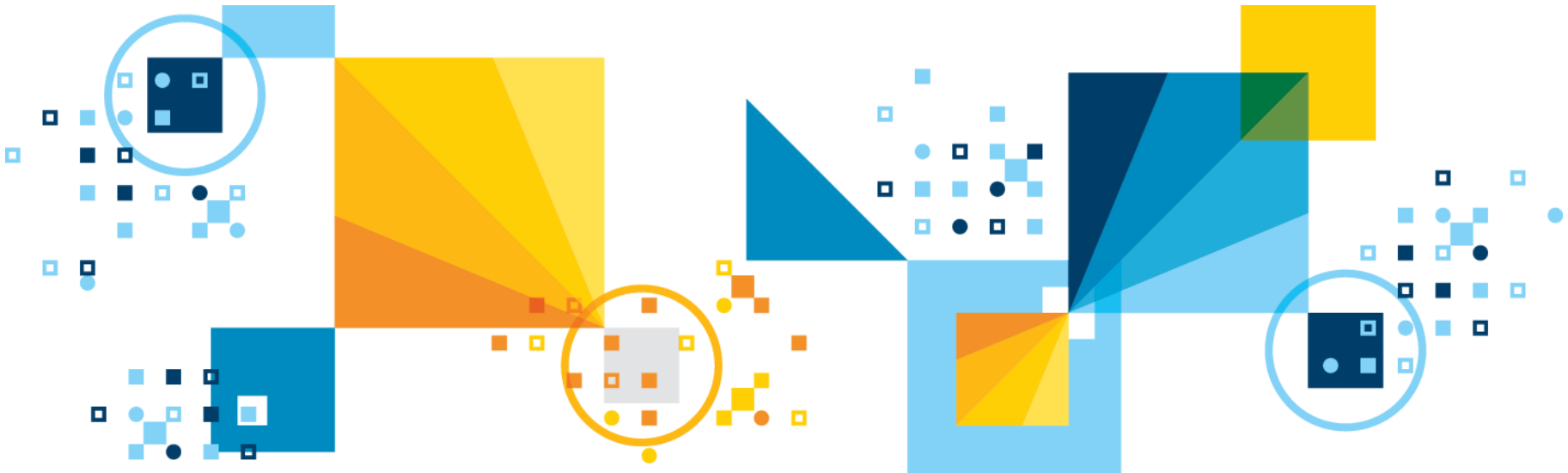


Introduction to IBM Support and the Client Success Portal



Welcome!

Thank you for attending this IBM Support Webinar

- To download the Webinar slides, please visit our Customer Center:

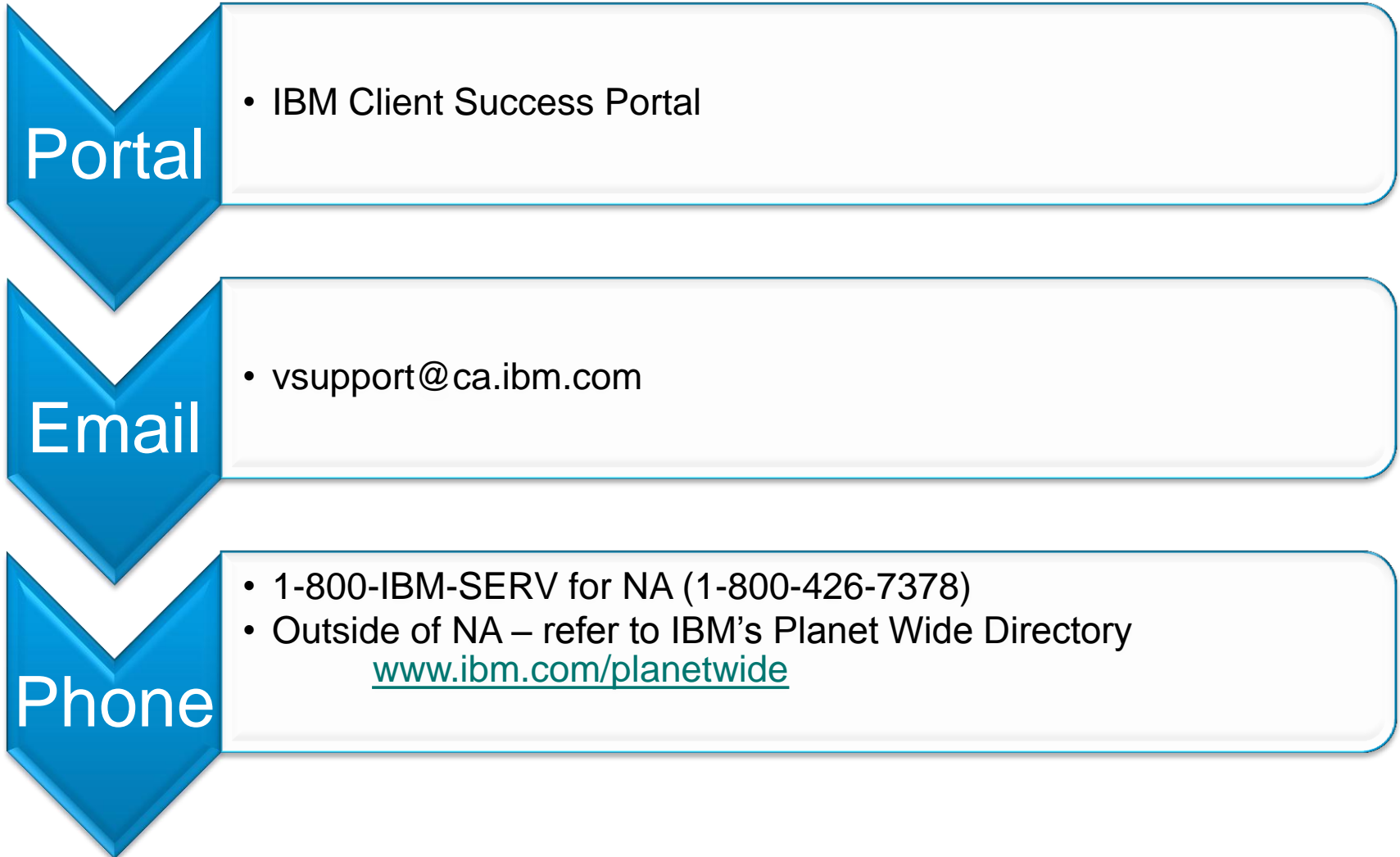
<http://www-01.ibm.com/software/analytics/varicent/customercenter/webinars.html>

Agenda

- **Support Process**
 - Client Success Portal
 - Email
 - Phone
- Knowledge Base & Documentation
- Client Success Portal Walk-Through

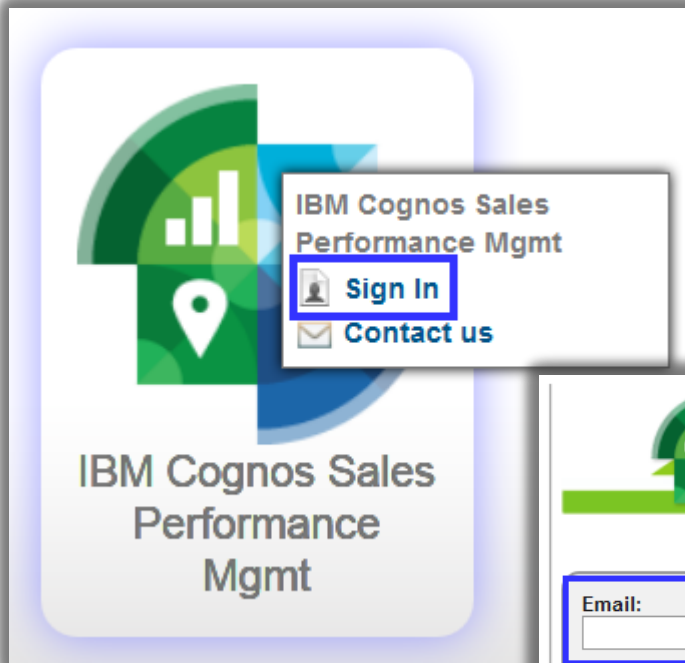


Support Process – High Level



Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



IBM Cognos Sales Performance Management

Email:

Success Portal Password:

[Reset your password](#)

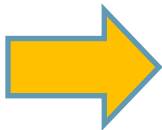
[Need an account?](#)

Please enter your email address and password to sign in. If you do not remember your password, please click on the 'Reset your password' link below.

The image shows the login page for the IBM Cognos Sales Performance Management application. The page has a green header with the application name and a left-pointing arrow. Below the header, there are two input fields: 'Email:' and 'Success Portal Password:'. Below the password field are two buttons: 'Sign in' and 'Cancel'. Below the buttons is a link 'Reset your password' and another link 'Need an account?'. On the right side of the page, there is a text box with the following text: 'Please enter your email address and password to sign in. If you do not remember your password, please click on the 'Reset your password' link below.'

Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



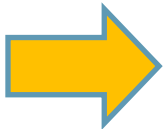
Open a Support ticket and view existing open/closed tickets

The screenshot displays the IBM Client Success Support Portal interface. It is divided into several sections:

- Steps for getting help:** This section contains six icons with labels:
 - Open a support ticket:** Represented by a document icon with a red question mark and a mouse cursor.
 - Contact us:** Represented by an envelope icon with an @ symbol.
 - View my support:** Represented by a magnifying glass over a document with a red exclamation mark.
 - SaaS support handbook:** Represented by a purple book icon with a white question mark.
 - Download Fixes:** Represented by a blue document icon with a white checkmark and a wrench.
 - IBM Support Handbook:** Represented by a purple book icon with a white question mark.
- Product Documentation:** This section includes:
 - Announcements
 - Cognos Incentive Compensation Management
- Most Recent:** A list of links to recent release notes and documentation:
 - 8.0.3 Release Notes
 - 8.0.4 Release Notes
 - 8.0.2 Release Notes
 - 7.3.0 Documentation
 - 7.1.0 Documentation
 - 7.2.0 Documentation
 - 7.2.1 Documentation
 - 8.0.0 Documentation
 - 8.0.1 Documentation
 - 8.0.2 Documentation
- Most Popular:** A list of links to popular documentation and release notes:
 - 8.0.4 Release Notes
 - 8.0.0 Release Notes
 - 8.0.4 Documentation
 - Is there a way to build dependencies between scheduler tasks so that one job to start only if another one was successful? How can the failure of a job affect other scheduled jobs or processes?
 - 8.0.3 Release Notes
 - List of Critical Issues
 - Release Retirement Schedule for ICM/Varicent Products
 - 8.0.2 Release Notes
 - 1. What are history tables? 2. Is it possible to disable history data creation for certain tables or all? 3. Is it possible

Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



Open a Support ticket and view existing open/closed tickets

*** Client Record Link:** Varicent - Internal - Support *** Full Name:** Allison Abraham *** Email:** aabraham@ca.ibm.com [Change](#)

*** Service Offering:**
Incentive Compensation Management

*** Case Type:**
Problem

Customer Severity:
Sev 2 - Significant Business Impact

*** Summary(maximum 64,000 characters):**
Can't create a saved import

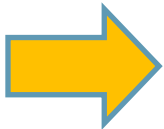
*** Details(maximum 64,000 characters):**
When I try to create a saved import, I receive the following error message:

ERROR: Import directory has not been specified

Environment:
-- Select One or More --
Production
QA
Development

Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



Open a Support ticket and view existing open/closed tickets

Suggested Answers

These suggested answers may help resolve your issue. If you select one to display, it will open in a new popup window. You will not lose what you have already typed.

Knowledge Base

Why can't I run local imports created by another administrator on my machine?

A local import is local to the computer that created the import. When creating an import, the option in the Import Wizard to Import from my computer creates a local import. Local imports cannot ...

In the ICM Admin Client one user (user1) created a saved local import ("Import from my computer" option). Another user (user2) tries to manually run the saved local import but the import will fail.

Symptom User2 is not able to run the saved local import created by User1 Cause When a saved local import is created the path to the imported file (excel text file ...) is subjective ...

Where are saved import configurations stored?

This saved import file directory that is specified in ICMSservice.exe.config specifies the place where ICM will look for files to import. It is not a place where saved import configurations are saved. For example: if ...

If a table is used in a Saved Import deleting a column from the table requires the Saved Import to be deleted. Is this expected behavior ?

The product is working as per design. If a table has a corresponding Saved Import deleting a field needs the whole Saved Import to be deleted. A Saved Import cannot be modified - it ...

1 2 3 >

Download

1

[Creating Web Forms](#)

...

[Creating a Presenter Report](#)

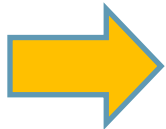
...

[Creating Adjustments in Composer](#)

...

Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



Open a Support ticket and view existing open/closed tickets

The screenshot shows a web interface for a support portal. At the top left, there is a button labeled "Attach a file" with a question mark icon. Below this, the text "Contact CC List:" is displayed. To the left of this text is an empty rectangular input field. To the right is a scrollable list box containing three names: "Jane Smith", "John Smith", and "Mary Huddle". The name "Jane Smith" is highlighted with a blue border. Below the input field, there is a button with two left-pointing chevrons ("<<"). At the bottom right of the list box, there is a question mark icon.

Contacting Support via the Client Success Support Portal

<https://support.ibmcloud.com>



Open a Support ticket and view existing open/closed tickets

The screenshot shows the IBM Cognos Sales Performance Management support portal. At the top, there are navigation tabs: "Get started", "Get help" (highlighted with a blue box), and "View my support". Below this is a search bar with "Search", "Knowledge Base", and "Downloads" links, and the IBM logo on the right. A green banner with a bar chart icon and the text "IBM Cognos Sales Performance Management" is prominent. On the left, under "Offerings", there is a dropdown menu with "Selected Offering" and "IBM Cognos Sales Performance M". Below the offerings are two buttons: "Open Ticket" (with a document icon and a red question mark) and "Contact Us" (with an envelope icon). The main content area has a "Describe Your Problem" section with a text input field and a "Clear" button. Below that is a "Suggested Answers" section with the text "Begin typing your problem above. Possible solutions will appear below."

Contacting Support via Email

- Your email will be converted into a **ticket**
- Default Severity = 3
- *You cannot choose the severity level via Email
- Please include the following in your email:
 - Subject Line: Summary of the issue
 - For Example: **Cannot import daily transactions**
 - Email Body
 - Description of the issue
 - Related attachments (as applicable)
 - Your preferred contact phone number



Contacting Support via Phone

- If you are in North America: 1-800-IBM-SERV (1-800-426-7378)
- If you located outside of North America:



Please go to the **Planet Wide Directory** and choose your region
 (<http://www.ibm.com/planetwide/index.html#region>)

The screenshot shows the IBM website navigation bar with the following links: Industries & solutions, Services, Products, Support & downloads, My IBM. The main heading is "Directory of worldwide contacts". Below this, there are five columns representing different regions, each with a list of countries:

| North America | Latin America | Europe | Middle East and Africa | Asia Pacific |
|-----------------------|---------------|-----------|------------------------|---------------|
| ▪ Anguilla | ▪ Argentina | ▪ Albania | ▪ Algeria | ▪ Afghanistan |
| ▪ Antigua and Barbuda | ▪ Belize | ▪ Andorra | ▪ Angola | ▪ Australia |
| ▪ Aruba | ▪ Bolivia | ▪ Armenia | ▪ Bahrain | ▪ Bangladesh |
| ▪ Bahamas | ▪ Brazil | ▪ Austria | ▪ Benin | ▪ Bhutan |

Contacting Support via Phone

- When calling IBM Support, you need to provide the following information:

1. Your IBM Customer Number (ICN)
2. Official Product Name
 - Cognos Incentive Compensation Management
 - Cognos Sales Performance Management
3. Client Name
4. Your Name
5. Phone Number
6. Please include your Support Portal ticket Number



*Note: the “Call Receive” team will not have any information on your Support Portal ticket number. If you are calling for the first time, they will give you a “PMR” number (5 digit number). If you call again, please reference your assigned PMR number.

Severity 1 Procedure / After Hours Support

1. Log a ticket via <http://support.ibmcloud.com>

2. Call the Support Line:
 - a) Please provide the following:
 - i. IBM Customer Number (ICN)
 - ii. Client Name
 - iii. Your Name
 - iv. Phone Number
 - v. E-mail Address
 - vi. Business Impact – For Example: Need to make payroll, May 12th at 3:00pm EST
 - vii. Ticket Number (From the IBM Client Success Portal)

3. Caller needs to be available 24x7 to work with Support to troubleshoot the Sev 1 issue


Agenda

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Knowledge Base & Documentation


Steps for getting help




Open a support ticket




Contact us




View my support



SaaS support handbook



Download Fixes



IBM Support Handbook

Product Documentation

- Announcements
- ▼ Cognos Incentive Compensation Management
 - ▼ Knowledge Base
 - ▶ Best Practices
 - ▶ Installation and Configuration
 - Troubleshooting
 - FAQs
 - Glossary
 - ▶ Documentation

Most Recent

- 8.0.3 Release Notes
- 8.0.4 Release Notes
- 8.0.2 Release Notes
- 7.3.0 Documentation
- 7.1.0 Documentation
- 7.2.0 Documentation
- 7.2.1 Documentation
- 8.0.0 Documentation
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Knowledge Base & Documentation

Get started **Get help** View my support

Search **Knowledge Base** Downloads

IBM support

Offerings

Selected Offering

IBM Cognos Sales Performance M

Search

Search

[Advanced Search](#)

- Announcements
- ▼ Cognos Incentive Compensation Management
 - ▼ Knowledge Base
 - ▶ Best Practices
 - ▶ Installation and Configuration
 - Troubleshooting
 - FAQs
 - Glossary
 - ▶ Documentation



Cognos Incentive Compensation Management > Knowledge Base

Knowledge Base

Best Practices

ICM Web After an ICM Web Portal user session expires the last page that the user has accessed is still visible. This may be a security risk for some clients that use public or shared computers and forget to click the Log Out link before moving away from the computer.

ICM Web After I deploy my ICM.war or varicent.war files using JBoss where is the varicent.log file created?
Tools and Administration Application administrator

Installation and Configuration

General A scheduled task fails to run at the preset time but there is no message in the Audit log or Service Error log and no other task was running at the time.

Authentication After configuring the Web server to use the LDAP authentication users are not able to successfully login to ICM Web Portal. Error sample: Authentication request failed: LDAP: error code 49 - 8009030C

Agenda

- Support Process
 - Client Success Portal
 - Email
 - Phone
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- **Client Success Portal Walk-Through**



IBM Client Success Portal Walk-Through



IBM Software

Vision2014

Drive Growth. Manage Risk. Optimize Performance.

May 18-21, 2014 | JW Marriott Grande Lakes, Orlando, Florida

ibm.com/software/analytics/vision/

Q&A

Thank you!