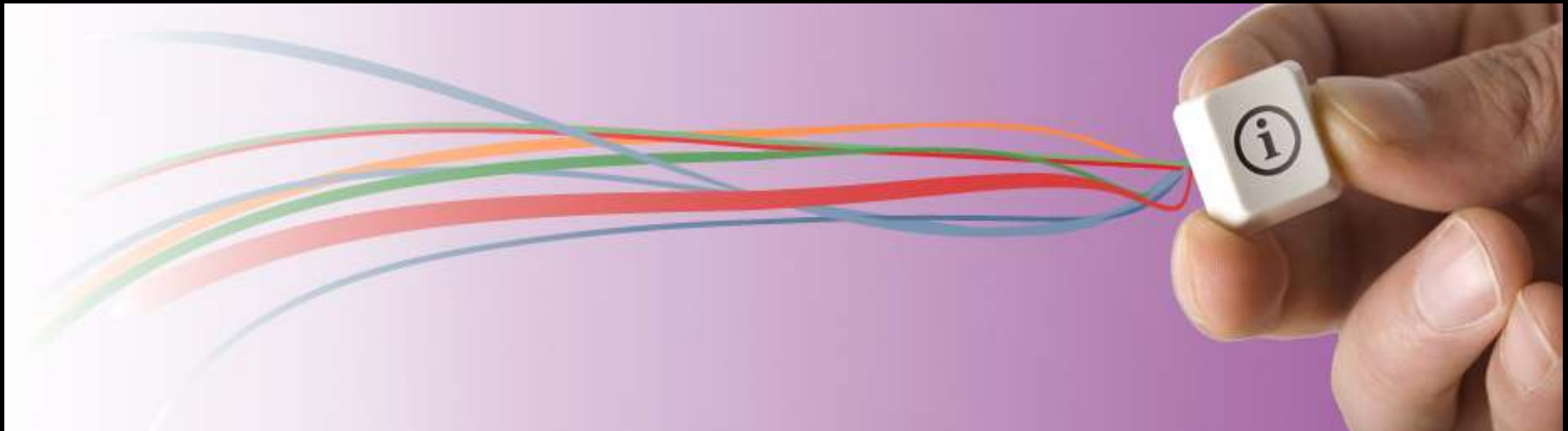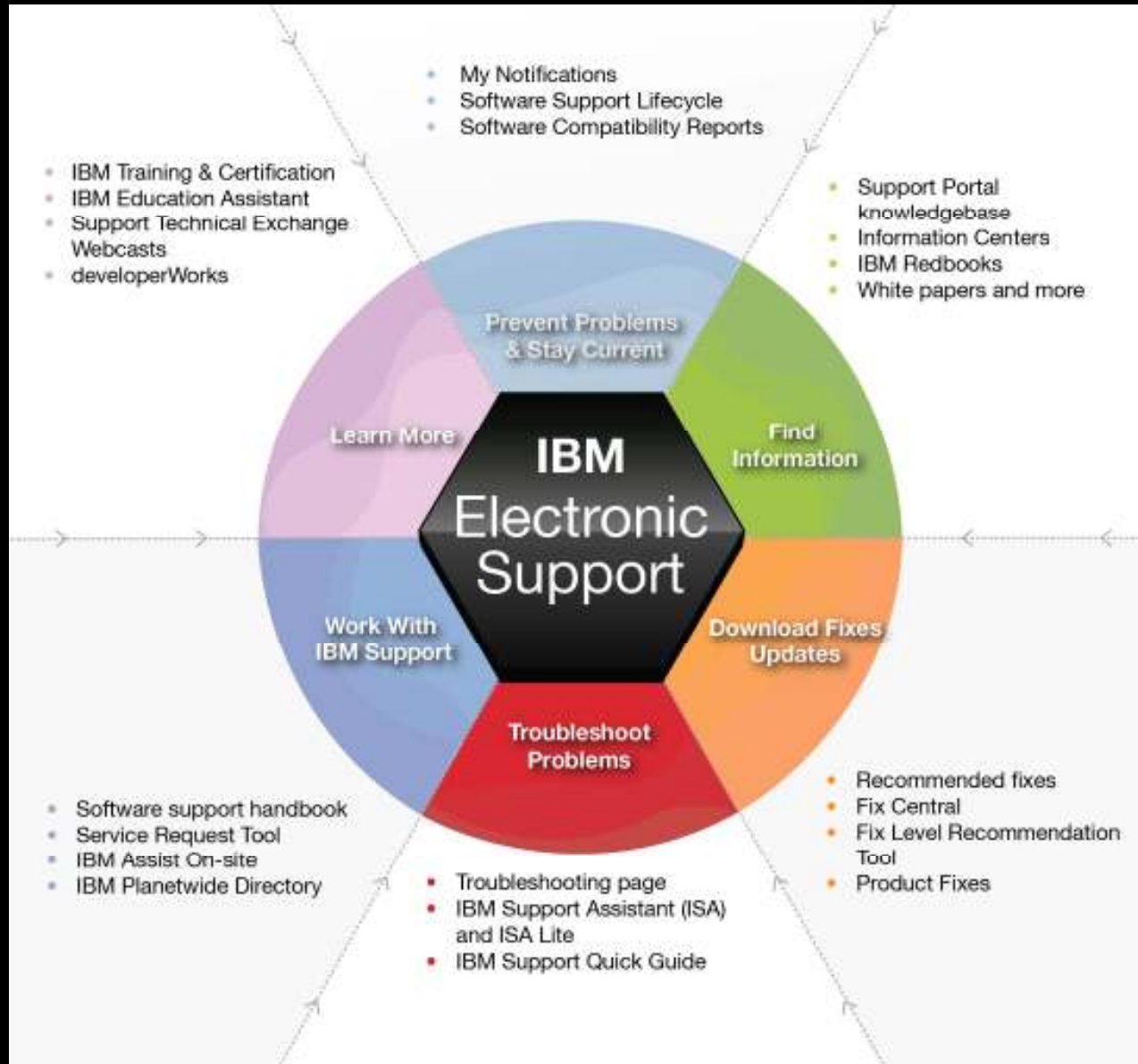# IBM® Electronic Support
Save time, simplify support

IBM Electronic Support – a tool for every task

IBM Support Portal – gateway to IBM Technical Support

- All the tools presented are accessible through the IBM Support Portal

- http://ibm.com/supportportal

- Choose up to 10 products to display on your page

- Pages are based on tasks selected from lower left

- Pages are customizable once you sign in with your IBM ID

- $\mathcal{SP}$ denotes how to access each tool on the IBM Support Portal

IBM Electronic Support – easy, fast, smart

Prevent problems and stay current

- **My Notifications**
- **Software Support Lifecycle**
- **Software Product Compatibility Reports**

- <u>My Notifications</u> is a proactive subscription to daily or weekly notifications about the products you use. Create one or more subscriptions and choose delivery and document types.
  SP Notifications module, Support home page

- <u>Software Support Lifecycle</u> page displays end of support dates for all IBM software
  SP Support Resources expandable link

- <u>Software Product Compatibility Reports</u> provide you with custom reports defining a product's compatibility with:
  - operating systems
  - prerequisite software
  - virtualization environments
  SP Featured planning links module on Planning page

IBM Electronic Support – easy, fast, smart

- IBM Technical Support knowledgebase includes documents for all products, created by developers, knowledge engineers, support engineers and other subject matter experts

- Information Centers are Eclipse-based versions of the product manuals, making it easier to find information
  SP Product Documentation module on Documentation page

- IBM Redbooks present in-depth technical information about a specific topic for a specific product
  SP IBM Redbooks module on Documentation page

- White papers include high-level overview information, best practices and more for IBM products
  SP IBM Redbooks module on Documentation page

Find information

- **IBM Electronic Support knowledge base**
- **Information Centers**
- **IBM Redbooks**
- **White papers and more**

IBM

IBM Electronic Support – easy, fast, smart

Download fixes & updates

- **Recommended fixes**
- **Fix Central**
- **Fix Level Recommendation Tool**
- **Product Fixes**

- Interim fixes and fixpacks are available on the Downloads page of Support Portal

- Fix Central is a tool used by most products to offer easy access to the fixes you want, as well as APARs. It has a search capability making it easy to find what you need
  - 𝒮𝒫 Downloads and fixes module on the Downloads page

- Fix Level Recommendation Tool is another tool that can be used to download fixes for network software
  - 𝒮𝒫 Downloads and fixes module on the Downloads page

- 𝒮𝒫 Support Portal Downloads page includes additional links to help you find the fix you need quickly

IBM Electronic Support – easy, fast, smart

- Troubleshooting page on Support Portal helps you find answers to questions, solutions to problems and guidance on collecting troubleshooting files through Technotes and other technical documents

- IBM Support Assistant is a workbench that offers automated data collection for many products as well as access to robust diagnostic tools
  Support Resources expandable link

- IBM Support Quick Guide is a one-page document that offers a sequential look at support at IBM with hyperlinks to all the resources you need for each step in the support process

Troubleshoot problems

- **Troubleshooting page**
- **IBM Support Assistant (ISA)**
- **IBM Support Quick Guide**

IBM Electronic Support – easy, fast, smart

Work with IBM support

- **Software support handbook**
- **Service Request Tool**
- **IBM Assist On-site**
- **IBM Planetwide Directory**

- Software Support Handbook is the complete reference guide to support at IBM to answer questions related to agreements, support and electronic support
  - *SP* Support Resources expandable link

- Service Request tool is an online problem management tool to let you open, edit and track Service Requests online
  - *SP* Service Request module on Service Requests page

- IBM Assist On-site is used by IBM engineers for screen sharing when troubleshooting complex problems
  - *SP* Troubleshooting tools module on Troubleshooting page

- IBM Planetwide Directory provides contact information for worldwide support
  - *SP* Contact Support expandable link

IBM Electronic Support – easy, fast, smart

- **IBM Training & Certification** is offered by all brands for their products. This is the formal IBM product education, delivered as needed, with the ability to certify your acquired skills

  SP Featured usage links module, Usage page

- **IBM Education Assistant** offers online task-based modules for many products. IEA helps you get up the learning curve quicker or serves as a refresher after attending IBM Education courses.

  SP Other IBM pages expandable link/ Education/training

- **Support Technical Exchange** webcasts are offered weekly, or multiple times in a week for many products. Join a webcast or take advantage of replays.

  SP Featured Links module on Support home

- **developerWorks** is a great source of technical information for developers, administrators and managers – whoever wants to stay informed about the latest technological trends

  SP Other IBM pages expandable link

Learn more

- **IBM Training & Certification**
- **IBM Education Assistant**
- **Support Technical Exchange Webcasts**
- **developerWorks**

IBM Electronic Support – easy, fast, smart

Join Online Support Communities
Forums, user groups, wikis and blogs:
Twitter, YouTube
IBM Electronic Support blog

- IBM Education Assistant offers a number of training modules for Electronic Support tools
  Other IBM pages expandable link/ Education/training

- Learn more about how to use the tools that can help save time and simplify support!

Related links:

IBM Software Subscription and Support

IBM Electronic Support page

YouTube videos; IBM Education Assistant videos

For more detailed view of each tool, please see the Electronic Support Overview charts