IBM Electronic Support

Easy, Fast, Smart

→ More than just the basics

IBM Electronic Support

IBM Electronic Support offers a portfolio of online support tools and resources that provides comprehensive technical information to diagnose and resolve problems and maintain your IBM products.

IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring in the first place, or quickly and easily troubleshoot problems when they occur.

IBM's improved personalization of support resources helps you focus on and be alerted to exactly the information and resources needed for efficient and effective problem prevention and resolution.

IBM Electronic Support addresses five critical areas to ensure you have the best possible support experience:

1. **Simplifying support** and creating more consistency across all IBM products.
2. Delivering **intelligent resources** and tools that display information focused on the products you use.
3. Providing **proactive capabilities** that solve problems before operations are affected.
4. Thriving **collaborative communities** that connect to worldwide support networks and knowledge.
5. Enabling seamless and **smooth transition** between online and live support teams for quick problem resolution.

The **IBM Support Portal** is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place.

Where to start?

Getting started on the IBM Support Portal is easy:

1. Go to **www.ibm.com/support/entry/portal**
2. Select the products of interest to you.
3. Sign in with your IBM ID and password
4. View your page!

The IBM Support Portal provides powerful features that make it fast and easy to find the exact information or tool you need.

- Select your IBM products and the task at hand for direct access to all pertinent resources.
- Browse featured support links that guide you to the most critical and useful information and tools.
- Filter the results of a simple text search with one click to pinpoint the most appropriate documents.
- Personalize the pages to include exactly the type of information you need, arranged most effectively for you.

That's complete, customized support. And what does it mean to you and your business?

It can lower your total cost of ownership for IBM technology by giving you flexibility and choice and making you more efficient in keeping your business running.

IBM Support Portal allows you to access these technical support resources and tools to:

Prevent Problems & Stay Current

- **My Notifications** - subscription capability for hardware and software technical updates. Daily and/or weekly e-mail or RSS feeds with multiple subscription options. Choose flashes, downloads, technotes, publications, and much more
- **Alerts and Flashes** - highlights critical information about known issues.
- **Electronic Service Agents** - tool resides on the client's system and automatically reports problems to IBM Support. Also transmits inventory information to IBM upon installation and inventory changes.

Find Information

- **Technical Support Information** - clients can browse IBM's extensive technical support library and knowledgebases to find information and answer questions about IBM systems, software and services .
- **IBM Redbooks** - installation and implementation experiences, typical solution scenarios, and step-by-step "how-to" guidelines. Often includes sample code and other support materials available as downloads from the site.
- **Information Centers and Products Libraries** - online interface for finding technical information on a particular product, offering, or product solution to help you plan, install, configure, use, tune, monitor, troubleshoot, and maintain the product.

Download Fixes & Upgrades

- **Fix Central** - search, select, order, and download fixes to your system with a choice of delivery options. Fixes provide changes to your software, Licensed Internal Code, or machine code that fix known problems, and add new function.

Contact IBM Support

- **IBM Service Request** - Online problem management tool to open, edit and track open and closed Service Requests (PMRs) by customer number. Requires registration and approval
- **IBM Planetwide** - Online directory of technical support phone numbers.

Troubleshoot Problems

- **IBM Support Assistant** - Downloadable serviceability workbench with multi-source search capabilities, easy access to technical product information, common and product-specific troubleshooting tools, automated local and remote data collection and SR tool connection
- **IBM Assist on-site** - live remote-assistance tool used to help resolve complex issues. It allows IBM support team members to securely view and share control of your desktop

Learn More

- **IBM Training and Certification** - comprehensive portfolio of technical training for individuals and companies to acquire, maintain and optimize their IT Skills
- **Support Technical Presentations and Webcasts** - in-depth technical information about a variety of products, presented by subject matter experts
- **IBM Education Assistant** - a collection of multimedia educational modules designed to help clients gain a better understanding of IBM software products and use them more effectively

Join the Conversation

- **Electronic Support Community and Blog** - members of the IBM Electronic support team and clients discuss new enhancements and how to further improve IBM's online support offerings
- **Electronic Support Twitter** - news and updates from the IBM Electronic Support team
- **IBM Forums, User groups, Wikis and Blogs** – peer communities post and answer questions, discuss research issues, and share knowledge

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