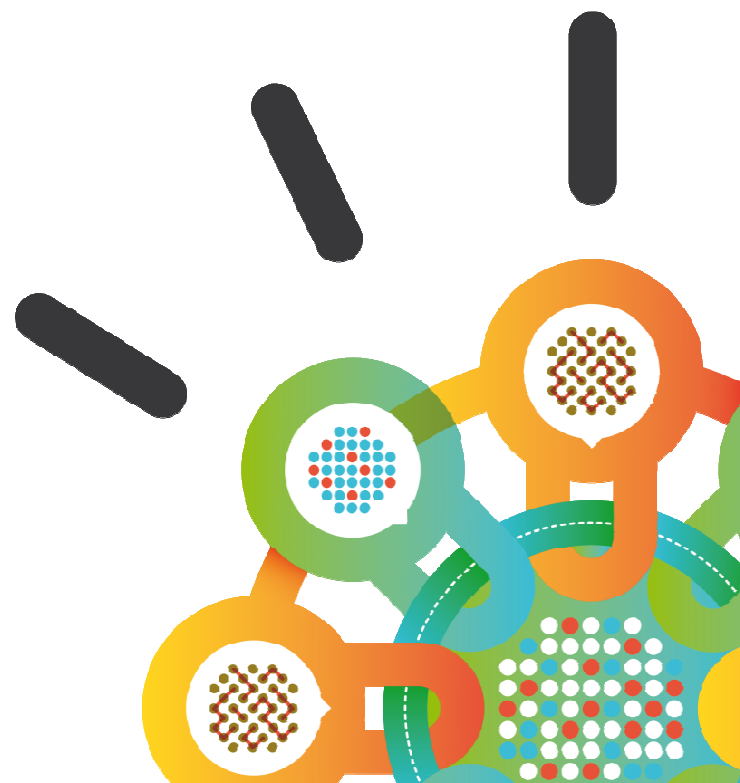

Security Intelligence.
Think Integrated.


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>

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Q1 Labs Support Transition to IBM Support Systems

News

Abstract

IBM Security Systems support communications and links to helpful resources related to the Q1 Labs Support transition to IBM Support Systems on April 1, 2013. Please bookmark this page and check it regularly for updates and important announcements related to the support transition.

The Q1 Labs portfolio of products and services, now IBM QRadar® Security Intelligence Platform, are available through the Security Systems division of IBM.

Content

Attention Q1 Labs Customer Support Users - Upcoming IBM Electronic Support Education

IBM Electronic support tools and resources can save you time, keep you informed, provide training and help streamline your support experience. Click the link

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Document informat

IBM Security QRadar S

Software version:
7.0, 7.1

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Q1 Labs Support Tool	IBM Support Tools	Electronic support resources
www.q1labs.com/support Support Landing	Electronic support - the 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

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