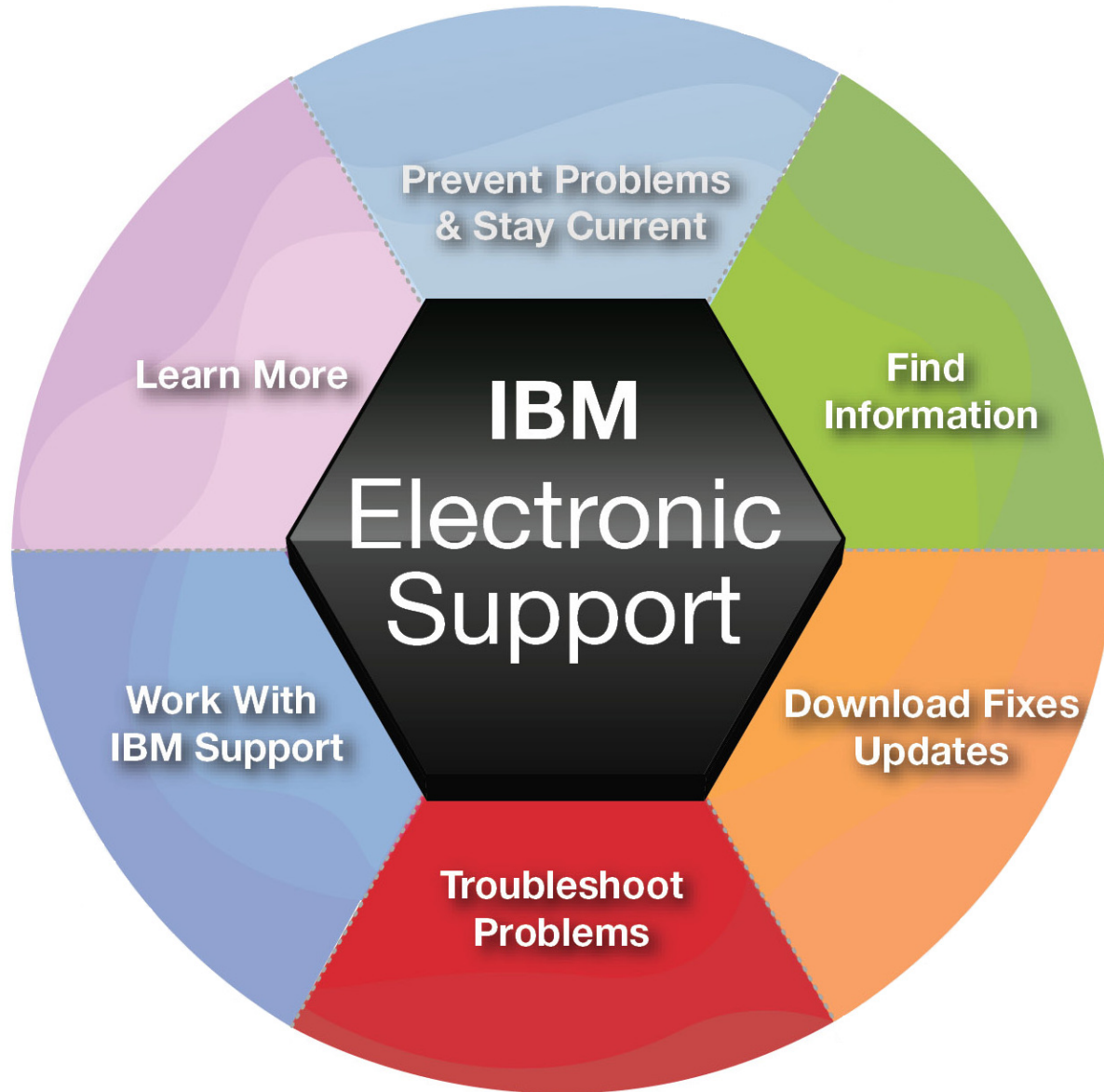


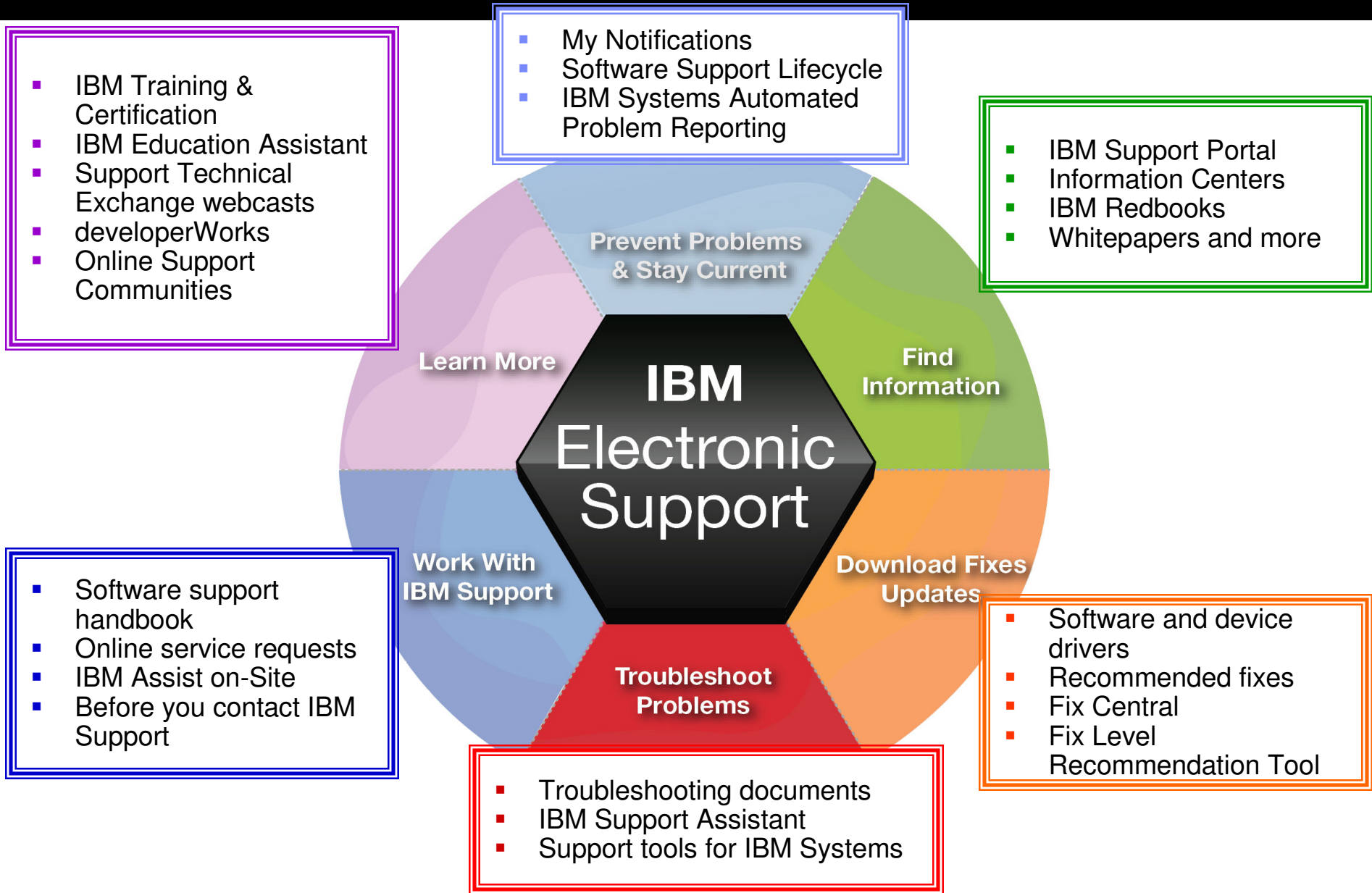
# IBM® Electronic Support

Easy, Fast, Smart



Patrick O'Connor, [patocon@us.ibm.com](mailto:patocon@us.ibm.com)





# Getting started

## IBM Support Portal – Gateway to electronic support portfolio

<http://ibm.com/support>

The screenshot displays the IBM Support home page. At the top left, there is a 'Go to quick start' button. Below it, the 'Choose your products' section includes a 'Manage my product list' link and a search box for finding and activating products. A list of 'Your products' is shown, including BladeCenter HS22, Cognos Business Intelligence, and DB2 for Linux, UNIX and Windows. A 'Share this product list' button is also present.

The main content area is titled 'Support home' and 'Support for my selected products'. It features several panels:
 

- Featured links:** A list of product categories such as BladeCenter, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, FileNet Content Manager, Lotus Notes, Power, Rational ClearCase Family, System x, Tivoli Storage Manager, and WebSphere Application Server.
- Flashes & alerts:** A section for alerts, specifically mentioning BladeCenter HS22, Cognos Business Intelligence, DB2 for Linux, UNIX and Windows, FileNet Content Manager, Lotus Notes, Rational ClearCase Family, System x3690 X5, Tivoli Storage Manager, and WebSphere Application Server.
- Notifications:** A section prompting users to sign in to create, manage, or view their subscriptions and to support RSS feeds.
- Training:** A list of training resources for the same product categories as the featured links.
- Warranty lookup:** A section for checking warranty status, including a disclaimer and a form to enter product type (e.g., 2644) and serial number (e.g., 23AB123). It also provides a link to international warranty services for System x.

On the right side of the page, there are several utility sections:
 

- Sign in:** A prompt to sign in to access authorized content and customize pages.
- Search support:** A search bar with a dropdown menu set to 'Within my selected product'.
- Translate this page** and **Customize this page:** Buttons for user preferences.
- Support resources:** A list of links for contact support, buy support and services, other IBM pages, and product and brand links.
- Site availability:** A green indicator showing the site is available.
- Site news** and **Support feedback:** Links for staying updated and providing input.
- IBM Technical Support Chat:** A prominent orange banner encouraging users to start chatting.
- Chat for System x:** A specific chat option for System x users, noting that it is for warranty and maintenance agreements only.

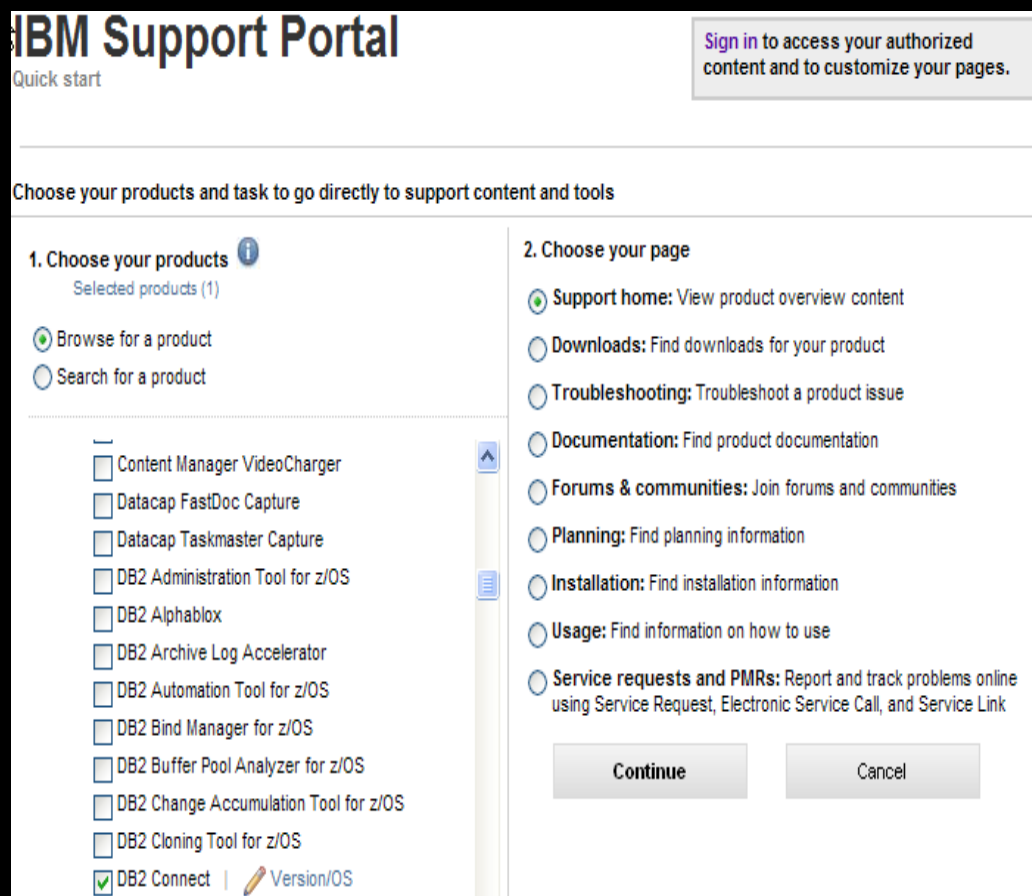
At the bottom left, there is a link to 'Go to IBM Support mobile'.

# 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

**Support home**  
Support for my selected products

**Featured links**

- ▶ BladeCenter
- ▶ Cognos Business Intelligence
- ▶ DB2 for Linux, UNIX and Windows
- ▶ FileNet Content Manager
- ▶ Lotus Notes
- ▶ Power
- ▶ Rational ClearCase Family
- ▶ System x
- ▶ Tivoli Storage Manager
- ▶ WebSphere Application Server 7.0.0

**Notifications**

- Sign in to create, manage or view your subscriptions
- Support RSS feeds

**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**

Within my selected produ

**Translate this page**

**Customize this page**

**Support resources**

- Contact support
- Buy support and services
- Other IBM pages
- Product and brand links

**Site availability**

**Site news**

**Support feedback**

**Help us improve online support**

- Surveys and studies

**Warranty lookup**

- Applicable product categories
- Disclaimer

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

# Getting started

## Access – Register for IBM ID and password

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

### My IBM profile

**Profile summary**

Here is your current ibm.com profile information. Update your preferences, interest areas, personal information, support and other IBM profiles, as needed.

If you would like to reset your profile and start over, clear your profile now.

→ [Clear your profile](#)

---

Preferred language for profiling:

---

**User information**

If you have already registered, please sign in.

→ [Sign in](#)

If you have not registered, protect your information with a unique IBM ID and password by registering now.

→ [Register](#)

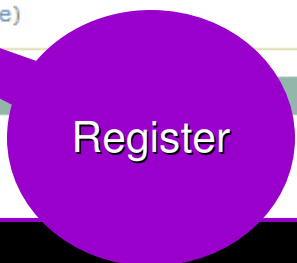
→ [Edit your shopping address \(learn more\)](#)

---

**Preferences and interests**

**Your job role:**

→ [Add](#)



- Register just once, using your e-mail address for IBM ID
- Sign in using IBM ID / password created on any IBM site

\* **IBM ID:**

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

\* **Password:**   
(Minimum 8 characters)

\* **Verify password:**

- 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 – AVP Features

- In mid 2010, IBM added AVP features to the IBM Support Portal
- When a client logs in and has been designated an AVP client, he/she will see the AVP banner at the top of the Support home page plus a special AVP-only module directly below



# IBM Support Portal – AVP Features

- The first link in the AVP-only module is the “Virtual Red Carpet Lounge” community
- This is a place to share your technical expertise and network with other IBM AVP clients and IBM AVP teams

The screenshot shows the IBM developerWorks interface for the Virtual Red Carpet Lounge. At the top, there's a navigation bar with 'Public Groups' and 'My Groups' tabs, a search bar, and a 'Request to Join this Group' button. The main content area is divided into several sections:

- Overview:** A welcome message from a moderator, stating that the lounge is exclusively for IBM Software Accelerated Value Program clients. It mentions that the economy has caused cutbacks and that the lounge is a way to preserve networking and knowledge sharing experience.
- Members:** A list of members including Todd.Flo..., gmlne, and doubled, with a total of 141 members.
- Blog:** A list of recent blog posts, including 'Nominations open through May 15 for IBM Champions for WebSphere, Lotus, and Rational!' and 'Accelerated Value Central @ Impact 2011'.
- Message Board:** A list of recent discussions, including 'Up for discussion: How are you using IBM software to move toward being a social business?' and 'WebSphere Application Server v8 Planned General Availability Date Announced'.

## IBM Support Portal – AVP Features

- The second link allows the AVP client to adjust his/her product filters, with the extra feature of having a special “My company’s products” pulldown that allows them to quickly set up their portal with a short list of only the IBM products they are currently using
- The AVP client can always add additional products at any time.

**Manage my product list**

Browse for a product  
 Search for a product

Select products to display  
 My company's products ▾ >

Select from your company's products

- ▼ Software
  - Software support (general)
  - ▶ Information Management
  - ▶ Lotus
  - ▶ Other Software
  - ▶ Rational
  - ▶ Tivoli
  - ▶ WebSphere

My products list

| Active                   | Product name                            |                                       |
|--------------------------|---|---------------------------------------|
| <input type="checkbox"/> | 2005-H08 & H16 SAN Fibre Channel Switch | <input type="button" value="Delete"/> |
| <input type="checkbox"/> | 2006-L10 SAN Fibre Channel Switch       | <input type="button" value="Delete"/> |
| <input type="checkbox"/> | 2108-G07 SAN Data Gateway               | <input type="button" value="Delete"/> |
| <input type="checkbox"/> | 2108-R03 SAN Data Gateway Router        | <input type="button" value="Delete"/> |

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

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

- Coremetrics
- Sterling
- Unica
- PSS Systems
- Datacap
- U2 Software
- Hitachi Global Storage Technologies
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

# IBM Support Portal – AVP Features

- The third link in the AVP module is “Company contacts”
- This page provides the AVP client with all their IBM AVP team contact information
- New this year: “AVP Chat”
- AVP Chat is a web-based chat service
  - Each chat-enabled member of a client’s AVP team will be either:
    - **Yellow** = not available
    - **Green** = available
  - The AVP client may select a “Green” team member to initiate a live chat at any time!

← Return to Support home

### My IBM contacts

**My IBM contact information**

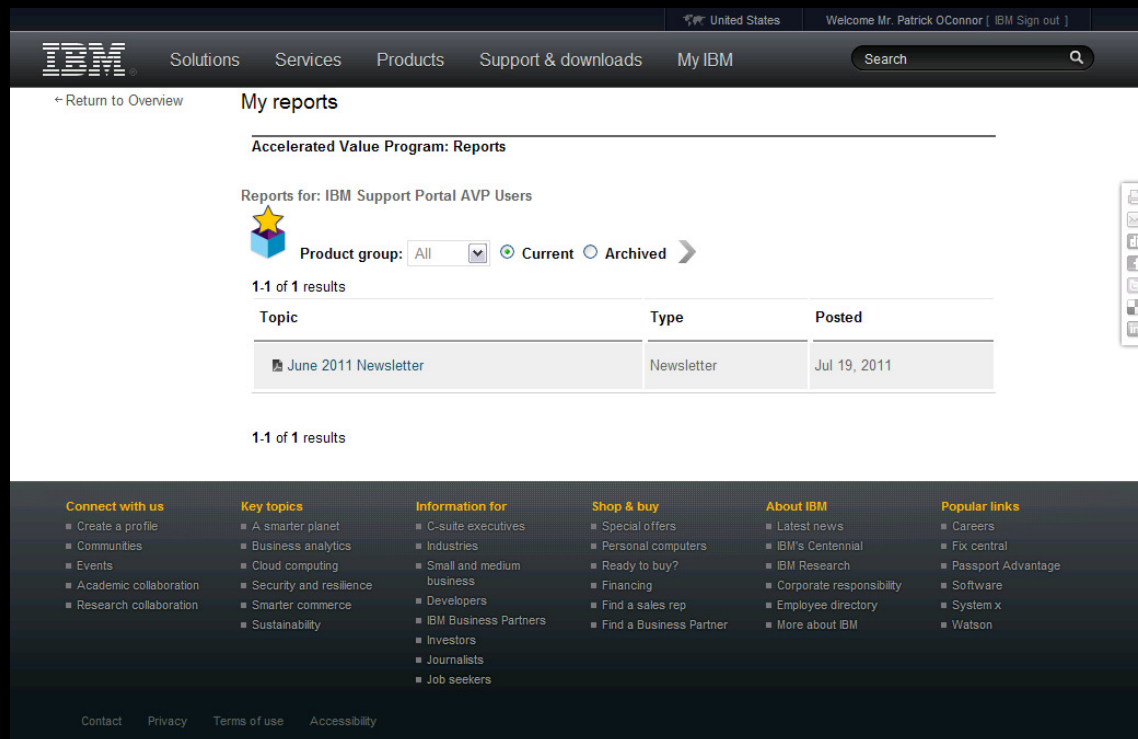
■ = Available for chat    ◆ = Not available for chat

| Program                   | Name                | Title                          | Phone number          | Email address              |
|---------------------------|---------------------|--------------------------------|-----------------------|----------------------------|
| Lotus AVP                 | AMANDA HICKEY       | Accelerated Value Leader (AVL) | 07980 445625          | amanda_hickey@uk.ibm.com   |
| Tivoli AVP                | ■ Eric Reynolds     | Secondary AVL                  | 1-404-236-3998        | ericreyn@us.ibm.com        |
| Tivoli AVP                | ◆ Terry Sullivan    | Secondary AVL                  | 1-404-348-9372        | tasulliv@us.ibm.com        |
| Tivoli AVP                | ■ Brian Wong        | Accelerated Value Leader (AVL) | 1-404-348-9420 x49420 | blwong@us.ibm.com          |
| Cognos AVP                | ■ Rawls Walden      | Secondary AVL                  | 1-507-286-6409        | rwwalde@us.ibm.com         |
| Informix AVP              | Jennifer Ringgold   | Secondary AVL                  | 1-650-264-2332        | ringgold@us.ibm.com        |
| Rational AVP              | ■ KATHERINE SZCZECZ | Accelerated Value Leader (AVL) | 1-847-871-0342        | kszczec@us.ibm.com         |
| Lotus AVP                 | ◆ Christie Williams | Secondary AVL                  | 1-978-899-4422        | clw@us.ibm.com             |
| Informix AVP              | ◆ Joe Walker        | Accelerated Value Leader (AVL) | 408-956-2464          | joe.walker@us.ibm.com      |
| Cognos AVP                | ◆ Sarah Macintosh   | Accelerated Value Leader (AVL) | 613-356-5869          | sarah.macintosh@ca.ibm.com |
| FileNet AVP               | Audry McGillicuddy  | Accelerated Value Leader (AVL) | 714-327-3612          | amcgilli@us.ibm.com        |
| Lotus AVP                 | Tammy Rosbrook      | Accelerated Value Leader (AVL) | 720-395-4802          | tammy_rosbrook@us.ibm.com  |
| Informix AVP              | ◆ Graham Milne      | Accelerated Value Leader (AVL) | 905-413-4026          | gmilne@ca.ibm.com          |
| Tivoli AVP                | ◆ Janis Thomas      | Accelerated Value Leader (AVL) | 919-486-1187          | janisjt@us.ibm.com         |
| WS Application Server AVP | ◆ Shawn Jason Burns | Accelerated Value Leader (AVL) | 919-651-9658          | sjburns@us.ibm.com         |
| Tivoli AVP                | ◆ Michael Hoeft     | Secondary AVL                  | 9192549162            | mhoeft@us.ibm.com          |

Connect with us    Key topics    Information for    Shop & buy    About IBM    Popular links

# IBM Support Portal – AVP Features

- The fourth link is for “My reports”
- This page allows a client’s AVP team to post various files to the IBM support site that only that client may see
- This feature provides a central location for storage of reports and presentations by the IBM AVP team
- Compliments or replaces the practice of emailing large files out to numerous users



# Getting started

## IBM Support Portal – View your page

The screenshot shows the IBM Support Portal home page. The main heading is "Support home" with the subtext "Support for my selected products". Below this is a section titled "Your customized support experience" with a note: "To modify the contents of this page, choose your products and a page." The page is divided into several sections: "Choose your products" (left sidebar), "Notifications" (middle-left), "Flashes & alerts" (middle-right), "Featured links" (bottom-left), "Search support" (top-right), "Translate this page" (middle-right), "My bookmarks" (middle-right), "Customize this page" (middle-right), "Support resources" (bottom-right), "Site availability" (bottom-right), "Site news" (bottom-right), and "Support feedback" (bottom-right). The "Choose your products" sidebar lists "System x3690 X5", "Tivoli Storage Manager", and "WebSphere Application Server 7.0.0 (AIX)". The "Flashes & alerts" section lists various products like "BladeCenter HS22", "Cognos Business Intelligence", "DB2 for Linux, UNIX and Windows", etc. The "Search support" section has a search bar and a dropdown menu. The "Support resources" section lists "Contact support", "Buy support and services", "Other IBM pages", and "Product and brand links". The "Site availability" section shows a green status icon. The "Site news" section has a link to "Support feedback". The "Support feedback" section has a link to "Start chatting with" and "Chat for System".

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

Find flashes and alerts quickly

Enhanced search helps you find information quickly

Choose a different page to view content relevant to that task

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

# Getting started

## IBM Support Portal – Choose a page

Choose your page

- Support home
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests and PMRs
- Site assistance

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

# Getting started

## IBM Support Portal – Manage your product list

Quickly search for products to add to your list and view

**Choose your products**

**Manage my product list** ⓘ

Find and activate a product:

**Your products**

All | Active

- BladeCenter HS22 7870
- Lotus Domino
- System x3850 X5 7146
- WebSphere Application Server 7.0.0 (AIX)

Share this product list

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

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

**Manage my product list**

Browse for a product | Search for a product

Search for one or more product names, part numbers or machine type-models

Sort by relevance | Sort alphabetically

Find products to add by searching or browsing

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

**My products list**

Delete all inactive | Delete all products

| Active                              | Product name                             |            |    |
|-------------------------------------|--|------------|----|
| <input checked="" type="checkbox"/> | BladeCenter HS22 7870                    | Select OS  | 🗑️ |
| <input checked="" type="checkbox"/> | Lotus Domino                             | Version/OS | 🗑️ |
| <input checked="" type="checkbox"/> | System x3850 X5 7146                     | Select OS  | 🗑️ |
| <input checked="" type="checkbox"/> | WebSphere Application Server 7.0.0 (AIX) | Edit       | 🗑️ |

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

Sign in to access advanced support features.

Finish | Close

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

- Coremetrics
- Sterling
- Unica
- PSS Systems
- Datacap
- U2 Software
- Hitachi Global Storage Technologies
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

# 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

The screenshot shows the IBM Support Portal home page. The main heading is "Support home" with the sub-heading "Support for my selected products". Below this is a section titled "Your customized support experience" with a note: "To modify the contents of this page, choose your products and a page." The page is divided into several sections: "Notifications" (listing subscriptions and RSS feeds), "BladeCenter HS22", "Cognos Business Intelligence", "DB2 for Linux, UNIX and Windows", "FileNet Content Manager", "Power 720 8202 (AIX)", "Rational ClearCase Family", "System x3690 X5", "Tivoli Storage Manager", and "WebSphere Application Server 7.0.0 (AIX)". There are also sections for "Featured links" and "Top ten".

Annotations on the right side of the page:

- After sign-in, you can set up bookmarks to quickly get to key pages** (pointing to the "My bookmarks" module in the right sidebar).
- Click Customize this page to set up your unique web experience** (pointing to the "Customize this page" module in the right sidebar).
- Click the + to see available modules to drag to the center of the page** (pointing to the "+" icon in the "Add modules to my page" module in the right sidebar).

The right sidebar contains several modules: "Search support", "Translate this page", "My bookmarks", "Customize this page", "Hide page graphics", "Hide empty modules", "Add modules to my page", "Support resources", "Contact support", "Buy support and services", "Other IBM pages", "Product and brand links", "Site availability", "Site news", "Support feedback", and "IBM Technical Support Chat".

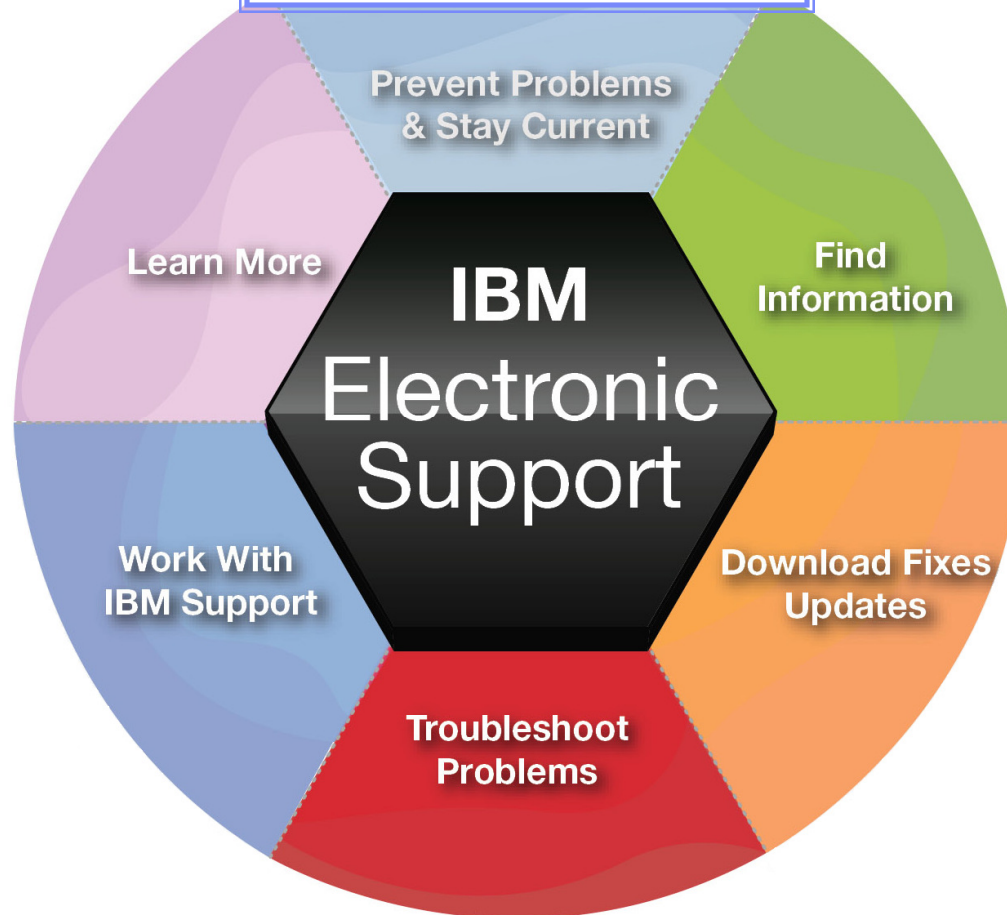


# IBM Electronic Support Live Demo

<http://ibm.com/support>

# Backup Slides

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

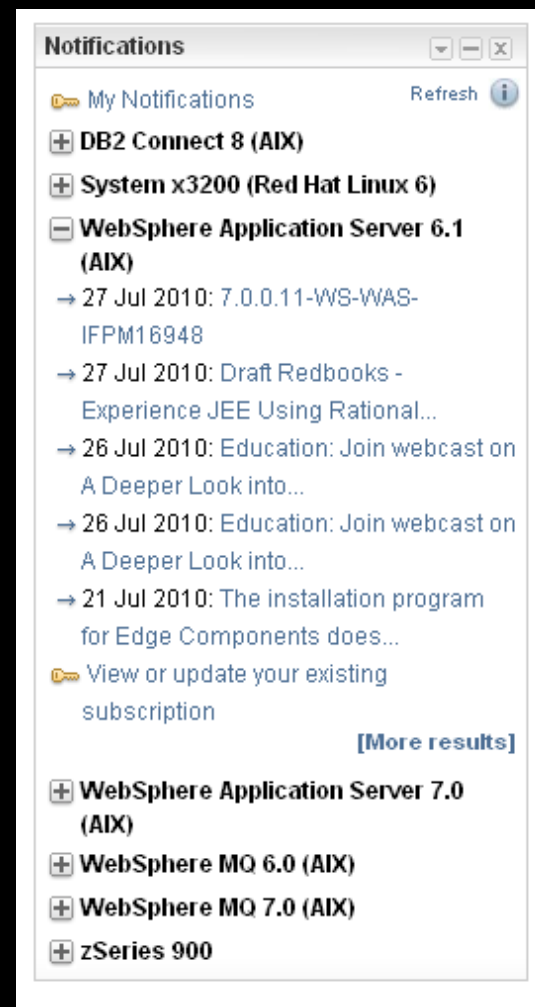


## Prevent problems & Stay current

### 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](#)



# Prevent problems & Stay current

## My notifications – Creating subscriptions

### My notifications

for IBM technical support

My subscriptions **Subscribe** My defaults Help

Select your product

To create a subscription, select a product family below.

| Systems  | Software  | Storage  |
|--|---|--|
| <ul style="list-style-type: none"> <li>BladeCenter</li> <li>Power</li> <li>System i</li> <li>System p</li> <li>System x</li> <li>System z</li> <li>System Blue Gene</li> <li>IntelliStation Pro</li> <li>IBM Monitors</li> <li>IBM Systems Director</li> <li>Older System x products (Netfinity, PC Server)</li> <li>Other hardware</li> </ul> | <ul style="list-style-type: none"> <li>Information Management</li> <li>Lotus</li> <li>Rational</li> <li>Tivoli</li> <li>WebSphere</li> <li>Other software</li> </ul> <p><b>Point-of-sale</b></p> <p><b>Systems networking</b></p> | <ul style="list-style-type: none"> <li>Disk system</li> <li>Network attached storage (NAS) &amp; iSCSI</li> <li>Optical systems</li> <li>Storage area networks</li> <li>Storage servers</li> <li>Tape systems</li> </ul> |

Click Subscribe

Choose a product family

### My notifications

for IBM technical support

Support & downloads  
Subscriptions  
Help  
Feedback

My subscriptions **Subscribe** My defaults Help

Related links

- Lenovo support
- InfoPrint support

You are subscribing to the following products:

Tivoli

Fields marked with an asterisk (\*) are required.

Continue

| Products *   |  |
|--|--|
| <input checked="" type="checkbox"/> CIMS Capacity Planner                      | <input type="checkbox"/> Tivoli Monitoring for Virtual Servers             |
| <input type="checkbox"/> CIMS Legacy   | <input type="checkbox"/> Tivoli Monitoring for Web Infrastructure          |
| <input type="checkbox"/> CIMS Mainframe  | <input type="checkbox"/> Tivoli Monitoring System Edition for System p     |
| <input type="checkbox"/> IBM Application Services Pack for Distributed Systems | <input checked="" type="checkbox"/> Tivoli Monitoring V6                   |
| <input type="checkbox"/> IBM Application Services Pack for OS/390              | <input checked="" type="checkbox"/> Tivoli MQSecure on Distributed Systems |
| <input checked="" type="checkbox"/> IBM Editor for Messages                    | <input checked="" type="checkbox"/> Tivoli Netcool Carrier VoIP Manager    |
| <input type="checkbox"/> IBM Enterprise Edition for AIX                        | <input type="checkbox"/> Tivoli Netcool Enterprise VoIP Manager            |
| <input type="checkbox"/> IBM IFOR  | <input type="checkbox"/> Tivoli Netcool IP Multimedia Subsystem Manager    |
| <input type="checkbox"/> IBM License Metric Tool                               | <input type="checkbox"/> Tivoli Netcool Network Mediation                  |

Choose a product or multiple products

# Prevent problems & Stay current

## My notifications – Setting delivery and frequency

- Subscription choices display
- Default name and folder name display
- Choose delivery method and frequency
- Scroll down to display notification types
- Choose what you would like to receive
- Click Submit

My subscriptions    Subscribe    My defaults    Help

---

**You are subscribing to the following**

WebSphere  
 WebSphere Application Server, WebSphere Business Modeler Advanced, WebSphere Business Monitor, WebSphere Business Services Fabric, WebSphere Process Server, WebSphere Integration Developer, WebSphere Portal

Fields marked with an asterisk (\*) are required.

| Options   | Notify me by   |
|---|--|
| Name: <input type="text" value="WebSphere"/>          | <input checked="" type="checkbox"/> e-mail   |
| Save in existing or new folder:                       | <input type="radio"/> daily e-mail <input type="radio"/> weekly e-mail               |
| Existing: <input type="text" value="Daily e-mail"/> ▼ | <input checked="" type="radio"/> plain text e-mail <input type="radio"/> html e-mail |
| New: <input type="text"/>                             | <input type="checkbox"/> delivery to this folder                                     |
|   | <input type="checkbox"/> delivery via syndication feed (RSS,Atom)                    |
|   | what's this?   |

**Document types \***

Parts information

Product information and publications

- Manuals
- Product documentation
- Product readmes
- Release notes
- Product lifecycle
- Newsletters
- White papers
- Preloaded software information
- Education
- Redbooks
- Periodicals

Product support sites

Troubleshooting

- APARs (Authorized Program Analysis Reports)
- Fix readmes
- Preventative Service Planning
- PTF (Program Temporary Fix) cover letter
- Technotes(FAQs)
- Technotes(Troubleshooting)

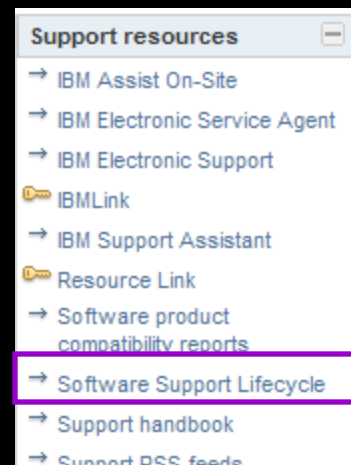
Webcasts

# Prevent problems & Stay current

## Software Support Lifecycle

### Support Resources expandable module

- Consolidated – includes software lifecycle information for software, System i<sup>®</sup>, System p<sup>®</sup> and System z<sup>®</sup>
- 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



Software > Support >

## IBM Software Support Lifecycle

**Software support lifecycle policy enhanced**



IBM Delivers an Enhanced Software Support Lifecycle policy for key Information Management, IBM Lotus, IBM Rational, IBM Tivoli and WebSphere products.

- View the enhanced IBM software support lifecycle policy
- Frequently asked questions
- Products adhering to the enhanced policy

**Support feedback**

Help us improve online software support

**Translate my page**

Select a language ▼

[Translate](#)

To view details for multiple products, select the checkbox for each product and click "View details".

The announcement letter dates below are US only. Information for other country announcements is located [here](#).

Subscribe via RSS to Product Support Lifecycle site updates

[Download XML Data](#)

**Sort by:**

Product name ▼ ➔

A B C D E E G H I J K L M N O P Q R S T U V W X Y Z

View details
 Uncheck all

| View                     | Product name<br><small>(**Indicates comments/exception)</small>        | Version<br>Rel.Mod. | Policy<br>type <sup>1</sup> | Product ID | General<br>availability <sup>2</sup> | End of<br>Support |
|--------------------------|--|---------------------|-----------------------------|------------|--------------------------------------|-------------------|
| <input type="checkbox"/> | A Adapter for JD Edwards EnterpriseOne on WebSphere Application Server | 6.1                 | E                           | 5724-T75   | 04 Feb 2008                          |                   |
| <input type="checkbox"/> | Adapter for Oracle E-Business Suite on                                 | 6.1                 | E                           | 5724-T73   | 04 Feb 2008                          |                   |

# Prevent problems & Stay current

## Software Product Compatibility Reports

### Featured planning links module on Planning 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

Reports about compatible software combinations

The support shown in the reports generated by this tool may require a particular maintenance for the products.


#### Operating system reports



**Operating systems for a specific product**

**Usage:** Find out all the operating systems on which a product you have in mind runs.


[View sample report](#)



**Products that use a specific operating system**

**Usage:** Find out all the products that are supported by an operating system you have in mind.

[View sample report](#)




**Matrix between specific product(s) and desired operating systems**

**Usage:** Find out if a set of software products runs on operating systems you have in mind.

[View sample report](#)


#### Prerequisite reports



**Prerequisites of a specific product**

**Usage:** Find out all the software that a specific product needs or uses per selected capabilities.


[View sample report](#)



**Products that use a specific prerequisite**

**Usage:** Find out all the software that use or support a specific product.

[View sample report](#)




**Matrix between specific product(s) and desired prerequisites**

**Usage:** Find out if a set of prerequisites will work with a set of specific products.

[View sample report](#)


#### Virtualization environment reports



**Virtualization environments supporting a product**

**Usage:** Find out all the virtualization environments that support a product you have in mind.


[View sample report](#)



**Products supported by a virtualization environment**

**Usage:** Find out all the products that are supported by a virtualization environment you have in mind.

[View sample report](#)



**Matrix between specific product(s) and desired virtualization environment**

**Usage:** Find out if a set of products is supported by virtualization environments you have in mind.

[View sample report](#)



# Prevent problems & Stay current

## Automated Problem Reporting & Electronic Service Agent

### Support Resources expandable module

- 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

### Access through IBM Electronic Services

- 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 & downloads

IBM Electronic Services

Alert for System i and System p

My Notifications

My Contracts

My Systems

View My Systems

View My Systems

Select platform

Select reports

View reports

My Systems help

Open service requests

Technical documents

IBM Electronic Service Agent™

## My Systems

Sign in | Register

My Systems reports

Click below for an informational tour of "My Systems"

My Systems (1.1 MB)

Need to add IBM ID?

If you have activated your Electronic Service Agent and need to add an IBM ID in order to view these reports, here are your instructions

How to add IBM IDs in existing environments (380 KB)

IBM Electronic Services

Overview

Open service requests

Introduction View My Systems Q&A

My Systems provides reports with detailed information about your systems, which was collected and sent to IBM by Electronic Service Agent.

Once you have activated Electronic Service Agent to transmit inventory to IBM - and provided your IBM ID on the Service Agent authorized users screen, you can view system details on the web from any location in the world. [\(Service Agent documentation\)](#)

You can compare the information between two or more systems by viewing the reports by report type. If you want to verify that your configuration is the same between two or more systems, view the reports by report type and you will see that report for all systems on the same page.

Depending on the platform, the reports will include all or some of the following information:

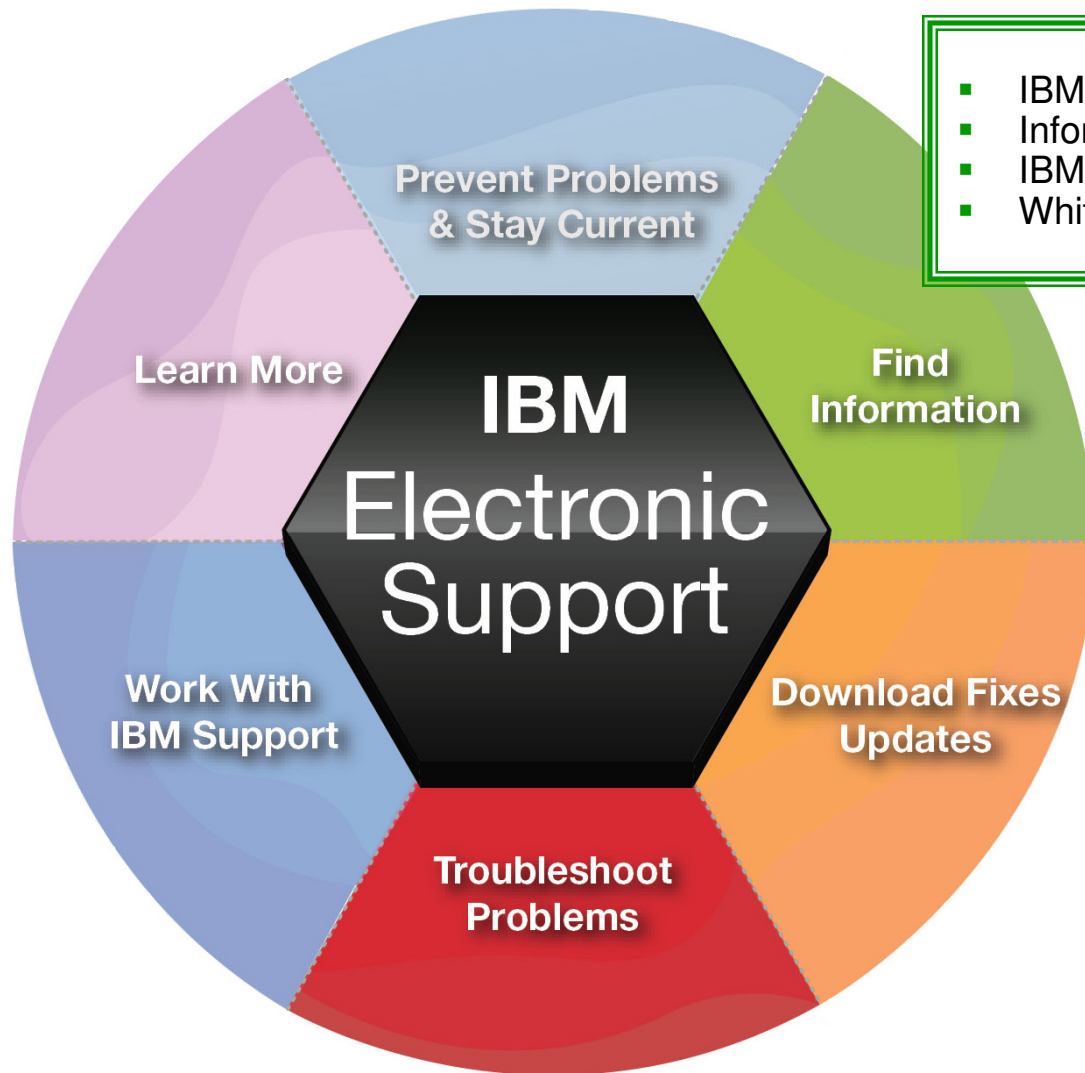
- Customer information - company name, address and contact information
- Hardware inventory - the physical components of a system
- System configuration - System values, Network attributes, TCP/IP configuration
- Software inventory - the programs that are installed on the system
- Maintenance information - product release and maintenance levels, installed fixes

→ [Go to Service Agent overview.](#)

Service Agent Overview. You can select information on each hardware platform, Security & Privacy or general brochures.

→ [Go to "Services administration"](#)

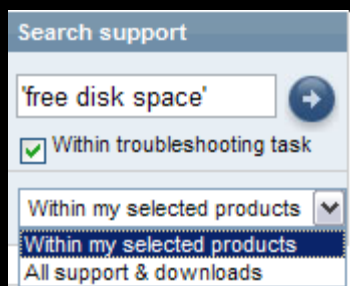
In order to gain access to entitled web functions, you must provide your customer number(s). The Services administration function enables you to enter your customer numbers and also to add other users.



- 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

**Filter results by**

Add or remove products by returning to the [IBM Support Portal](#).

**Product(s) list:**

- BladeCenter HS22 7870 (0)
- Lotus Domino (39)
- System Management software (5)
- System x3850 X5 7146 (0)
- WebSphere Application Server (26)
- Version 7.0.0
- AIX family

**Software product version**

To use the product version filter, select a single software product above.

**Content type**

- Authorized program analysis report (9)
- Documentation index (5)
- Planning information (5)
- Product administering information (5)
- Product configuration

**Current selections:**

- Viewing All

**Task**

- Design (11)
- Develop (45)
- Download (33)
- Install (143)
- Maintain (35)
- Plan (118)
- Troubleshoot (70)

**Current selections:**

- Troubleshoot

**Related links**

- [Employee directory](#)

### Search

Search for 'free disk space'

[New search](#) (show everything with no search terms or filters applied)

**Search results**

1 - 20 of 70 results [Next](#)

Sort by: [Relevance](#)

**WebSphere Application Server Feature Packs - Feature Pack for SCA, Version 1.0.1... Feature Pack for SCA, Version 1.0.1** View the latest Feature Pack for Service Component Architecture (SCA) AIX®, HP-UX, Linux®, Solaris, Windows®, z/OS® operating systems documentation. This information applies to Version 1.0.1 and to all subsequent releases... Last modified date: 16 Jan 2010

**Redbooks - Domino Access for Microsoft Outlook: Deployment and Migration Guide** ...single point of failure when it comes to clustering. Exchange's clustering capability provides what a Windows server offers a shared-disk cluster model. That makes the already vulnerable data store a single point of impact in a cluster. If the... Last modified date: 20 Mar 2006

**SPR #MLAT52AS2Y Product - Domino Offline Services** Release notes Abstract SPR# MLAT52AS2Y - DOLS install should not generate insufficient disk space errors on Win2000 clients with several GB free. Fixed in Release 5.0.10 Technical Area Client Install - Functionality Platform Cross... Last modified date: 31 May 2007

**SPR #MTHD3Z2UHP Product - Server** Release notes Abstract SPR# MTHD3Z2UHP - Disk stats are now dynamically updating to reflect free space on hard drives. Fixed in Release 5.0.8 Technical Area Server - Events - Stats Platform Win NT dc304cacc39b7de185256a630073c2b3... Last modified date: 6 Jun 2001

**VMControl Installation Log Contains Incorrect Disk Space Information** ...installLog.txt incorrectly reports Free Disk Space: -1. The installation is successful...log file incorrectly reports the free disk space. When running the installation...graphical user interface, the correct... Last modified date: 18 Nov 2010

**Redpaper - WebSphere Application Server V6.1 installation problem determination** ...directory There is insufficient free disk space on the system Current user profile...directory There is insufficient free disk space on the system Current user profile...Determination There is insufficient... Last modified date: 21 May 2007

**Search elsewhere**

Didn't find what you were looking for? Try these related searches:

- [Google](#)
- [Bing](#)
- [Yahoo!](#)

**Actions**

[Return to IBM Support Portal](#)

**Help**

[Search tips](#)

**Newsfeeds**

[Subscribe to search results \(RSS\)](#)

# 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<sup>®</sup>, white papers and more . . .

IBM Redbooks and more module on Documentation page

**Documentation**  
Support for my selected products

**Browse our library to find useful information**  
Learn about your product, available fixes, and find answers to your questions.

**Choose your products**  
Manage my product list  
Find and activate a product:  
Your products: All | Active  
BladeCenter HS22  
Cognos Business Intelligence  
Windows  
Share this product list

**Featured documentation links**

- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Rational ClearCase Family
- Tivoli Storage Manager

**Getting started**

- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Rational ClearCase Family

**Notifications**

- Manage all my subscriptions
- Support RSS feeds
- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Power 720 8202 (AIX)
- Rational ClearCase Family
- System x3690 X5
- Tivoli Storage Manager

**Product documentation**

- DB2 for Linux, UNIX and Windows
- Lotus Notes
- Power 720 8202 (AIX)
- Rational ClearCase Family
- System x3690 X5
- Tivoli Storage Manager

**IBM Redbooks and more**

- DB2 for Linux, UNIX and Windows
- Lotus Notes
  - IBM Redbooks
  - IBM Redpapers and Redguides
  - IBM White Papers
  - View all
- Rational ClearCase Family
- System x3690 X5
  - IBM Redpapers and Redguides
  - View all
- Tivoli Storage Manager

**Search support**  
Search support  
Within my selected products

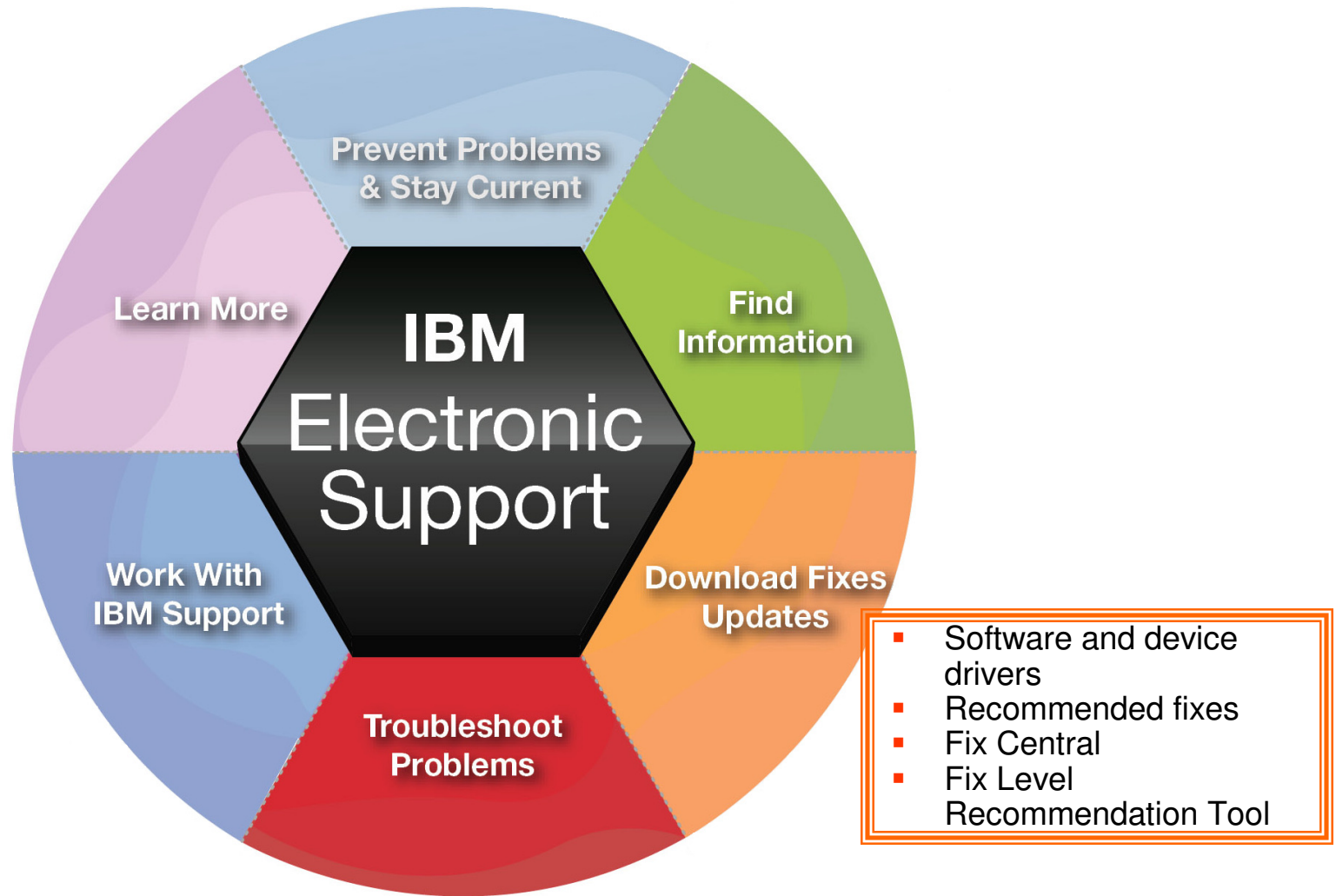
**Support resources**  
Contact support  
Buy support and services  
Other IBM pages  
Product and brand links

**Site availability**  
Site news  
Support feedback

**IBM Technical Support Chat**  
Start chatting with us today!  
Chat for System x  
(Warranty and Maintenance Agreement only)

**IBM System x Services**  
Increase IT availability while simplifying support with IBM Technical Support

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



# 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 displays the IBM Downloads page. The main heading is "Downloads" with the subtitle "Support for my selected products". Below this is a banner that says "Find downloads for your IBM products" with a large blue arrow pointing to a computer monitor. The page is divided into several sections:

- Choose your products:** A sidebar on the left contains a "Manage my product list" button, a search box for "Find and activate a product:", and a list of products under "Your products". The products listed are BladeCenter HS22, Cognos Business Intelligence, and DB2 for Linux, UNIX and Windows. A "Share this product list" button is also present.
- Choose your page:** A sidebar on the left contains a list of navigation options: Overview, Downloads (highlighted with a purple box), Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, Service requests and PMRs, and Site assistance.
- Downloads and fixes:** A central panel with a purple border showing a list of products and their associated download links:
  - BladeCenter HS22**
    - View BladeCenter HS22 downloads
    - IBM ToolsCenter
    - UpdateXpress
  - Cognos Business Intelligence**
    - View Cognos Business Intelligence fixes
    - View Cognos Controller fixes
    - View Cognos Analysis for Microsoft...
    - View Cognos Performance Applications...
    - Search for Cognos Business...
    - Search for recommended fixes
    - ServiceLink/IBMLink
    - Passport Advantage
  - DB2 for Linux, UNIX and Windows**
    - View DB2 fixes
    - View recommended fixes for DB2
    - Search for DB2 for Linux, UNIX and...
    - Recommended fixes
    - Search for recommended fixes
- Flashes & alerts (Download):** A panel on the right with a red pushpin icon and the text "Alerts: Get the most up to date alerts for your product(s)". Below this is a list of products with alert links:
  - ▶ BladeCenter HS22
  - ▶ Cognos Business Intelligence
  - ▶ DB2 for Linux, UNIX and Windows
  - ▶ FileNet Content Manager
  - ▶ Lotus Notes
  - ▶ System x3690 X5
  - ▶ Tivoli Storage Manager
- Featured download links:** A panel on the right with a list of products and their download links:
  - ▶ Cognos Business Intelligence
  - ▶ DB2 for Linux, UNIX and Windows
  - ▶ FileNet Content Manager
  - ▶ Lotus Notes
  - ▶ Rational ClearCase Family
  - ▶ Tivoli Storage Manager
  - ▶ Web Sphere Application Server 7.0.0 (AIX)



# Download fixes and upgrades

## Fix Central – Centralized repository for downloadable content

← Return to IBM Support Portal

**Fix Central**

- Supported products
- Enhancements
- Help
- Feedback

### Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

Select the product below. When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

For additional information, click on the following link.

📄 Getting started with Fix Central

**BladeCenter support**

- ➔ Support URL
- ➔ View BladeCenter products

← Return to IBM Support Portal

**Fix Central**

- Supported products
- Enhancements
- Help
- Feedback

**Change your selection**

← Change your selected product

Operating system: All

Submit

Product Group: BladeCenter

Product: BladeCenter HS22

Product: 7870

Operating system: All

Continue

← Return to IBM Support Portal

**Fix Central**

- Supported products
- Enhancements
- Help
- Feedback

**Select fixes**

BladeCenter HS22, 7870 (All platforms)

Select fixes category view

The following results match your request. Select the fixes you wish to download. [Share this download list](#)

- To try a different query, go to the [Identify fixes](#) page.
- To show superseded fixes, rerun this query to [include superseded fixes](#).

Refine results: All fixes

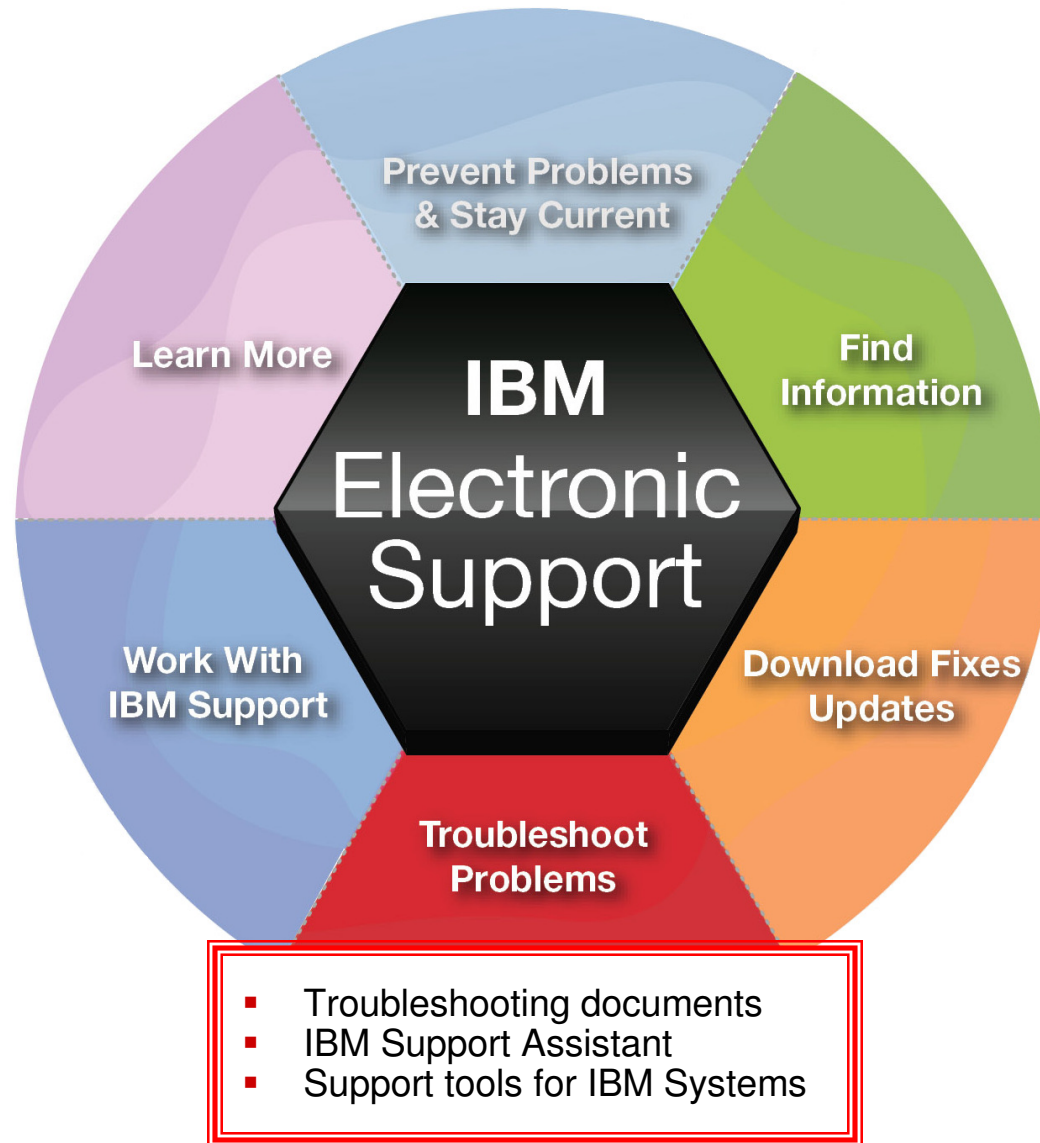
View results: Component

Continue Clear selections Show fix details Hide fix details

- UpdateXpress System Pack
- Critical updates
- CHIPSET-INF
- Configuration
- Converged Network Adapter
- Diagnostics
- Embedded Hypervisor
- Fibre
- Firmware Update
- Hard Disk Drive
- IMM
- Management Module
- Network
- OSA - Device Driver
- Other
- SAS
- ServeRAID
- SP Driver
- Systems Management
- UEFI
- Utility
- Video

**UpdateXpress System Pack**

- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for Windows Mar 2, 2011  
2008, Windows 2008 x64, Windows 2003 x64, Windows 2003  
ibm\_utl\_ujsp\_phsp03a-3.10\_windows\_32-64  
[Change History](#) [Readme](#)
- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for VMware Mar 2, 2011  
ESX 3, VMware ESX 3 x64  
ibm\_utl\_ujsp\_phsp03a-3.10\_virtual\_32-64  
[Change History](#) [Readme](#)
- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for SLES 11, Mar 2, 2011  
SLES 11 x64  
ibm\_utl\_ujsp\_phsp03a-3.10\_sles11\_32-64  
[Change History](#) [Readme](#)



# Troubleshoot problems

## Support Portal Troubleshooting page



The screenshot shows the IBM Support Portal Troubleshooting page. The main heading is "Troubleshooting" with the subtitle "Support for my selected products". The page is divided into several sections:

- Featured troubleshooting links:** A list of product categories including FileNet Content Manager, Lotus Notes, Rational ClearCase Family, Tivoli Storage Manager, and WebSphere Application Server 7.0.0 (AIX). Under WebSphere Application Server 7.0.0 (AIX), there are links for "MustGather: Read first", "Quicklinks", "Free trial support", and "View all APARs".
- Problem resolution:** A list of product categories similar to the featured links, including FileNet Content Manager, Lotus Notes, Power 720 8202 (AIX), Rational ClearCase Family, System x3690 X5, Tivoli Storage Manager, and WebSphere Application Server 7.0.0 (AIX).
- Flashes & 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 the same product categories as the featured links.
- Troubleshooting top ten:** A section with a dropdown menu and the text "Most recent | Most viewed". It lists the same product categories as the featured links.
- More troubleshooting links:** A section with a dropdown menu and the text "Power 720 8202 (AIX)".

On the right side, there is a "Search support" box with a search input field and a "Within my selected products" dropdown. Below the search box is a "Translate this page" button, a "My bookmarks" button, and a "Customize this page" button. There are also several "Support resources" buttons: "Contact support", "Buy support and services", "Other IBM pages", and "Product and brand links". At the bottom right, there is an "IBM Technical Support Chat" button with the text "Chat for... (Warranty and Maintenance Agreements only)".

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

View APARs related to a product

View Technotes with problem solutions

Find links to additional support resources available to you

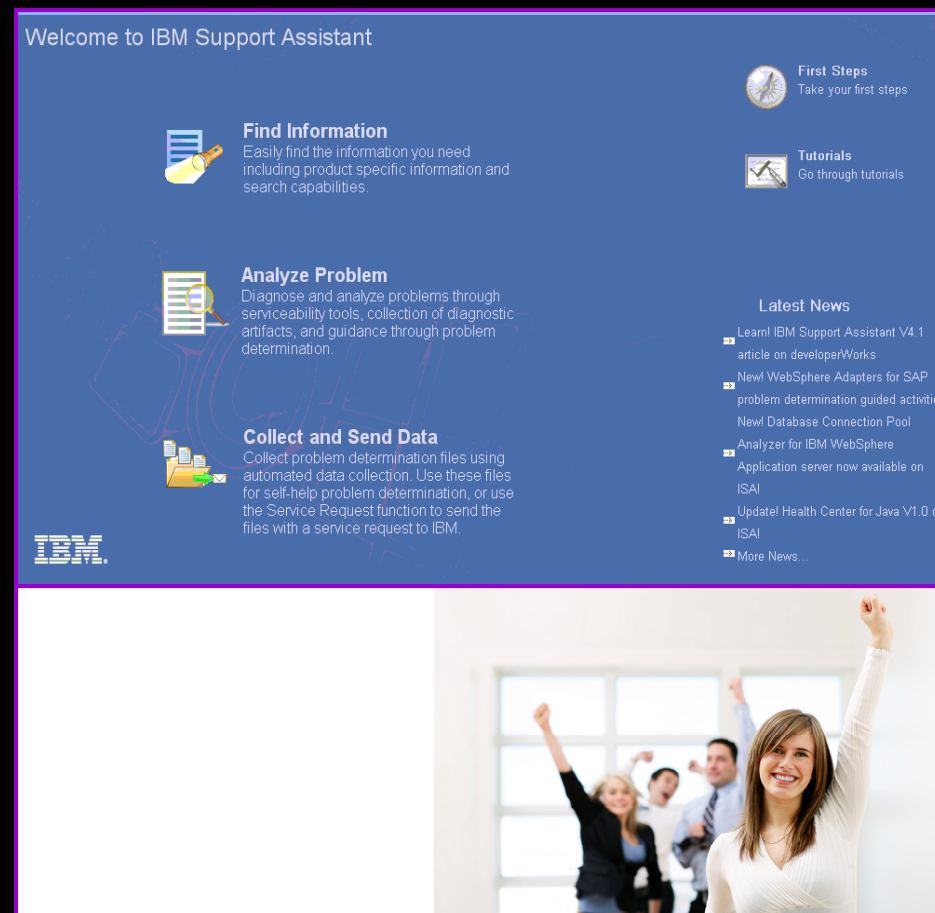
Find most recent and most viewed documents

# Troubleshoot problems

## IBM Support Assistant (ISA) and Diagnostic Tools

### Support Resources expandable module

- 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](#).

### IBM Systems Director

↓ Applicable countries and regions



## IBM Director

---

**Overview**

IBM Systems Director provides a central point of control for aggregating and managing systems. It can be installed on one or more systems, called management servers, and systems can connect to the IBM Systems Director Web interface through a Web browser.

IBM Systems Director 6.2 is available for AIX, Windows, Linux on Power, Linux on x86 and Linux on System z.


---

**Current version**

IBM Systems Director 6.2

### IBM Dynamic System Analysis (DSA)

↓ Applicable countries and regions



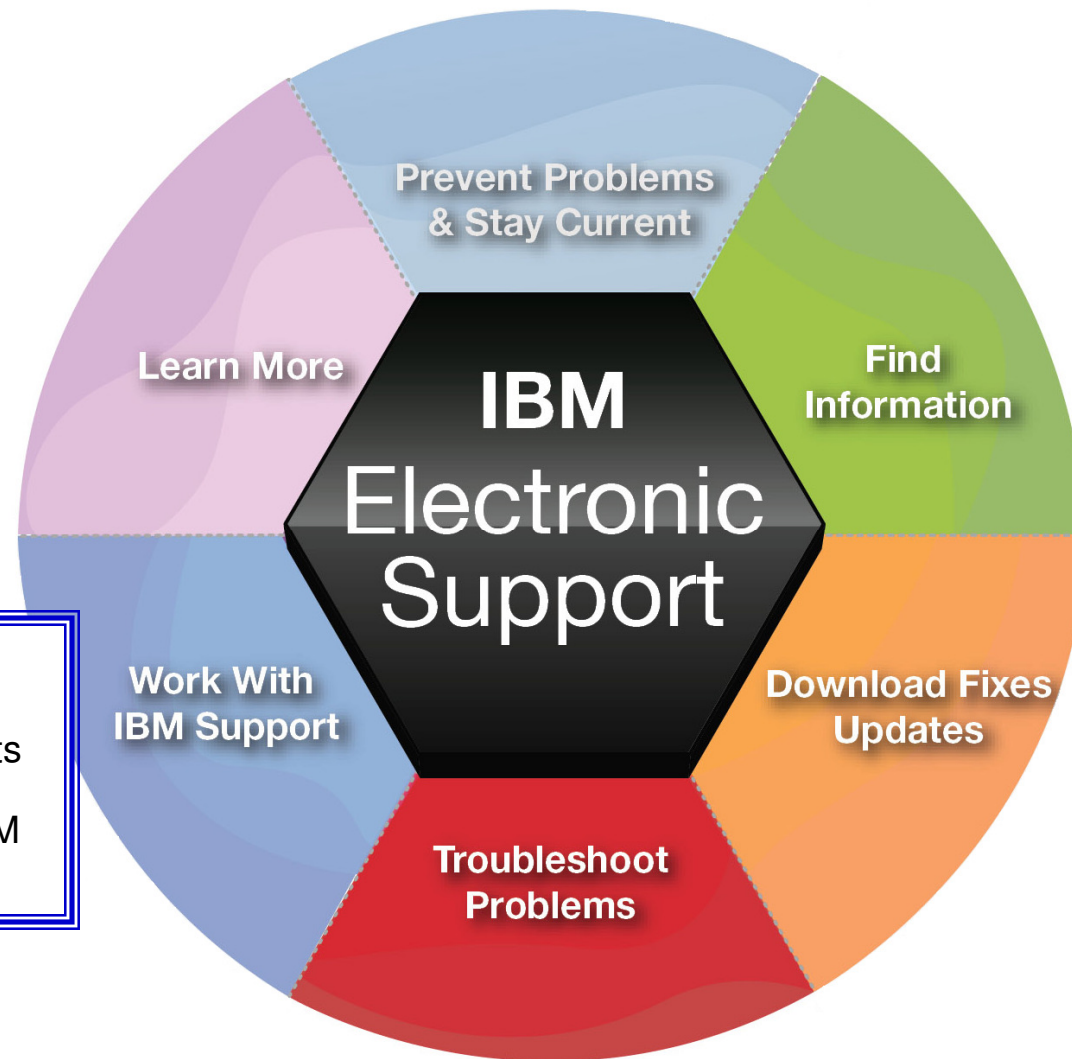
## Diagnostics

---

**Overview**

IBM Dynamic System Analysis (DSA) collects and analyzes system information to aid in diagnosing system problems. DSA collects information about the following aspects of a system:

- System configuration
- Installed applications and hot fixes
- Device drivers and system services
- Network interfaces and settings
- Performance data and running process details
- Hardware inventory, including PCI information
- Vital product data and firmware information
- SCSI device sense data
- ServeRAID configuration
- Application, system, security, ServeRAID, and service processor system event logs
- Additionally, DSA creates a merged log that allows users to easily identify cause-and-effect relationships from different log sources in the system.



- 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 module



- 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

|                        |  |
|------------------------|--|
| <b>Overview</b>        | <b>Support &amp; downloads</b><br>Your technical resource gateway. You can search, use the product selector, or navigate using the support task menu to find the information you need.   |
| <b>Downloads</b>       | <b>Support &amp; downloads: Download</b><br>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.    |
| <b>Troubleshooting</b> | <b>Support &amp; downloads: Troubleshoot</b><br>The troubleshoot page contains resources to help you diagnose and resolve any issues with your IBM systems and software products.  |
| <b>Searches</b>        | <b>Support &amp; downloads: Search</b><br>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. |
| <b>Documentation</b>   | <b>Support &amp; downloads: Documentation</b><br>Browse our library to find information about IBM systems, software and services products, and find answers to your questions.   |
| <b>Community</b>       | <b>Support &amp; downloads: Forums &amp; Communities</b><br>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

#### Support Portal 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 and PMRs

Support for my selected products

IBM Service Request for software

- Open a new software service request
- View draft service requests

Search for service requests

Completed fields will be used as filter criteria; blank fields will not be used.

Customer number : \*  Status: Open

Keyword(s):

Service request number:

Search Clear search

My service requests

- Use the filter to display a list of service requests for a selected product.
- Select the service request number link to view or modify it.

Filter by products: All

1-20 of 40 results | Next → Results per page: 20 | 50 | 100

| Service request number | Sev. | Title | Owner | Product | Date modified |
|------------------------|------|-------|-------|---------|---------------|
|                        |      |       |       |         |               |
|                        |      |       |       |         |               |
|                        |      |       |       |         |               |
|                        |      |       |       |         |               |

## 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
- Use the Customer Assistance form link in the SR help module to obtain support assistance for the Service Request tool
- Service Request training videos available on YouTube:
  - [Registering](#)
  - [Accessing](#)
  - [Navigating](#)

# 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      |
| Set my preferences           |
| Select target country/region |
| Place a request              |
| View my requests             |
| Online help                  |
| Support                      |
| Extended functions           |
| Sign out                     |

### Electronic Service Call

**IBMid: jraisig@us.ibm.com**  
**Current target country: United States/Canada**

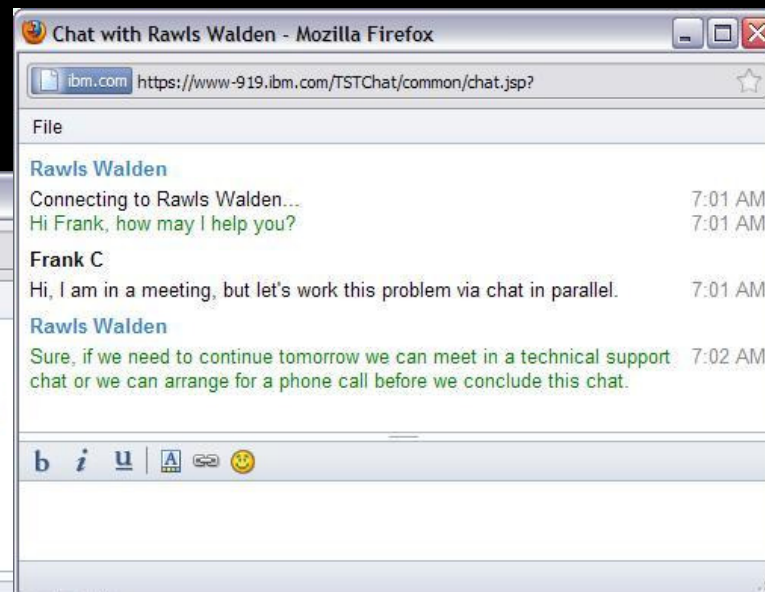
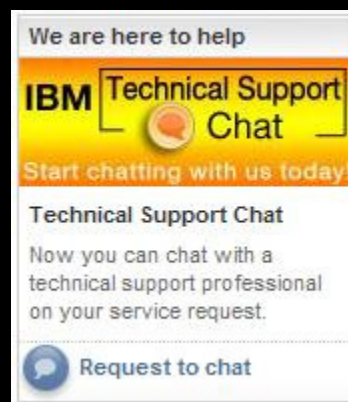
The Electronic Service Call application (ESC+) gives IBM customers the ability to place and monitor only hardware service requests electronically. This website will benefit you by reducing the time spent in voice communication with IBM placing service requests, monitoring status, canceling a service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

If you are interested in obtaining or learning more about the extended functions of ESC+, select 'Extended functions' on the navigation bar.

# 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



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

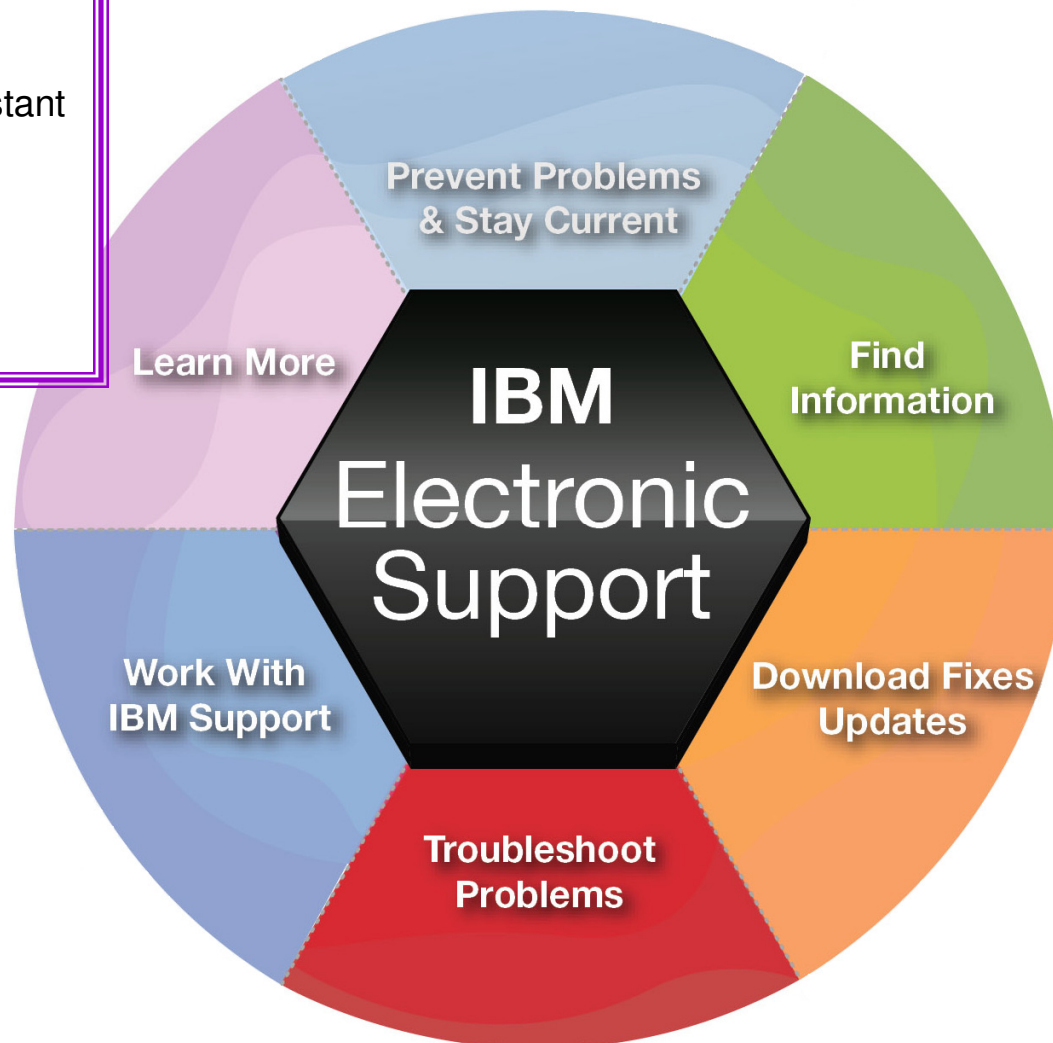
## Work with IBM Support

### 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



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- Online Support Communities



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- ▼ WebSphere Application Server
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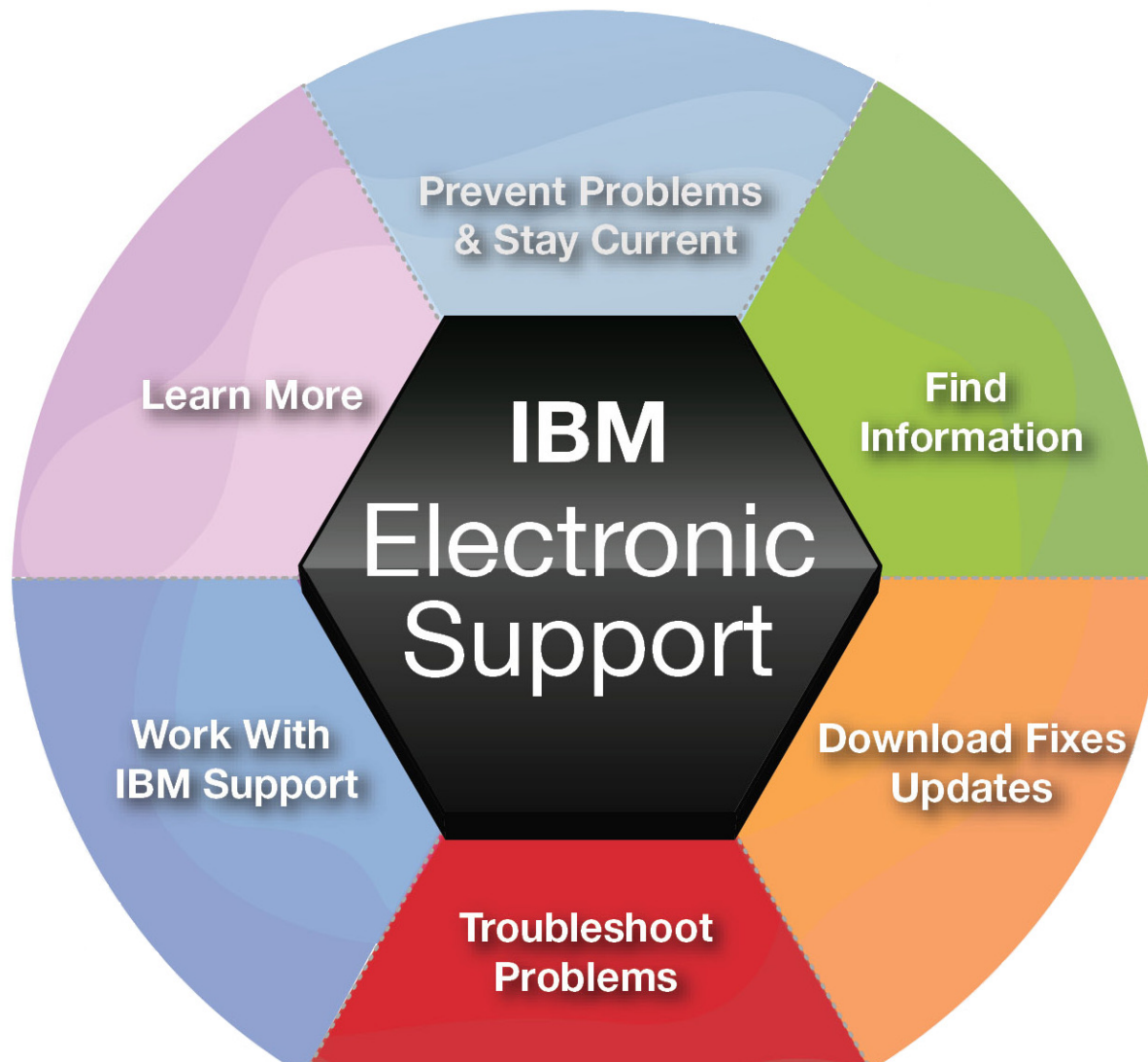
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## Reference

### 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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