

# Service Request (SR) Problem Submission Tool IBM Electronic Support



April 2017

# Agenda

- Benefits of using the SR tool
- Roles
- Access
- Registration
- Opening a new service request
- Search and Reports
- Profile page
- Getting help
- Summary

## Service Request (SR) Tool – Benefits

- Submit online service requests 24x7 for clients with support contracts: Passport Advantage, Accelerated Value, SoftwareXcel, SupportLine, Software Maintenance Agreement (SWMA) and Monthly License Charges (MLC).
- Describe software issue and environment in problem submission form (eliminates call center contact)
- Monitor/update existing requests – view a list of all service requests associated with customer numbers for support contracts
- Attach multiple files to service requests
- Receive notification when your service request has been updated by IBM Support

## SR Roles

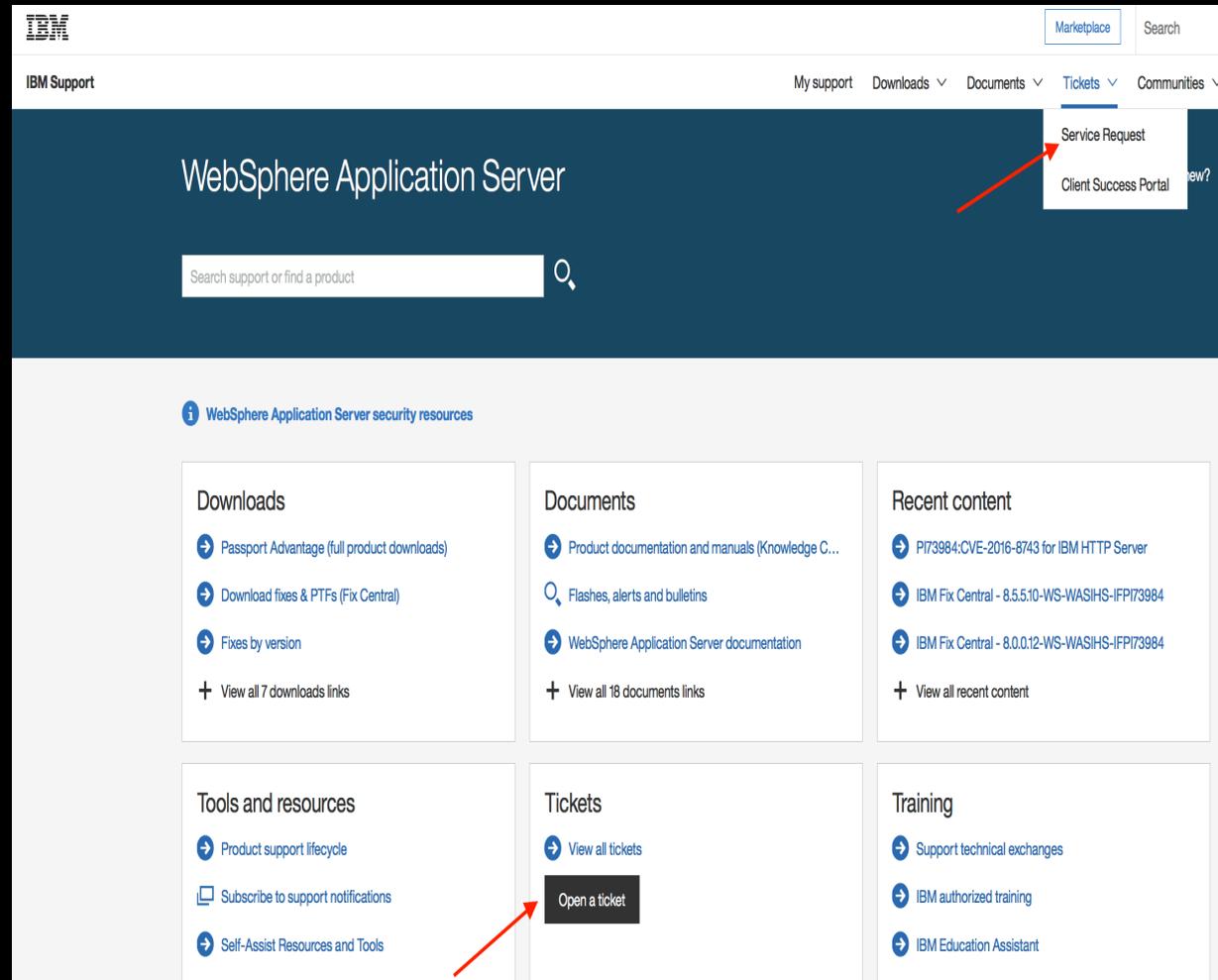
### Roles

- Site Technical Contact (STC) designated through Passport Advantage agreement can add up to nine Administrators. All can add, edit, remove authorized users.
- Full User – Unlimited number. Must be promoted or added by STC or an Administrator
- Basic User – Can create and view only their own service requests, created in the SR tool
- Read Only – Can only read/monitor service request

STC, Admins and Full Users can open new and update existing requests under a given IBM Customer Number

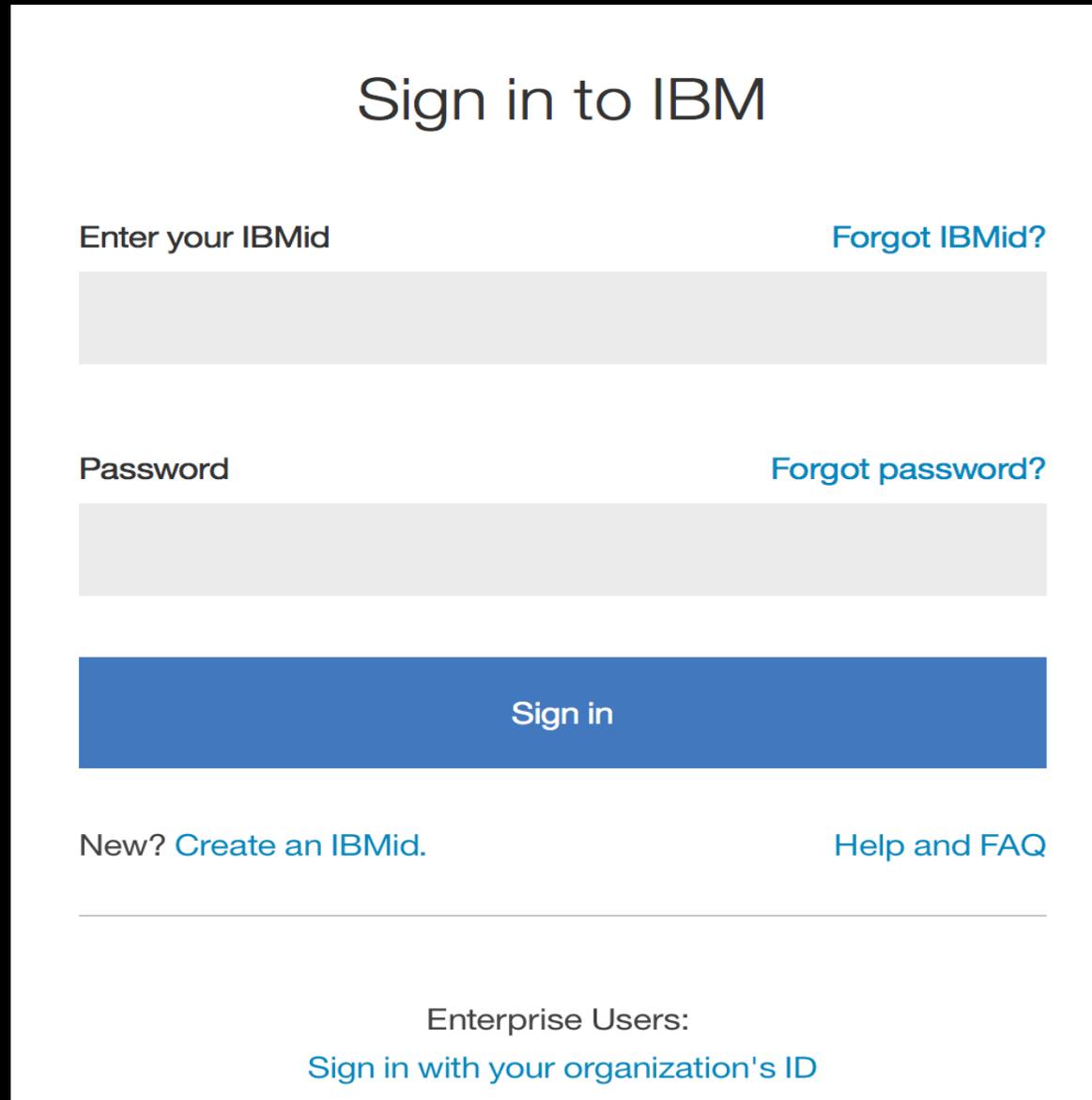
# Access

- Support Portal has two links to the Service Request tool
  - Tickets section (Open a Ticket)
  - Masthead ( Click Ticket and then Service Request )
  
- Direct link to Service Request tool:  
<http://ibm.com/support/servicerequest>



# Sign in

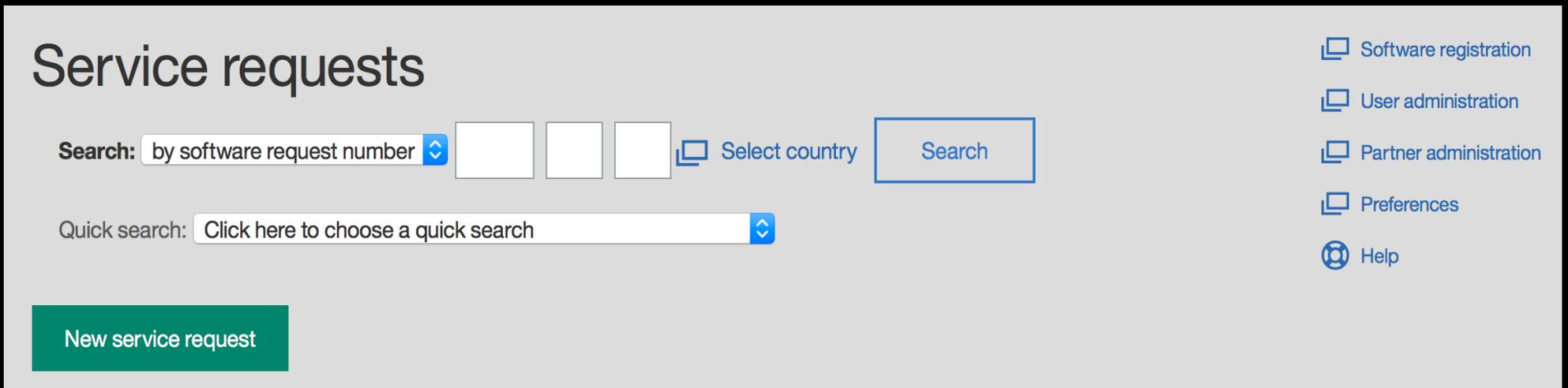
- The sign in page displays if you have not already signed in to the Support Portal
- Enter your IBM ID and password
- If you don't have an IBM ID, click 'Create an IBMID'
  - Use company email address for your IBM ID



The screenshot shows the IBM Sign in page. At the top center is the heading "Sign in to IBM". Below this are two input fields: "Enter your IBMID" and "Password". To the right of the "Enter your IBMID" field is a link "Forgot IBMID?". To the right of the "Password" field is a link "Forgot password?". Below the input fields is a large blue button labeled "Sign in". At the bottom of the page, there is a link "New? Create an IBMID." on the left and a link "Help and FAQ" on the right. A horizontal line is positioned above the text "Enterprise Users: Sign in with your organization's ID" at the bottom center.

# Access from the Support Portal

- If you have not registered to use Service Request, this message displays. Click the link to begin the self-nomination process
- Follow the steps on chart 8
  
- If you are registered to use Service Request, the SR displays



# Register to use SR

## Follow these 4 steps in [Quick Guide](#)

### My agreements

1. Request access   2. Verify email address   3. Enter registration code   4. Registration success

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

By customer    By machine type and serial number

Please enter your customer information below. If you don't know this information, your organization's contracting or purchasing office may be able to help you.

IBM customer number\*

Country/region\*

If you do not see your country/region in the list, please contact [IBM country/regional support](#) to determine which country/region you should choose.  
[Get Adobe® Reader®](#)

Justification

### My agreements

1. Request access   2. Verify email address   3. Enter registration code   4. Registration success

Your email address is: doc-user1@d25lhttp001.con.can.ibm.com

You must verify ownership of your e-mail account to complete your registration for IBM software support services.

### My agreements

1. Request access   2. Verify email address   3. Enter registration code   4. Registration success

Please enter the code provided in the verification email that was sent to coonks@us.ibm.com to complete the registration process.

Registration code:

If you are experiencing problem with the email click the Resend verification email button below to receive the verification email.

### My agreements

1. Request access   2. Verify email address   3. Enter registration code   4. Registration success

Your access request is complete. The support agreement administrator (site technical contact or electronic support team) has been notified of your account status.

Register IBM Customer Number (ICN) or Machine type and Serial Number in SR (My Agreements)

# Service Request Home Page

- Support registrations
  1. Add additional IBM customer numbers to your record; request promotion; find the STC for your ICN
  2. STC and Admins add / approve new users
  3. STC creates Business Partner agreement if needed
- Search for one Service Request
- Click on Quick search pull down
  1. Canned searches
  2. Advanced Search
  3. User-saved searches
- Click “New service request” link to open a new Service Request

# Service Request Home Page

- Click to open a new service request
- Review recent Service request activity
  - Service request # is a hotlink to view service request historical data
- View all online service request
- Search for one Service Request number
- Click on the Quick Search pull down for canned searches, saved searches or Advanced Search for more search options
- Click Support Registration in upper right hand corner to add an ICN or change access level

## Search results

Search by software request number:    [Select country](#)

Quick search: [Click here to choose a quick search](#)

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

[New service request](#)

[Help](#)

---

### Search criteria

- Search my service requests submitted online only
- Show open and closed service requests
- Show service requests up to todays date
- Severity: All

---

### IBM Customer number

- All

---

[← Change search criteria](#)

[↻ Start a new search](#)

Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

---

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

[Customize result table](#)

[Printable report](#)

[Export report](#)

• Unread                      !: Needs your attention                      : Technical support chat                      : Print details of this service request

6 items found: displaying all items.

! • <a href="#">Service request #</a>	<a href="#">Title</a>	<a href="#">Severity</a>	<a href="#">Status</a>	<a href="#">Contact name</a>	<a href="#">IBM Customer number</a>	<a href="#">APAR</a>	<a href="#">Contact</a>
• <a href="#">73870.499.000</a>	was test	2	Closed				
• <a href="#">39049.514.000</a>	C_71905_RslveSoftXcelAdminAccess - Test	3	Closed				
• <a href="#">35625.499.000</a>	This is a teat	4	Closed				

# Service Request Support Registration

- Click Support Registration in left nav to manage support registrations
  1. Add additional IBM customer numbers to your record
  2. View and Request upgrade access level.
  3. STC and Admins add / approve new users and access upgrade requests
  4. Full users and above – click on ICN to find your STC / Admins and supported products
  5. STC creates Business Partner agreement if needed

## Support registrations

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

**By customer**
                         
  **By machine type and serial number**

Please enter your customer information below. If you dont know this information, your organizations contracting or purchasing office may be able to help you.

**IBM customer number\***

**Country/region \***

If you do not see your country/region in the list, please contact [IBM country/regional support](#) to determine which country/region you should choose.  
[↔ Get Adobe® Reader®](#)

**Justification**

### Existing access ( 8 )

IBM customer number	Offerings	Access level	Status
[redacted] [United States]	Default Software Maintenance (SWMA) Not System Entitled	Basic	→ Upgrade to full access
[redacted] [United States]	System z Support and Subscription IBM Software for z/OS IBM Software for z/OS System z Support and Subscription System z Support and Subscription	Basic	Current, upgrade not available
[redacted] [United States]	Passport Advantage Passport Advantage Express	Full	→ Upgrade to administrator access
[redacted] [United States]	Passport Advantage Software Maintenance (SWMA) System Entitled	Full	→ Upgrade to administrator access
[redacted] [United States]	Software Maintenance (SWMA) Not System Entitled	Full	→ Upgrade to administrator access
[redacted] [United States]	SoftwareXcel Enterprise	Full	Current, upgrade not available
[redacted] [United States]	Passport Advantage Express	Administrator	Current, upgrade not available
[redacted] [United States]		Basic	Pending approval

**Business partner**  
[Click here to check business partner status](#)

# Open a New Service Request

- Click on New Service Request
- Select Problem type
  - Software
  - Hardware
  - Appliance
  - Partnerworld Business Partner

## New service request

Search  :    [Select country](#)

Quick search:

**New service request**

[Return to the IBM Support Portal](#)

**What kind of problem do you have?**

- I am having a problem with software
- I am having a problem with hardware
- I am having a problem with an appliance
- As a Partnerworld business partner, my customer is having a problem with software

# Open a New Service Request

- Enter a product name in the search box
- Scan the product list that displays and choose the product you want
- Click the box to add it to your Preferred Products list
- Components display beneath the product; choose the correct component
- **The product / component combination is important – it sends your request to the correct support queue**

**New service request**

Support registrations  
User administration  
Partner administration  
Preferences

Search by software request number:    [Select country](#)

Quick search:

**New service request**

Enter your keyword(s) [Cant find your product?](#)

WebSphere MQ

Show entitled products only

Products (41 matches)  Components (184 matches)

**Search results**

Add selection to Preferred Products

- ▶ [IBM WebSphere MQ Advanced Edition for z/OS V7.1](#)
- ▼ [IBM WebSphere MQ Hypervisor Edition V7.5 for AIX](#)  
→ [WebSphere MQ Hypervisor Edition V7.5 for AIX 7.5.0](#)
- ▶ [Tivoli OMEGAMON DE for WebSphere MQ Integrator on Distributed Systems V1.2](#)
- ▶ [Tivoli OMEGAMON XE Management Pac for WebSphere MQ for Linux on zSeries V3.6](#)
- ▶ [WebSphere Business Integration Manager for WebSphere MQ V9.0](#)

# Open a New Request - ICN

## New service request

Search by software request number:    [Select country](#) 

Quick search:

[New service request](#)

Status *Not saved*

### Product

[← WebSphere Process Server V7.0](#)

### Component

[← WebSphere Process Server 7.0.0](#)

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

[United States] [Redacted]

[United States] [Redacted]

Only

[United States] [Redacted]

[Continue](#)

If your selected product is in multiple ICNs, you will be asked to select one

# Open a New Request – problem description

## New service request

Search by software request number:    [Select country](#)

Quick search:  [Click here to choose a quick search](#)

**New service request**

Status *Not saved*

### Product

[← WebSphere Process Server V7.0](#)

### Component

[← WebSphere Process Server 7.0.0](#)

### Agreement

[← !\[\]\(b65ff707ec4d1ab514bcb3ba54feee42\_img.jpg\) \[United States\]](#)

### Interested users

- Kathleen Coon

[Update interested users](#)

### Business p...

No business associated with this service request

### Problem description

Please complete the problem description information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

#### Problem information

Title\*   
(256 character limit)

#### Problem description\*

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support Assistant](#) collector files.)

Add sufficient details in these fields about the issue

# Open a New Request – problem description

**Service request qualifiers**

**Severity\***  1  2  3  4 [Severity levels](#)

**System is down**

**How is this problem impacting your business?\*** [What is business impact?](#)

(256 character limit)

**Request type\*** [Help](#)

Software Defect Support  
 Software Usage Support

Please select your operating system which will ensure the proper routing of your service request

**Operating system\***  [Help](#)

---

**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**  No file selected.  
(2 GB limit per file)

**Files in queue** *None*

---

Select the severity, update business impact, attach log, trace, dump files to assist with troubleshooting

your Customer Tracking ID is for convenience to code your service requests

# Open a New Request – contact information

## 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 previous page, or close the window or browser session that is displaying this page.

The information you provide will be used to validate your entitlement and communicate with you about your service requests.

**Name** Kathleen Coon  
**E-mail address** COONKS@US.IBM.COM

#### How should customer support contact you about this service request?

Dont contact me, I will check the status online

Email me

Call my daytime number: [REDACTED] Ext.: [REDACTED]

### Product and component → [Edit](#)

**Product** WebSphere Process Server V7.0

**Component** WebSphere Process Server 7.0.0

### Agreement → [Edit](#)

**IBM Customer number** [REDACTED] [United States]

Verify your  
contact  
information.  
Click Create a  
Request

# Interested user

Status *Not saved*

## Product

← WebSphere Process Server V7.0

## Component

← WebSphere Process Server 7.0.0

## Agreement

← [Redacted] [United States]



## Interested users

• Kathleen Coon

Update interested users

## Problem description

Please complete the problem description information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

### Problem information

Title\*

(256 character limit)

### Problem description\*

To include others in your organization in the notification process

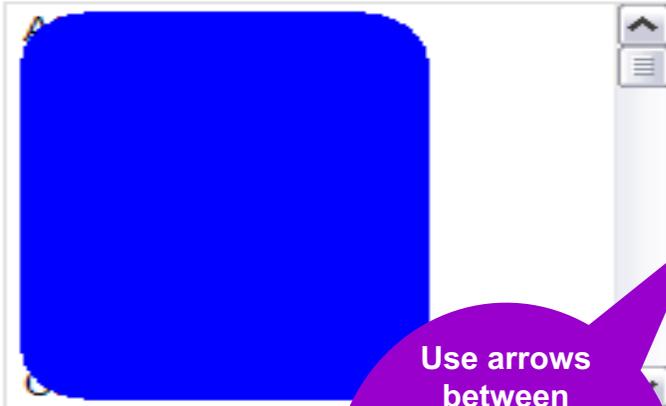
## Interested user (continued)

- Must have Full access or above to be in this User list
- Users with Basic or Read Only access will not see this feature

### Interested users

Other users of IBM Service Request associated to this service requests customer number can be associated with this service request. These users will receive e-mail notifications when this service request is changed if their notification preferences are set to allow e-mail notifications. In addition, the each users IBM Service Request home page will display this service request in the list of online service requests.

#### Users not notified on SR updates



#### Users notified on SR updates



Use arrows between boxes to move users from left to right. Click "update list"

Update list

Cancel

## Search and Reports

- Search and access service requests submitted by you or others in your organization
- Search for one service request or by IBM Customer number
- Retrieve service requests for one or all ICNs
- Search my quick Search

### Service requests

Search: by IBM customer number

WebSphere MQ Hang

[United States] v

Search

Quick search: Click here to choose a quick search

New service request



# Search and Reports

- Each service request number is a hyperlink to let you view the service request
- You can click any heading to re-sort the list
- Above the results are links that allow:
  - Customization of display; 10 fields from which to choose
  - Printing of the report
  - Exporting to spreadsheet format
- Click to add a title to any entries preceded by a paperclip icon
- Enter a title in the 'Save my search as' box to save the selected search query for future use

**Search criteria**

- Search all service requests
- Show open and closed service requests
- Show service requests up to today's date
- Severity: All

**IBM Customer number**

- All

**Search criteria** Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

[Customize result table](#)
[Printable report](#)
[Export report](#)

162 items found displaying items 1 - 100 [FirstPrev] 1, 2 [NextLast] Results per page: 20 | 50 | 100

[Unread](#)
[Needs your attention](#)
[Technical support chat](#)
[Print details of this service request](#)
[Email this service request](#)

**Save my search as**

**My service request searches**

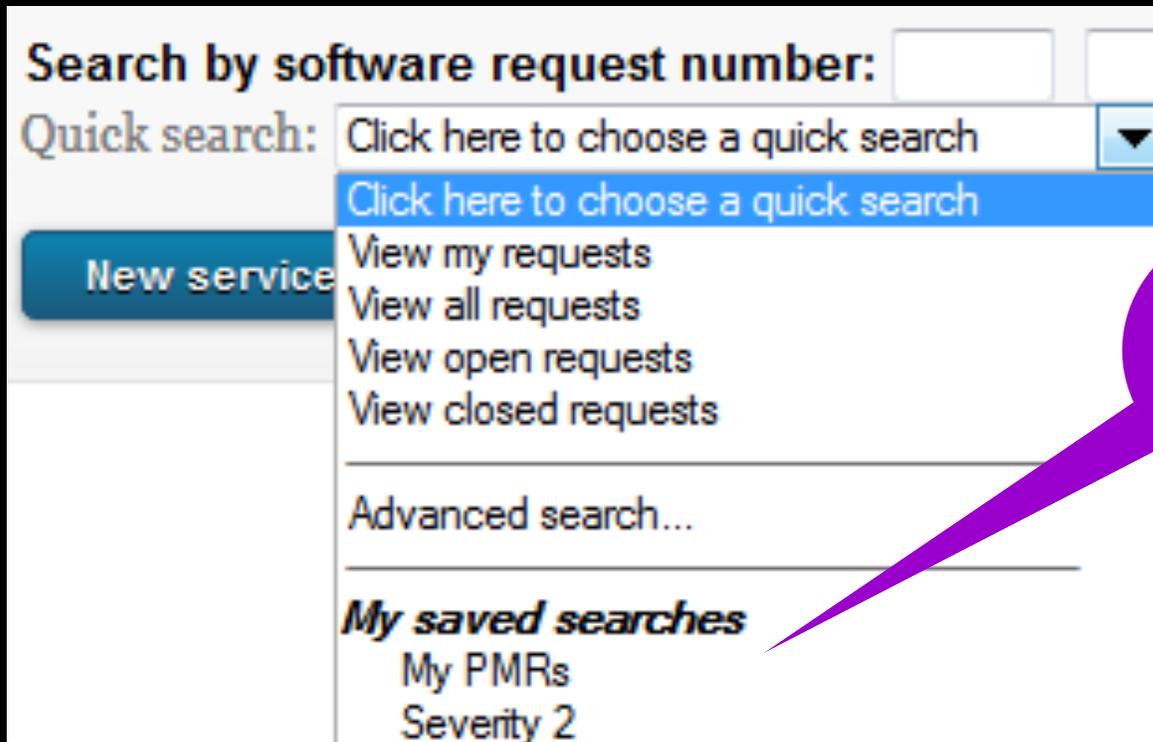
- Manage searches
- Search on DB

<a href="#">Service request #</a>	<a href="#">Title</a>	<a href="#">Severity</a>	<a href="#">Status</a>	<a href="#">Date submitted</a>	<a href="#">Date modified</a>		
<a href="#">31807.999.000</a>	DuplicateOf linkage not changing state t...	3	Closed	9/12/12	11/14/12		
<a href="#">31804.999.000</a>	RTC not respecting Required Properties	2	Closed	9/12/12	11/14/12		
<a href="#">41177.999.000</a>	WebSphere Commerce: Unable to assign TER...	2	Open	11/9/12	11/14/12		
<a href="#">38884.999.000</a>	< click to enter title >	2	Open	10/5/12	11/14/12		
<a href="#">41536.999.000</a>	JPA error during EBA startup	2	Open	11/13/12	11/14/12		
<a href="#">41184.999.000</a>	WebSphere Commerce: Unable to change tes...	2	Open	11/9/12	11/14/12		
<a href="#">40687.999.000</a>	PlaybackMonitor class not found	2	Open	11/8/12	11/14/12		

## Saved Search

User Defined Searched:

- Click on Quick Search pull down
- Select from "My saved searches" list

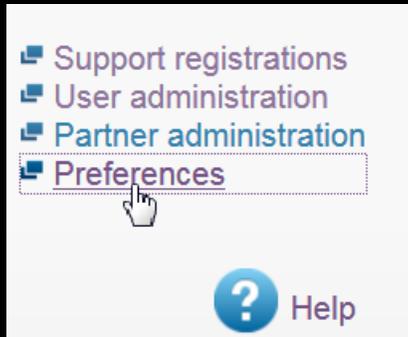


Saved  
search  
queries

# Preference

## User Preferences

Click on Preferences in upper left hand corner of the banner.



### Preferences

[Contact](#)
[Notification](#)
[Display](#)
[Preferred products](#)
[Saved searches](#)
[DAC](#)

---

#### My profile

**First name\***

**Last name\***

**E-mail\***

**Daytime phone\***

**Extension**

**Alternate phone**

**Mobile phone**

**Preferred contact method\***

---

By clicking submit you agree that IBM may process your data as described in Privacy.

Verify your Contact information or make whatever changes are needed.

# Preferences – Notification

**Preferences**

[Contact](#)
[Notification](#)
[Display](#)
[Preferred products](#)
[Saved searches](#)
[DAC](#)

**My language**

Please indicate the language in which you wish to receive notifications and e-mails. (Note: application web pages are always displayed in the closest supported language you have specified in your browser's language settings.)

Language  ▼

---

**For service request changes**

Please indicate whether you want to be notified when your service requests at each severity level are updated or closed.

Severity	Notify on update	Notify on closure
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

---

**For changes in my user status**

Please indicate whether you want to be notified when your status as an authorized user changes.

**Notify me when my status changes**

**How to notify me**

All your notifications are available in [My messages](#). You can also choose to receive notifications by e-mail.

**Send notifications by e-mail also**

Please note: E-mails are always sent from IBM Service Request (SR) when a service request is created. Site Technical Contact and Administrators always receive email notifications when a user requests access.

**NOTE:** If you are having trouble receiving emails, please add [srdonotreply@us.ibm.com](mailto:srdonotreply@us.ibm.com) to your contact list in your email program or contact your email administrator about your company's spam filter configuration.

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By clicking submit you agree that IBM may process your data as described in [Privacy](#).

Check this box if you want to be notified by email about updates to your service requests.

## Getting Help

Online Help is available at:

- ◆ Click ? Help in the Service Request masthead (top of page)
- ◆ <http://www.ibm.com/support/servicerequest/help/srHelp.action>

SR Help Desk – how to contact

- ◆ Send an email: [srhelp@us.ibm.com](mailto:srhelp@us.ibm.com)
- ◆ Use the “SR Help Desk” link on the online help page:  
<http://www.ibm.com/support/servicerequest/help/srHelp.action>

SR Quick Start – Checklist to assist with initial IBM SR setup:

- ◆ [http://www.ibm.com/software/support/servicerequest/quick\\_start.html](http://www.ibm.com/software/support/servicerequest/quick_start.html)

SR streamlined problem submission process YouTube video

- ◆ <http://www.youtube.com/watch?v=17GHZSPt8GM&feature=youtu.be>

This set of charts is available through the Service Request tool link:

- ◆ <http://ibm.com/software/websphere/support/d2w.html>

## Summary

Use the Service Request tool for more control of your service requests:

- Open and edit all requests associated with your organization's IBM customer number to save time
- Attach multiple troubleshooting files to save time
- Create requests 24x7 and submit to correct support queue
- Receive notification when your requests are updated by IBM Support

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