic Support – easy, fast, smart

IBM

- 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

LEARN MORE

PREVENT PROBLEMS

WORK WITH US

IBM Electronic Support

FIND INFORMATION

TROUBLESHOOT

DOWNLOAD FIXES

- 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
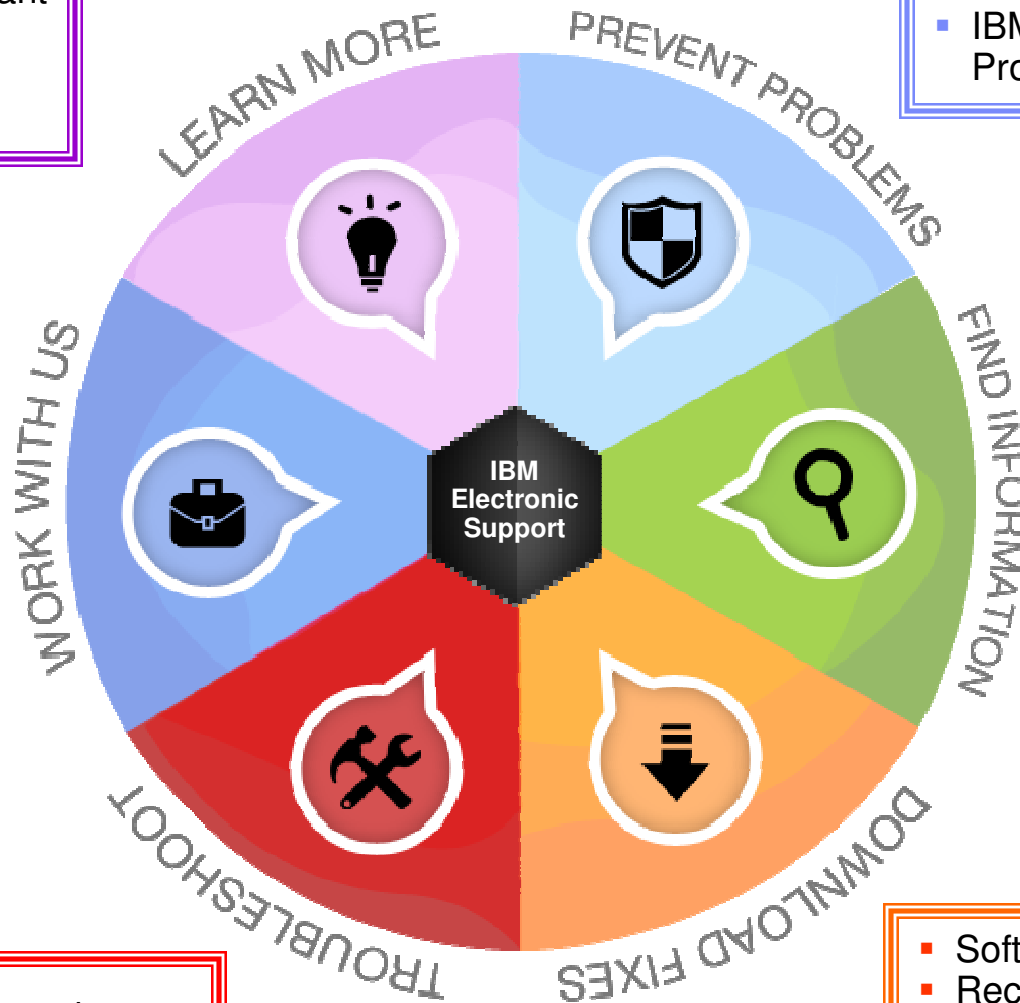
Getting started
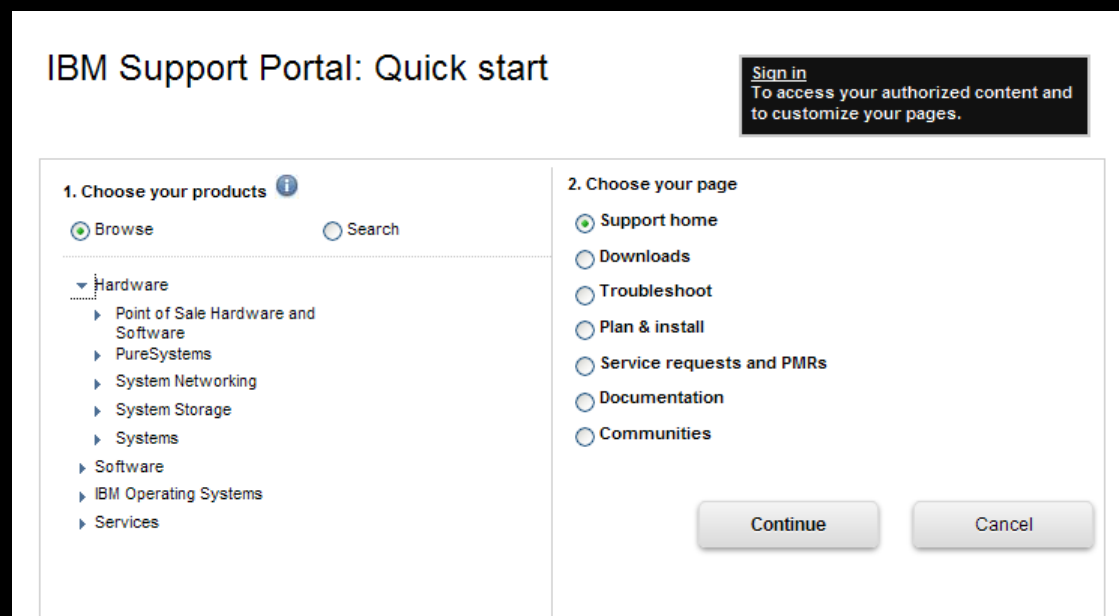## IBM Support Portal – Gateway to electronic support portfolio
support.ibm.com

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

IBM Support Portal: Quick start

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

1. Choose your products ⓘ

◉ Browse   ○ Search

▼ Hardware
  ▸ Point of Sale Hardware and Software
  ▸ PureSystems
  ▸ System Networking
  ▸ System Storage
  ▸ Systems
▸ Software
▸ IBM Operating Systems
▸ Services

2. Choose your page

◉ Support home
○ Downloads
○ Troubleshoot
○ Plan & install
○ Service requests and PMRs
○ Documentation
○ Communities

Continue   Cancel

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 with IBM ID and password to customize the page

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

Search support and downloads

Within my selected produc ▾

Translate this page ⊞

Support resources ⊞

Contact support ⊞

Buy support and services ⊞

IBM

Access – Register for IBM ID and password

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

Sign in with your IBM ID

Register

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

IBM ID:

Password:

Related links
- Help and FAQ
- Employees: Link your Intranet ID and IBM ID

Forgot IBM ID?

Forgot password? | Change password

Sign in

- 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

IBM Support Portal – View your page

IBM

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

Choose a different page to view content relevant to that task

← Go to quick start

Choose a product

📋 Find a product ⓘ

Quick find:

[_____] ▸

View content for product(s)
☑ Allow multiple selections

All | Active

☐ 3592 Enterprise Tape System 🗑 ▲

☐ 4680/90 General Sales Application 🗑

☐ 595 - System i 595 ✏ 🗑

☐ 595 - System i ▼

✉ Share this product list

→ Go to IBM Support mobile

Support home
Support for my selected products

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

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

Access fixes, product documentation, service requests and more quickly

Featured links
→ Support registrations
- BladeCenter
- Cognos Business Intelligence
- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Rational ClearCase
- System x
- System x Hardware Options
- Storage Manager
- WebSphere Application Server

Flashes and alerts
📌 Alerts: Latest security bulletins
- 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

Find flashes and alerts quickly

Notifications
Subscribe: Get personalized updates for product support. More...
⚙ Sign in to create, manage or view your subscriptions ⓘ
→ Support RSS feeds

Warranty lookup
- Applicable product categories
- Disclaimer
Enter the information found on the back of the system to check your warranty status or look up multiple warranties.
→ Multiple warranty lookup

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

Enhanced search helps you find information quickly

Search support and downloads
[_____] ▸
Within my selected product ▼

Translate 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)

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

0% financing for software
Custom payment options for you

8

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

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IBM Support Portal – Choose a product

Choose a product

Find a product ⓘ

Quickly search for products to add to your list and view

Quick find:

View content for product(s)

☑ Allow multiple selections

All | Active

☑ BladeCenter HS22

☑ Cognos Business Intelligence

☑ DB2 for Linux, UNIX and Windows

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

Share this product list

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 characters to display product choices.

Find products to add by searching or browsing

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

My products list

☑ Allow multiple selections

Active	Product name	
☑	BladeCenter HS22	✎ Select OS 🗑
☑	Cognos Business Intelligence	✎ Version/OS 🗑
☑	DB2 for Linux, UNIX and Windows	✎ Version/OS 🗑
☑	System x3650 M3 4255	✎ Select OS 🗑
☑	Tivoli Storage Manager	✎ Version/OS 🗑
☑	WebSphere Application Server	✎ Version/OS 🗑

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

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
→ Vivisimo
→ Algorithmics
→ Tealeaf
→ DemandTec

→ Emptoris
→ Green Hat
→ Curam
→ IBM iCluster for i
→ i2

→ Coremetrics
→ U2 Software
→ Hitachi Global Storage Technologies
→ Printing systems from InfoPrint
→ Lenovo ThinkPads and ThinkCentres

IBM Support Portal – Customize the page

IBM

- 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

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

← Go to quick start

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

Support home
Support for my selected products

Support shortcuts

▸ BladeCenter HS22
▸ Cognos Business Intelligence
▸ DB2 for Linux, UNIX and Windows
▸ Lotus Notes
▸ Power 740
▸ Rational ClearCase
▸ System x3650 M3 4255
▸ System x3850 M2 7141-1RA
▸ Tivoli Storage Manager
▸ WebSphere Application Server

Search support and downloads

Within my selected produc

Translate this page

Select a language
→ Translate

Customize this page
☑ Hide empty modules
Add modules to my page

Support resources
Contact support

Click Customize this page to set up your unique web experience

Click the + to see available modules to drag to the center of the page

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

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**

My notifications – Creating subscriptions

My notifications
for IBM technical support

| My subscriptions | Subscribe | My defaults | Help |

Click Subscribe

Select your product | Search for your product

Choose a product family

Create a subscription by selecting a product family.

Systems
- 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

Point-of-sale

Software
- Information Management
  Clarity Systems
  Cognos
  OpenPages
  PureData Systems
  SPSS
  ShowCase
- Lotus
- PureApplication System
- Rational
- Tivoli
- WebSphere
- Other Software
  Cluster software
  Enterprise Content Mgmt
  Enterprise Mktg Mgmt
  Financial Operations
  Platform Computing
  Smarter Cities
  Virtualization software

Storage
- Disk systems
- Network Attached St
- Optical systems
- Storage software
- Tape systems

System Networking
- Data Center Ethernet
- Storage Area Networ

IBM Operating Syste
- AIX 7.1
- AIX 6.1
- AIX 5.3
- IBM i 7.1
- IBM i 6.1
- IBM i 5.4
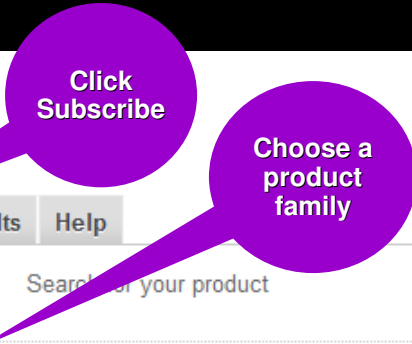
Subscribe > System x >

My notifications
for IBM technical support

| My subscriptions | Subscribe | My defaults | Help |

You are subcribing to the following

- System x

Fields marked with an asterisk (*) are required.

Continue

Choose a product or multiple products

Product *

☐ Smart Business	☐ System x3650 M3 HF	☐ xSeries 220
☐ Lotus Foundations Server	☐ System x3650 T	☐ xSeries 225
☐ Microsoft Datacenter	☐ System x3655	☐ xSeries 226
☐ Rack/Storage Enclosures	☐ System x3690 X5	☐ xSeries 230
☐ Schooner Appliance	☐ System x3630 M3	☐ xSeries 232
☐ System x3100	☐ System x3750 M4	☐ 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 subcribing to the following

- System x
- System x3650 M3 HF

Fields marked with an asterisk (*) are required.

Options

Subscription name:*

System x3650 M3 HF

Save in existing or new folder:

Existing folder name:*

Default folder

New folder name:*

Operating system *

Notify me by

☑ Email
  ⊙ Daily email ○ Weekly email
  ⊙ Plain text email ○ Html email

☑ Delivery to this folder

☑ Delivery via syndication feed (RSS,Atom)
📑 What is this?

Selections *
📑 What are these?

Select/deselect all

☐ Troubleshooting

☐ Download

☐ Plan

☐ Install

| Submit | Cancel |

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 | all | ▾ | products 🔍 |

Sort results by Product name ▾

ⓘ 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	
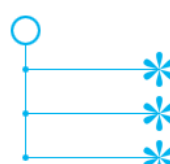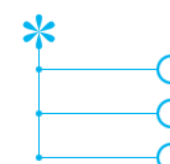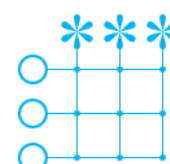
Software Product Compatibility Reports
Featured planning links module on Plan & Install page

- 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.

High-level reports about products related to

- Operating systems
- Prerequisites
- Hypervisors
- National languages

Select a product. Get the list of the **operating systems** that it supports.
→ Create a report
→ Sample report

Select an **operating system**. Get the list of products that run on it.
→ Create a report
→ Sample report

Select products. Select **operating systems**. Explore supported combinations.
→ Create a report
→ Sample report

In-depth reports

Detailed system requirements: Operating systems and prerequisites, component details and restrictions.
→ Create a report
→ Sample report

Hardware requirements: Find out the required hardware for a product on one or more operating system families.
→ Create report
→ Sample report

End of service: Find out the end of service dates for the products you have in mind.
→ Create report
→ Sample report

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.

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

IBM Support Portal – Search
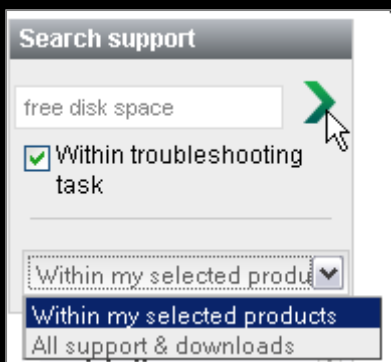
- Search results are scoped to the selected products as well as the Task

- The left panel provides filtering options that let you view smaller subsets of the results

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

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IBM Redbooks®, white papers and more . . .

IBM Redbooks and more module on Documentation page

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

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

Finding fixes
Downloads and fixes module on Downloads page

IBM

- 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

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Fix Central – Centralized repository for downloadable content

← Return to IBM Support Portal

Fix Central

Fix Central	⟩
Inventory upload	⟩
Supported products	⟩
Enhancements	⟩
Help	⟩
Feedback	⟩

→ Go to Fix Central mobile

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 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

← Return to IBM Support Portal

Fix Central	⟩
Inventory upload	⟩
Supported products	⟩
Enhancements	⟩
Help	⟩
Feedback	⟩

→ Go to Fix Central mobile

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 (1)

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

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)

Select fixes
BladeCenter HS22, 7809 (Red Hat Linux 9)

Download options
- Download method: Download Director
- Include requisites: Yes

📱 Change download options

Select fixes category view

The following results match your request. Select the fixes you want to download.   → 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_dsytb31-9.30_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

Support Portal Troubleshooting page

Find links to additional support resources available to you

"Read first" documents define what files to collect before contacting support

View APARs related to a product

View Technotes with problem solutions

Find most recent and most viewed documents

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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

Welcome to IBM Support Assistant

Find Information
Easily find the information you need including product specific information and search capabilities.

Analyze Problem
Diagnose and analyze problems through serviceability tools, collection of diagnostic artifacts, and guidance through problem determination.

Collect and Send Data
Collect problem determination files using automated data collection. Use these files for self-help problem determination, or use the Service Request function to send the files with a service request to IBM.

First Steps
Take your first steps

Tutorials
Go through tutorials

Latest News
Learn! IBM Support Assistant V4.1 article on developerWorks

New! WebSphere Adapters for SAP problem determination guided activities

New! Database Connection Pool Analyzer for IBM WebSphere Application server now available on ISA!

Update! Health Center for Java V1.0 on ISA!

More News...

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!

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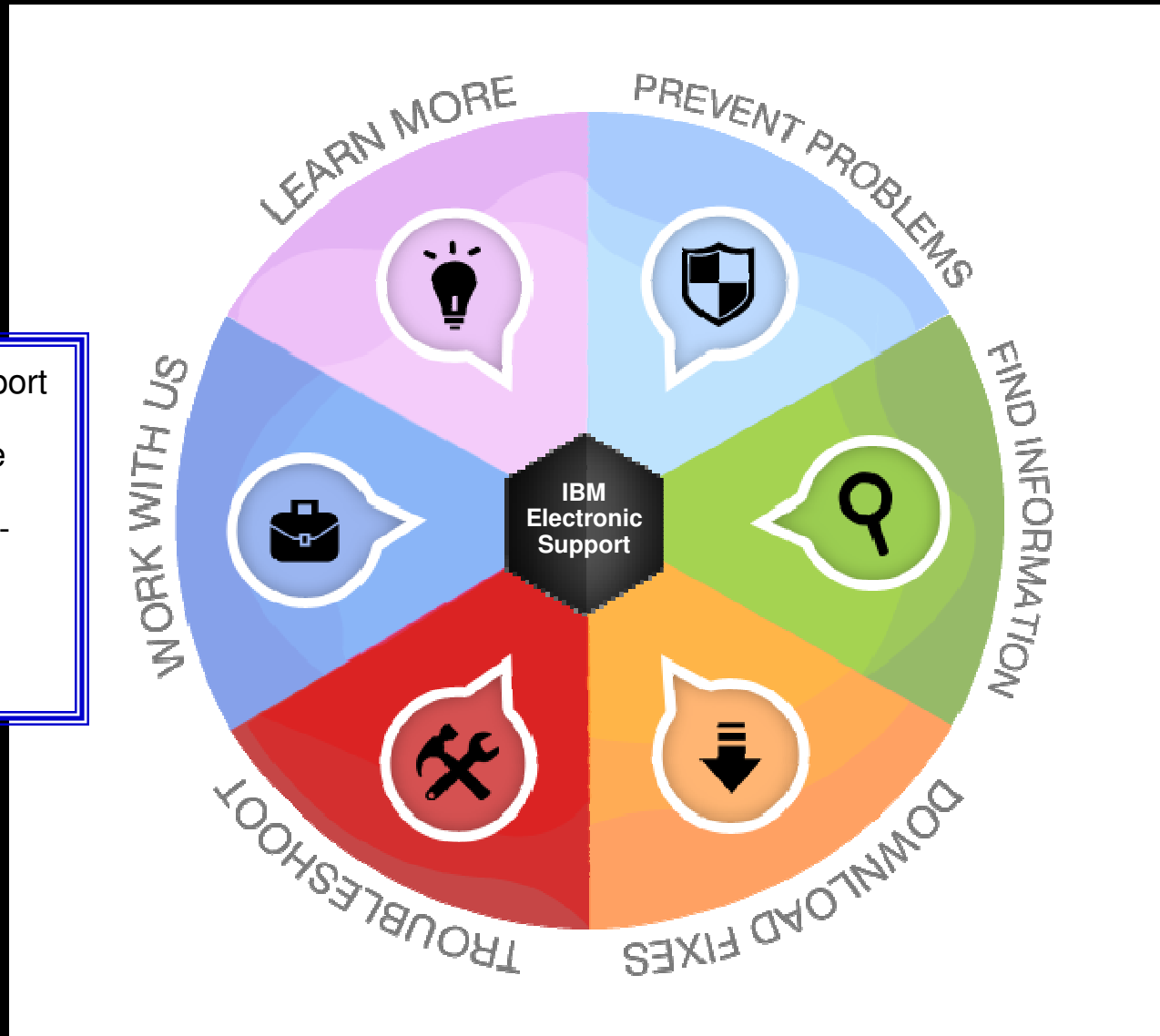
- Software support handbook
- Online service requests
- IBM Assist on-Site
- Before you contact IBM Support

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

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

Service requests home

→ Open a new service request

Manage support registrations
→ Support registrations

Hardware support
→ ESC+ for online hardware and firmware service requests

Recent acquisitions
Coremetrics ▾ ❯

Related links
→ IBM electronic services
→ IBM systems and servers

Search service requests
Search by service request number

Enter a service request number   ▯ Select country 🔍

Support resources   ＋
Contact support   ＋
Buy support & services   ＋
Other IBM pages   ＋

Site Availability   ＋
Site news   ＋
Support feedback   ＋

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

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

Electronic Service Call
Support

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

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.
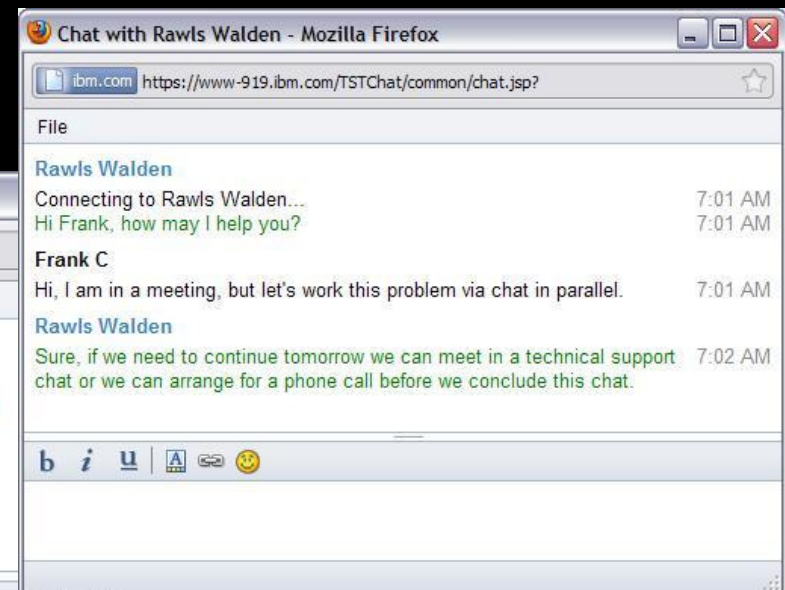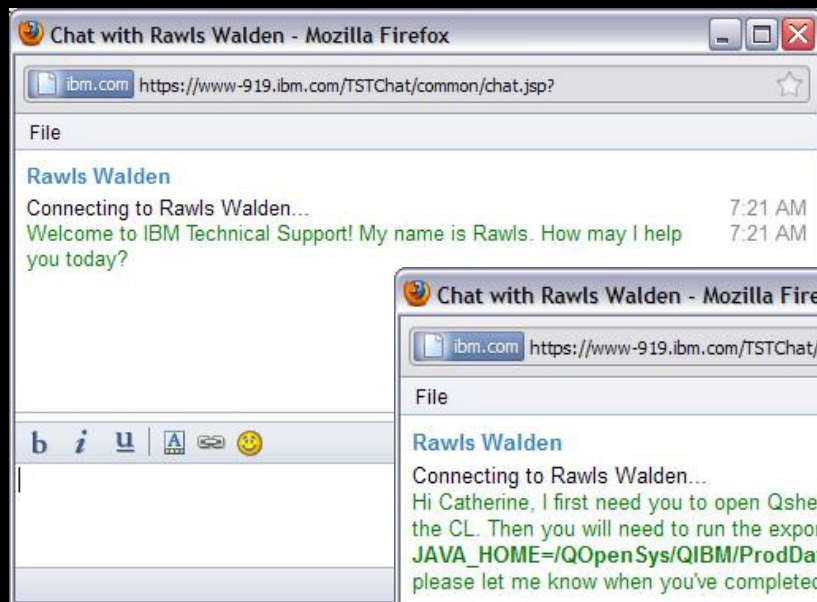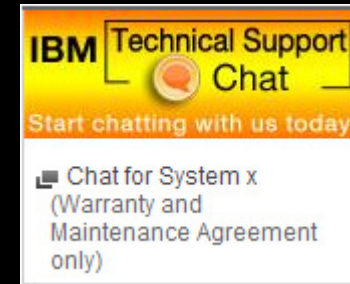
IBM Assist On-site

http://www-01.ibm.com/support/assistonsite/

- 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/assistonsite or read the Technote

- WSTE webcast replay: http://ibm.com/support/docview.wss?uid=swg27018055

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

Setting Severity Levels

	Business Impact	zSeries (S/390) Response Goal	Other Platforms Response Goal
1	**Critical business impact** – this condition requires an immediate solution	**Within 2 hours**	**Within 2 hours**
2	**Significant business impact** – program is usable but severely limited	**Within 4 business hours**	**Within 2 business hours**
3	**Some business impact** – program is usable but less significant features impacted	**By the end of the next business day**	**Within 2 business hours**
4	**Minimal business impact** – 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.

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

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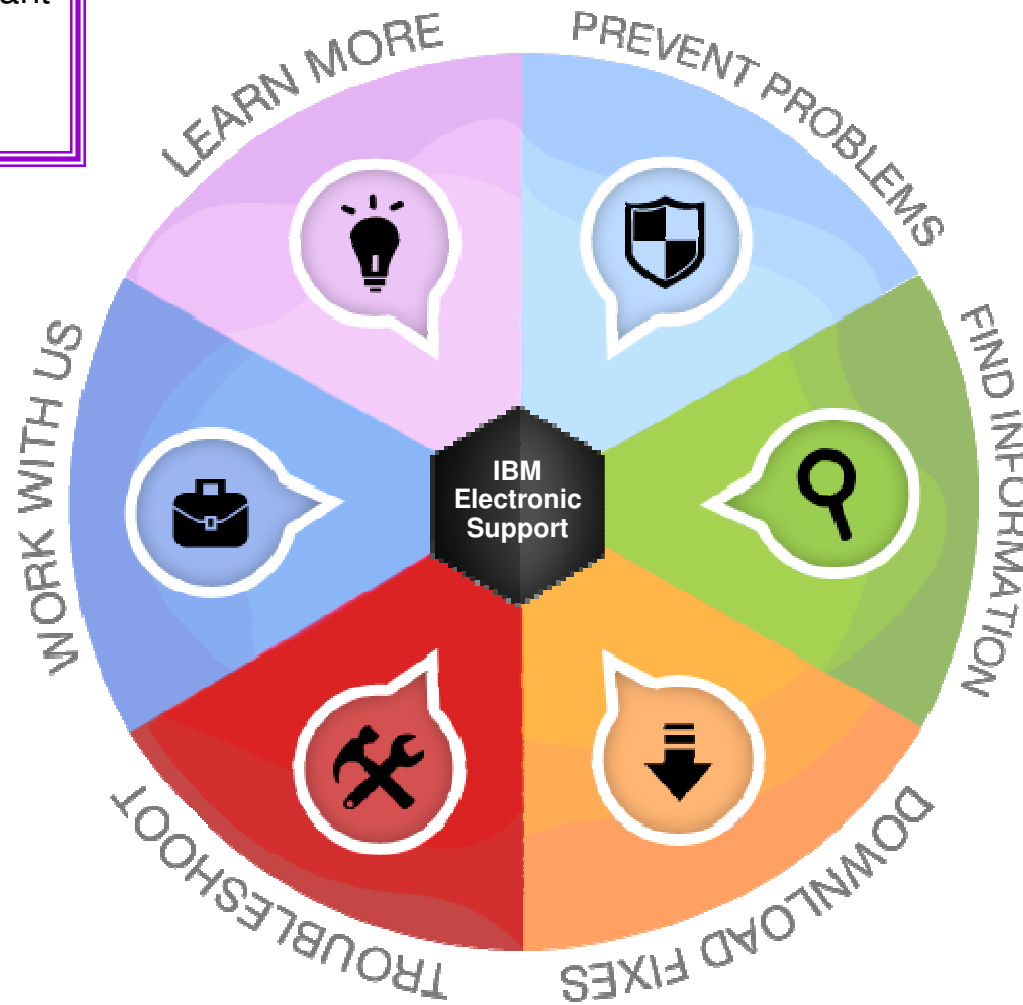
IBM Education Assistant

Training module on Support home page

Self-study modules are complimentary for many products

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

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.

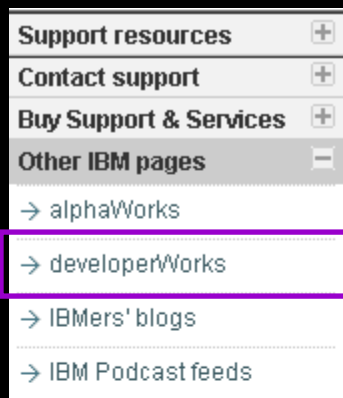Please join the technical exchange 10 minutes early.

▸ **Tivoli Storage Manager**
▸ **WebSphere Application Server**

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
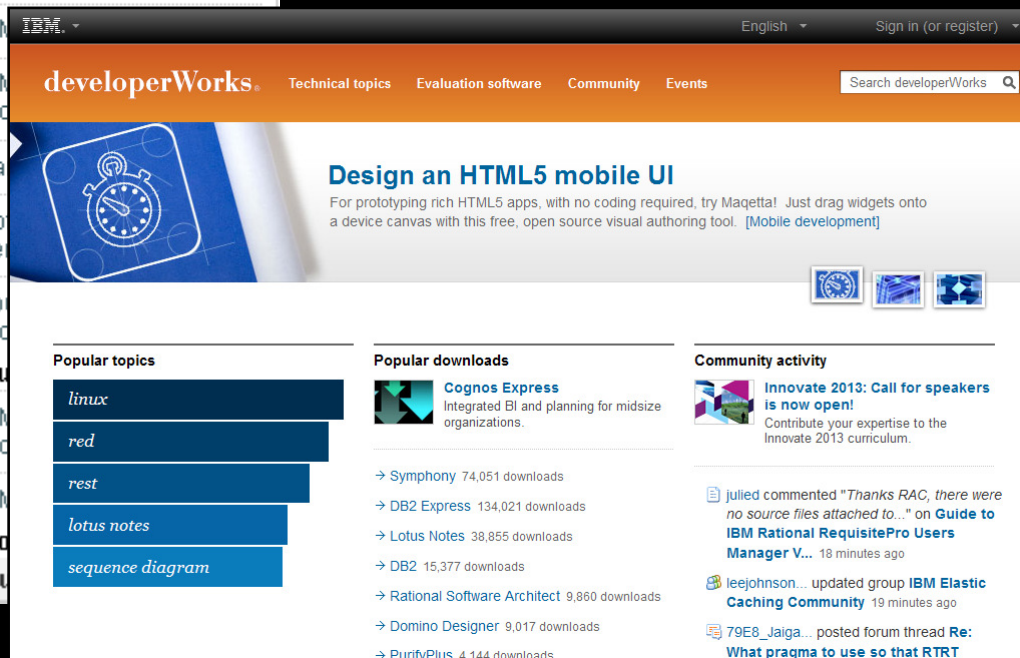
Learn more

Online Support Communities
Forums & communities page

IBM Electronic Support – easy, fast, smart

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

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

Related links:

IBM Software Subscription and Support

Machine Warranties and Licenses

IBM Electronic Support page

Electronic Support tool videos on YouTube

IBM Electronic Support blog

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