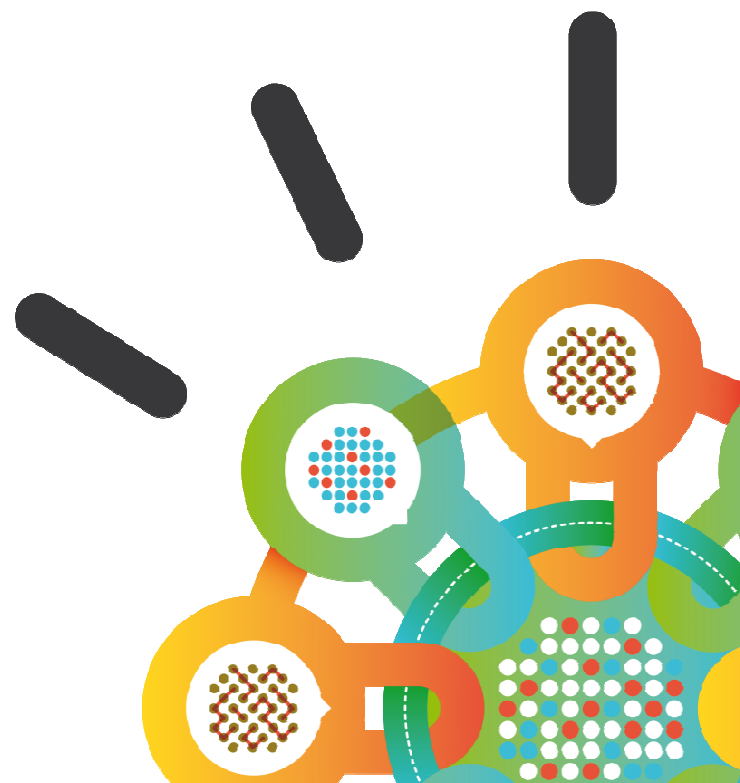**Security Intelligence.**

Think Integrated.

Q1 Labs Support Transition Education

March 19, 2013

For all information related to the support Cutover

http://www-01.ibm.com/support/docview.wss?uid=swg21616144

Q1 Labs Support Tool	IBM Support Tools	Electronic support resources
www.q1labs.com/support Support Landing	**Electronic support - t**he IBM Support Portal provides access to a wide range of electronic support for your IBM software and appliances.	http://www.ibm.com/software/support
Worldwide Telephone Support: 866-377-7000	**Telephone (voice) support* – see Telephone (voice) Support below for more details on what information you'll be asked to provide when contacting IBM Support via telephone.**	http://www.ibm.com/planetwide/
Qmmunity **- Open & Manage technical support tickets (Remedy)** support@q1labs.com	**IBM Service Request via ReTAIN**	https://www.ibm.com/support/servicerequest/Home.action
Qmmunity **– Qradar Patches and Upgrades**	**IBM Support Fix Central**	
Qmmunity - Newly-released DSMs Universal Device Support Module(DSM) Configurations from other customers	**IBM Support Fix Central**	
Qmmunity – QRadar Auto Updates	**Qmmunity**	
Qmmunity - QRadar Documentation Archives as well as latest Documentation Sets Answers to Frequently Asked Questions	**IBM Support Portal Technotes / FAQs and Passport Advantage**	
Qmmunity – Forum	**IBM Support – Communities / Forums**	https://www.ibm.com/support/entry/myportal/forums_communities

Recorded Training Webinars	**IBM Education Assistant**	http://publib.boulder.ibm.com/infocenter/ieduasst/tivv1r0/index. jsp
	IBM Support Handbooks - these documents contain important information on the procedures and practices followed in the service and support of your IBM software and appliances.	IBM Support Handbook Appliance Support Handbook
	IBM support terminology	IBM Support acronyms, abbreviations and terms

Insufficient

Transition dates

March 15	Letters mailed to Q1 Labs customer site technical contacts with ibm id information
April 1	All new trouble tickets opened in IBM's Retain system & via Service Request on IBM.com/Software/support
	Remedy ticket submission on Qmmunity disabled
	Existing open Remedy tickets still accessible on Remedy
	Forums activated on IBM.com
	Forums read-only on Qmmunity
April 22	Q1Labs no longer answered
April 30	All Remedy tickets converted to Retain
	support@q1labs.com deactivated
May 30	Q1 Labs phones disconnected
	Qmmunity shut down