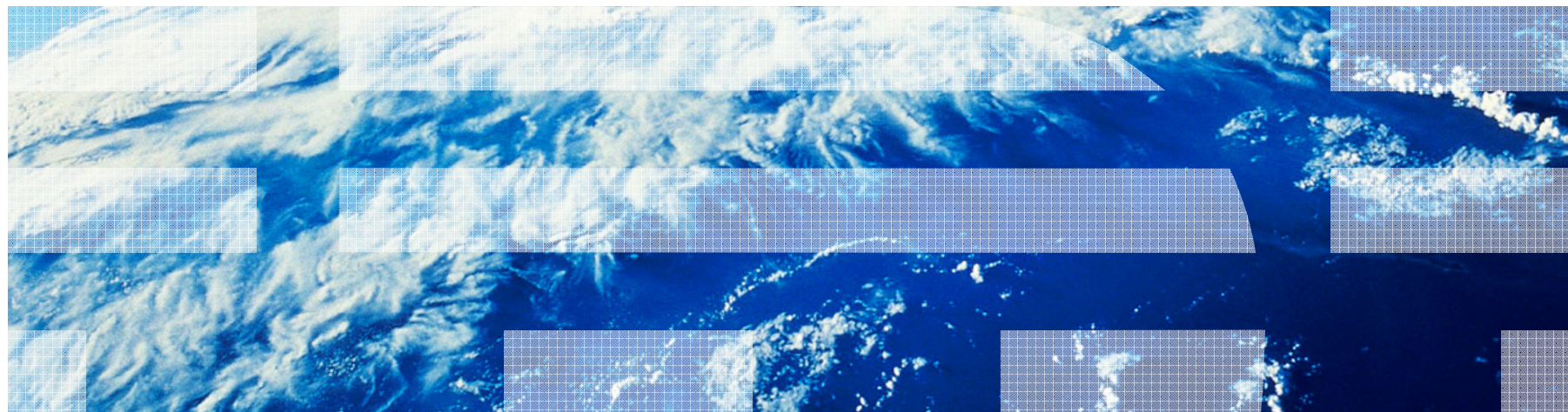


Review of Recent IBM Electronic Support Updates



Overview

- What is IBM Electronic Support?
- IBM Support Portal
- IBM Support Portal Advisor Beta
- AVP IBM Support Portal Features
- Tips & Tricks
- Getting Help
- Additional links



What is IBM Electronic Support?

A portfolio of tools and resources to keep your systems, software, and applications running smoothly.

▪ **IBM electronic support can help you:**

- [Prevent problems](#)
- [Find information](#)
- [Download fixes and updates](#)
- [Troubleshoot problems](#)
- [Work with IBM Support](#)
- [Learn more about your products](#)



For more information about all of IBM's Electronic Support sites and tools, visit: <http://ibm.com/electronicssupport/>

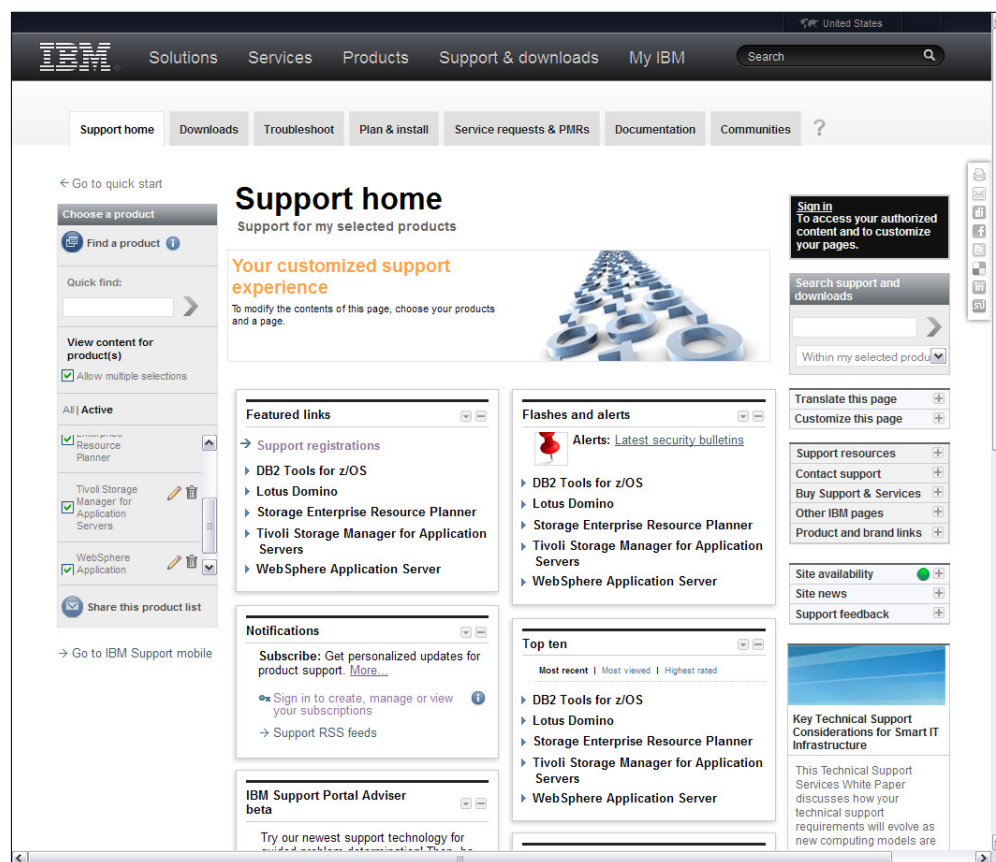
IBM Support Portal updated regularly

The IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services.

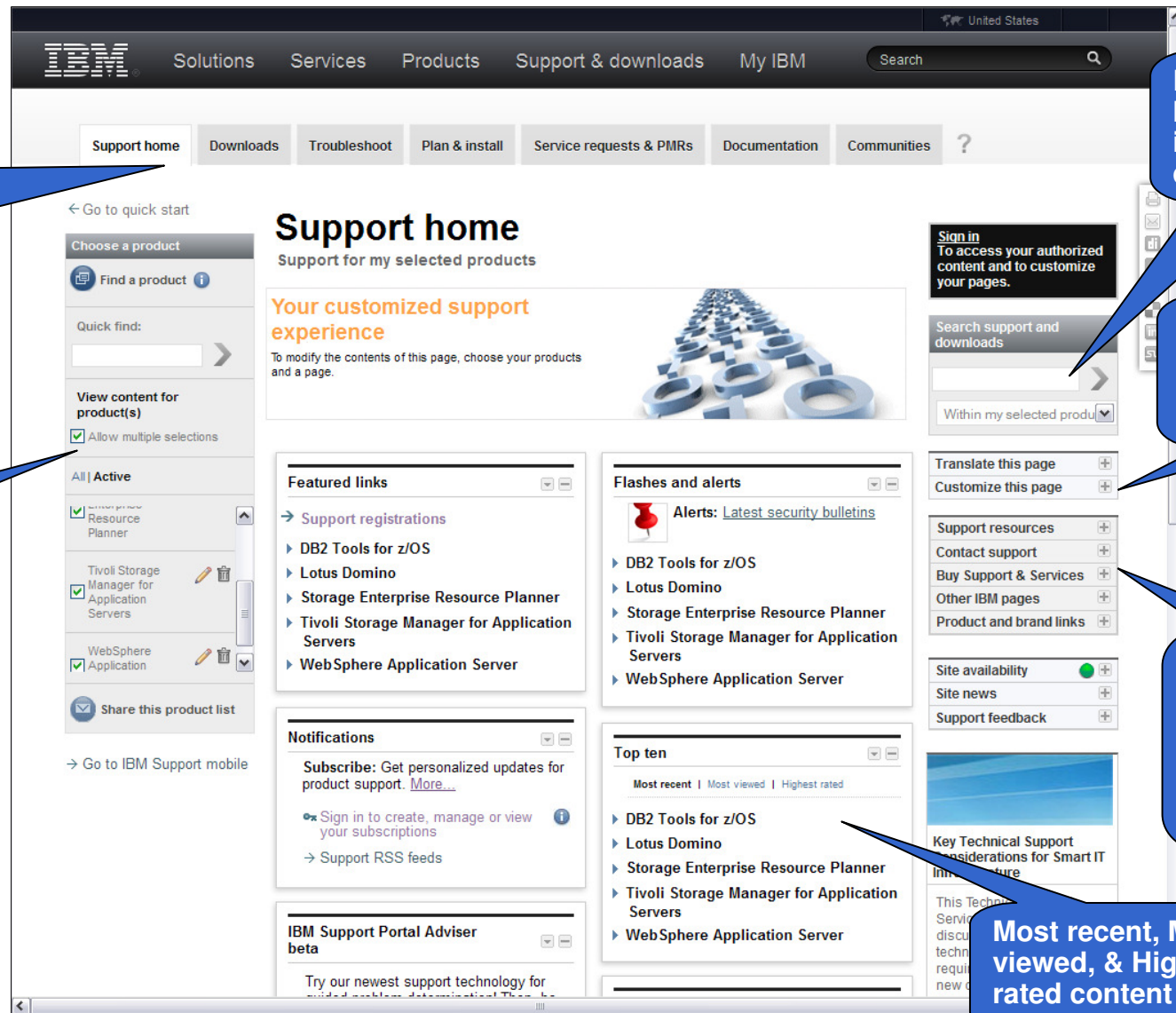
In early May, IBM updated the IBM Support Portal:

- Improved Support Search
- Product selection enhancements
- Notification subscription enhancements
- New social media tag display and search filtering

<http://ibm.com/support>



IBM Support Portal Highlights



Choose a topic to see content related to a specific task

Manage the product list to suit your preferences

Enhanced search helps you find information quickly

Add portlets to create a page that is most efficient for you

Additional useful support links display or hide based on cursor movement

Most recent, Most viewed, & Highest rated content

IBM Support Portal – Enhanced Search Highlights

New interface allows much faster navigation through search results!

Select product & version to focus search results

Choose content type to further narrow results set

Finally, select the task(s) you are trying to find answers for

The screenshot shows the IBM Support Portal search results for the query "lock". The page includes a search bar, a "New search" button, and a list of search results. On the left, there are several filter sections:

- Product(s) list:** A list of products with checkboxes. "Rational DOORS (10)" is selected.
- Software product version:** A list of versions with checkboxes. "9.2.0.1 (10)" is selected.
- Content type:** A list of content types with checkboxes. "Product documentation (1)" is selected.
- Task:** A list of tasks with checkboxes. "Use (5)" is selected.

The search results list includes several entries related to "Failed to lock archive item" and "Database locked by...".

Support Portal Assistant Beta is now open to all IBM Software Products!

- The IBM Support Portal Advisor (SPA) is a new, truly interactive way to search IBM support content. It provides a more human-like interaction, with more information and guidance throughout the problem description process plus enhanced search capabilities.
 - Searches through multiple databases inside & outside IBM, cross-ranking search results from four search engines.
 - If a service request is opened after using the IBM Support Portal Advisor, the client's SPA search history is attached to the service request record.
- **Now expanded to all IBM Software products!**

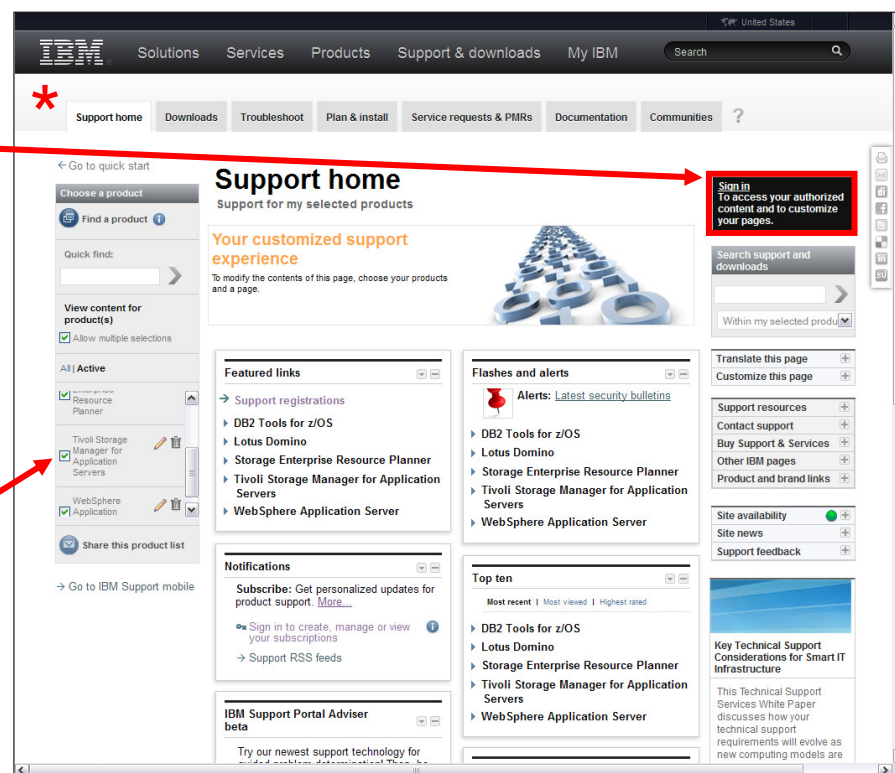
The screenshot displays the IBM Support Portal Assistant interface. At the top, there is a navigation bar with the IBM logo and links for Solutions, Services, Products, Support & downloads, and My IBM. A search bar is also present. The main content area is titled "IBM Support Portal Adviser" and includes a message: "Please review the summary below and click 'Continue' if everything is accurate." Below this is a form titled "View / modify my query" with a text input field containing "rational repro". The form also shows "We interpreted your query as:" with a list of terms: "rational Rational Team Concert 3.0.1 Windows install system hangs". There are radio buttons for "My query is a:" (Problem incident, How-to question) and "My query is:" (Software/Firmware-related, Hardware-related). Below the form is a table titled "Our interpretation" with columns for "IBM product", "IT component", "Activity", and "Situation". The table shows: IBM product: Rational Team Concert 3.0.1 on Windows; IT component: N/A; Activity: install; Situation: system hangs. There are "Continue" and "Back" buttons at the bottom of the form. On the right side, there is a circular progress indicator showing "N/A IT component", "Activity", "IBM product", and "Situation" with checkmarks. Below this is a "Support feedback" section with a link to "Help us improve IBM Support Portal Adviser". At the bottom of the page, there is a footer with various links and information.

Custom User Interface for Accelerated Value Program Clients

- **Customized product list** - View only the products that are associated with your company's IBM Accelerated Value contracts, and customize the list of displayed products further as you like
- **Service Request portlet** - Accelerated Value and Passport Advantage customers who have access to the Service Request application can view (and for Named Callers, also create and edit) their company's PMRs for their Accelerated Value ICNs and Passport Advantage ICNs
- **Accelerated Value Reports** - Access reports pertinent to your account from your IBM Accelerated Value Leader
- **Accelerated Value contact list** - Look up the IBM professionals associated with your IBM Accelerated Value contract.
- **Exclusive Accelerated Value content** - View Accelerated Value news, and other entitled content that is available only to Accelerated Value customers

IBM Support Portal Tips and Tricks to Remember

- Customize your portal
- **Sign In! You will be remembered!**
- **When searching or navigating, get as close to your answer as possible**
 - **Example:** Don't search for a TSM technote from the IBM or Software Support homepage
 - Better to search from the IBM Support Portal with TSM selected
- **Make sure you have the correct product and page selected ***
 - The Portal scopes it's searches and navigation based on which page is visible

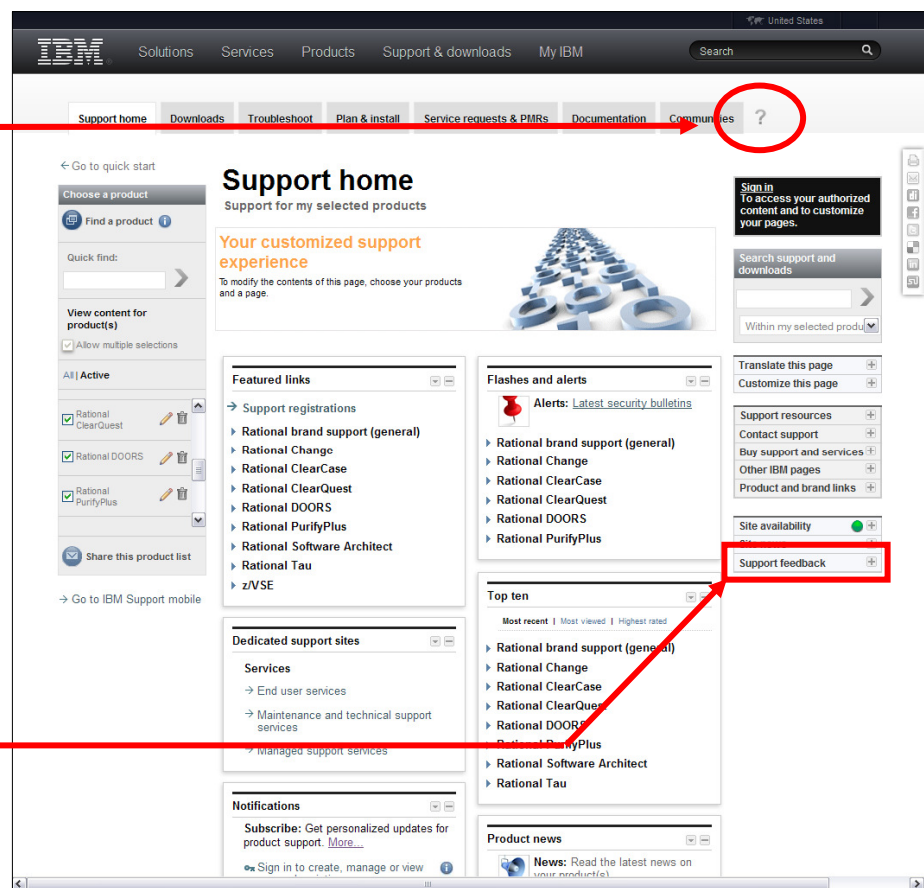


Getting Help with IBM Support Portal

Every page in the IBM Support Portal has a “Question Mark” link

- Info on:
 - Working with products
 - Viewing content
 - Searching content
 - Customizing pages

Don't forget to provide feedback – we need your input to constantly improve this site!



IBM RFE Community

The **IBM RFE Community** is a place where you can collaborate with IBM development teams and other product users through your ability to search, view, comment on, submit, and track product requests for enhancement (RFEs).

Benefits

- Quick response to feature requests
- Provides predictable response times
- Empowers clients to influence Rational product direction
- Incorporates clients insight into planned product roadmaps
- Breaks down barriers between product end-users and development

<http://www.ibm.com/developerworks/rfe/>

The screenshot displays the IBM RFE Community website. At the top, there's a navigation bar with the IBM logo, language settings (English), a user profile (Pat_OC), and a search bar. Below the navigation bar, the main heading is 'IBM RFE Community'. A large image of a person thinking is on the right. The main content area includes a welcome message, search options, and sections for 'RFE activities for all brands', 'Browse RFEs', 'My stuff', 'My watchlist', 'Groups', and 'Help'. A sidebar on the right contains 'Spotlight', 'Brands', 'Latest RFE submitted', and 'Consumability survey'.

Contact IBM Support – IBM Service Request (SR) tool

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

The screenshot shows the IBM Service requests & PMRs web interface. The navigation bar includes 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs' (circled in red), 'Documentation', and 'Communities'. The main content area is titled 'Service requests & PMRs' and includes a search form with the following fields:

- Customer number: * 5365474 [United Stat]
- Status: Open
- Keyword(s):
- Service request number:

Below the search form, there is a section for 'My service requests' and a table of 10 items found. The table has the following columns: Service request number, Sev., Title, Owner, Product, and Date modified.

Service request number	Sev.	Title	Owner	Product	Date modified
58099 500 000	4	Testing ...	Matthew ...	Rational...	2/16/12
58098 500 000	4	Testing ...	Matthew ...		2/16/12
55268 500 000	4		Matthew ...		10/24/11
49271 500 000	4		Ying Che...		10/24/11
49270 500 000	4		Yinn Che		10/24/11

SR was recently updated to make onboarding easier and submitting PMRs more streamlined.

QUESTIONS

Now or later:

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Mobile Phone: +1.978.660.9411

<http://ibm.com/electronicssupport/>

Helpful Links

IBM Support Portal - <http://ibm.com/support/>

- Single, unified and centralized view of all technical support tools and information, covering all IBM products

developerWorks - <http://ibm.com/developerworks/rational/>

- Premier technical community resource for software developers, providing a wide range of tools, code, and education

IBM Education Assistant - <http://ibm.com/software/info/education/assistant/>

- Multimedia education modules

IBM Software Support Handbook- <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>

- Worldwide numbers, escalation options, support processes

IBM Support Assistant (ISA) - <http://ibm.com/software/support/isa/>

- Free local software serviceability workbench that helps you resolve questions & problems with IBM software

IBM Passport Advantage - <http://ibm.com/software/howtobuy/passportadvantage/>

- Acquire new IBM software licenses, renew maintenance, and technical support

Service Request (SR) - <http://ibm.com/software/support/probsub.html>

- Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year

Assistance for IBM Support Websites – in United States

- **IBM Passport Advantage Support, North America (support for the Full Product Downloads)**

- Email: paonline@us.ibm.com
- Within North America, call 800-978-2246
- For support outside of North America, local phone numbers may be found at:
 - http://ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

- **IBM Service Request (SR) Support**

- Please visit the SR assistance page:
 - <https://www-946.ibm.com/support/servicerequest/help/srHelp.action>
- SR helpdesk:
 - <https://www-304.ibm.com/software/entitlement/CustAssist?topic=esr>

- **IBM My Notifications Support**

- <ftp://ftp.software.ibm.com/systems/support/tools/mynotifications/overview.pdf>