Information Management

IBM

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Consolidation User Day
Customer Support & Success
27th May 2009

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Agenda

- **Support Processes**
- **Changes to Come**
- **Software Downloads**
- **KCS**

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- **Support Processes**
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Support Processes

- **SR Handling Remains Largely Unchanged**
- **Main areas affected :-**
  - FTP
  - Call Logging
  - KCS
  - Downloads
- **Mainly as a result of systems changes**

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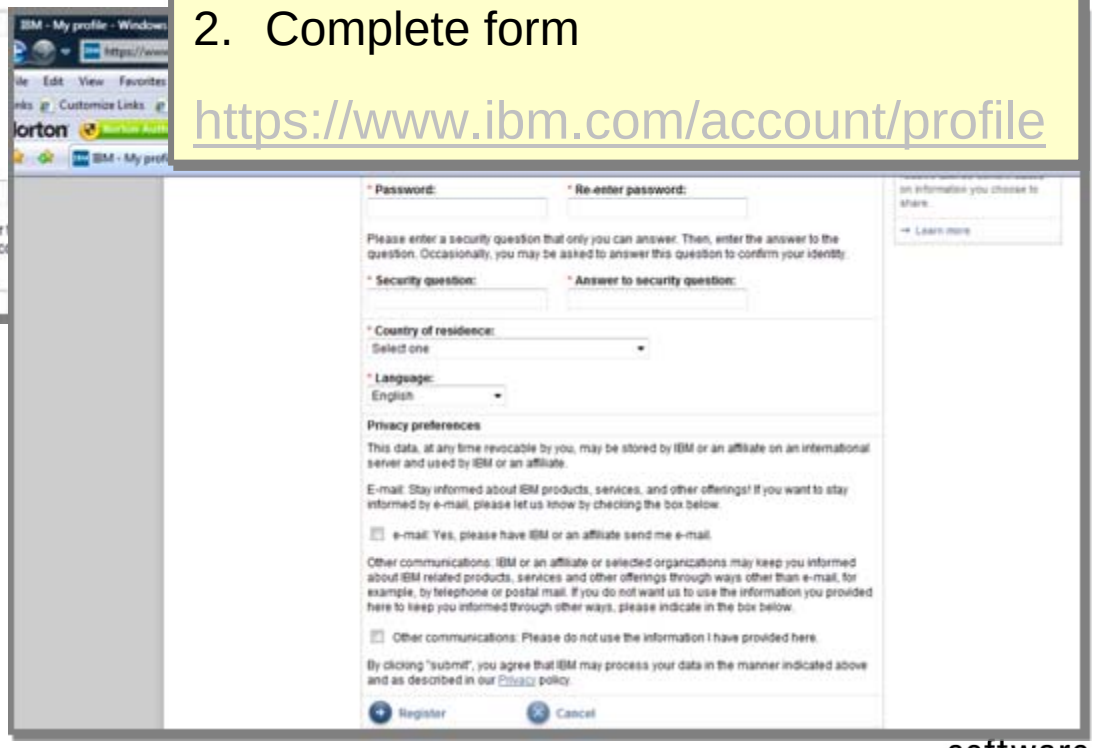
IBM registration process



Creating an IBM Web ID allows you access to most IBM online support assets

1. Create IBM Web ID
2. Complete form

https://www.ibm.com/account/profile

software

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Create your IBM Web ID NOW!

Step 1:

Start registration process through
https://www.ibm.com/account/profile

Step 2 :

Enter your IBM ID, password and security fields

- We recommend:

Using your existing Cognos log-in email address as your IBM ID, as this will help to avoid future issues with product downloads

Note: You will be prompted to associate your IBM Customer Number (ICN) to your IBM ID once you start using the Service Request Tool

Step 3:

Save IBM ID information

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IBM Customer Contact Definitions

Primary Site Technical Contact (PSTC):

A customer representative assigned to provide their companies contacts access the Service Request (SR) tool. One PSTC per site

Secondary Site Technical Contact (SSTC):

A customer representative assigned to assist the Primary Site Technical Contact (PSTC) in managing their list of Authorized Callers/Users to the SR

Authorized Caller/User:

A customer representative, designated by the Primary Site Technical Contact (PSTC) or a Secondary Site Technical Contact (SSTC), able to open Service Requests (SRs) and view all SRs for that Site or contract

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Service Request Tool (SR)

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Log into Service Request Tool

www.ibm.com/cognos/support

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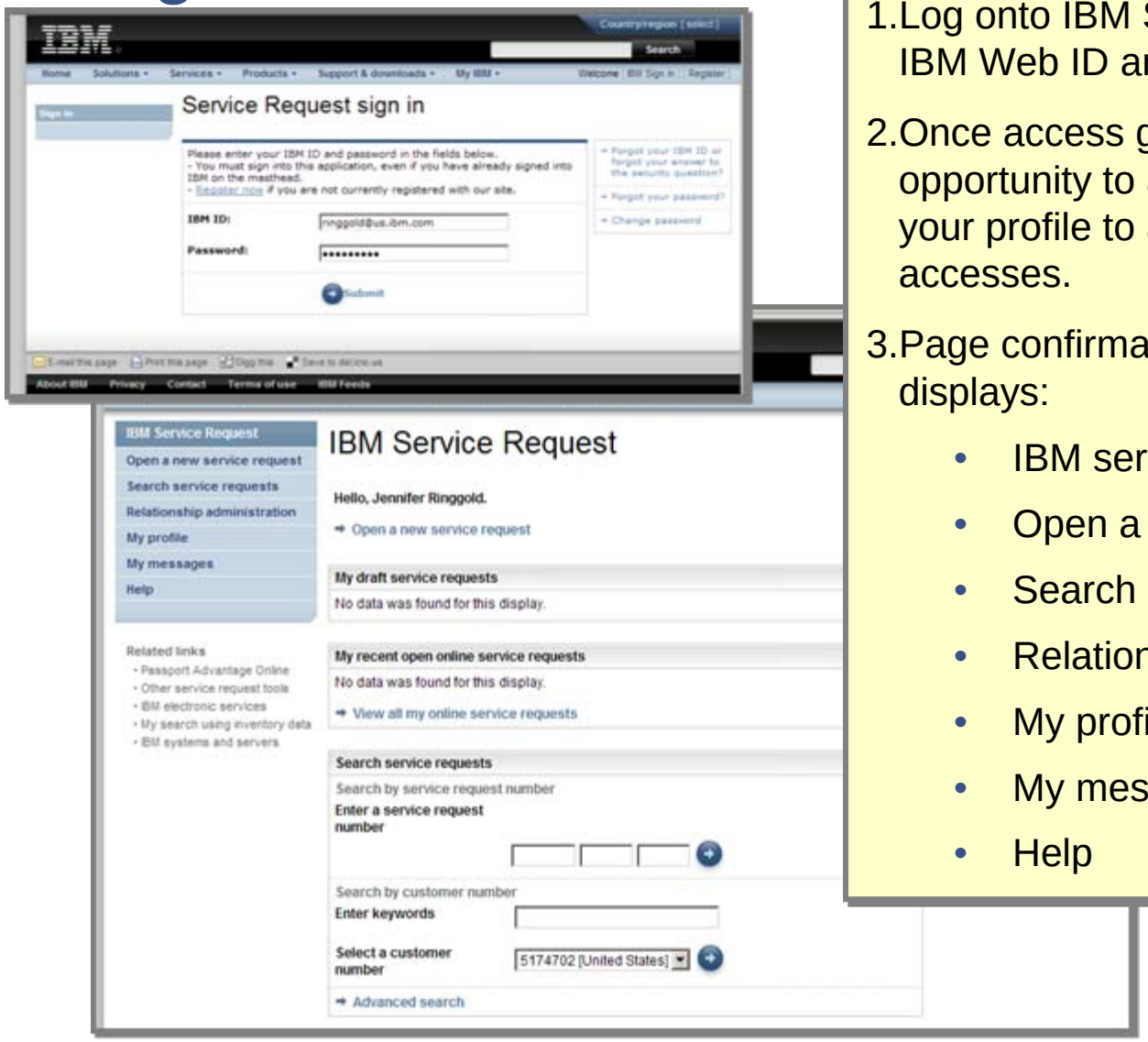
Login



1. Log onto IBM Service request using your IBM Web ID and password
2. Once access granted you'll have an opportunity to associate your ICN with your profile to authenticate entitled accesses.
3. Page confirmation: Left navigation displays:
   - IBM service request
   - Open a new service request
   - Search service requests
   - Relationship administration
   - My profile
   - My messages
   - Help

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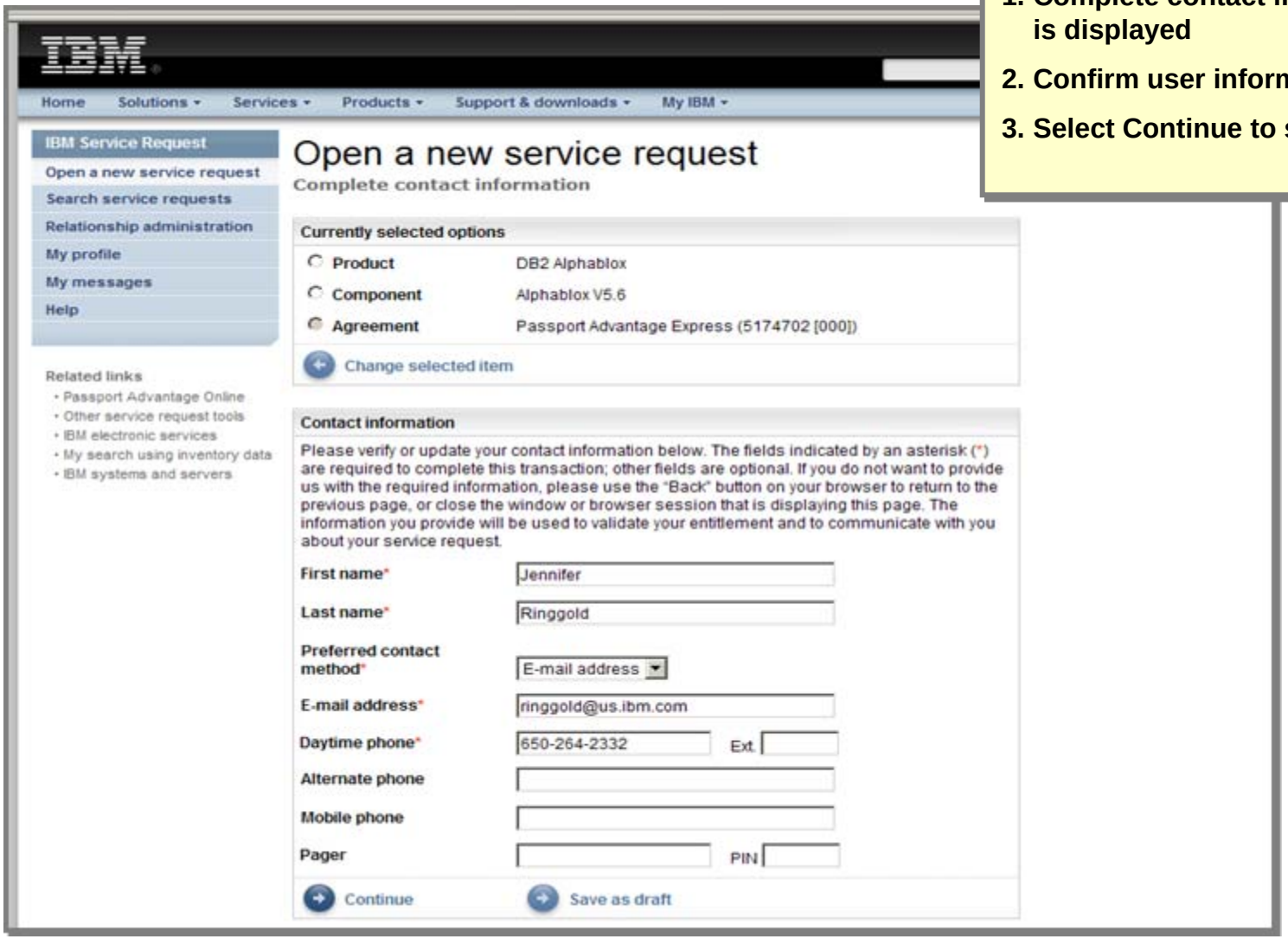
Confirm contact information

1. Complete contact information page is displayed
2. Confirm user information is correct
3. Select Continue to submit SR



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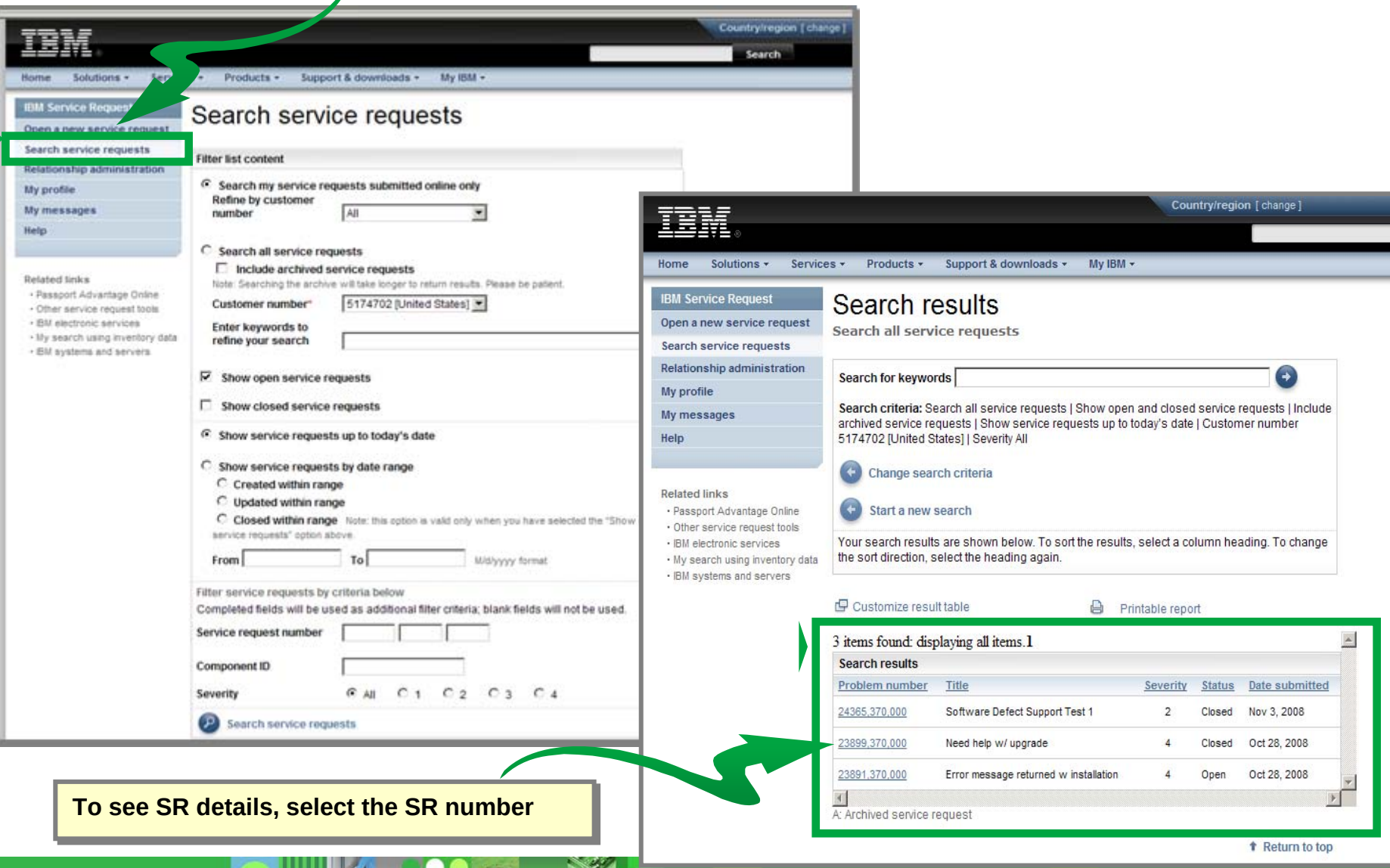
Search service requests



To see SR details, select the SR number

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SR Help Resources – Tours Available

https://www-304.ibm.com/support/electronic/portal/navpage?category=13

- How to use IBM Service Request Tool
  - This tour will introduce you to all of the features of the Software Support Web site
- My Notifications
  - This tour will guide you through the process of personalizing your software support experience
- Tour for Authorized Callers
- Tour for Technical contacts
- How to register for SR Tour

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Insight Service Requests as of June 1st

All ACTIVE Cognos Insight Service Requests will be converted to new IBM Service Requests

- Associated with the new IBM Customer Numbers (ICNs) for each customer or partner

3 Days Prior to Go-Live

Export all your existing Cognos Insight Service Request information.

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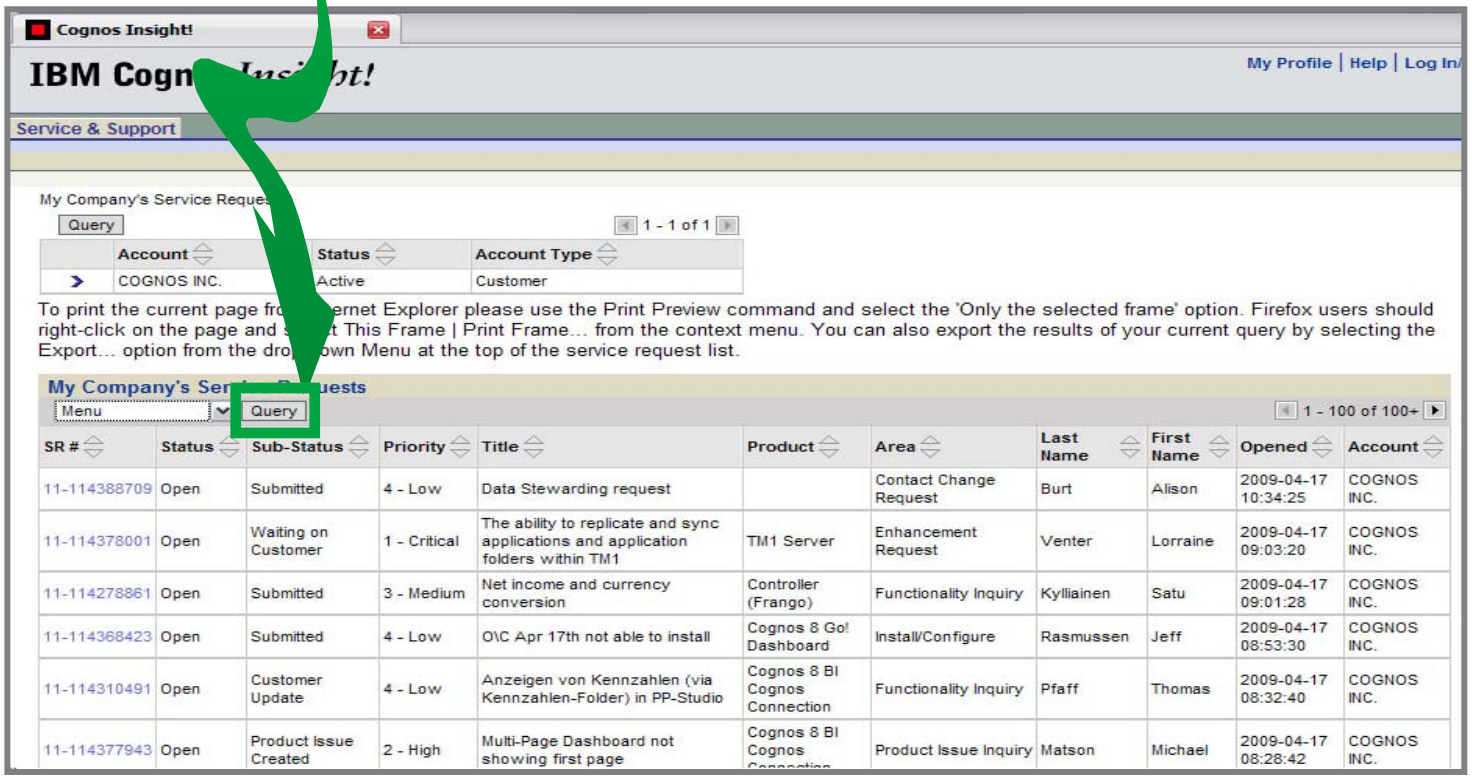
Cognos Insight Service Requests – Before Go-Live

- Use the Query and Export function within My Company' Service Requests



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Cognos Insight Service Requests – Before June 1st

Saved to Spreadsheet format

	A	B	C	D	E	F
1	SR #	Status	Sub-Status	Priority	Title	Product
2	11-114787111	Open	Customer Update	3 - Medium	Order of Run History entries has changed.	Cognos 8 BI Cognos Connection
3	11-114778043	Open	Submitted	3 - Medium	Take too long time to update custom view s o	Cognos 8 BI Transformer
4	11-114751511	Open	Customer Update	4 - Low	[Mainova] Failed to load the pluggable sharec	Cognos 8 BI Install and Config
5	11-114770428	Open	Waiting on Customer	2 - High	Framework Manager	Cognos 8 BI Framework Manager
6	11-114691871	Open	Waiting on Customer	4 - Low	Active Server Pages error ASP 0138	Cognos 8 BI Install and Config
7	11-114716661	Open	Submitted	3 - Medium	Portal.ConsumerRoot parameter syntax in Cc	Cognos 8 Go! Mobile
8	11-114701841	Open	In Collaboration	4 - Low	System usage and NTLM level	Cognos 8 Go! Mobile
9	11-114701811	Open	Ongoing	3 - Medium	TR2934	Cognos 8 BI Transformer
10	11-114752585	Open	Resolved	4 - Low	Is it possible in C8 to restrict active sessions s	Cognos 8 BI Cognos Connection
11	11-114739798	Open	Resolved	4 - Low	Drill-through definitions link visible after Fixpa	Cognos 8 BI Cognos Connection
12	11-114683361	Open	Waiting on Customer	2 - High	Gateway configuration on demo installation /	Cognos 8 BI Install and Config
13	11-114666471	Open	Waiting on Customer	3 - Medium	error creating Metric pakage from valid metric	Cognos 8 BI Metric Studio
14	11-114701031	Open	Customer Update	4 - Low	Cognos v8.3 Metic Studio Error when initializir	Cognos 8 BI Metric Server
15	11-114693701	Open	Waiting on Customer	3 - Medium	SDK questions	Cognos 8 Software Dev. Kit
16	11-114700951	Open	Waiting on Customer	3 - Medium	Cognos 8 - 64 Bit Installation for an OEM Pro	Cognos 8 BI Install and Config
17	11-114624651	Open	Ongoing	3 - Medium	Tooltips are not working properly in graphs in	Cognos 8 Go! Mobile

Saved SRs

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IBM Telephone Support

- IBM Support phone numbers are available at: http://www.ibm.com/planetwide
- Have the following information available when calling:

1. **IBM Customer Number (ICN)**
2. **Company name**
3. **Caller name and phone number**
4. **Name and version/release of the software needing support and name and version/release/modification of the platform/operating system**

Note:

1. Use telephone support if having any difficulties with on-line SR tool
2. Telephone support access does NOT require web registration or access to SR

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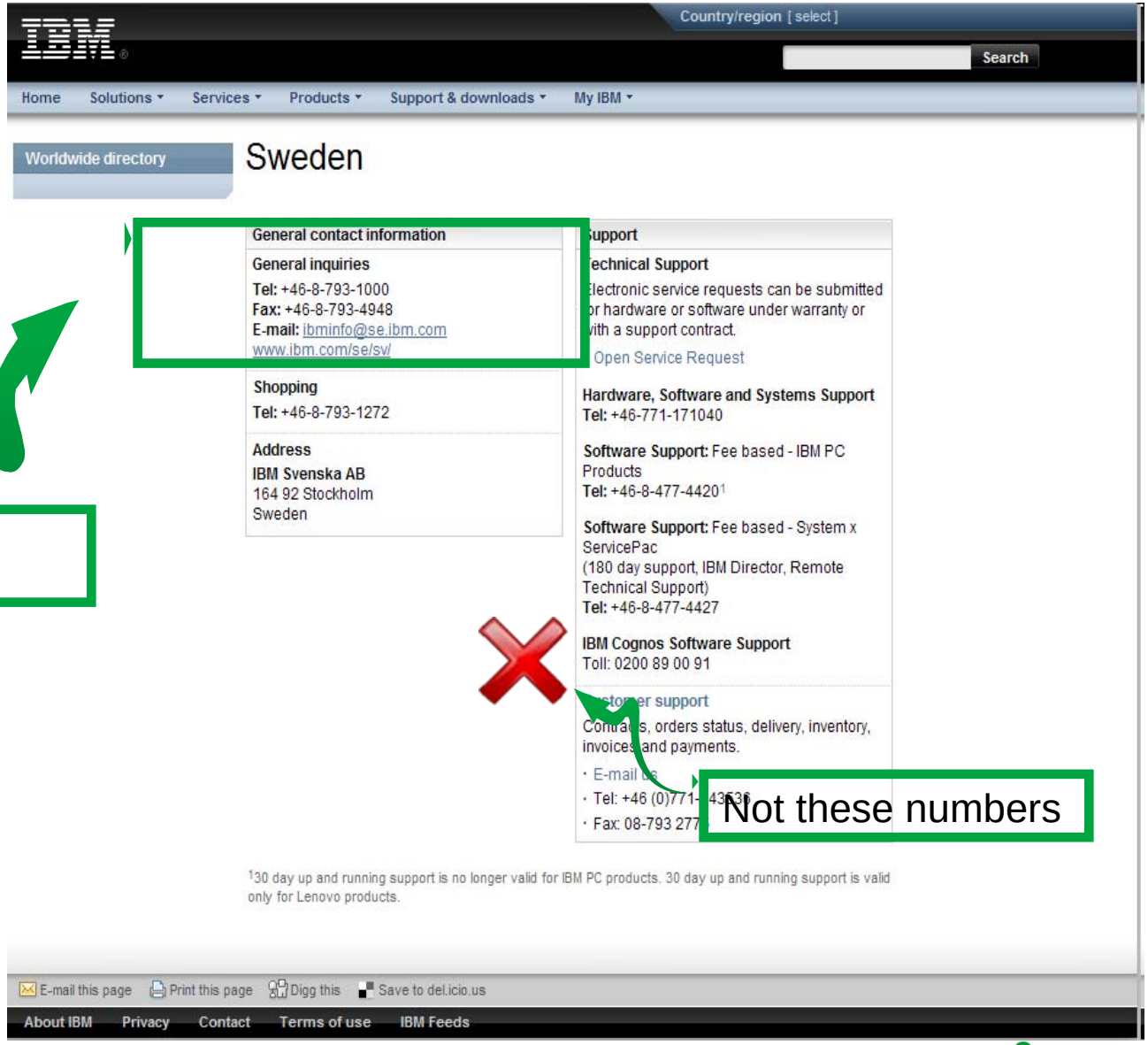
PlanetWide

As of June 1st use these numbers



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REQUIRED ACTION: Be Prepared for Go-Live

For IBM Primary Site Technical Contact

- Create your IBM web ID
- Setup your contacts
- Share your company's ICN(s) with all your support eligible contacts
- Export your open SR's

Note:

- There is only 1 named IBM Primary STC per ICN
- From the Welcome to SR' email notification, click on the URL provided to perform these actions
- If the URL has expired, go to www.ibm.com/software/support/help-contactus.html and submit an SR help desk contact form for assistance

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Additional Resources:

http://support.cognos.com/go/dbwi

All transitional resources available including:

- “Introduction to IBM.com” webinar
- “Guided Tour of Cognos on IBM.com” webinar
- Various informational articles
- Podcasts
- Bookmark Resource Sheet

Urls to bookmark

- www.ibm.com/cognos/support
- www.ibm.com/cognos/customercenter

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Downloads

- **IBM standard policy is download only**
  - Over 40,000 software products – unmanageable
  - Ensures only entitled customers receive products
  - Ensures you have the most recent version
- **Download Tip**
  - Search for products using the “Find By Categories” page.

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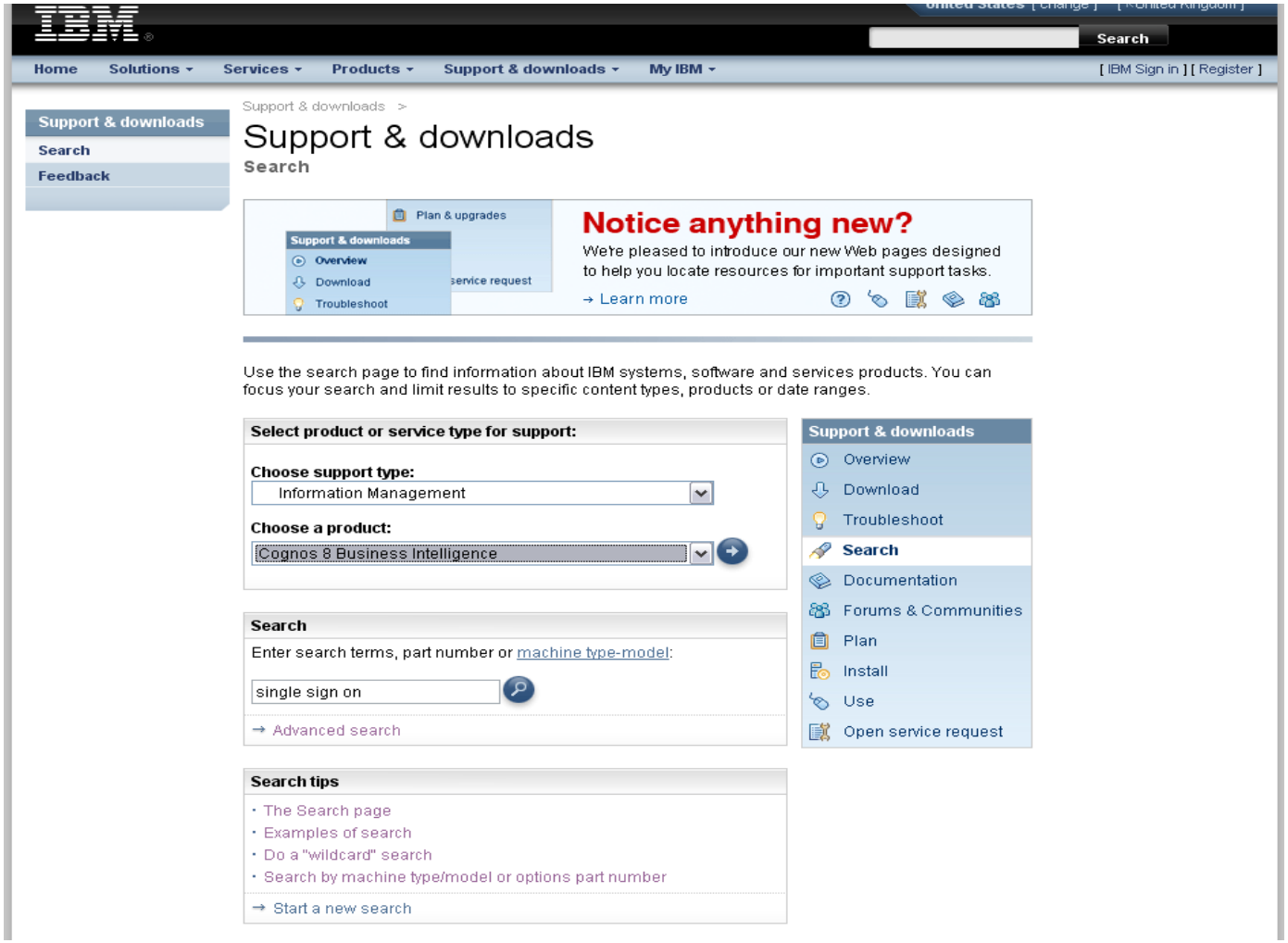
Knowledge Base



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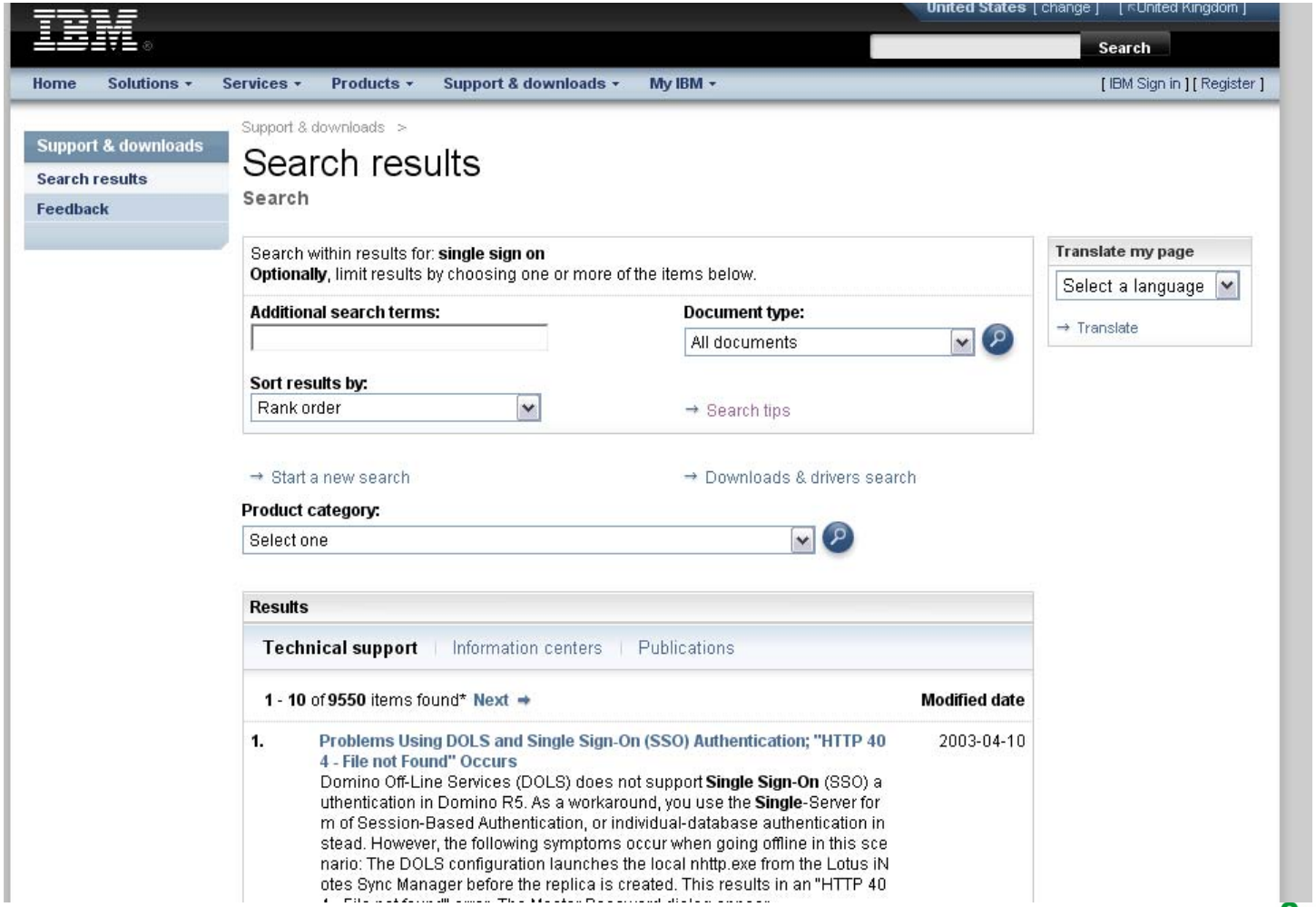
Knowledge Base



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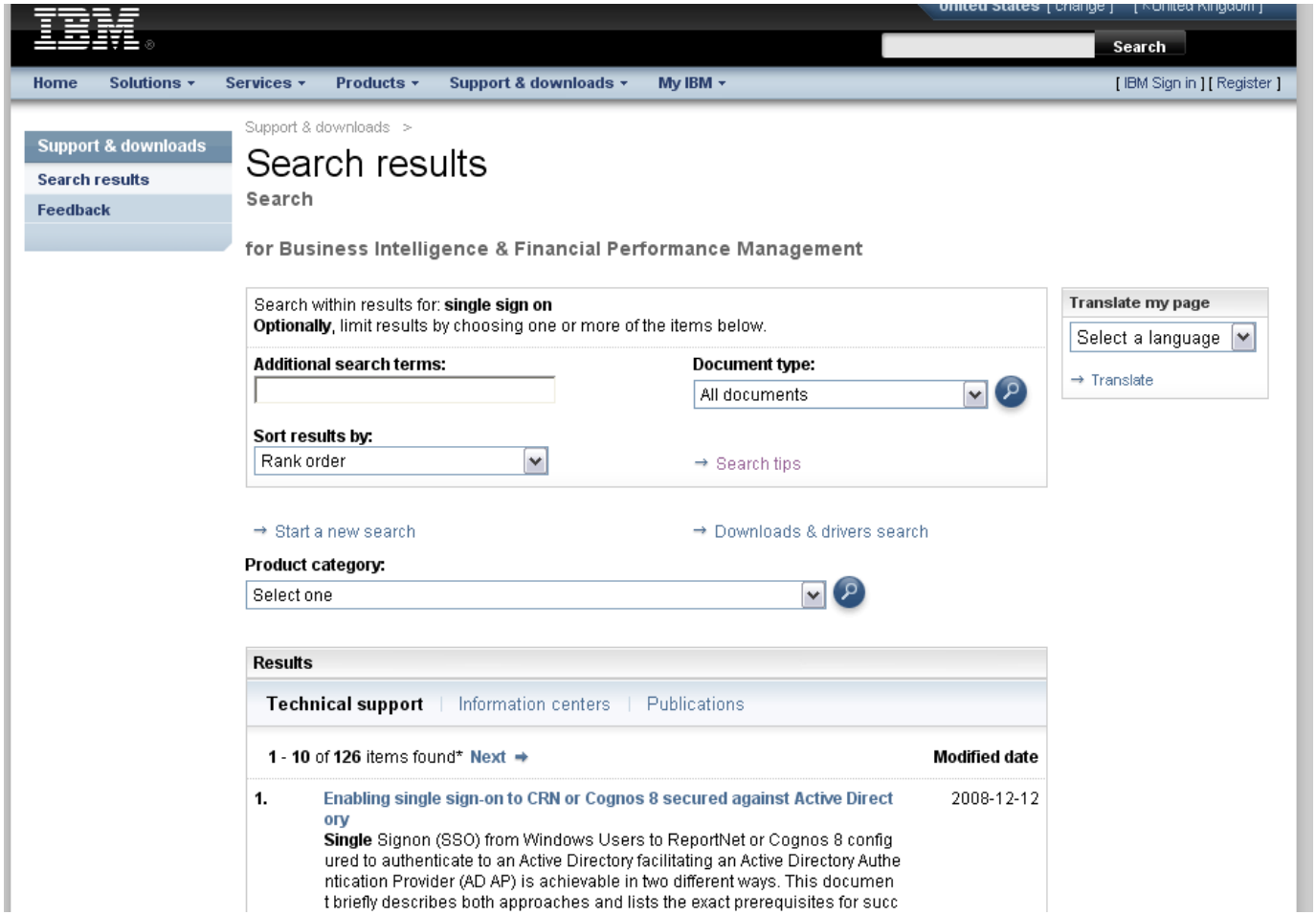

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