# Introduction to
IBM Basic Software Support

Agenda

- **Web Support and Social**
  - How to join our social circuit
  - How to subscribe to My Notifications
  - How to use the Chat feature now in pilot mode
- **Subscription & Support**
  - What is S&S
- **Basic Support**
  - What is the Support Handbook
  - How does the support process work
  - How is a PMR escalated
  - How long is IBM software support
- **Service Request Tool**
- **Summary**

Web Support and Social:
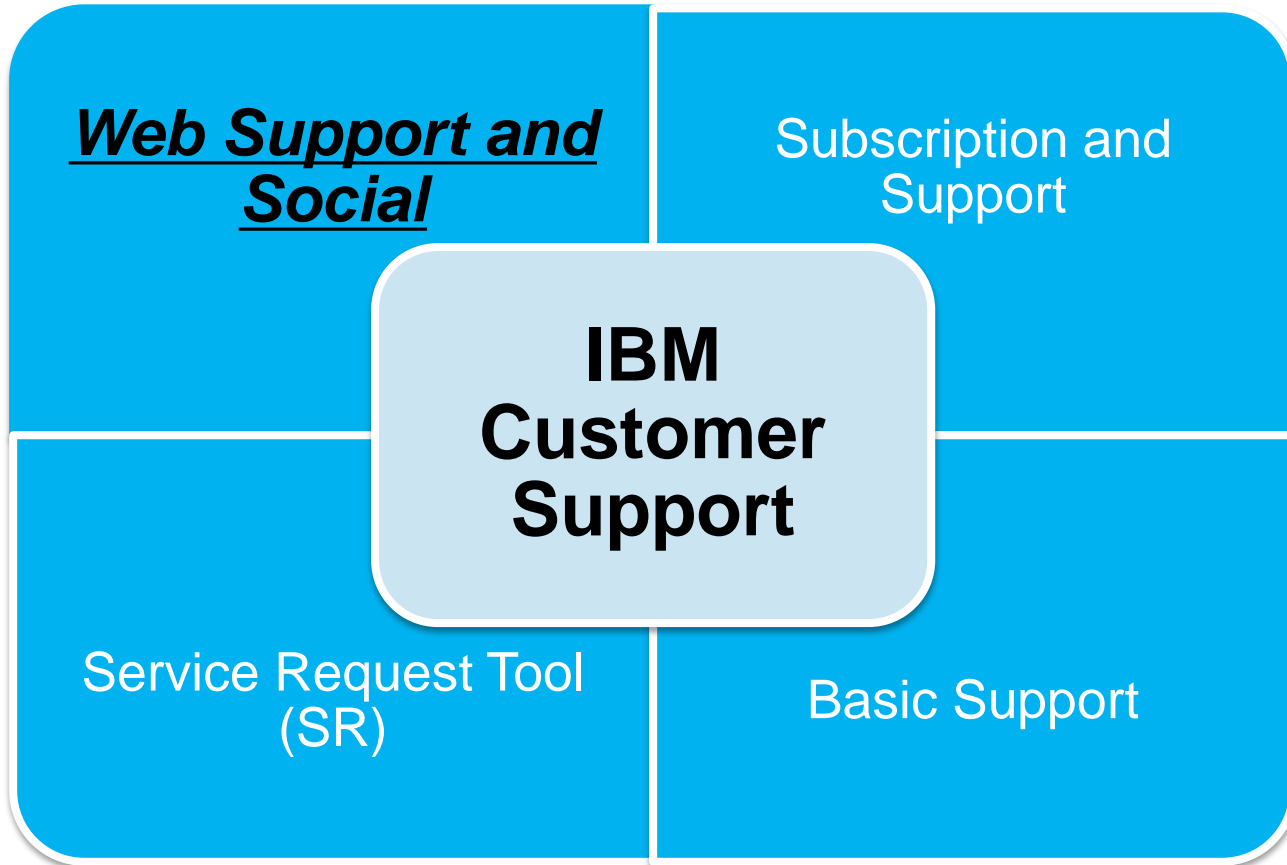
Get Social!

Engage with our user community via multiple channels and get relevant technical information you need

- Get answers on dW Answers
- Subscribe to our
  - Middleware Support blog
  - IBM Support TV videos
- Like us on Facebook
- Follow us on Twitter
- Connect with us on LinkedIn
- See this Social Media Channels for WebSphere and CICS Support document for details

Join our social circuit!

IBM Software
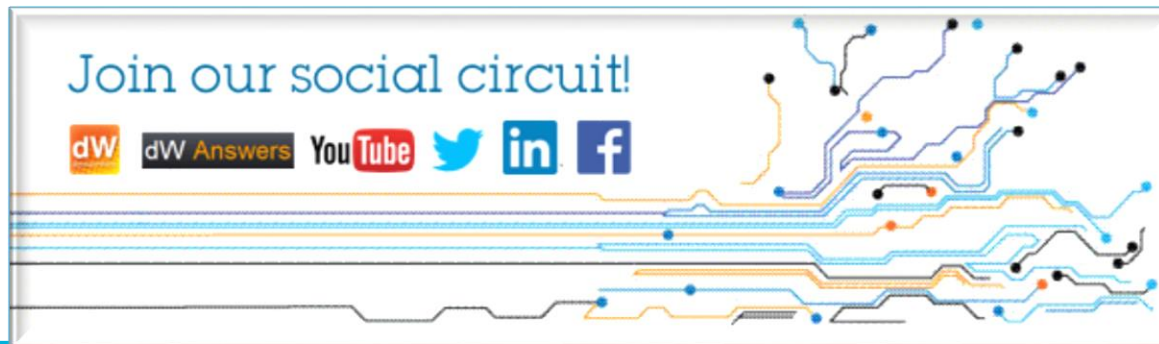
Social Media Channels

Systems Middleware Support Social Media Channels

Tags

Add a tag | Search all tags

Add a tag

My tags | All tags

View as cloud | list

More   Less

Blog Facebook LinkedIn

twitter

facebook

newsletter social m social
media socialmedia

twitter websphere

ting system(s)
ux, Solaris, Wir

rence #:
956

fied date:
06-30

News

Abstract

Join our social circuit! Become a part of our growing community of users, including clients, developers, and support personnel, and engage with us on any of our social media channels that Support manages like dW Answers, Blogs, YouTube, Twitter, Facebook, and LinkedIn.

Content

Join our social circuit!

↓ dW Answers

↓ Blogs

Rate this page:

★ ★ ★ ★ ★

Average rating

Document informa

More support for:
WebSphere MQ
Documentation

Opera
AIX, Lin

Refer
14109

Modi
2015-

Social Media

dW Answers Community forums

Engage with the community, share expertise, and get answers on dW Answers. Use these for your product:

Products	Core tags*
CICS Transaction Server / CICS Tools	cics
IBM Business Process Manager	bpm
IBM / WebSphere Business Monitor	monitor
IBM DataPower Gateways	datapower
IBM Integration Bus	iib
IBM Integration Designer	iid
IBM Http Server	ihs
IBM Mobile Foundation / IBM MobileFirst Platform Foundation / IBM Worklight	mobilefirst, worklight
IBM Operational Decision Manager	ibmodm
PureApplication System	pureapp
WebSphere Adapters	adapter
WebSphere Application Server	was, websphere, liberty**
WebSphere Business Modeler	modeler
WebSphere Integration Developer	wid
WebSphere Lombardi Edition	lombardi
WebSphere Message Broker	wmb
WebSphere MQ / IBM MQ	mq
WebSphere Portal	portal
WebSphere Process Server	wps

Social Media Channels

dW Support blogs
Follow these blogs and learn about your products from our support team!

Application Platform
Application Integration Middleware Support Blog
Rational Support Blog (Notes from Rational Support)

Digital Experience
Portal Administration and Performance
Thoughts on Web Content Manager from Level 2 Support
Thoughts on Portal from Level 2 Support
digitalExperience Developer
IBM Web Experience Factory Blog
IBM Forms Experience Builder Community

IT Service Management (ITSM)
Application Performance Management Blog
Cloud / Virtualization Management Blog
Network and Service Assurance Blog
Business Service Management Blog
Process Automation Blog

Other
IBM Business Process Management Products Support Blog (before 14 November, 2014, new BPM related content is posted on the Application Integration Middleware Support Blog)

↑ Back to top

You Tube YouTube
Learn through YouTube and Subscribe today!

Application Platform
IBM SupportTV
IBM Rational Support

dW Answers forum

dW Answers

Search   🔍   Tags   Spaces ▾

Search tips

Questions

All | Unanswered   Sort by: **Active**   Newest   Likes   📶

1 Answer   **1** Likes   **6** Views   **4038 or 4087 and HANDLE ABEND routine does not gain control in CICS TS**

CICS   ABEND   LE370   *Theresa Hamilton* edited | *15 minutes ago*

1 Answer   **0** Likes   **3** Views   **Does the ITM Linux OS agent support Oracle Enteprise Linux 6 (64-bit)?**

ITMV6   OSAGENT   *ssnachan* commented | *24 minutes ago*

0 Answers   **1** Likes   **8** Views   **How to get the Bluemix Git repo code analyzed against Sonar in a stage ?**

BLUEMIX   DEVOPS-SERVICES   JAZZHUB   INTEGRATION-TESTING   *Doug Robinson US* edited | *27 minutes ago*

QUALITY   CONTINUOUS-DELIVERY

1 Answer   **0** Likes   **1** Views   **Cannot install Web GUI 8.1 FP2 InterimFix 1**

INSTALLATION   NETCOOL   WEB_GUI   *smadriaga* edited | *45 minutes ago*

Support Chat Pilot

- **Chat is in pilot mode and available for a limited number of products (WebSphere Application Server and MQ)**
- **Hours of operation are 9-5 EDT.**
- **To use this capability, look for the "Chat with IBM Technical Support" link in the top right-hand area of a support document (example on next page). Then**
  - **Click the link**
  - **Sign in with your IBM ID/password**
  - **Enter the topic of the chat and Submit**
- **See this example document.**

Chat Pilot

New directives added to Websphere EDGE Caching proxy V8 and above

Technote (FAQ)

Question

How to enable only TLS in caching proxy to avoid the POODLE attack.

Cause

Earlier, caching proxy did not have directives to enable only TLS (without enabling SSLV3).

Answer

Details about the 8.0.0.9_3 and 8.5.5.4_1 fixes which have the complete fix for POODLE vulnerability

List of directives introduced with their default values.

1. TLSOnly - Values can be set to On or Off. Default is on. When this is set to on, both SSLV2 and SSLV3 are blocked.
2. TLSVersion - Values can be set to "TLSV10" or "TLSV11" or "TLSV12" or "ALL". Default is ALL which would allow TLSV10,TLSV11 and TLSV12.
3. TLSV11CipherSpecs - This directive can be set based on the customer's requirement with the ciphers in the supported list of ciphers for proxy. The default value is 2F350A0504090201

Rate this page:

★ ★ ☆ ☆ ☆

Average rating   (2 users)

💬 Chat with IBM Technical Support

Document information

More support for:
WebSphere Application Server
Edge Component

Software version:
8.0, 8.5, 8.5.5

Operating system(s):
AIX, HP-UX, Linux, Solaris, Windows

Reference #:
1693751

Chat Pilot

IBM.   **Technical support chat**

Chat with IBM technical support

To initiate a live online web chat with an IBM technical support representative, complete the information below and click 'Submit'. Do not close your active browser chat window until your chat session is complete.

The fields indicated with an asterisk (*) are required to complete this transaction.

Topic of chat request: *   testing

First name: *   William

Last name: *   Carey

E-mail address: *   wjcarey@us.ibm.com

Phone number:

This chat session will be used to exchange diagnostic information with IBM (see terms). It may be recorded for quality assurance purposes.

Submit   No, thanks

My notifications

Edit subscription settings for WebSphere Application Server

Select the types of documents for which you want to receive notifications. Fields marked with an asterisk (*) are required.

Document type*

☑ Security bulletin

☑ Flashes

☑ News

☑ Downloads and drivers

☑ Fixes

   ☑ Recommended

   ☑ High-Impact / Pervasive (HIPER)

   ☑ Security Vulnerability (Sec/Int)

☑ Troubleshooting

   ☑ Technotes(Troubleshooting)

   ☑ Technotes(FAQs)

   ☑ APARs (Authorized Program Analysis Reports)

   ☑ Fix readmes

   ☑ Preventative Service Planning

   ☑ PTF (Program Temporary Fix) cover letter

☑ Product information and publications

My notifications subscription service

What is My notifications?

- Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products

What kind of notifications?

- Customizable to a client's product family
  - Products
  - Daily / weekly updates
  - Delivery method: email, RSS, etc
  - Document types (APARs, fixes, technotes, etc)

How do I subscribe?

- See this site.

Sample email:

```
-------------------------------------------------------------------------
| 6.  WebSphere Application Server: APARs (Authorized Program Analysis Reports)

- TITLE: PM78505: CORRECTIONS ARE NEEDED TO THE DOCUMENTATION IN THE INFORMATION CENTER FOR
IBM WEBSPHERE APPLICATION SERVER VERSION 7.0
- URL: http://www.ibm.com/support/docview.wss?uid=swg1PM78505&myns=swgws&mynp=OCSSEQTP&mync=E
- ABSTRACT: This APAR describes the issues that customers encountered with IBM WebSphere
Application Server Version 7.0.  These issues were

-------------------------------------------------------------------------
7.  WebSphere Application Server: Downloads and drivers

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
E
- ABSTRACT: WebSphere Application Server for z/OS fails to close inbound HTTP connections
that were used to send SOAP requests.

-------------------------------------------------------------------------
8.  WebSphere Application Server: Fixes

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
E
```
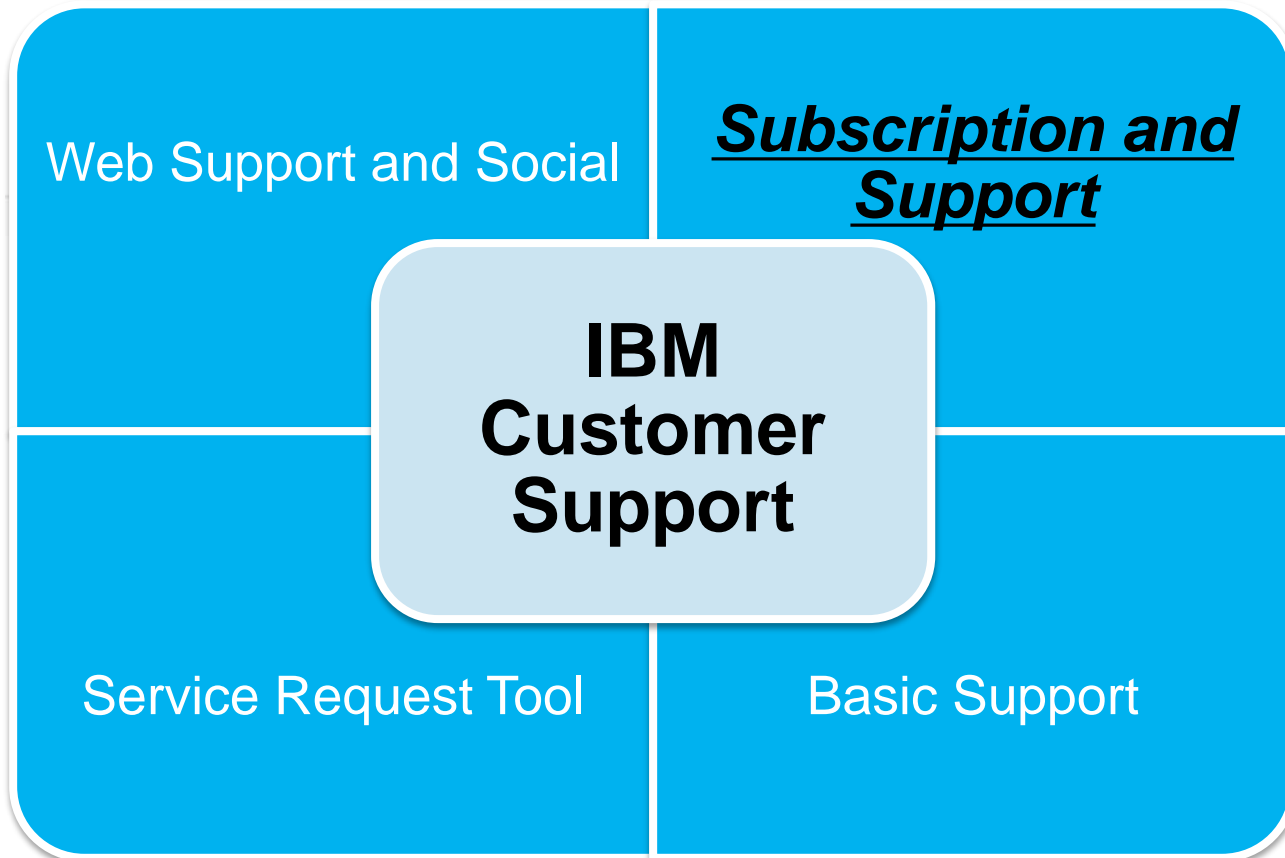
Understanding Software Support at IBM

Web Support and Social	***Subscription and Support***
Service Request Tool	Basic Support

IBM Customer Support

IBM Subscription & Support – entitles clients to Basic Support

IBM S&S : Extending the value of your IBM software investment

Protects our client's investment	Support expertise	Minimize downtime and maintain schedules

• Provides:
  • new product versions
  • upgrades
  • fix packs
	• IBM's worldwide support keeps our clients connected to support expertise when and how it is needed	• IBM's time-saving tools and comprehensive technical information have been created to
		  • help our clients find answers
		  • find solutions
		  • training to build skills
		  • diagnose problems quickly

Basic Support

Web Support and Social

Subscription and Support

IBM Customer Support

Service Request Tool (SR)
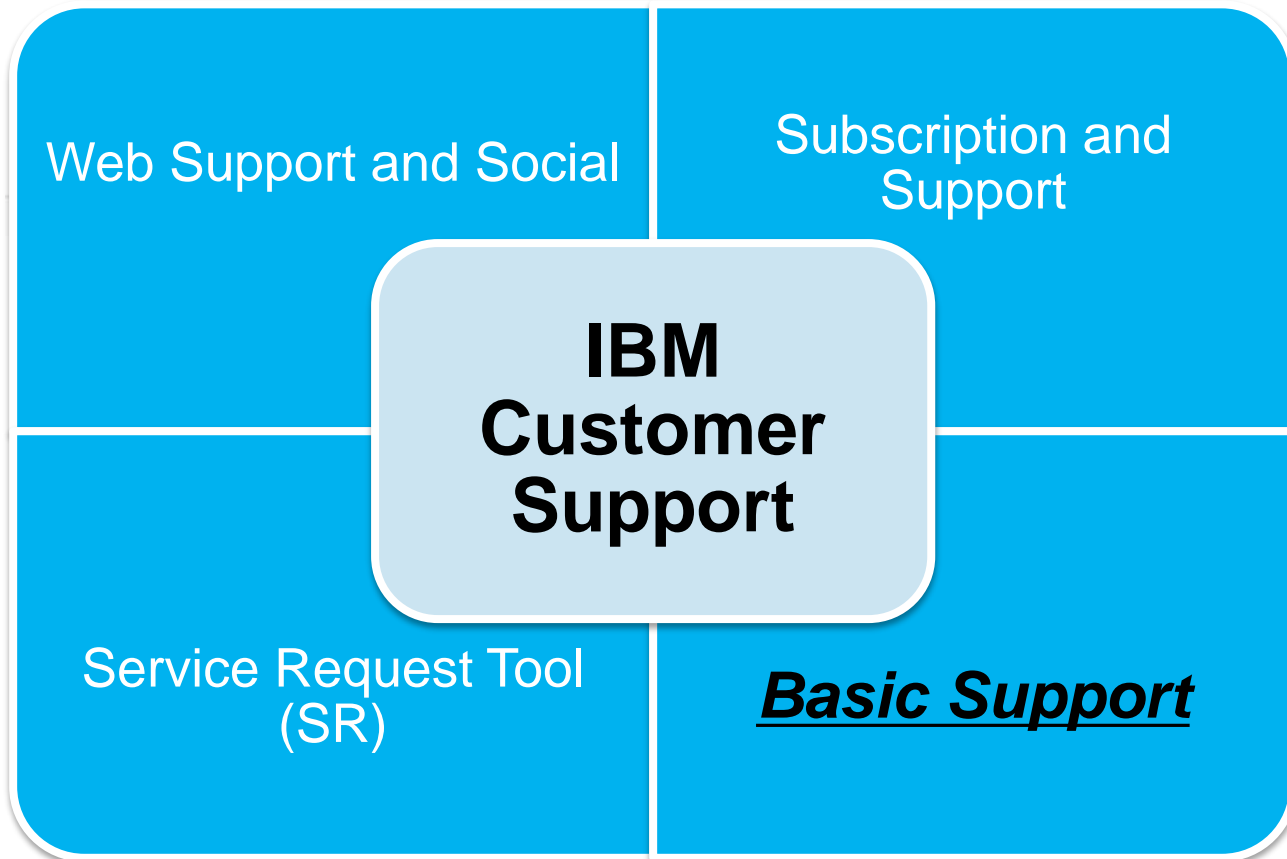
Basic Support

Understanding Software Support at IBM

IBM Support Handbook

- Complete support reference guide with detailed information for software and hardware
- Describes all aspects of support and electronic support
- Includes contact information

Software Support Handbook
Software Support Handbook
Electronic Support

http://ibm.com/support/handbook

IBM Appliance Support Handbook

- Introduction to IBM Appliance Support
- Definitions of programs, policies, and procedures
- Utilize IBM effectively

Appliance Support Handbook
Welcome to IBM Appliance Support

http://www-304.ibm.com/webapp/set2/sas/f/applhandbook/home.html

IBM Basic Support Overview

Included:

- Voice and electronic access to report a defect and "how to" questions
- View and manage problem status on the Internet
- Worldwide infrastructure: support in native languages & time zones
- Coverage
  - Severity 1 Problem: 24/7 coverage
  - Severity 2-4 Problems: normal business hour coverage

Not included:

- <u>On-site</u> support
- Network design
- Support for products past their End of Support (EOS) date
- Analysis of customer's program code (i.e.: exits, applications)
- Data/database design & recovery
- Diagnosis & analysis of non-IBM products
- Application or product integration help
- Performance, tuning, or a health check

IBM Support Process

Fastest path to resolution *Preferred Method

Open a Service Request (PMR)

***Service Request Tool via Support Portal (**Sev 1-4)

OR

Voice support available (Sev 1 only preferred)**

-Route SR to product experts

-Entitlement check

Level 1: Rediscovery

Open/Update/ Monitor

-Find known answers
-Help collect MustGather
-Educate clients on self-help
-Broad usage based skills
-Language support

Level 2: Problem Determination

Workaround/ New solution

Source identification:
-Workarounds & solutions
-Problem recreation

-Deep technical skills
-Create APARs
-Interface to Level 3

Level 3: Development

Creates/ Delivers fixes

-Code based team
-Create fixes and fix packs
-Create debug modules
-Skilled in their components, not experts on entire product

Setting Severity Levels

1
- **CRITICAL BUSINESS IMPACT**: this condition requires an immediate solution
- Initial Response Goal: **within 2 hours**
- Customer must be available to work Sev 1's 7 days a week/24 hours a day

2
- **SIGNIFICANT BUSINESS IMPACT:** program is usable but severely limited
- System Z - Initial Response Goal: **within 4 business hours**
- Other platforms Initial Response Goal: **within 2 business hours**

3
- **SOME BUSINESS IMPACT:** program is usable but less significant features impacted
- System Z - Initial Response Goal: **by the end of the next business day**
- Other platforms Initial Response Goal: **within 2 business hours**

4
- **MINIMAL BUSINESS IMPACT:** problem causes little impact or a reasonable workaround is in place
- System Z - Initial Response Goal: **by the end of the next business day**
- Other platforms Initial Response Goal: **within 2 business hours**

Business hours are from 8:00 AM to 5:00 PM local time for the geographic area where the software is licensed. Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.

Escalation Options

IBM Client teams can help avoid escalations by proactively alerting support teams when the client is about to undertake a migration, installation, weekend production work, etc.
Alerts: **https://cursor.torolab.ibm.com:9443/software/servdb/alerts/viewAlerts.jsp?alertStatus=open**
Proactive: https://w3-01.ibm.com/tools/complaints/cmtweb/cgi-bin/login.cgi

1	•CRITICAL BUSINESS IMPACT
2	•SIGNIFICANT BUSINESS IMPACT
3	•SOME BUSINESS IMPACT
4	•MINIMAL BUSINESS IMPACT

1
Check Severity Level

Have your **client** check the severity level of the Service Request (PMR) and raise if needed. Update the business impact if it has changed, and of course, indicate system down if that is the case

2
Contact Duty Mgr

Have the **client** call the local contact telephone number and ask for the duty manager
- In the US: Call 1-800-IBM-SERV
- Worldwide contacts: http://ibm.com/planetwide/

3
Complaint or CritSit

The IBM account team can 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
- The **client** can actively participate in the increased meetings, email and telephone calls

IBM Lifecycle Policy

Goal: To give customers a reasonable amount of time to purchase, install, productively use, and migrate to the next product release.

- A minimum 5 year support period for all products (version / release level) from general availability
- A minimum 12 months notice to customers of a product being withdrawn from support via announcement letter.
- Product lifecycle information is available at http://www.ibm.com/software/info/supportlifecycle/

- 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

What Happens After the End of Support Date?

Incremental, fee-based support extensions are available when the customer cannot migrate to a supported release before End of Support or is "unsupported".

Available for a minimum of 3 years* after end of support
-Processed through a special bid contract at an additional fee
-Subscription and Support is a prerequisite

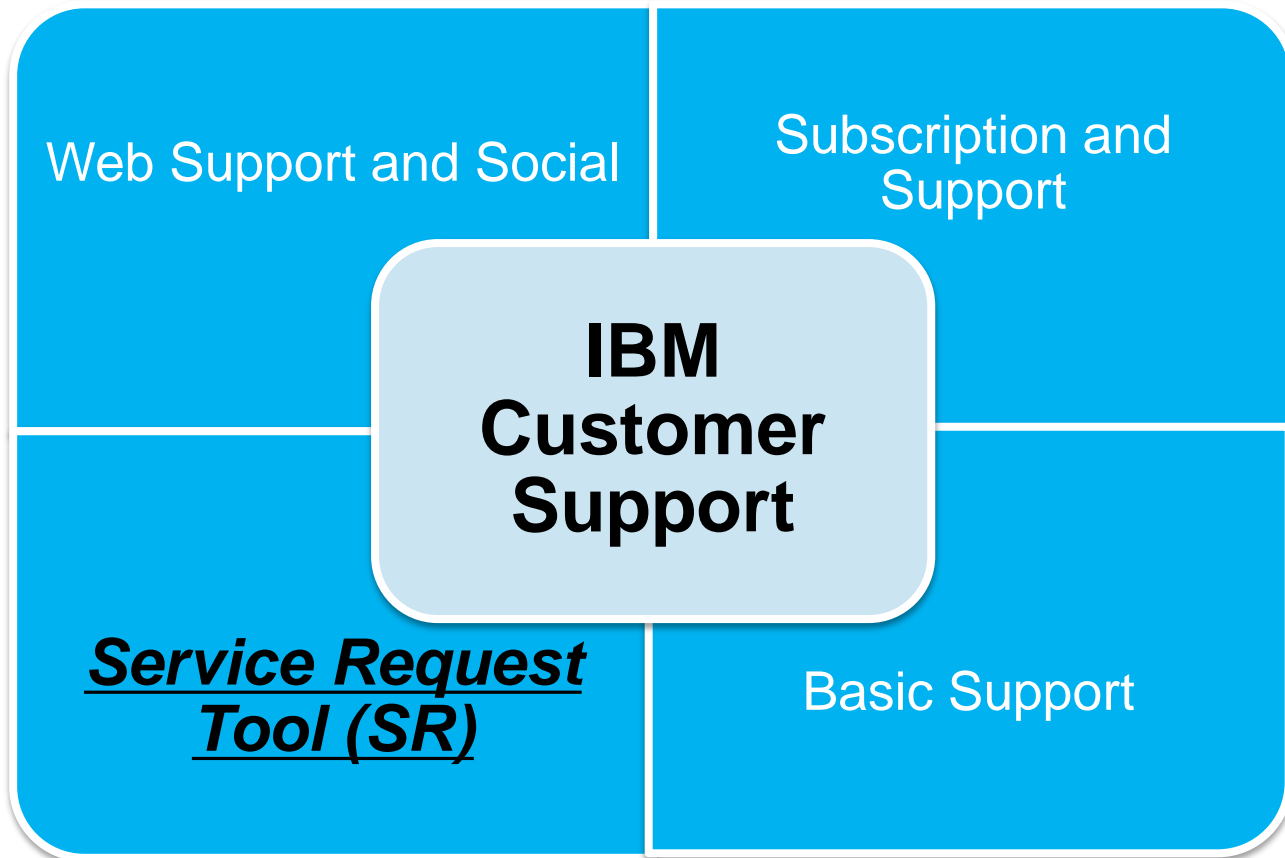**Migration plan** may be needed

Click here to request a support extension. (This is an IBM intranet site.)

*3 year support extensions only apply to products listed on the Lifecycle page only

Service Request Tool (SR)

Web Support and Social

Subscription and Support

IBM Customer Support

Service Request Tool (SR)

Basic Support

Service Request Tool

- Use the Service Request (SR) tool to create and monitor Problem Management Records (PMRs) opened by you and your colleagues.
- Once signed in:
  - Attach troubleshooting files to service requests.
  - Monitor SR activity with downloadable customized reports.
  - Get notified when changes are made to your request.
- Use this link to access the tool or use the "Service requests for hardware and software (PMRs) link" in the **Common support links** portlet in the Support Portal.

Common support links

🖉 Sign in

⊕ Service requests for hardware and software (PMRs)

◷ Support notifications

☑ Support registrations

📞 Directory of worldwide contacts

📰 Site assistance

✓ Current site availability

Service Request Tool

IBM id

One key, many possibilities.

Your IBM id provides access to services, communities, support, online purchasing, and much more.

Create IBM id

Sign in

Forgot password?

Sign in

Help and FAQ

IBM Employees:
Sign in with your intranet ID.

Link your Intranet ID and IBM id

http://ibm.com/electronicsupport

Service Request Tool

Service requests

Software r

User admi

Partner ac

Preferenc

Search by software request number ▾ : [   ] [   ] [   ] **Select country** 🔍

Quick search: Click here to choose a quick search ▾

New service request

← Return to the IBM Support Portal

IBM Service Request news

05 Mar 2015   **Support for hardware**
IBM Service Request now includes the ability to submit problems for IBM hardware products. ESC+ users have been migrated over to S
sign in today to submit hardware service requests.

Toshiba and Lenovo PC customers have the option to continue to use ESC+ until further notice.

For more information about SR support for hardware, read SR News.

http://ibm.com/electronicsupport

Service request tool (select product/component)

Service requests >

New service request

Search | by software request number ▾ | : [   ] [   ] [   ] ⬚ Select country 🔍

Quick search: | Click here to choose a quick search ▾ |

New service request

← Return to the IBM Support Portal

Enter your keyword(s)   ⬚ Can't find your product?

| websphere application server v8| |

☑ Show entitled products only

◉ Products *(2 matches)*   ○ Components *(0 matches)*

Search results

  ☐ Add selection to **Preferred Products**

▸ WebSphere Application Server V8.0

▸ WebSphere Application Server V8.5

http://ibm.com/electronicsupport

Service request tool (choose customer number)

Service requests >

New service request

Search by software request number ▼ : [ ] [ ] [ ] ⬚ Select country 🔍
Quick search: Click here to choose a quick search ▼

New service request

← Return to the IBM Support Portal

Status *Not saved*

Product

← WebSphere Application
  Server V8.0

Component

← WebSphere Application
  Server 8.0.0

Choose an IBM Customer Number (ICN) and, if applicable, a Machine type/Serial number.

◉ ▬▬▬▬▬ - ▬▬▬▬▬

○ ▬▬▬▬▬ - ▬▬▬▬▬

○ ▬▬▬▬▬ - ▬▬ ▬▬

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Only

○ ▬▬▬ States] - ▬▬▬▬▬

Continue

http://ibm.com/electronicsupport

Service request tool

Service request tool

Additional information

Customer tracking ID
[   ] ▣ Help
(20 character limit)

Attach additional files

Please note a new Beta feature: You can choose to automatically collect data for this product directly from your browser, after pressing the Continue button.

Select file to attach   [Choose File] No file chosen
(2 GB limit per file)
[Add file to queue]

Files in queue   *None*

Innovate with us

To enhance your experience, IBM is designing ways to assist you with resolving problems faster. To help us with this effort, please phrase your issue in the form of a question, similar to how you would ask a person.

Your issue phrased as a question:

[   ]

Example: How do I configure meeting alarms in my calendar?

[Continue]   [Save as draft]

http://ibm.com/electronicsupport

Service request tool

Summary

Contact information

Your contact information, including your name, email address, and phone numbers, are required information to complete this transaction. If you do not want to provide us with the required information, please use the Cancel button on your browser to return to the

Name █████████

E-mail address █████████

How should customer support contact you about this service requi

○ Dont contact me, I will check the status online
● Email me
○ Call my daytime number: ██████████   Ext.: _____
○ Call my mobile number: ████████

Product and component → Edit

Product	WebSphere Application Server V8.0
Component	WebSphere Application Server 8.0.0

Agreement → Edit

IBM Customer number	████████

Problem details → Edit

Title	test
Severity	4
Description	asdf
Attachments	

By submitting this request or saving it as a draft, you agree that you understand Exchange diagnostic data with IBM.

[Create request]   [Save as draft]   [C

Videos you might find useful

- **IBM Systems Middleware Support Social Business Journey created by Vishavpal Shergill**
- **Support Chat created by Michele Calcavecchia**
- **dW Answers forum created by Mark Leftwich**
- **How to record screen to share with IBM Support created by Lawrence Louis**

Summary

Web Support and Social
- Social Media Channels Join our social circuit http://www.ibm.com/support/docview.wss?uid=swg21410956
- How do I subscribe to My Notifications? Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products http://ibm.com/support/mynotifications
- Where do I download a fix pack? http://www.ibm.com/support/fixcentral/

Subscription & Support
- What is S&S? S&S is delivered with every new software license and provides easy access to product upgrades and technical support. Customers must be current on S&S to be entitled to support, new product versions and fix packs.

Basic Support
- What is the Support Handbook? Describes all aspects of support and electronic support http://ibm.com/support/handbook
- How does the support process work? After a PMR is created, the problem will be routed to Level 1, possibly level 2 for further problem determination, and possibly level 3 for development
- How is a PMR escalated? Check the severity level, contact a Duty Manager, and request a complaint or higher level of CritSit
- How long is IBM software supported? Products are supported for a minimum of 5 years   http://www.ibm.com/software/info/supportlifecycle/

Service Request Tool - Create and monitor PMRs submitted by your organization

Accelerated Value Program
- What is AVP? AVP is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support

What are Professional / Lab Services offerings
- IBM Services proactively help our clients keep their systems operating optimally

IBM **Software**

Q&A

IBM **Software**

Backup

IBM **Software**

Professional/Lab Services Offerings

Engage IBM Services to proactively help our clients keep their systems operating optimally

- QuickStart
- Health Check
- Skills Transfer
- Solution Assessment Definition

*All fee based

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Accelerated Value Program (AVP)

Accelerated
Value Program
(AVP)
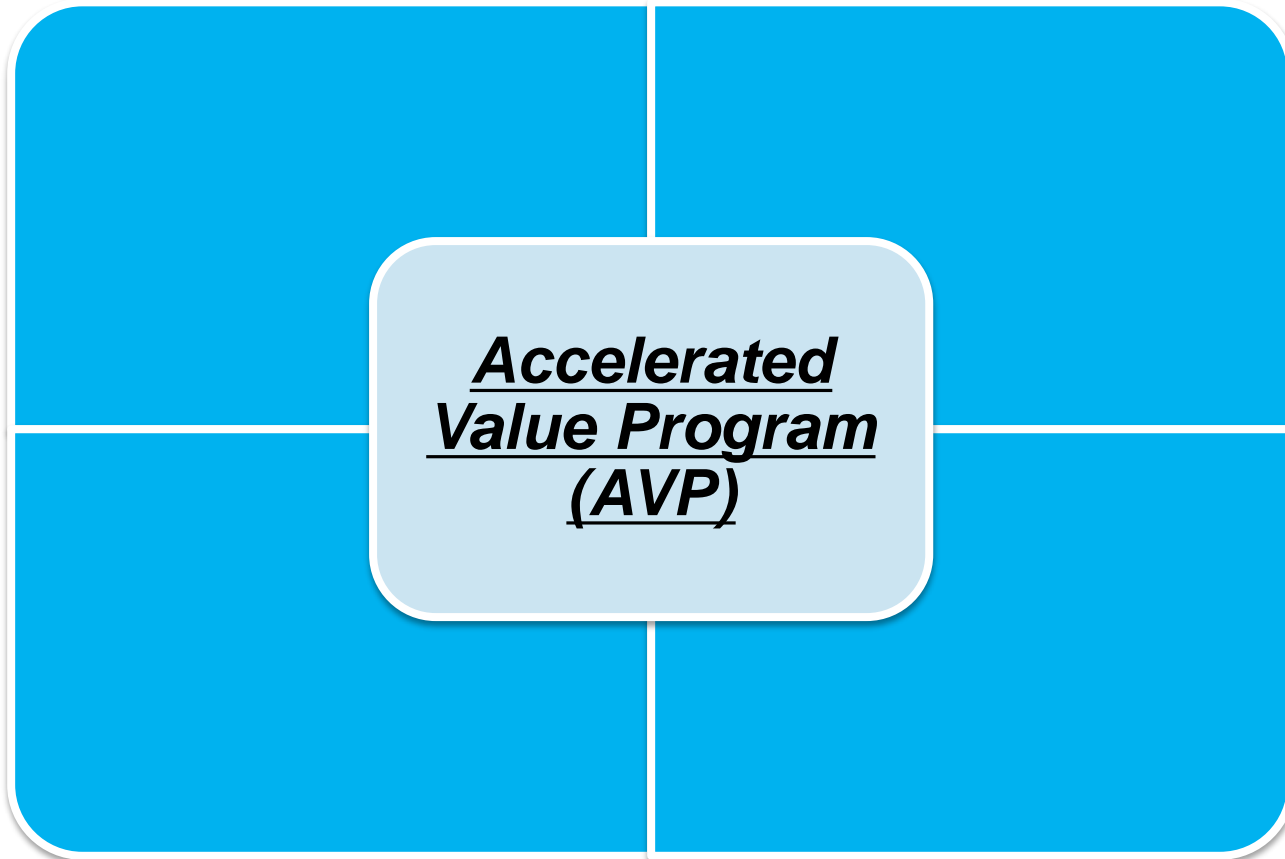
Changing reactive engagement to forward thinking

Issue	Issue	Issue
Upgrades, integration, deployments	System errors, outages, downtime, performance	Increase internal skills and speed up employee adoption

We Deliver	We Deliver	We Deliver
A single point of contact for advice and direction on moving forward with project implementations	Reactive advice and troubleshooting, escalation assistance and performance recommendations	Trend analysis reports and targeted education/ webinars/ seminars to close knowledge gap. Daily guidance/advice in order too achieve employee adoption

Helping clients to have leadership where they need it, and bringing in the right experts.

Anticipate
Advise
Act

IBM Software
Accelerated Value Program

IBM Software

IBM Software Accelerated Value Program

Accelerated Value Program is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support

Builds an intimate knowledge of customer's environment with IBM

- Consistent, ongoing relationship
- Works as extended member of customer IT team
- Looks for ways to represent customer support needs within IBM

Focused on proactive and preventative services

- Customer knowledgeable resources focus on preventing problems from occurring

Executive reporting to help with ongoing activity and future planning

- Onsite services available for technical issues

Develops IBM and customer skills

- Deepens IBM knowledge of real customer use of IBM products
- Knowledge sharing available for customer needs

Glossary of Terms

- APAR   Authorized Problem Analysis Reports
- AVP   Accelerated Value Program
- CritSit   Critical Situation
- EOS   End of Support
- ICN   IBM Customer Number
- PMR   Problem Management Record (also known as SR)
- RSS   Rich Site Summary
- S&S   Subscription & Support
- Sev   Severity (1-4)
- SPR   Software Problem Report
- SR   Service Request (also known as PMR)
- STC   Site Technical Contact