



IBM Software Support Handbook

Worldwide World Class Software Support.



<http://support.ibm.com>
Version 5.0.1

What's New . . .

Phone Contacts

Version 5.0.1 dated August 2014 updated many of the web links to align with IBM's constantly changing internet landscape.

The November 2014 update changes the ownership of this handbook, after 18 years.

I would appreciate your feedback on what you like and what you think should be improved about this document. e-mail me at markiem@us.ibm.com



Cover design by Rick Nelson,
IBM Raleigh

Contents

What's New	2
Overview of IBM Support	4
IBM Commitment.....	4
Software Support Organization	4
Software Support Portfolio	5
IBM Software Support	5
Support Foundation	5
Passport Advantage & IBM Software Maintenance	6
System z (S/390)	7
Support Line and SoftwareXcel	7
IBM Selected Support Offering	8
Premium Support	8
Enhanced Technical Support	8
IBM Software Accelerated Value Service.....	9
Advanced Support for System i & System p	10
Custom Requirements	10
Client Electronic Support	12
Contacting Software Support	14
Getting IBM Software Support	14
Electronic Access	15
Voice Access	16
Response Objectives	16
How your call is handled by IBM Software Support	17
How a Code Defect is Handled by Support	17
How Technical Questions (How-to/Install) are handled by Support	18
Your Responsibilities	19
Escalation Procedures	19
Reopening A PMR/Incident/Support Case	19
Submitting Software Requirements	19
Preventing Problems	21
Practices	23
Lifecycle and Support Extensions	23
Running on Unsupported Operating Systems	23
Third party and open source software	23
Additional Detail on Services	26
Passport Advantage How To	28
Appendix A: Problem Identification Worksheet	30
Appendix B: Passport Advantage Site Technical Contact.....	31
Appendix C: Contact Information	33
Appendix D: Acquisitions (Ascental, Consul, Datapower, Filenet, Micromuse, etc.)	34
Appendix E: Canadian Technical Support Offering.....	45
Appendix F: Acronyms & other terms	46

Disclaimer: IBM reserves the right to make changes to the Software Support Guide and the policies within it at any time to improve or enhance the support provided to our customers. All changes will be posted to our Web version of this guide at <http://www.ibm.com/support/customer/sas/f/handbook/home.html> and will be included in future printed editions of this guide.

QUESTIONS: If you have any questions concerning this guide or the policies and procedures included within, please contact the author Matt Markie at email: markiem@us.ibm.com

© Copyright IBM Corp. 1996, 2014. US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Overview of Support

Welcome To IBM Software Support

The purpose of this document is to provide guidelines and reference materials that you may need when you require IBM service and support. Actual terms and conditions are found in the license materials for your software. We've produced this guide with the following objectives in mind:

- To introduce you to IBM Software Support, including our operating systems applications and middleware such as Information Management, Lotus, Rational, Tivoli, and WebSphere
- Provide information on the support and services currently available from IBM, including definitions of programs, policies, and procedures
- Help you to effectively utilize IBM Software Support
- Explain how you can enhance your IBM Software Support with additional services to meet your needs
- Introduce you to the people of IBM Software Support

Please review this guide carefully as it contains important information regarding the service and support of your IBM products. Thank you for choosing IBM solutions!

The IBM Commitment

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We

also recognize that in order to enable you to concentrate on your core business issues, it is crucial that we provide world class information technology services that complement our information system solutions.

The intent of software support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information.

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of IBM products. As your solutions partner, we are dedicated to enabling your success.

Software Support Organization

IBM's software support organization is a global network of centers with expertise across our broad product portfolio.

The organization is made up of teams of individuals that work together to provide you with the responsive software support that you require. Our worldwide centers are structured to provide you with local language access in most major countries and with the skills to help you identify the source of your problem amongst the products for which you have purchased support. For complex problems, we have specialized, skilled product teams with access to the experts in our Development Laboratories, as required. Therefore, you have access to the right level of IBM expertise when you need it – no matter where they are located.

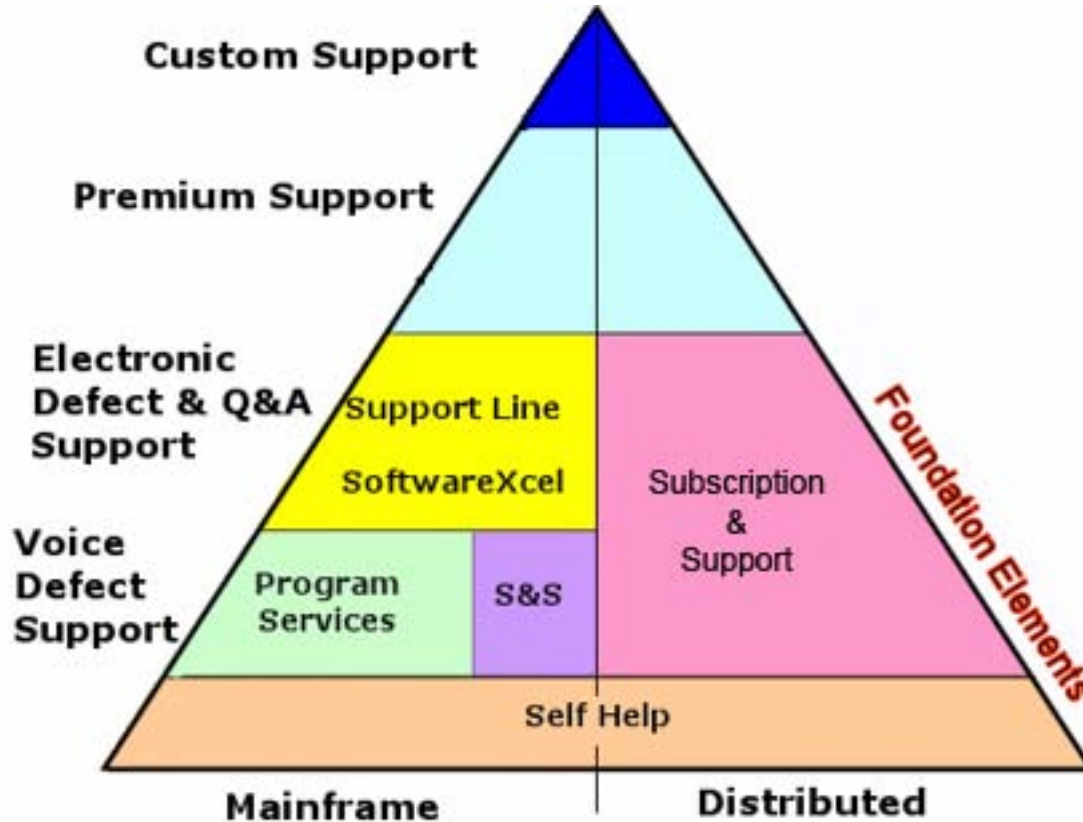
The people of our software support organizations are highly skilled, motivated, energetic, and are eager to solve your software problems or answer your questions. Our goal is to ensure your satisfaction each time you need to contact us for support by:

- responding to your requests within targeted guidelines
- providing ongoing communication regarding your problem status through problem resolution
- taking ownership of your request for support
- providing a defined escalation process when management assistance is needed
- maintaining our commitment to continuous improvement of our service processes



Software Support Portfolio

Currently there are several types of support available for the family of IBM Software Products. The pyramid below outlines the progression of support available.



Electronic Support:

All IBM customers are entitled to take advantage of the Electronic

Support services available at <http://support.ibm.com>. We offer a vast range of on-line service offerings designed to augment and enhance the value of your IT operation. With these resources and tools, our self-help software support Internet site will meet many of your support needs.

Electronic Support will be available for at least one year from when you acquire your product from IBM.

General Self-help Capabilities include features like:

- Basic search capability for the following:
 - IBM software defects, that is, closed APARs (Authorized Program Analysis Report)
 - Software fixes
 - Technotes for resolved issues.
- Information on how to purchase software support
- Marketing Information, such as product overviews, newsletters, RedBooks, White Papers, and Announcement Letters
- Technical information, such as RedBooks and White Papers
- Links to education and training information
- Links to this Software Support Handbook



Support Foundation

Support Foundation offerings provide comprehensive, high quality remote technical support to your IT organization. Remote technical support allows you to obtain assistance from IBM for suspected defects and product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. These offerings do not extend the announced end of service date (program services) and the remote technical support included in this offering will be provided until the end of service date for a product. Support Foundation offerings are not intended for end-user help desk support.

IBM Software Support

Support Foundation offerings supplement your support staff skills by providing telephone or electronic access to IBM's technical support knowledgebase(s) and technical product specialists.

Assistance provided by Support Foundation offerings

Support Foundation offerings provide:

- Remote problem analysis and assistance during normal country business hours in your time zone. For example, in North America, those hours would be Monday through Friday, 8:00A.M. to 5:00P.M., excluding national or statutory holidays.
- Assistance with identifying the failing product/component. (Performed for products covered by a support contract.)
- Assistance with remote problem determination and resolution.
- Provided in local language for most major countries.
- Voice and electronic access support for code-related problems.
- Support for routine, short duration installation and usage questions
- 7 day, 24 hour support for mission critical emergencies (Severity 1) during off-shift hours.
 - Provided by voice in most countries.
 - Provided in English, with the local language accommodated when possible.
- Telephone (voice) or electronic access via the Web, in countries where it is available.
- Response time objective of two hours during prime shift

for voice and electronic problem submissions.

- Response objective for critical/emergency problems during off-shift hours is two hours.
- Unlimited number of technical support incidents.

Support Foundation Offerings

Offerings include:

- Subscription and Support acquired through Passport Advantage and Passport Advantage Express
- Software Maintenance for System p and System i software (SWMA)
- Support Line
- SoftwareXcel for U.S. System z customers
- Selected Support for designated no-charge IBM and non-IBM products



Maintenance acquired through Passport Advantage or Passport Advantage Express

Passport Advantage and Passport Advantage Express are comprehensive IBM offerings that cover software license acquisition, product upgrades and technical support under a single, common set of agreements, processes and tools. To ensure our customers always have access to the latest version of their software and to remote technical support, Subscription and Support is included in the license acquisition for all distributed software products and is renewable on an annual basis.

Technical support offers customers an integrated technical support solution for IBM distributed software. In addition to the Support Foundation features, the following are also included:

- Access to registered Web site for enhanced electronic support features (except the operating system software):
 - Download interim fixes and fix packs.
 - Search for technotes, authorized

program analysis reports (APARs) and other product and technical information to help answer technical questions.

- Receive weekly e-mail updates for flashes and fixes that can be enabled through the My Notifications function.
- Submit and track Problem Management Records (PMRs) electronically by using the Service Request (SR) tool.
- Ability to assign a Site Technical Contact (STC) who maintains the list of technical IS staff whom you authorize to submit/view problem records to IBM.
- There is no limit to the number of technical IS staff who can be authorized to submit problems to the IBM Support specialists.

Refer to the "Additional Detail on Services" chapter of this book and the Passport Advantage website for more information about Passport Advantage and Passport Advantage Express: <http://www.ibm.com/software/howtobuy/passportadvantage/>

IBM's Software Maintenance for System i and System p software

IBM Software Maintenance offerings for System i and System p provide comprehensive coverage for software license acquisition, product upgrades and technical support under a single, common set of agreements, processes and tools. To ensure our customers always have access to the latest version of their software and to remote technical support, Software Maintenance is included in the license acquisition for all System i and System p operating systems and associated software products, and is renewable on an annual basis.

IBM's Software Maintenance for Storage Products

Software maintenance is a must-have for all IBM storage licensed software products. Software Maintenance (SWMA) provides Support & Subscription for all IBM storage

licensed software running on IBM storage hardware products. By default, it is bundled with the software license with the initial product sale.

The following list are just a few of the examples of IBM storage products that require SWMA in addition to HW warranty and/or HW MA : include XIV, Storwize V7000, Storwize V5000, the new FlashSystem V840, ProtecTIER editions, SONAS, SAN Volume Controller, etc.

HW MA cannot be used to solution SW issues with your storage products.

IBM Software Secure Support via U.S. Citizens

IBM Software Support via U.S. Citizens complements the prerequisite IBM Software Maintenance for AIX, IBM Software Maintenance for select AIX LPPs, Support Line for Storage, Support Line for Linux and System z Defect support, by providing standard IBM software support exclusively by U.S. citizens who are located in the United States.

- IBM provides U.S. Citizen support via telephone, only to your information systems (IS) technical support personnel during prime shift hours of 8AM - 5PM in your time zone, Monday through Friday, excluding national holidays
- A Service Request will be created and placed in an incoming queue which is managed and handled by a U.S. citizen. IBM provides assistance for your 1) routine, short duration installation and usage (how-to) questions; and 2) code-related questions (“Support”). Information systems (IS) technical support personnel can open an unlimited number of technical support incidents.
- Response time objective is within two hours during prime shift hours of coverage for voice problem submissions

There is a similar IBM offering for middleware described in the details of [Passport Advantage on page 24.](#)

Program Services



Program Services is a support element baked into some IBM products

which allows you to report IBM defects to IBM. While Program Services is primarily the purview of System z, some non-System z products purchased before 2003 included some form of Program Services, such as the ability to report defects by fax or mail. Check your program license for details. Program



Services do not supply all the elements of Foundation Support but provides a base for the services above.

IBM System z Software:

Program Services support for most System z (S/390, zSeries) products includes problem support for defects in IBM code and publications via telephone (voice), and electronic access. This support is available until such time as it is withdrawn with at least 6 months notice via an IBM announcement letter. IBM will provide remote technical specialists necessary to resolve defects in the majority of our mainframe products at no additional cost to you. Support for critical IBM defect problems is available 24 hours a day, 7 days a week.

IBM Subscription & Support Offering (S&S) for selected mainframe products

Some System z products are only sold as one time charge (unlike the recurring charge products that predominate the platform). These products have a separate subscription and support offering which, if acquired, provides for the same level of support as Program Services. It also includes future releases and versions. Without the subscription & support offer-

ing, self help from the Internet is still available.

A third type of product on the System z platform are those which are intended to be installed and run on any platform. Those products carry the support characteristics of the distributed platforms (described below)

Discontinuance of Program Services

IBM provides program service for most of its software products, as assurance that failures to conform to specifications will be addressed. Thus, discontinuance of program service for the last release in a version of a software product is an indication of IBM's expectation that cus-

tomers will not experience disruptions due to program defects. When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g., <http://support.ibm.com>) However support provided by the IBM Support Center will be discontinued. At discontinuance of program service, associated services terminate as well, e.g. IBM Support Line and SoftwareXcel. The IBM Customer Agreement (for monthly license charge products) provides information on notification requirements for discontinuance of program services.



IBM's Support Line (or equivalent services by country)

The Support Line offering provides support for those operating systems and associated products that are not available with the Passport Advantage Subscription and Support and Software Maintenance offerings. Having Subscription Support, Software Maintenance and Support Line will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products.

Refer to the Supported Products List for the Support Groups and products supported

in your geography, at <http://www.ibm.com/services/supline/products/>. More information is available at <http://www.ibm.com/services/us/index.wss/so/its/a1000030>. Please check with your local country representative to make sure Support is announced in your country. Changes are made periodically to reflect new products added and products that are no longer supported.

IBM's SoftwareXcel for System z customers in the United States

SoftwareXcel (enterprise edition) provides:

- Resolve for System z, which is the ability to report problems and routine installation and “how to” questions electronically.
- Alert for System z, which is the ability to be notified of high impact fixes.
- Electronic access to Frequently Asked Questions
- Ability to electronically submit routine installation and “how to” questions and receive responses during prime shift. (Voice and 24 x 7 options are available)
 - 24x7 fullshift voice uplift is required for an offshift response to “how to” questions
- Electronic download of fixes by linking to IBM's support database
- Premium response, which provides the ability during prime shift hours to receive assistance with defect problems within one hour of electronic or phone receipt by IBM. While premium response can happen with each exchange on a problem, it must be requested each time.
- Remote Screen Viewing capability
Please refer to <http://www.ibm.com/services/us/index.wss/so/its/a1000185> for more information.

IBM Selected Support Offering

(Support-only offering for designated IBM no-charge and non-IBM products)

The Selected Support offering is available for designated no-charge IBM and non-IBM products. Often support-only offerings are made available for products or offering code that is developed and delivered through the open source community. The open source business model is built on the concept of free and frictionless access to technology with optional paid support. In the open source business model, the product is available at no charge to download and use so customers can begin development, testing and deployment at no cost. The offering code could be available from an IBM website,

or from the applicable third party provider.



The Selected Support offerings are purchased via an annual subscription and are available for purchase through Passport Advantage or Passport Advantage Express.

Refer to the ‘Additional Detail on Services’ section for more information about IBM Selected Support Offering.

Designated Programs eligible for Selected Support are listed at: <http://www.ibm.com/software/lotus/passportadvantage/paselectedsupportprograms.html>.

These Programs currently include things like:

- Apache Software Foundation [ASF]

Geronimo open source application server software

- IBM WebSphere Application Server Community Edition
- Eclipse Foundation Eclipse open source development platform
- IBM Informix Innovator-C and Ultimate-C Editions

Premium Support

Premium Support offerings are services that provide both additional and specialized support on Operating Systems or middleware products. Premium Support offerings focus on the vertical depth of support, and feature a personalized relationship with our technical experts, on-site assistance and knowledge transfers as well as horizontal breadth for multi-product and multi-vendor IT environments to maximize IT infrastructure availability.

With Premium Support, you receive the following:

- Proactive problem prevention and knowledge transfer
- Situation management and reporting
- Escalations
- Account management
- Assigned technical analyst
- Optional or planned on-site days
- Emergency on-site days
- Remote technical advice hours
- Event-specific after-hours support for all severities

Premium Support offerings include offerings such as:

- IBM Account Advocate (for U.S. customers)



- IBM Enhanced Technical Support (ETS) (for customers in the U.S., Canada and Europe)
- IBM Software Accelerated Value Program for applications and middleware products
- IBM Advanced Support for System i and System p software (for customers in the U.S. and Europe)
- Further IBM Premium Support Services (for customers in Japan and the Asia Pacific region)

IBM Account Advocate, for U.S. customers

This optional fee feature provides you with remote telephone or electronic access to an account advocate team which will assist you with coordination and escalation of reported problems for products you have covered by Support Line. Account Advocate support extends to distributed middleware products supported on the operating systems covered by Account Advocate and covered by IBM Subscription and Support. This feature is available during prime shift only. Contact your IBM representative for additional information.

For more information on Account Advocate services and the products to which it applies, visit: <http://www.ibm.com/services/us/index.wss/offering/its/a1000147>

IBM Enhanced Technical Support (ETS) for U.S., Canadian and European customers

Enhanced Technical Support (ETS) offers an integrated approach for proactive, coordinated support for multi-product and multi-vendor IT environments, including Hardware, Software, Middleware, Server and Storage platforms, on top of standard annuity support offerings, to meet the increasing needs for higher IT

infrastructure availability at an effective cost.

ETS provides proactive recommendations and guidance to preempt problems, and enhanced problem management to improve availability across the whole hardware & software IT infrastructure.

ETS services are built around three value propositions:

- **Personalized enhanced support:** An assigned priority support team, known as an “Account Advocate Team” in some areas, learns the key strengths and weaknesses of your IT infrastructure to help you to increase the up-time & productivity of your Business Solution.
- **Proactive approach:** Your priority support team provides guidance and advice to help preempt problems and assuring highest availability of your IT infrastructure.
- **Integrated services:** Reduces the complexities of multi-product and multi-vendor environment with a fast and direct access to the Global IBM knowledge pool.

ETS covers common IT infrastructure support, including IBM Server and Storage platforms, IBM Middleware and strategic OEM products, like Linux and Microsoft.

ETS offers several enhanced priority support capabilities on top of the standard basic support offerings such as hardware & software Maintenance, Support Line, and Passport Advantage.

For more information on ETS and additional support services visit

EMEA : http://www.ibm.com/services/europe/maintenance/tech_support.html

US & Canada: <http://www.ibm.com/services/us/index.wss/offering/its/a1009019>

IBM Software Accelerated Value Program

The perfect complement to the IBM software behind your mission-critical applications and high-availability solutions are IBM's Guidance and Optimization Services. Our capabilities expand from advisory services known as the Software Accelerated Value Program and managed business solutions, to enhanced support and extended support services and skill transfer. Depending on the level of services selected, you decide when and where our software experts take over and provide assistance for a successful deployment or implementation or manage the full lifecycle of your projects. Our tiered offering levels provide flexibility in building a partnership with IBM. In turn, that partnership assists you with preventative actions, delivering smooth interoperability management, and overcoming implementation barriers for new technology.

The key to building this partnership is through our Accelerated Value Leader and Accelerated Value Specialist.

- **Assistance from an Accelerated Value Leader.** The AVL is your single point of contact who facilitates communications between your team and the IBM engineers and



development, helps with proactive change and configuration management, provides strategic advice, helps remove barriers for software adoption, assists with production preparation and stability as well as analyzes and improves processes related to the supported environment.

- **Assistance from an Accelerated Value Specialist.** The AVS provides experienced and proven technical skills to help expedite problem resolution through advanced troubleshooting, along with risk mitigation planning, critical fix advice, and diagnostic coaching. Additionally, the AVS assists with product deployment and configuration and shares best practices for key tactical initiatives.

Additional services available depending on level of services purchased:

- **On-site activities.** These activities are customized to your specific needs and may include assistance with installation, configuration or implementation of product features or solutions, advanced troubleshooting, assistance with backup and recovery services, identifying skill gaps, risks and dependencies for your software solutions.
- **Emergency on-site assistance.** In the event of a business critical (severity 1) situation, we're ready to help IBM makes every effort to dispatch an engineer to your site within an expedited time period.
- **Knowledge Sharing.** Exclusive webinars, customized enablement and skills transfer, one to one or small group discussion on the features and implementation of a specific product, work sessions to discuss needs, challenges and devise solutions.
- **Delivery Plan:** A shared document between the client and the Accelerated Value team that articulates the client's priorities

and business needs for the coming year.

- **Quarterly Report.** A report, prepared by the AVL, that clearly articulates the value and benefits the client derived from Accelerated Value during the previous quarter.

You can purchase the IBM Software Accelerated Value Program for many IBM products. A list of the products covered can be found at: <http://www.ibm.com/software/support/acceleratedvalue/productfamily.html>,

the For more information on IBM Software Accelerated Value Program, see <http://www.ibm.com/software/support/acceleratedvalue/contactus.html>. or email: software_accelerated_value@us.ibm.com

Visit our [website](#)

IBM Custom Technical Support for System i and System p operating system software

Custom Technical Support for System i and System p software provides customers with an additional specialized proactive support, enhanced problem management and performance reports, and an assigned Technical Solutions Manager on AIX and i5/OS Operation Systems. This service:

- Creates a technical support profile
- Performs an initial on-site review of customer environment
- Provides an escalated level of response
- Assists with upgrade and migration planning

Further IBM Premium Support Services for customers in Japan and the Asia Pacific region

Further Premium Support Services are available in Asia Pacific and

Japan at an additional fee. Most of these offerings provide you with an integrated problem management approach, on-site assistance, faster response times and/or extended preventive/proactive services.

For more information on availability and additional support services contact the IBM representative for your region.

Custom Requirements

Custom Requirements services are optional services that are available to you for an additional fee. They can be customized to fit your individual needs. Designed to provide additional value, these offerings are aimed at clients who run business critical systems, need high availability and need to minimize system downtime. The offerings are focused on the client's environment, are often proactive so as to focus on problem avoidance and are tailored to meet the needs of each client and their environment.

Complete information about IBM's Support Family of Services for most countries can be found on the Internet at:

<http://www.ibm.com/services>

Support without a Contract



Electronic Support

The most basic form of support is to use IBM's Client Self-Assist tools provided via the Internet. We offer a vast range of on-line options and services designed to augment and enhance the value of your IT operation. With these resources and tools, our support sites are likely to meet most of your needs.

For self help on middleware, programming languages, and most application software the IBM Software Support homepage is available at <http://support.ibm.com>.

For self help on IBM operating systems, virtualization and clustering software, the IBM Systems Support home page is available at <http://support.ibm.com>.

Product Warranty and Program Services Support

For most IBM Mainframe platform software products, you are entitled to report IBM defects during normal business hours (and offshift for critical problems) by voice or electronic and will receive assistance in identifying the problem source, as long as the product release is current. Should the problem turn out to be a defect in IBM code, we will issue defect correction information, a restriction, or a bypass per the IBM Customer Agreement (the document that defines support for IBM mainframe software). Beyond the self-help support provided via the Internet, Installation support, problem source identification assistance (beyond IBM defects) and support for Q&As is delivered as part of fee services. As long as the product is current, you are entitled to receive fixes for defects and release upgrades.

Most IBM Distributed (non-S/390) platform software is provided with the first year of Subscription and Support include, giving you the ability to report suspected defects by phone or electronically (where avail-

able), get installation and Q&A support, fixes for IBM defects, and product release and version upgrades. If you elect to not renew the Subscription and Support when it expires, your support is limited to self help from the internet.

IBM Electronic Support offers a [portfolio of online support tools and resources](#) that provides comprehensive technical



Electronic Support

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. With improved personalization of support resources, you can focus on and be alerted to exactly the information you need 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.

IBM Support Portal

The [IBM Support Portal](#) is your gateway to 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.

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 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.

How does the IBM Support Portal help you?

You get a unified, centralized view for all:

- Technical support tools and information
- Technical support contract information
- Hardware, software, and services

IBM Support Portal provides an experience that:

- Exploits IBM's solutions and integration
- Provides more efficient access to a wealth of technical information
- Simplifies your experience, with a single place for support
- Is part of your current support contracts, so there's no extra charge

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 that technology – and your business – running.

Where to start?

Getting started on the IBM Support Portal is easy:

1. Go to the [IBM Support Portal](#)
2. Select the products of interest.
3. View your page!

To access tools requiring registration and contract-related information, follow the Sign in link and [login](#) using your IBM

ID. If you don't have an IBM ID choose 'Register now' in the sign in box..

IBM Service Request

You can use the [Service Request Application](#) to open, update, monitor your service requests (also known



as Problem Management Records - PMRs) on-line and to report problems on nearly all IBM supported software products. Customers who have support contracts, like Passport Advantage, Accelerated Value, SoftwareXcel, Support-Line, Software Maintenance Agreement (SWMA) and Monthly License Charges (MLC), can open service requests via the web 24x7.

With Service Request you can;

- 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

IBM Service Request (SR) is available on both the IBM Support Portal and the IBMLink ServiceLink main menus and follows IBM's Technical Support Transformation strategy of moving to one electronic problem reporting portal. The Electronic Technical Response (ETR) application, that SR is replacing, will continue to be available on IBM-Link ServiceLink until an evaluation of the transition is completed.

For additional help and information on how to use the application, please visit [Service Request Assistance](#).

Recommendation for mid and large-range Customers

IBM prides itself on delivering world class software support with highly skilled, Customer-focused people. However, IBM support can never take the place of your company's internal help desk. Many successful companies have found the best way to interact with IBM software support is through a cadre of highly skilled and trained employees who understand their company's environment and act in conjunction with their internal help desk. These senior staff members are able to filter, sort, and prioritize their company's problems and direct them toward the best resource (IBM and non-IBM) for resolution. These are the people who become authorized contacts to collaborate with IBM software support for fast resolution of IBM problems as well as assuming a similar role with other vendors.

We encourage you to adopt such a structure, if you haven't already, as it will help us secure the success of your IBM solutions.

Before contacting IBM Software Support

To resolve your software support service request in the most expedient way possible, it is important that you take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the software support specialist. The following steps are an example of what is required:

Define the Problem:

If you can describe the problem and symptoms before contacting software support, you can expedite the problem solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists. Our specialists want to give you the right solution, so, the better they understand your specific problem, the better they are able to resolve it.

Gather Background Information:

To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Your ability to answer the following questions will help us to solve your software problem.

- What levels of software were you running when the problem occurred? Please include all relevant products, i.e. operating system as well as related products.
- Has the problem happened before, or is this an isolated problem?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system (hardware, NetWare or software)?
- Were any messages or other diagnostic information produced? If so, what were they?
- It is often helpful to have a print-out of the message number(s) of any messages received when you contact support.
- Define your problem or question in specific terms and provide the version and release level of the product(s) involved.

Gather Relevant Diagnostic Information (if possible):

It is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. If you are unsure about what documentation is required, you can check out IBM Support Assistant (ISA) (<http://www.ibm.com/software/support/isa/>), try searching on MustGather and the product with which you are having trouble. Not all products will have an ISA plug-in available but you may find additional information on the individual product support page under troubleshooting. You can always contact software support for assistance in gathering the needed diagnostic information.

Determine the Severity Level

You need to initially assign a severity level to the problem when you report it. After that, Severity Levels are determined during a mutual discussion by you and the support analyst, based on the business impact of the issue. If you designated a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also



Severity Level	Severity Definitions	Examples
Severity 1	<ul style="list-style-type: none"> - Critical situation/System Down - Business critical software component is inoperable - usually applies to production environment - Critical interface has failed <p>Note: We will work with you 7x24 to resolve critical problems providing you have a technical resource available to work during those hours.</p>	<ul style="list-style-type: none"> - All users of Tivoli Problem Management are unable to register a call - The Lotus Notes mail server is down and affecting all users.
Severity 2	Severe Impact: A software component is severely restricted in its use, causing significant business impact	<ul style="list-style-type: none"> - All users of Tivoli Problem Management receive a database manager error while attempting to view open problems
Severity 3	Moderate impact: A non-critical software component is malfunctioning, causing moderate business impact	<ul style="list-style-type: none"> - A client cannot connect to a server
Severity 4	Minimal impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	<ul style="list-style-type: none"> - Documentation is incorrect. - Additional documentation requested

available to work during those hours. You can change the severity level of a problem if circumstances change from when it was first entered to match current business impact conditions.

A description of the severity levels is in the table above.

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- you are under business deadline pressure
- your availability (i.e. when you will be able to work with IBM Software Support)
- Alternate ways to reach you, more than one phone number, pager, email address
- you can designate a knowledgeable alternate contact with whom we can speak
- you have other open problems

(PMRs/Incidents) with IBM regarding this service request

- you are participating in an early support program
- you have researched this situation prior to calling IBM and have detailed information or documentation to provide for the problem.

Accessing Software Support

When submitting a problem to IBM Software Support about a particular service request, please have the following information ready:

- IBM Customer Number¹
 - Product serial number or support access number, if available
 - Machine type/model/serial number (SW Maintenance)
 - Company name
- ¹ you should be able to get your IBM Customer number from your client rep, from product invoices, or the call center may be able to help from your machine type / serial or even your Customer name.

- Contact name
- Preferred means of contact (voice or e-mail)
- Telephone number where you can be reached
- Related product and version information
- Related operating system and database information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs (per the above table).

Submitting problems electronically

Through services offerings or the IBM Support Portal, you may post support questions and problems electronically to the IBM support specialists. Prior to submitting a problem via the Internet you will need the same information as if you were placing a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet

without having to wait for someone to call you back. This should save you time and help with problem resolution time.

If you are submitting a severity one problem or updating a severity one problem or raising the severity of an existing problem to severity one and it is outside of normal business hours in your country you should open your problem by voice or follow-up your web submission with a call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call will be handled in the appropriate time frame.

RESPONSE OBJECTIVES

Please note: IBM will use commercially reasonable efforts to respond to service calls from your authorized callers within the response goal outlined below. Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions be required to achieve technical resolution of your request. Depending on the complexity of your request, the next response may take days. Be sure you and your support rep agree on what the next action is and when the next checkpoint will be.

for countries where M - F is not their normal work week or business working time is not the same as for your Country due to different time zones. In those cases contact your Business Partner/ Reseller or IBM Sales Rep to get your hours of coverage.)

Distributed systems (with subscription and support or software maintenance) and Support Line:

When you contact software support to report a problem, or update/gain status on a problem, your request will be routed to a technical specialist. IBM's goal is to respond to your service request within 2 business hours during prime shift, and within 2 hours during off-shift hours for critical problems. Note that non-severity 1 problems reported offshift will be queued for the next business day.

System z response objectives:

For problems reported against Monthly License Charge (MLC) (i.e., System/390 or System z) software products, and the One Time Charge System z products for which you've acquired the S&S offering, IBM's response objectives continue to be

Distributed Platform Response Objectives

Severity	<i>for Clients with appropriate services offerings</i> Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within two business hours
3	Some business impact	Within two business hours
4	Minimal business impact	Within two business hours

Voice Access

IBM Voice Support is available for most System z platform software products and for distributed platform products to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling. Please refer to [IBM's Planetwide Site](#) for specific country phone numbers. In most cases, we provide native language support.

System z Platform Response Objectives

Improved responsiveness is available through services offerings

Severity	Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within four business hours
3	Some business impact	By the end of next business day
4	Minimal business impact	By the end of next business day

Support Center Hours

IBM Support Center hours cover the prevailing business hours for the country where your product or contract is registered. You should keep this in mind if you are considering outsourcing your operation or help desk to a firm that is overseas or working in another time zone. *(There could be a few exception*

based upon the severity of the request. The table on this page describes these objectives:

Offshift support

During Off shift hours we will use commercially reasonable efforts to respond, by telephone, within two hours to service calls which you specify

to be Customer Critical problems (severity 1). Normal country business hours are defined by your time zone and the prevailing business hours within your country, e.g.: 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Off-shift hours are defined as all other hours outside of normal country business hours. Offshift support will be provided in English however, we will try to accommodate local language where possible. An appropriately skilled technical person from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours. IBM recommends that you use voice or place a follow-up call to the local support center with the electronic PMR/Incident/Support Case number. This action helps to ensure a prompt response.

Severity 2,3, and 4 problems reported offshift will be queued for the next business day.

How your service request is handled by IBM Software Support

You may submit your request for assistance by using Services Portal, a Services Interface or by telephone (where available). These requests are logged into the IBM problem management system.

Once logged, a unique Service Request (also known as problem management record (PMR)) or Incident/Support Case is created. Please make note of this SR number, Incident number, or Support Case number and use it in any future communication on this issue with the support center. Your SR, Incident, or Support Case is routed

to a resolution team for handling. A resolution team is simply a group of software support specialists. You may be transferred directly to the resolution team or your issue will be placed in a queue for response. In either case, the next person to contact you will be a specialist in the appropriate resolution team.

At the resolution team level your Service Request is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, IBM may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Our software support specialists may request that you send IBM the problem information, systems data or test cases, etc., or that our support specialists be able to view it with you electronically. To accomplish this, IBM has two approved tools; [Assist On-site \(AOS\)](#) and [SmartCloud](#). While other tools may exist, IBM discourages their use since our support people are not trained on them nor can IBM take responsibility for the security of your data with these other vendor tools. By the terms and conditions of the applicable support agreements: (i) this information will be non-confidential (for example, not labeled "your company confidential"); and (ii) you should not supply IBM with

any personally-identifiable information (whether in data or other form). You will be responsible for reasonable costs and other amounts that IBM may incur relating to any such information mistakenly provided to IBM or the loss or disclosure of such information by IBM, including those arising out of any third party claims.

Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to support IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the tapes to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media."

For more information on exchanging diagnostic data with IBM, please refer to the Service Users License Agreement at <http://www.ibm.com/de/support/ecurep/service.html>.

If you and the IBM support specialist agree, you may decide to send your problem information or test cases to



IBM. There are several approved methods and tools that can be used. Please refer to the document “Exchanging Information with IBM Technical Support” for more information. The IBM support specialist working with you can help you set up the transfer.

The following site discusses different ways to send and receive files to and from IBM: <http://www.ibm.com/software/support/exchangeinfo.html>, and the following discusses how to use ECURep to send files to IBM: <http://www.ibm.com/de/support/ecurep/>.

You need to understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other country’s laws or regulations.

How a Code Defect is Handled

During this investigation process, the Resolution Team determines if your defect issue falls into one of three categories as described below.

A known defect-related issue in an IBM Product: If the Resolution Team deter-

mines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue
- If no workaround is available and it is determined that one is required, the Resolution Team will work with you to find the best feasible workaround
- The Resolution Team will advise you when the defect (APAR) is closed, assists in fix implementation and updates the customers problem record

A new defect: If the Resolution Team determines that the issue is the result of an IBM software defect that has not been reported before, we will work with you to create an Authorized Program Analysis Report (APAR) or Software Problem Report (SPR) to track the resolution of the defect. These APAR’s and SPRs, along with any necessary documentation that you may be asked to provide are routed to the appropriate development teams.

The development teams analyze the APAR or SPR to determine how the defect will be addressed. One of a number of fix actions may result:

- The defect is determined to be of high impact, a code fix is created and delivered to you

Note: Fixes are created and tested at the latest maintenance levels so it is in your best interest to keep your software current on maintenance.

- The defect is determined to be of lower impact which does not require an immediate, permanent fix, we may defer the fix for a future release. APARs will reflect deferred fixes with a closing code of “FIN” (Fixed If there is a Next release) to designate plans for inclusion in a future release.

Because of the complexities of the environments supported, APARs and SPRs will often take several weeks, possibly months, to debug and to write, test, package and distribute a fix. For high impact problems, we will make every effort to develop a bypass or workaround that you can use until the APAR has been resolved and a Program Temporary Fix (PTF) has been created. Code fixes for IBM products may be distributed via software subscriptions, service packages or in a future release of the product.

Note: If the Resolution Team determines that the issue is not a software defect in supported IBM code, we will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

After you have received a program fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that the PMR/Incident/Support Case may be placed in a resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while IBM support personnel continue to work on the problem. The PMR/Incident/Support Case will not be closed until the problem has been resolved to your satisfaction.



How technical questions (how-to/install) are handled

(For Clients with the appropriate services or support offerings)

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you with short duration problems involving:

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as redbooks or manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM database searches

Subscription and Support and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:

- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting
- Interpretation or triage of customer or third party generated defect scanning reports

Most of these types of situations require some form of Advanced Support Offering. For further information about these services please contact your IBM Repre-

sentative who can help direct you to resources who can discuss your needs.

Your Responsibilities

IBM does not warrant that our products are defect free, however we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you assistance and guidance, however we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are not positioned to do the work, you can engage a services provider such as IBM Global Technical Services (GTS) or a business partner to assist you, for an additional fee. If you are already involved in a services engagement in which GTS or a Business Partner is designing and implementing an application for you, you should

ensure the statement of work is very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

Problem handling Best Practices

We have found that the following practices, help us to ensure we can provide the most timely resolution to your question or problem:

- Submitting problems electronically, enables the resolution team to better understand the issue and be more prepared with the right skill and guidance to respond to your concern. It also allows you to make the best use of your time.
- Keeping the questions/issues separate (one problem per PMR/ Incident/Support Case) we can provide better service to our clients.
- Selecting the appropriate Severity and letting us know the business impact will help to get the right focus on your problem
- Keeping IBM support informed of Major Upgrades/Implementations.
- Staying current on Product Release levels
- Providing timely feedback on recommendations and close the Service Request when you feel the problem has been resolved. If the problem reoccurs you may reopen the original Service Request by resubmitting it electronically.



Escalation Procedures

We believe IBM Support is “Best of Breed.” If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative
2. Raise the Severity Level of the problem
3. Ask to speak to the person’s manager - Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the [IBM Directory of worldwide contacts](#).
4. Ask for a “Duty Manager” - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
5. After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation (“CritSit”), if warranted, by asking any member of your IBM Client team to do so on your behalf.

Reopening A PMR/Incident/Support Case

If the recommendations that we provide you to resolve your problem fail to satisfy your requirements you may reopen the PMR/Incident/Support Case by calling your local support center and referencing the original PMR/Incident or Support Case number. (Note: For IBM PMRs/Incidents this must be done within 28 days of original closing date).

Submitting Software Requirements

Sometimes what appeared to be a defect turns out to be “working as designed” (or “broken as designed” as some Customers phrase it). If that’s the case, the most effective vehicle available to provide IBM software development your software requirements is to attend one of IBM’s technical conferences. One of the primary objectives of user groups such as GUIDE, SHARE, COMMON, or the TECHNICAL INTERCHANGE is to collect user requirements for future releases of our software products. Technical conferences provide an excellent opportunity for you to discuss requirements directly with our development teams.

If you do not have the opportunity to attend user group meetings or would simply prefer not to wait until the next meeting, you can search for similar requirements or open a requirement through IBM’s Request for [Enhancement \(RFE\) Community](#).

Survey

After your problem has been closed, you may be randomly selected to participate in a web survey to determine your satisfaction with the way your problem was handled. The survey focuses on three elements; ease of opening the problem, remote support, and overall.

As I said earlier in this book, I think IBM has the best software support in the industry, and our support teams are judged on the overall scores. Quite frankly, anything less than “very satisfied” says they haven’t delivered to my promise to you. Be honest with your rating, but try to focus on the service you were given and the competence and helpful-

ness of the individual or individuals involved in the problem.

Preventing Problems

Regardless of what type of system you are running, from the largest mainframe to the smallest laptop, you want your system to be available when you need it to get your work done. The data should also be secure from loss or contamination, ensuring confidence in the accuracy of the results. IBM recommends the installation of Preventive Service Packages to proactively avoid impacting problems caused by software defects already known and corrected by IBM.

Preventive Service Packages

The delivery mechanism and media varies by operating system platform (see the table on the next page) and in some case by the software product, but the idea is the same: to install fixes for bugs (APARs) that may affect the stability of your system or the security of your data BEFORE you experience a problem.

Preventive Service Packages are updated frequently. If you have a stable environment where you never encounter problems, you do not need to install every package. However, we recommend periodic installation, since fixes are nearly always built at the latest maintenance level. Keeping fairly current with service will reduce the volume of change required should you need a fix for a problem you are experiencing. The frequency of these installations will be based on your operating environment. Before making major changes, such as adding new hardware, software or even major applications, you should consider installing maintenance. There is a chart on the next page with a summary of maintenance recommendations by software platform.

There are several types of maintenance. Typically, a fix is a resolution

for a specific product defect. A fix is also called a patch, program temporary fix (PTF) or update. A fix pack is a cumulative fix that resolves multiple product defects. It is also referred to as a patch, update or preventive service package. An upgrade is a new version of software with new functions added.”

Fix Central

Fix Central makes it simpler to find the fixes from IBM, you can search by product, operating system, release, or even by APAR ID or fix ID. IBM product teams are in the process of adopting this delivery option, so if the fix you want is not available through Fix Central, it will be available on the product support page. Fix Central can be found at <http://www.ibm.com/support/fixcentral/>

High Impact APARs

IBM also maintains a list of fixes for High Impact APARs that should be conscientiously installed between fix pack installations, depending on the applicability to your environment. These APARs are categorized as “HIPER” which means the problems they describe and fix are in one or more of the following categories:

- Problems that cause the destruction and/or contamination of customer data.
- Problems that cause the customer to re-IPL, reboot, recycle, or restart one or more systems or subsystems.
- Problems that cause a major loss of function.
- Problems that cause severe impact to system performance or throughput.

To locate more information, navigate to the support page for a product and search on “fix list.”

Stay Informed

We know it’s hard to stay informed. That’s why we have a system that will e-mail you when new fixes or alerts come out. You create a profile indicating what kinds of information you’re interested in, so you only receive the information you’re looking for. There are different types of automated information:

Support Subscriptions can be set up via <http://www.ibm.com/support/mynotifications>

Allows you to receive security advisories and alerts that maintenance fixes are available. See the website for the complete list of what you can sign up for. The basic free service is extremely helpful, but you can also choose to expand the capabilities of this service. For System z, information about Security / Integrity APARs and the ability to receive notifications can be found at <http://www.vm.ibm.com/security/aparinfo.html>

System z Platform -- PSP and EnhancedHolddata

Lists of fixes for these HIPER APARs are available from IBM Software Support



Operating System /Platform	Preventive Service Package	Method	Packaging	Frequency
System p / AIX	Technology Levels (TL) and Intermediate Service Packs (SP) See the IBM AIX OS Service Strategy Details and Best Practices	Fix Central	TLs are accumulations of fixes, new device support and programming enhancements TLs will receive maintenance via SPs for 2 years An AIX SP is an accumulation of fixes on top of its TL	Technical Levels are currently available annually and SPs are available three times a year
System i5OS & OS/400	CUM CD-ROM Group PTFs, Service Packs, HIPER PTFs	Fix Central	CD-ROM of recommended service	3 - 8 per year Depending on age of the release
z/OS	Recommended Service Upgrade RSU	Customers use SMP/E Internet delivery system,	All uninstalled PTFs applicable to the customer's selected SMP zone with IBM recommendations (RSU) and service information (Enhanced HOLDDATA). Delivered electronically or (if too large for electronic delivery) via tape. Installed using SMP/E.	HIPERs reviewed recommended weekly RSU Quarterly
VM	Recommended Service Upgrade RSU	Customer orders via ShopzSeries	Cumulative IBM Recommended service, preapplied and prebuilt. Installed using VMSES/E	2-4 times a year
VSE	Recommended Service Level (RSL) Fast Service Upgrade	Customer orders by phone or from VSE Home Page Customer orders via ShopzSeries	List of Recommended PTFs complete system with all PTFs PTFs applied	every 2-3 months every 6-12 months

Not all options are available in all geographies

in Preventive Service Planning (PSP) information “buckets”. (<http://www.ibm.com/support/customer/pssearch/search?domain=psp>) In addition, this information is available via Enhanced HOLDDATA.

See <http://service.boulder.ibm.com/390holddata.html> for details. IBM also offers services to notify you of these High Impact APARs as soon as a bypass or fix is available, or Local support services may also be available to help you select preventive service or a preventive service strategy to meet your specific

needs. There is education on [IBM Education Assistant](#).

For the z/OS parallel sysplex environment, IBM has maintenance recommendations at <http://www.ibm.com/servers/eserver/zseries/library/whitepapers/psos390maint.html>. Preventive service takes a little time to do well, but the returns to, system stability and data integrity, make it worthwhile.

Plan upgrades more efficiently

Check the IBM Software Product Lifecycle link from <http://www.ibm.com/software/info/supportlifecycle> at least once every quarter for 12-month advance notification of End of Service dates or links to IBM announcement letters. With that information, you can be more proactive and efficient in planning product upgrades.

IBM Software Support Lifecycle policy

The IBM Software Support Lifecycle policy specifies the length of time support will be available for IBM software from when the product is available for purchase to the time the product is no longer supported. IBM software customers can track how long their version and release of a particular IBM software product will be supported and will be able to effectively plan their software investment, without any breaks in support.

Most system z software products have a three year support period and provide advance notice of withdrawal from support via an announcement letter. Discontinuance of program service for the last release in a version of a software product is an indication of IBM's expectation that customers will not experience a high level of trouble due to program defects. When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g, <http://www.ibm.com/software/support>) however support provided by the IBM Client Support representatives, will be discontinued. At discontinuance of program service, associated services terminate as well, e.g. IBM Support Line and SoftwareXcel. The IBM Customer Agreement (ICA) for monthly license charge products (mainframe) provides information on notification requirements for discontinuance of program services.

For distributed software products (IBM software that is licensed under the International Program License Agreement, IPLA):

Starting in February 2008 the majority of Lotus, Information Management, Rational, Tivoli and WebSphere branded IPLA products have been announced with an Enhanced Support Lifecycle which provides support for a minimum of five years, beginning at the date the product is available for purchase (general availability date).

- Display information for bundled software, showing that all components of a product bundle are supported for the same period of time.
- Provide notice of End of Support (EOS) at least twelve months before product support is withdrawn, giving you a reasonable period of time to use the software before migrating to a new version or release. Establish effective dates for withdrawal of product support in either April or September.
- Display all information on lifecycle dates in one location, enabling you to effectively plan your migration.

Products with a Standard Support Lifecycle policy provide support for all products for a minimum of three years, beginning at the date the product is available for purchase (general availability date). When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g, <http://support.ibm.com>) however support provided by the IBM Client Support representatives, will be discontinued. Note: Some IBM products may not adhere to these enhanced or standard policies. Products not adhering to these policies include but are not limited to IBM Software that is sold "as is", products recently acquired by IBM, which may still adhere to legacy lifecycle agreements, and some operating system software (example AIX VXX on pSeries

servers) which have their own policy. The AIX Best Practices for system maintenance have been consolidated into a single PDF document for your convenience. You can reference this document at http://www14.software.ibm.com/webapp/set2/sas/f/best/aix_service_strategy_v3.pdf

To obtain the most accurate lifecycle information for your product, subscribe to RSS updates and view the lifecycle dates under the product lifecycle A-Z list visit:

<http://www.ibm.com/software/support/lifecycle/>

IBM may modify this policy at any time, and will communicate the modification and any exceptions via a product announcement letter, or in a general policy announcement.

Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided. IBM will offer Support Extensions for the distributed platform middleware products with an Enhanced Support Lifecycle policy for a minimum period of 3 years following the product's end of support date. Support Extensions for the distributed platform middleware products and zSeries platform IPLA products with Standard Support Lifecycle policy for a minimum period of 2 years following the product's end of support date. Support Extensions for the operating system (Systems i, p, and z) products will continue to be handled on an individual product basis.

To request support extension please contact your IBM Sales Representative.

IBM Middleware support on unsupported operating systems

IBM Software Support will provide support for IBM middleware, assuming that middleware is still within its support period. That support will continue normally until such time that the

back-level operating system is identified as a probable cause of the problem or a contributing factor, at which time you may be asked to recreate the problem on a supported level of the operating system.

Third party software and Open Source software

Third party software or code is included or bundled with some of our IBM offerings. This code is included for your convenience, but is not considered part of the IBM program. These non-IBM programs are licensed directly by their providers. You agree to use the non-IBM programs under the provider's terms and conditions. These are provided in the IBM licensing agreement which accompanies the IBM offering at time of purchase.

Because this software is included or bundled with our IBM offerings, IBM does testing to ensure the Third Party products will work with IBM programs and function appropriately. Based on this, IBM Software support will diagnose problems concerning customer problems utilizing the knowledge of how our IBM offerings work with the Third Party software. Once we have concluded that the IBM program is working correctly, but the issue still exists, IBM must refer you, the customer, to the Third Party vendor for further diagnosis.

IBM provides these non-IBM programs without any warranties or representation, including, but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will IBM be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if IBM is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to

you.

IBM does not possess the in-depth technical skills to diagnose Third Party software problems. We must refer our customers to those Third Party software vendors for technical support when we diagnose the problem is not with IBM Software.

A special case of the above is open source software which may be included as part of the solutions IBM provides. Because this code is owned by the open source community and not by IBM, it will be identified in the license materials or in an attachment to the license materials as "unwarranted". Because the code is not IBM's, there are no expressed or implied warranties or indemnification. However, like the third party software described above, IBM does testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the Third Party software, IBM software support will attempt to diagnose suspected defects using our knowledge of the interaction of IBM code and the open source software. In some cases we may even have the source code and may be able to provide workarounds for reported problems, however the final arbiter over whether a supported fix can be provided may belong to the open source community (hence, the "unwarranted" designation).

IBM Secure Engineering Practices

Secure Engineering is an important element of the overall IBM security strategy. It is reflected in our internal initiative that works to address the dynamic nature of security in our development process. IBM uses various methods to communicate security vulnerability information to customers. We use Security Bulletins when publicly disclosing security vulnerabilities discovered in IBM offerings and leverages alternative tools and processes, where appropriate (i.e., for System z, managed

and cloud-based services), for more targeted and discrete communications with entitled customers. Please visit [IBM Secure Engineering](#) for further information about these practices.

IBM maintains information about security problems which may arise on the [Resource Link Security Portal](#).

Exchanging data with IBM

Our software support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. To accomplish this, you may be offered several options by the IBM support specialist. By the terms and conditions of the applicable support agreements, this information will be non-confidential (for example, not labeled “your company confidential”)

Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to provide support for IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the tapes to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media.

For more information on exchanging diagnostic data with IBM, please refer to the Service Users License Agreement at <http://www.ibm.com/de/support/ecurep/service.html>.

If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM. There are several approved methods and tools that can be used. Please refer to the document “Exchanging Information with IBM Technical Support” for more information. The IBM support specialist working with you can help you set up the transfer.

The following site discusses different ways to send and receive files to and from IBM: <http://www.ibm.com/software/support/exchangeinfo.html>, and the following discusses how to use ECURep to send files to IBM: <http://www.ibm.com/de/support/ecurep/>.

You need to understand and acknowledge that IBM may use its global resources, including but not limited to,

IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other country’s laws or regulations.

Passport Advantage and Passport Advantage Express Software Subscription & Support Coverage

- When you renew Software Subscription & Support for a product at a site, you should renew Software Subscription & Support for all copies/licenses of that program at that site, no matter how you acquired those copies, and you must renew Software Subscription & Support for all copies/licenses of that program for which you want technical support. (Note: To be authorized to upgrade you licenses or contact Technical Support with questions or issues, the license must be covered with current Software Subscription & Support.) Where applicable, Software Subscription & Support for both the host and the workstation licenses should be renewed.
- You are entitled to Software Subscription & Support only on the licenses covered.
- If you need technical support coverage or want to install a new version/release on one of the licenses with lapsed Software Subscription & Support coverage, you will need to acquire “Software Subscription & Support Reinstatement”. This is the only way you will be able to reinstate your licenses in Software Subscription & Support.
- Support may be accessed by your technical support personnel who may or may not reside at your site depending on the authorization your Site Technical Contact defined for them.

IBM Software Secure Support via U.S. Citizens

IBM Software Secure Support via U.S. Citizens complements the prerequisite IBM Passport Advantage Subscription and Support by providing standard IBM software support exclusively by U.S. citizens who are located in the United States. Data analysis and call data will be contained in an isolated network within a facility that meets U.S. Government security specifications. In this

offering:

- IBM provides U.S. Citizen support via telephone, only to your information systems (IS) technical support personnel during the hours of 8 AM Eastern to 8 PM Eastern, Monday through Friday, excluding national or statutory holidays.
- A Service Request will be created and placed in an incoming queue which is managed and handled by a U.S. citizen.
- IBM provides assistance for your 1) routine, short duration installation and usage (how-to) questions; and 2) code-related questions (“Support”).
- Information systems (IS) technical support personnel can open an unlimited number of technical support incidents.
- Response time objective of two hours during prime shift for voice problem submissions.

For information on ordering the secure support, see <http://www.ibm.com/software/support/premium/contactus.html>. There is a similar offering for AIX and Storage described on [page 7 of this publication](#).

IBM Selected Support Offering (support-only offering for designated IBM no-charge and non-IBM products)

Remote Technical Support

IBM has implemented a tiered approach for the Selected Support offering. On a product by product basis, up to 3 tiers may be made available: IBM Entry Support, IBM Enhanced Support and IBM Elite Support. Support is delivered remotely via IBM’s support teams, and includes:

- General usage and installation questions
- Product compatibility and interoperability questions
- Interpretation of product documentation
- Review of diagnostic information to help isolate the cause of a problem
- Basic configuration assistance and samples understanding
- IBM will make available to you Se-

lected Program defect corrections, if any, that it develops. (non-IBM product fixes, if any, are provided by the third party provider)

For all tiers of support, there is no limit to the number of technical support incidents that can be reported through remote assistance.

Remote technical support problems are reported to IBM by phone (not available for IBM Entry Support) or by using the IBM Service Request (SR) tool, located at www.ibm.com/support. Refer to the Contacting IBM section of this Handbook for more information.

The Selected Support offerings are purchased via an annual subscription and are available for purchase through Passport Advantage or Passport Advantage Express.

Developer Assistance

IBM Selected Support offerings may also include remote Developer Assistance Incidents. This assistance goes beyond the support provided through traditional remote technical support. Under this feature, developers may receive assistance with finding answers to specific programming questions, best practice usage of the product (i.e., the Application Programming Interface), etc. Developer Assistance Incidents are intended to cover specific and short duration questions. Professional services offerings should be used for questions that are best resolved with an extended program design review.

Developer Assistance Incident coverage includes:

- Expert Development Assistance
- Application Design and Architecture Assistance
- Configuration Assistance
- Performance & Tuning Assistance

Unlike traditional remote technical support where the number of requests is unlimited, the number of Developer Assistance incidents that can be reported to IBM is fixed, determined by the Selected Support offering purchased and varies by supported product. Developer Assistance Incidents are reported to IBM in the same way as general product usage questions or problems: by phone

Support Only Offering	IBM Entry Support	IBM Enhanced Support	IBM Elite Support
Electronic Problem Submission	Yes	Yes	Yes
Voice Problem Submission	No	Yes	Yes
Number of electronic and/or voice problems	Unlimited	Unlimited	Unlimited
Support Hours*	8am-5PM Mon-Fri	8am-5PM Mon-Fri	8am-5PM Mon-Fri (24x7 for Sev 1)
Response Target **	8 bus hrs	4 bus. hrs	2 bus. hrs
Technical Contacts***	1	2	Unlimited
Developer Assistance Incidents ****	Not Avail	Variable	Variable
Availability	Worldwide	Worldwide	Worldwide

*Times listed are for the customer's time zone. Support is not available on public holidays for IBM Entry Support and IBM Enhanced Support. Severity 1 support is available on public holidays for IBM Elite Support

**Response target is IBM's objective to respond to your high severity support request. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

***The Technical Contact is the individual designated by the client as the person to contact IBM for support. All communication with IBM related to the IBM Support-only offering must be performed by Assistant Incidents included. (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and IBM Elite Support will offer 0, 1, 2, 3, 5 or 10 incidents)

****The number of Developer Assistance Incidents will vary by supported product. Refer to the announcement letter for the number of Developer Assistant Incidents included. (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and IBM

or using the IBM Service Request (SR) tool, located at <http://support.ibm.com>. Each time you use one of your Developer Assistance Incidents, your available incident count will be decremented.

To gain maximum benefit from your Developer Assistance Incidents:

- Developer Assistance Incidents must be specifically requested during the initial call or electronic submission for support assistance
- If you access IBM Support via the phone, advise the IBM Representative that Developer Assistance is being requested
- If you access IBM support via SR, ensure that the Developer Assistance Incident component is

- selected
- Your technical contact should understand that available Developer Assistance Incidents will be decremented by one incident

Designated Programs eligible for Selected Support are listed at: <http://www.ibm.com/software/lotus/passportadvantage/paselectedsupportprograms.html>

The table at the top of the next page describes the features of Selected Support in more detail.

Additional information:

In addition to traditional remote support and Developer assistance, the following online support may also be

available:

Online documentation

Access to technical articles on IBM Software Support web sites

Access to technical forums on IBM developerWorks (<http://www-128.ibm.com/developerworks/>)

Access to relevant IBM DeveloperWorks Newsletters and Articles

Access to technical webcasts and events

Professional services offerings (additional charge)

IBM Selected Support Offering Terms:

Consistent with the Selected Support tier purchased, IBM will provide support only for the copies of software covered under your agreement.

Independent Software Vendor (ISV), Systems Integrator (SI) or Solution Providers: consistent with the Selected Support tier purchased, IBM will provide support only for the copies of software covered under you agreement during the internal development and maintenance phases of your solutions. You are restricted from contacting IBM with support issues that may arise from your end customers' usage of the product unless you have an OEM contract with IBM.



Site Technical Contact (STC) for Passport Advantage:

For products where Software Maintenance is acquired through Passport Advantage or other IBM sales channels (this is mostly the middleware on the distributed platforms), Site Technical Contacts (STCs) need to be identified. Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Software Maintenance offering at that site. More information about the PA Site Enrollment Form can be found on the PA Web site at: <http://www.ibm.com/software/passportadvantage>. This person will be responsible for:

- allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- keeping all access and caller overall compliance for the software products within their site

If you did not purchase your IBM middleware through Passport Advantage and do not have a Site Technical Contact or you do not know who your Site Technical Contact is, fill out and send an SR contact form at www.ibm.com/soft-

[ware/support/help-contactus.html](http://www.ibm.com/software/support/help-contactus.html). The SR help desk will then assist you with your request.

Site Technical Contact Process for Adding Authorized Callers:

The Site Technical Contact (STC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on IBM's Software Support Web site that includes web-based access to personalized features such as My Notifications, entitled content, and IBM's Service Request (SR) tool, you must first register with IBM by going to <http://support.ibm.com> and selecting "Register" that is located in the top right-hand corner. If you already have an IBM ID and password from another participating [ibm.com](http://www.ibm.com) web site such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Software Support Web site.

IBM's Service Request (SR) is IBM's electronic problem submission tool that you can use to create service requests to report and manage issues you are having while installing or using IBM software. To access SR, all users must 1) be registered with IBM

and 2) be on your company's SR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The information below applies to SR.

The STC will be added as an Authorized Caller by IBM. The STC will then add Authorized Callers to SR. After the STC is added, they will receive an e-mail Welcome Letter that is specifically designed for their access to SR. The STC is to follow the instructions in the e-mail Welcome Letter. It is important that the STC use the link embedded in the e-mail and follows the instructions contained in the e-mail to ensure that their Authorized Caller record is set up correctly.

After the STC has used the URL in the e-mail Welcome Letter to access SR the first time, they can then access SR directly from the IBM Software Support Web site at <http://support.ibm.com>, by clicking on the "Open service request" tab, then click on "SR" and use their IBM ID and password to log in.

The STC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access SR. SSTCs can add Authorized Callers and submit and create service requests.

Authorized Callers can submit and create service requests. To add Authorized Callers, users must have first registered with IBM and give the STC or SSTC their IBM ID. The STC then logs into SR, selects “Relationship administration” from the left side of the page and then selects “Add caller”, which is also located on the left side of the page. After a user has been added as an SSTC or Authorized Caller in SR, a welcome e-mail will be sent to the new user with instructions on how to access SR. The new user can then electronically submit and track service requests using SR. Keep in mind the support hours are the prevailing business hours where the software is licensed, not where the authorized callers are (if they are remotely located).

Users can also electronically request access to SR by using the SR Caller Self-Nomination form, which can be accessed by logging into SR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log into SR, select “Relationship administration” from the left side of the page, and then select “Add relationship” and complete and submit the form.

Each time a user requests access to SR using the SR Caller Self-Nomination form, the STC will receive an e-mail notifying them of the request. The STC or SSTC

can approve or deny the request by logging into SR, selecting “Relationship management” from the left side of the page and selecting “Manage nominations”, which is also located on the left side of the page. If the user is approved, an e-mail will be sent to the new user containing instructions on how to access SR.

To access additional information on SR:

- go to our Support Web site at <http://support.ibm.com>, click the “Assistance” tab and then click “SR Help”
- log into SR then click “Help” or “SR Help” located on the left side of the page

You can also access SR Help directly at <https://www-946.ibm.com/sr/help/>.

Note: Adding and updating the Authorized Caller information in SR applies only to SR. You must update Passport Advantage Online (www.ibm.com/software/

[passportadvantage](http://www.ibm.com/software/passportadvantage) and choose the Passport Advantage Online tab and then “Customer sign in”) for any changes to your Passport Advantage program contacts, including the Site Technical Contact, to apply there.

Enhanced Electronic Capabilities

The enhanced electronic support features allows IBM to provide customers with “around-the-clock self-service” capabilities. The chart at the bottom of this page outlines the electronic support capabilities and their features. Electronic support capabilities are found at url: www.ibm.com/software/support and provide the following:

For more information on the Software Maintenance Offering - a valuable option in our Passport Advantage program - please visit the <http://www.ibm.com/software/passportadvantage> web site and review the tutorial.

Advanced Search	Searching across multiple technical repositories to resolve a problem or answer a question you may have had
Fix Download	Download fixes to problems
Electronic Prob Submission	Submit problems on line if you didn't find what you needed in your search.
Personalization	Establish real-time collaboration between you and our technicians, when appropriate
Automatic Lang Translation	Customizable web views of support content based on user preferences
	Dynamic web translation of technical content into one of several languages
Note: above services not available in all countries or for all products at this time	

Complete this form before calling Technical Support

This form helps you identify problems and assists IBM Technical Support in finding solutions.

System Information

What is the failing product? _____

What is the version and release number? _____

What machine model, operating system, and version are running? _____

Problem Description

What are the expected results? _____

What statement or command is being used? _____

What are the exact symptoms and syntax? _____

What is or isn't happening, including exact error number and message text? _____

Is anyone else experiencing the problem? _____

Is this the first time this operation has been attempted? _____

Is this the first time this problem has occurred? _____

Environment

When did this activity work last?

What has changed since the activity last worked?

- Hardware type/model
- Application
- Operating system/version
- Level of usage
- New product version/release
- Maintenance applied

If the problem does not occur every time, under what conditions does the problem not occur?

Is there any other software running on the system which may be conflicting with this product?

Problem Isolation

Identify the specific feature of the software causing the problem. _____

Can the problem be reproduced? If so, please provide a reproducible test case or instructions on how to reproduce the error condition

Appendix B: Passport Advantage Site Technical Contact Information

Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Software Maintenance offering at that site. More information about the PA Site Enrollment Form can be found on the PA Web site at: <http://www.ibm.com/software/passportadvantage>. This person will be responsible for:

- allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- keeping all access and caller information current
- overall compliance for the software products within their site

The STC will be authorized to:

- add/maintain the Caller List on the Electronic Incident Submission (EIS) Web site
- The STC is the only authorized caller to edit the Caller List for a site; Please note that the callers you enable for support should be technically capable of working problems with the products associated on their contract
- change the status of the technical caller, which will limit the caller's access to remote support.

There are 3 levels of technical caller status:

- Active - user can submit new Incidents/PMR's, as well as view/update existing problems
- Inactive - user is in view-only mode - and cannot create or update problem records/incidents
- Terminated - user is not authorized to access support at all

Once registered and authorized on this site, a caller is able to:

- submit service requests through the EIS Web site.
- access registered electronic support provided in the support web site at: www.ibm.com/software/support

The following information will be provided in the support welcome letter that will be sent to the STC along with their Passport Advantage customer number which is your unique identifier when working with either voice or electronic problem submission.

Site Technical Contact Registration Activity:

In order to access our technical support Web site, you will be required to register with a current email address, IBM customer number, and name. You will be prompted to select your user name and password which will entitle you to access the site 24 hours a day, 7 days a week. Once registered, you will be able to enter any number of IS personnel to your authorized contact list. To simplify the management of your contact list, you will be able to set each authorized person to a status of "Active", "Inactive", or "Terminated". Please take the time to ensure that all of the authorized IS personnel within your site are added to this list. This will enable them to contact IBM on your behalf. Once you have added your IS personnel to your authorized contact list, each authorized contact must go to the website and register prior to using the electronic problem submission.

Please ensure that all authorized contacts have the information contained within the Support Welcome letter, links to this IBM Software Support Guide and URLs, and any other support notices you may receive during the period of your Software Maintenance coverage.

STC Process for Adding Authorized Callers:

The Primary Site Technical Contact (PSTC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on IBM's Software Support Web site that includes web-based access to personalized features such as My Notifications, entitled content, and IBM Service Request (SR), you must first register with IBM by going to www.ibm.com/software/support and selecting "Register" that is located in the top right-hand corner. If you already have an IBM ID and password from another participating www.ibm.com web site such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Software Support Web site.

Service Request (SR) is IBM's electronic problem submission tool that you can use to create service requests to report and manage issues you are having while installing or using IBM software. To access SR, all users must 1) be registered with IBM and 2) be on your company's SR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The following information applies to the SR tool only.

The STC will be added as an Authorized Caller by IBM when the contract is processed. The STC will then add Authorized Callers to SR. After the STC is added, they will receive an e-mail Welcome Letter that is specifically designed for their access to SR. The STC is to follow the instructions in the e-mail Welcome Letter. It is important that the STC use the link embedded in the e-mail and follows the instructions contained in the e-mail to ensure that their Authorized Caller record is set up correctly.

After the STC has used the URL in the e-mail Welcome Letter to access SR the first time, they can then access SR directly from the IBM Software Support Web site at www.ibm.com/software/support, by clicking on the "Open service request" tab, then click on "SR" and use their IBM ID and password to log in.

The STC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access SR. SSTCs can add Authorized Callers and submit and create service requests. Authorized Callers can submit and create service requests. To add Authorized Callers, users must have first registered with IBM and give the STC or SSTC their IBM ID. The STC then logs into SR, selects "Relationship administration" from the left side of the page and then selects "Manage relationships". After a user has been added as an SSTC or Authorized Caller in SR, a welcome e-mail will be sent to the new user with instructions on how to access SR. The new user can then electronically submit and track service requests using SR.

Users can also electronically request access to SR by using the SR Caller Self-Nomination form, which can be accessed by logging into SR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log into SR, select "Relationship administration" from the left side of the page, and then select "Add relationship". Complete and submit the form.

Each time a user requests access to SR using the SR Caller Self-Nomination form, the STC will receive an e-mail notifying them of the request. The STC or SSTC can approve or deny the request by logging into SR, selecting "Relationship administration" from the left side of the page and selecting "Manage relationships", which is also located on the left side of the page. If the user is approved, an e-mail will be sent to the new user containing instructions on how to access SR.

To access additional information on SR:

- go directly to our SR assistance site at <https://www-946.ibm.com/sr/help/>, and select your country
- log into SR then click "Help" or "Help" located on the left side of the page

Note: Adding and updating the Authorized Caller information in SR applies only to SR. You must update Passport Advantage Online (www.ibm.com/software/passportadvantage) and choose the Passport Advantage Online tab and then "Customer sign in" for any changes to your Passport Advantage program contacts,

including the Site Technical Contact, to apply there.



Appendix C: Contacts

Contact via Web

[Open Service Request](#) is a tool to help clients find the right place to open any problem, hardware or software, in any country where IBM does business. This is the starting place when it is not evident where to go to open a service request.

[Service Request \(SR\)](#) offers clients online problem management to open, edit and track open and closed PMRs by customer number for all IBM software. Timesaving options: create new PMRs with prefilled demographic fields; describe problems yourself and choose severity; submit PMRs directly to correct support queue; attach troubleshooting files directly to PMR; receive alerts when IBM updates PMR; view reports on open and closed PMRs.

You can find information about getting help for SR at <http://www.ibm.com/software/support/help-contactus.html>

IBMLink - SoftwareXcel support contracts offer clients on the System z platform the IBMLink online problem management tool to open problem records and ask usage questions on System z software products. You can open, track, update, and close a defect or problem

record; order corrective/preventive/tolerance maintenance; search for known problems or technical support information; track applicable problem reports; receive alerts on high impact problems and fixes in error; and view planning information for new releases and preventive maintenance.

Contact via phone

If you have an active service contract maintenance agreement with IBM, or are covered by Program Services, you may contact customer support teams via telephone. For individual countries, please visit the Technical Support section of the IBM Directory of worldwide contacts at <http://www.ibm.com/planetwide/>.

To contact your local IBM Sales team, please also visit the IBM Directory of worldwide contacts at <http://www.ibm.com/planetwide/>.

Note: the geography phone numbers have been removed from this document. Planet-wide (pointers above) will be IBM's sole source for contact information.



Appendix D: IBM Acquisitions

Welcome, clients and customers of acquired software companies. We will be working over the coming months to integrate the support for acquired product support organizations into IBM.

With most IBM Software acquisitions, IBM strives to deliver a consistent integration of the acquired company's technology within an IBM product portfolio. However, there is a transition period during which existing client contracts and support delivery may be available to you based on current legacy support contracts, or using existing support infrastructure and contact methods. The information on these pages is intended to give you a starting point on what to expect for support through this transition from your legacy support to the IBM Support Offerings described earlier in this book.

To lend continuity to customers of acquired companies, IBM uses a system called Flexible Contract Terms (FCT). FCT allows customers to temporarily continue most support terms negotiated while product was under the Legacy Company's branding. Customers will be provided information on how to move from FCT to the enterprise-hardened IBM support offerings. These IBM offerings carry many benefits our customers have come to expect from IBM branded products.

The annual, renewable subscription support offering is priced per Server.

Fully Integrated Acquisitions

The following past acquired companies and their support programs have been fully integrated into IBM Products and support offerings, please refer to [support portfolio](#) for definitions of offerings:

- **Algorithmics**
- **Ascential**
- **Coremetrics**
- **Curam**
- **Datacap**
- **Encentuate**
- **Exeros**
- **I2**
- **ILOG**
- **Iniate**
- **Lombardi**
- **Micromuse**
- **MRO Maximo**
- **Ounce**
- **Star Analytics**
- **Tealeaf**
- **Unica**
- **Valient**
- **Watchfire**

IBM SUPPORT FOR ASPERA

En December 19, 2013 IBM acquired Aspera. Aspera's technology helps companies securely speed the movement of massive data files around the world. Licensed to clients and partners either in the cloud or on premise, Aspera's high-speed transfer technology reduces transmission times for large files or data sets by up to 99.9 percent – potentially cutting a 26 hour transfer of a 24 gigabyte file, sent halfway around the world, down to just 30 seconds. Aspera's patented fasp™ technology overcomes inherent bottlenecks in broadband wide area networks that slow the transfer of extremely large files, such as high-definition video or scientific research files, over distance.

At <http://www.ibm.com/software/info/aspera/support/> you will find contact centers to reach out to, should you have any questions regarding this transition. For the latest information regarding the Technical Support transition, refer to the IBM

Aspera Support Communication page at <http://www-01.ibm.com/software/info/aspera/support/>.

IBM SUPPORT FOR BIGFIX

IBM's acquisition of BigFix, brings capabilities that enable customers an intelligent way to secure the enterprise by managing and automating security and compliance updates on thousands of computers around the globe.

Effective 1 February 2011, BigFix product support was integrated into IBM. The IBM Software Support organization will provide support for BigFix products under the end users' existing agreements for the remainder of their contract terms.

As a BigFix customer, you will receive a Welcome letter from IBM detailing the new process for contacting and obtaining support for your BigFix products. For all new customers after January, 2011, you will receive an IBM Customer Number at the time of purchase along with details on how to contact IBM Support for your IBM Tivoli Endpoint Manager Product.

For more details on IBM Support, please see [Support portfolio](#) section of the IBM Support Handbook, sections on "Assistance Provided" and "Main-



tenance acquired through Passport Advantage or Passport Advantage Express”.

IBM SUPPORT FOR CLARITY

On October 21 2010, IBM completed the acquisition of the software portfolio of Clarity Systems, Inc., a privately held business analytics company headquartered in Toronto, Canada. Clarity Systems delivers financial governance software that enables organizations to automate the process of collecting, preparing, certifying and controlling financial statements for electronic filing, in support of mandates by the SEC and other financial regulatory agencies. To significantly reduce the risks of potential error and the lengthy times required to create and file financial documents, Clarity Systems software allows finance professionals to seamlessly integrate information for more efficient planning, consolidation and financial reporting. In January 2012, legacy Clarity Systems customers moved to the IBM support systems for case management. A Welcome to Support letter was sent and Client Experience webinars conducted prior to this move. The in country local telephone numbers have also changed and can be found at <http://www.ibm.com/planetwide>. All open support cases have been moved to the IBM Service Request tool and can be accessed by using the IBM Support Portal. Should you have any questions regarding support processes or the support integration into IBM, please e-mail clientcare@ca.ibm.com

IBM SUPPORT FOR CLOUDANT

On February 24, 2014 IBM announced the acquisition of [Cloudant](#), a leading NoSQL database as a service provider founded in 2008. Cloudant provides a highly flexible, scalable rapid deployment offering for developers of web and mobile applications without the need to manage the Database infrastructure. Cloudant will be transitioning to IBM systems and business practices over the next 9-12 months. In the meantime, customers using a Cloudant product will be supported by the current Cloudant Customer Support team, using existing systems and practices and under the terms of their current maintenance agreement. Modifications to existing processes will be communicated to customers prior to changes taking effect. More information can be found at <https://cloudant.com/>.

IBM SUPPORT FOR COGNOS PRODUCTS

IBM Cognos business intelligence (BI) and financial performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

Dates to note:

- January 31, 2008: Acquisition of Cognos by IBM completed.

- January 1, 2009: Transfer of business from Cognos into IBM occurred.
- June 1, 2009: IBM Support systems and processes adopted.

For all resources associated with the transition to IBM Support, visit <http://www.ibm.com/software/data/cognos/customer-center/dbwi/index.html>

Cognos Support offerings

Cognos Support offers Support Plans specific to Cognos software customers and Appliance customers. Cognos software customers purchase software from IBM Cognos and install and maintain such software on their own hardware, whereas Appliance customers purchase hardware from IBM Cognos on which software solutions are pre-installed and configured.

All Support Plans are founded on:

1. Product (Appliance) Continuation: access to various new and upgrade releases of software and/or hardware.
2. Online Support: 24x7, self-serve



access to Web resources such as Technotes, Proven Practices (White Papers) and Product Downloads (if applicable) The difference between the plans is in the Assisted Support focus.

3. **Assisted Support:** the support services available to you when you require live, interactive support from IBM. The Cognos Support offerings available to customers include: Standard; Software Development Kit Code Level; Advantage; and, Premier.

For any Cognos Support offering purchased outside of IBM Passport Advantage, Express or Premium, please see the Support Plans Guide for additional information. The Cognos Support Plans Guide provides an overview of the plans offered before the acquisition of Cognos by IBM, including information on: SDK code-level support; on-line support programs; and, information on getting the most from your Support Plan.

A Support Plan is a purchasable support service offering with defined deliverables, rights, joint commitments and service levels. A Support Plan encapsulates the shared working arrangement between you and IBM Cognos Support. Support Plans are also referred to as Support Offerings.

- [The Cognos Support Plans Guide](#)
- [FAQs for Cognos Customers and Partners](#)

Problem reporting for Cognos customers

The Service Request (SR) tool offers Cognos clients online problem management to open, edit and track open

and closed PMRs by customer number. Timesaving options include: create new PMRs with pre filled demographic fields; describe problems yourself and choose severity; submit PMRs directly to correct support queue; attach troubleshooting files directly to PMR; receive alerts when IBM updates PMR; view reports on open and closed PMRs.

Please refer to the [Cognos Service Request page](#) or information on service request topics such as:

- When to submit a service request
- What steps to take before you submit a service request
- How to submit a service request
- How to escalate a service request

You can find information about assistance for SR at the [Contact the SR help desk site](#).

What is the Cognos Product Lifecycle?

Products released after January 1 2009 plus IBM Cognos 8 BI Version 8.4, fall under the Standard IBM Software Support Lifecycle Policy. Please refer to the following site for full details of this policy:

- [IBM Software Support Lifecycle Policy](#)

Products released before January 1, 2009, excluding IBM Cognos 8 BI Version 8.4, fall under the previous Cognos Lifecycle policy, as described in the Cognos Support Plans Guide. Refer to the [Cognos supported products web page](#) for the support status of your product.

Technical and business resources

The IBM Cognos Software Support web site is located at www.ibm.com/cognos/support. This site provides access to a wide range of self service support for your IBM Cognos software. Some of the key support features allow you to:

- [Downloading IBM Cognos software.](#)
- Search IBM technical support knowledge base, including [Cognos Resources](#).
- [Find troubleshooting, planning and installation documents](#)
- [Open a service request \(electronic problem submission tools\)](#).
- Access the [IBM Support Handbook](#) and [IBM Cognos Support Guides](#), which contain detailed information about IBM's software support services.
- Connect with others via the [Forums and Communities link](#).

The web site also includes valuable administration information and help features, such as:

- Online Authorized Caller registration and list maintenance.
- Site tours, including one for electronic problem submission, at the [Software Support Assistance](#) location.

The Cognos Customer Center provides a good starting point for finding information about Cognos Support, Professional

Services and Education.

[Cognos Customer Center](#)

At Cognos we appreciate your business and look forward to working with you.

IBM SUPPORT FOR CONSUL PRODUCTS

Consul's enterprise security auditing and compliance solutions collect and analyze vast quantities of user and system activity to monitor, report and investigate both malicious and accidental violations of information use.

Effective July 2007, Consul products and support were integrated into IBM.

As part of the transition of Consul Legacy Software products into IBM Support, the Terms & Conditions (T&C's) documented in existing Consul contracts will be honored through the remaining length of the agreement, at which point, a mutually beneficial IBM service agreement may be negotiated.

For more details on IBM Support, . For more details see IBM Software Maintenance under Enhanced Support.

For information regarding the Consul acquisition, including Support FAQs, Important links, and Education opportunities, please see the Consul support resources.

IBM SUPPORT FOR DAEJA

On September 19, 2013, IBM announced the acquisition of Daeja Image Systems Ltd. ("Daeja"), leading provider of document and image viewing solutions for enter-

prise content management is now part of IBM. Support for the Daeja product will be provided by IBM and the existing acquired support team. Effective April 1, 2014 the terms and conditions of support for the Daeja product will fall under the IBM Passport Advantage support terms. For additional information regarding Daeja support please reference <http://www.ibm.com/software/ecm/daeja/support/>.

IBM SUPPORT FOR DATAMIRROR PRODUCTS

On September 4, 2007, [IBM acquired DataMirror](#) a public company based in Markham, Ontario. DataMirror is a leading provider of real-time changed data capture software for dynamic changed-data integration, replication and high availability.

Datamirror provides Change Data Capture (CDC) software with high performance, real-time data integration solution that addresses data integration challenges across heterogeneous environments. Native log-based CDC technology detects mission-critical data events in real time without impacting system performance. Bidirectional real-time CDC synchronizes information between data sources to provide a single version of the truth throughout an enterprise. IBM Information Server Change Data Capture is fully integrated into IBM Information Server and provides real-time data feeds to DataStage and Quality Stage.

As of April 28th 2008 Datamirror support has been integrated into IBM Software Support. The IBM Software Support organization will provide support for Datamirror products under the end users' existing agreements with Datamirror for the remainder of their contract terms.

For information regarding the Datamirror acquisition, including Support, Downloads, and FAQs, please see the [following link](#).

IBM SUPPORT FOR DATAPOWER PRODUCTS

IBM WebSphere DataPower SOA Appliances are purpose-built, easy-to-deploy network devices that simplify, help secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. These new appliances offer an innovative, pragmatic approach to harness the power of SOA while simultaneously enabling you to leverage the value of your existing application, security, and networking infrastructure investments.

Effective November 1, 2005, DataPower appliances and support were integrated into IBM.

Support for WebSphere DataPower appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware. Customers with 7x24 contracts will continue to get the off-shift support to which they are entitled. Additional information regarding DataPower support offerings and self-help is available at: <http://www.ibm.com/support/docview.wss?rs=2362&uid=swg21260903>. This information covers a range of support topics including:

- WebSphere DataPower extended maintenance and support services
- Specifics for customers with valid support contracts on how to contact IBM WebSphere DataPower Technical Support

- WebSphere DataPower SOA Appliances Support page
- Firmware and documentation downloads including a download wizard
- My Notifications weekly custom e-mail with important news about the IBM products you select
- IBM WebSphere DataPower SOA Appliance forum on developer-Works

IBM SUPPORT FOR DEMANDTEC PRODUCTS

On February 15, 2012 IBM acquired DemandTec. DemandTec delivers cloud-based analytics software to help organizations improve their price, promotion, and product mix within the broad context of enterprise commerce: retail, business-to-consumer, and consumer goods. More information can be found at www.demandtec.com. For the latest Support updates, please refer to <http://www.ibm.com/software/marketing-solutions/demandtec/support/>.

IBM SUPPORT FOR EMPTORIS

On January 31, 2012 IBM acquired Emptoris the world leader in strategic supply, category spend and contract management solutions that enable companies to maximize financial performance and optimize commercial risk. The company's suite of award-winning and industry-recognized sourcing, contract management, spend analysis, supplier lifecycle management, services procurement and telecom expense management solutions are successfully used by Global 2000 companies.

Emptoris technical support will transition to IBM Support process and tools in the second quarter of 2013. In the meantime, customers using any of Emptoris products will be supported by the current Emptoris Technical Support team, using existing systems and Practices. For information

regarding the Emptoris Support, including Support phone numbers, access to open on-line cases and important updates, please see the Emptoris Transition Resources page at <http://www.ibm.com/software/commerce/emptoris/support/>

IBM SUPPORT FOR FILENET PRODUCTS

IBM® software support for Enterprise Content Management (ECM) is represented by a network of people, systems and services provides you with a single point of contact for 24/7 remote technical assistance. Software support also includes a subscription to code corrections and fixes, plus updates and enhancements to stay current with your investment. Whether your ECM software is installed at a single location or in multiple sites around the world, our technical specialists will work closely with your support staff to:

- Maintain bottom-line productivity
- Maximize system availability
- Save you time
- Reduce your risk

Effective, October 1, 2007, FileNet products and support were integrated into IBM, under Information Management | Enterprise Content Management (ECM). There are few specific changes to the FileNet Support offerings or deliverables provided to our FileNet customers. The Customer Support team is focused on continuing to deliver world-class support to the FileNet customer base.

The following are the processes specific to the IBM ECM FileNet software download access.

Accessing older FileNet software fix packs

To request access for older fix packs of IBM FileNet software please contact your local IBM

Client rep. Your Client representative will make the necessary request on your behalf.

Accessing older FileNet software versions

To request code for older versions of IBM FileNet software please contact your Client representative. Your Client representative will contact make the necessary request on your behalf.

IBM only makes the current version of its software available for download. Because of the differences in product lifecycle management between FileNet's legacy approach and IBM's processes, existing FileNet customers may have a legitimate need to obtain older versions of FileNet software. By policy, these versions are not available via the IBM software download site. The following describes the conditions under which an old version of software can be obtained and the process to follow in order to obtain it.

Versions of software that are not the current version but that are still supported by IBM FileNet's development organization



As a general policy; this software is available without restrictions. In order to obtain a specific software version, contact your local Client representative, who will make the necessary request on your behalf. The following information is required:

- Customer contact name:
- Customer company name:
- Customer contact phone:
- Customer contact e-mail:
- Customer address:
- Customer ICN:
- Product required (include version and OS):

IBM will make the requested product available for download to the customer and will contact the customer to communicate the URL and process for download. This request may take 7 to 10 business days to complete.

IBM SUPPORT FOR FILEX

FilesX specializes in continuous data protection and nearly instant data and application recovery software for enterprises and remote/branch offices. On April 21, 2008, [IBM announced this acquisition](#) and its integration into the IBM product family.

Effective October 2008, FilesX products and support were integrated into IBM

As part of the transition of FilesX Software products, IBM will be your primary support provider. The Terms & Conditions (T&C's) documented in existing FilesX contracts will be honored through the remaining length of the agreement, at which point, a mutually beneficial IBM service agreement may be negotiated. For more information

on the applicable IBM support terms, see [Support Portfolio](#) and Support Foundation sections of this handbook.

IBM SUPPORT FOR GREEN HAT

On January 11, 2012, IBM announced it had completed the acquisition of Green Hat, a privately held company jointly headquartered in London, England and Wilmington, Delaware. Green Hat helps customers improve the quality of software applications by enabling developers to use cloud computing technologies to conduct testing of a software application prior to its delivery.

As we move forward with the acquisition of Green Hat products, we have created the Green Hat Support Overview page at <http://www.ibm.com/software/rational/support/greenhat/>. To ensure a positive transition experience for your organization, this simple webpage will be your one-stop resource for support tools, processes and critical transition dates. We encourage you to bookmark and visit this webpage regularly.

IBM SUPPORT FOR GUARDIUM

IBM InfoSphere Guardium appliances are virtual appliances purpose-built for real time database activity monitoring by deploying centralized and standardized controls for real-time database security and monitoring, fine-grained database auditing, automated compliance reporting, data-level access control, database vulnerability management and auto-discovery of sensitive data.

Support for InfoSphere Guardium appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware.

Additional information regarding InfoS-

phere Guardium support offerings and self-help is available at: <http://www.ibm.com/software/data/guardium/>

IBM SUPPORT FOR INTELLIDEN

Intelliden is a leading provider of Intelligent Network Automation Solutions that enable organizations to control, manage and scale their networks. With Intelliden products, network-driven organizations can enforce granular access control and security, automate configuration changes, help ensure network compliance, provision devices with enhanced levels of accuracy, and provide a normalized view of network resources, for virtually any vendor, type, model or operating system. Intelliden's innovative platform acts as the Trusted Source of Network Truth™ by providing the real-time state of the network – the key to helping ensure accuracy across increasingly dynamic networks. It offers unmatched scalability, is an open solution, and has been proven in service providers, financial services organizations, government agencies and other businesses dependent on their networks.

IBM acquired Intelliden February 16, 2010.

Effective August 24, 2010, Intelliden product support was integrated into IBM. The IBM Software Support organization will provide support for Intelliden products under the end users' existing



agreements for the remainder of their contract terms. For more details on IBM Support, please see [Support Foundation](#), sections on “Assistance Provided” and “Maintenance acquired through Passport Advantage or Passport Advantage Express”.

IBM SUPPORT FOR INTERNET SECURITY SYSTEMS PRODUCTS

Internet Security Systems (ISS), now IBM Security Solutions, is recognized as a market leader in adaptive security management, intrusion detection and prevention, and vulnerability management providing innovative solutions that help enable maximum protection from enterprise security risks. An established leader in security since 1994, the IBM Security Solutions integrated security platform is designed to automatically protect against both known and unknown threats and protects customers from online attacks before they impact critical business assets. These solutions are based on the proactive security intelligence of the IBM X-Force® research and development team -- a world authority in vulnerability and threat research.

On August 23, 2006, IBM acquired ISS to bring its unique “ahead-of-the-threat” security approach to a broad range of customers worldwide. ISS provides security solutions to thousands of the world’s leading companies and governments, helping to proactively protect against Internet threats across networks, desktops and servers. ISS software, appliances and services monitor and manage network vulnerabilities and rapidly respond in advance of potential threats. ISS threat protection systems complement IBM’s Tivoli identity and access management software, addressing and managing customer security and privacy needs.

The IBM X-Force® research and development team has also played a key role in this acquisition. IBM has linked the expertise of the X-Force with its own world-class research organization and grown this capability by continuing to recruit and train leading security specialists.

On November 1st, 2010 the Support and Maintenance organization for IBM Security Solutions joined forces with IBM Software Support. IBM Software Support will provide support for IBM Security Products under the existing agreements with ISS Support and Maintenance for the remainder of the contract term.

To access resources such as the knowledge base, documentation, white papers, and XPU information, please visit the IBM Security Solutions Migration Page: <http://www.ibm.com/support/docview.wss?uid=swg21447087>

IBM SUPPORT FOR KENEXA

In December of 2012, IBM formally acquired Kenexa. Kenexa will be transitioning to selected IBM support systems and value added offerings over the next 6-12 months. In the meantime, customers using any Kenexa heritage branded offerings will be supported by the current IBM Kenexa support teams, using heritage Kenexa systems and practices, under the terms of their current maintenance agreements. During this time, new IBM Kenexa customers will also be supported by heritage Kenexa support teams which use different tools and phone numbers from other IBM Support teams.

More information and resource links will be made available here as we evolve the support experience for your IBM Kenexa offerings. Any new choices or modifications to existing support

processes will be communicated to customers in a variety of channels, prior to any change taking effect.

Information on how to secure support for any Kenexa offerings can be found at: <http://www.ibm.com/software/support/kenexa/supportbasics.html>

More detail on Kenexa support can be found in the Internet version of this handbook: <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html#kenexa>

IBM SUPPORT FOR Netezza

On November 11, 2010 IBM acquired Netezza. Netezza appliances combine storage, processing, database and analytics into high-performance data warehouse appliances that are purpose-built to make advanced analytics on big data simpler, faster and more accessible. More information can be found at <http://www.netezza.com/data-warehouse-appliance-products/index.aspx>

Netezza will be transitioning to IBM systems and business practices over the next 3-6 months. In the meantime, customers using Netezza Appliance products will be supported by the current Netezza Technical Support team, using existing systems and practices and under the terms of their current maintenance agreement. Modifications to the existing processes will be communicated to customers prior to



changes taking effect as well as being outlined here: http://www.ibm.com/software/data/support/netezza_support_comm.html.

Web access to Netezza technical support may be found through the Netezza Customer Support page (<http://www.netezza.com/support/>). The following link will provide you with the US toll and toll free telephone number for escalated incidences: <http://www.ibm.com/planetwide/> or select Contact Us from the bottom left corner of the Customer Center home page.

For ongoing transition information related to the acquisition of Netezza Appliance product maintenance and support are documented at: http://www.ibm.com/software/data/support/netezza_support_comm.html.

IBM SUPPORT FOR OpenPages

On October 21, 2010, IBM completed the acquisition of OpenPages, a leading provider of integrated risk management solutions for global companies. The OpenPages Governance, Risk and Compliance (GRC) Platform empowers a risk based approach to identify and manage key business risks across the enterprise.

Effective May 1, 2011, OpenPages will have completed the Transfer of Business into IBM and existing customer data will begin migration into the IBM systems. OpenPages will be transitioning to IBM Support systems and business practices over the next few months with a target completion date of August 31, 2011. In the mean time, customers using OpenPages products will be supported by the current OpenPages Technical Support team, using existing Openpages Support systems and practices, and under the terms of the current maintenance agreement. Modifications to the existing processes will be communicated prior to changes taking effect.

As an OpenPages customer, you have received a Welcome letter from IBM detailing the new method for contacting and obtaining support for your OpenPages products after August 31, 2011. For all new customers post May 1 2011, you will receive an IBM Customer Number at the time of purchase along with details on how to contact IBM Support for your IBM OpenPages Products.

The OpenPages Support Team will continue to focus on delivering customer satisfaction without compromise. As we work to integrate OpenPages and IBM Support, we will offer OpenPages customers expanded capabilities through the existing IBM Support infrastructure.

For the most up-to-date information regarding the Openpages Support transition, visit the [IBM Openpages Customer Center](#). Please visit the [OpenPages Customer Support webpage](#) for additional information about the OpenPages Customer Support program.

IBM SUPPORT FOR PSS SYSTEMS

On October 21, 2010 IBM acquired PSS Systems. (now PSS, an IBM Company), a Mountain View, California-based provider of advanced capture technology. PSS Systems helps companies eliminate unnecessary legal risk, and discovery and data management costs. Its Atlas Suite provides integrated software solutions for legal holds, discovery workflow, regulatory compliance and data governance for customers. PSS entered the legal holds market in 2004 and claims the largest concentration of customers and domain experts anywhere.

Attention: All PSS customers: Support for all PSS products will transition to the IBM Support infrastructure as of September 1, 2011.

Effective September 1, there are changes you will need to prepare for, including:

To open a new case:

- Use your unique IBM Customer Number (ICN) when calling in for support or when requesting support online through the IBM Service Request system.
- [Open a Service Request](#) using the IBM Support Service Request (SR) system instead of opening a Support Case on PSS Support Portal.
- Replace PSS Support phone numbers with IBM Support phone numbers. For the U.S. it is 1-800-IBM-SERV or 1-800-426-7378.

Visit our Planetwide (<http://www.ibm.com/planetwide>) site for the appropriate in-country technical support phone number.

- You cannot open a Service Request (case) via e-mail

To download patches and updates for current versions of IBM Atlas Suite software:

- Use [IBM's Fix Central](#)

Support for Cases opened prior to September 1, 2011:

- Support Cases that were opened prior to September 1, will continue to be supported on the legacy PSS case management system until closure or management determination to migrate to IBM tools. You will be notified of any changes in advance.

Accessing Support documentation:

- FAQs and other PSS Support content will remain on the [PSS Customer Portal](#) until further notice.

What you need to do:

- Make sure you are familiar with your ICN (IBM Customer Number).
- Perform required actions to add your approved authorized callers under your organization's ICN via the Support Portal user administration tools.
- Review the tutorial contents on PSS support portal <https://support.pss-systems.com/node/1494> to ensure you have proper access to IBM support infrastructure.
- Review this IBM Support Handbook and the notification letters for further instructions on how to utilize Assisted Support at IBM.

We anticipate you and your organization will experience a smooth transition to IBM Support. During this process we are available to answer any questions you may have, and to handle your ongoing products and service needs. Should you have any questions regarding getting set-up to engage through IBM Support, please contact our Client Care team at ISCare@us.ibm.com. The Client Care team can assist you with non-technical questions regarding how to use support, Passport Advantage Online, the SR (Service Request) Tool, or entitlements.

IBM SUPPORT FOR SOFTEK

Softek (Data Mobility Services) were acquired by IBM in 2007. Softek is part of Global Technology Services, offering data migration services and tools that

can enable nondisruptive, online migrations to reduce costs, optimize infrastructures and increase productivity.

Ongoing support for Softek products will be provided under the current terms and methods within the existing contracts; to access support for these Softek products please visit <http://www-950.ibm.com/services/dms/en/support/>

For customers seeking Softek Annual Maintenance Renewals via the 1-877-426-6006, select option 2 is for Invoicing/Renewals/Maintenance.

SPSS

IBM SPSS predictive analytics helps your organization anticipate change so that you can plan and carry out strategies that improve outcomes. By applying predictive analytics solutions to data you already have, your organization can uncover unexpected patterns and associations and develop models to guide front-line interactions. This means you can prevent high-value customers from leaving, sell additional services to current customers, develop successful products more efficiently, or identify and minimize fraud and risk. Predictive analytics gives you the knowledge to predict...and the power to act.

Dates to note

- October 1, 2009 : Acquisition of SPSS by IBM completed.
- October 1, 2010: Transfer of business from SPSS into IBM occurred.
- April 1, 2011: IBM Support systems and processes adopted by SPSS Support.

SPSS is part of the IBM Business Analytics brand at IBM. Please see our Business Analytics [home page](#) in the IBM web site, and the [support section](#) in that page for additional help with getting support at IBM.

IBM SUPPORT FOR STERLING COMMERCE

On August 27, 2010 IBM acquired Sterling Commerce, an AT&T Company; now Sterling Commerce is part of the IBM Corporation. . Sterling Commerce helps organizations worldwide increase business agility in their dynamic business network through innovative solutions for selling and fulfillment and for seamless and secure integration with customers, partners and suppliers.

On 1 February 2012, legacy Sterling Commerce customers have moved to the IBM support system for case management. The in country local telephone numbers have also changed and can be found at <http://www.ibm.com/planetwide>. All open support cases have been moved to the IBM Service Request tool and can be accessed by using the IBM Support Portal. This includes all customers of the following applications:

- IBM Sterling Connect products
- IBM Sterling Gentrans products
- IBM Sterling Control Center
- IBM Sterling Secure Proxy
- IBM Sterling B2B Integrator
- IBM Sterling Total Payments
- IBM Sterling Selling & Fulfillment Suite (including MCF and MCS)
- IBM Sterling File Gateway
- IBM Sterling Certificate Wizard
- Mobile Applications
- Mapping

Note for all other products or services not included in the above list, it is business as usual using heritage Sterling

Commerce processes for submitting cases to support. Continue to go to <http://customer.sterlingcommerce.com> for all your support inquiries.

IBM Support will provide support for the Sterling Commerce products listed above under end users' existing agreements with Sterling Commerce for the remainder of their current terms. For more details on IBM Support, please see [Support Foundation](#), sections on Assistance provided and Maintenance Acquired through Passport Advantage.

For information regarding the Sterling Commerce acquisition, including Support FAQs, important links, and Education opportunities, please see the Sterling Commerce Transition Resources page at <http://www.ibm.com/software/commerce/support/>

Review the Sterling to [IBM Support Transition webinar](#) for detailed information on using IBM's Service Request option on the Support Portal.

IBM SUPPORT FOR STOREDIQ

On December 19, 2012 IBM announced a definitive agreement to acquire StoredIQ. Industry-leading companies rely on StoredIQ's Active Information Management solutions to solve Big Data problems and manage their information more efficiently to reduce cost and risk. Quickly deployed within the enterprise, StoredIQ discovers, analyzes and acts on what's important across petabytes of data where it lives, without moving it to a repository or specialty application to deliver immediate ROI. More information can be found at <http://www.ibm.com/software/info/storediq>. Technical support for StoredIQ products, IBM Unstructured Data Identification and Management, IBM eDiscovery Iden-

tification and Collection, IBM Policy Assessment and Compliance, and IBM Desktop Data Collector can be obtained through the support portal at <http://support.ibm.com> or by calling 1-800-IBM-SERV.

IBM SUPPORT FOR TELELOGIC PRODUCTS

Telelogic solutions automate and support best practices across the enterprise - from powerful modeling of business processes and enterprise architectures to requirements-driven development of advanced systems and software. Telelogic's solutions enable organizations to align product, systems, and software development lifecycles with business objectives and customer needs to dramatically improve quality and predictability, while significantly reducing time-to-market and overall costs..

Effective February 1, 2009, Telelogic product support was integrated into IBM. The IBM Software Support organization will provide support for Telelogic products under the end users' existing agreements for the remainder of their contract terms. For more details on IBM Support, please see [Support Foundation](#), sections on Assistance Provided and Maintenance Acquired through Passport Advantage.

For information regarding support delivery for Telelogic products, please see [Rational Support - Telelogic Support Overview](#).

IBM SUPPORT FOR TRIRIGA

On March 22, IBM announced that it has completed the acquisition of TRIRIGA Inc., a leading provider of facility and real estate management software solutions.

TRIRIGA provides the industry's most

extensive functionality in an Integrated Workplace Management solution. TRIRIGA's technology provides customers with unmatched business agility to rapidly configure and reconfigure the application as customers' needs change. With an outstanding network of consultants, partners, industry experts, and market-leading customers, TRIRIGA delivers unparalleled experience and expertise. As a leader in workplace management solutions, TRIRIGA will strengthen IBM smarter buildings solutions.

The Transfer of Business occurred on November 1, 2011. TRIRIGA support will transition to the IBM support systems starting November 14 and clients will be notified when they should begin to use IBM support programs, and we intend to complete this transition by year-end 2011.

For information regarding the TRIRIGA support transition, including links and education about IBM Support program, please see the [TRIRIGA Support FAQs](#). Support for the TRIRIGA products will be handled by both IBM's TRIRIGA technical support teams and IBM Partners.

IBM SUPPORT FOR U2 PRODUCTS

Rocket Software, Inc. acquired the IBM UniVerse and UniData (U2) product line on October 1, 2009. All future information regarding the U2 products will be available from Rocket. Please refer to the Rocket website www.rocketsoftware.com/u2/. When you access non-IBM Web sites, even though they may contain the IBM logo and content regarding IBM's products and services, such Web sites are independent of IBM and IBM makes no representations or warranties regarding

the content and has no control over the operation of such non-IBM Web sites. In addition, a link to a non-IBM Web site does not mean that IBM endorses that Web site or has any responsibility for the use of such Web site.

IBM SUPPORT FOR URBAN CODE

On 22-Apr-2013, IBM announced the acquisition of UrbanCode adding to the DevOps portfolio. Based in Cleveland, Ohio, UrbanCode automates the delivery of software, helping businesses quickly release and update mobile, social, big data, cloud applications. Visit IBM's news room for the [full press release](#).

As we move forward with the acquisition of UrbanCode products, we have created the UrbanCode Support Transition Overview page at (<http://www.ibm.com/software/rational/support/urban-code/>). To ensure a positive transition experience for your organization, this simple webpage will be your one-stop resource for support tools, processes and critical transition dates. We encourage you to bookmark and visit this webpage regularly.

IBM SUPPORT FOR VARICENT

On May 23 2012, IBM completed the acquisition of the software portfolio of Varicent Software, Inc., a leading provider of analytics software for compensation and sales performance management headquartered in Toronto, Canada. Varicent's software automates and analyzes data across sales, finance, human resources and IT departments to uncover trends and improve sales performance and operations. The acquisition enhances IBM's Smarter Analytics capabilities across line of business operations in all industries.

IBM Varicent customers will be transitioning to IBM systems and business practices over the next 6 months. In the meantime, IBM Varicent customers using any of Varicent's products will be supported by the current support team, using existing systems and practices.

Modifications to existing processes will be communicated to customers prior to changes taking effect. For the latest information regarding the Technical Support transition, refer to the IBM Varicent [Customer Center](#). Should you have any questions regarding support processes or the support integration into IBM, please e-mail clientcare@ca.ibm.com

IBM SUPPORT FOR XTIFY

On October 3, 2013 IBM announced the acquisition of Xtify Inc., a leading provider of cloud-based mobile messaging tools that help organizations improve mobile sales, drive in-store traffic and engage customers with personalized offers. Xtify was launched in 2009 to help brands and marketers stay connected to their mobile customers who increasingly want their information and entertainment on the go. The premise was simple: content and promotional offers are far more useful when delivered directly to consumers at the time and place in which they can act on them immediately. In other words, relevancy is key. More information can be found at <http://www.xtify.com>. Xtify will be transitioning to IBM systems and business practices over the next 4 - 8 months. In the meantime, customers using any Xtify products will be supported by the current Xtify Technical Support team, using existing systems and practices and under the terms of their current maintenance agreement. Modifications to existing processes will be communicated to customers prior to changes taking effect.



Appendix E: IBM Canada's Remote Technical Support Offering

Base or Program Services Tasks	Base or Foundation Offerings Tasks	Premium Offerings Task (perform)	Custom Offerings (perform)
<ul style="list-style-type: none"> • Individual reported errors during a product install • How to diagnose reported problems • Problem determination, problem source identification, dump trace analysis • Assist with diagnosing interfaces between IBM Code and application • Assist with diagnosing the interfaces between IBM Code and User Exit programs • Assist with incorrect publications via a reporting error • Questions / recommendation on maintenance level, PTFs, APARs • No trouble found, problems, or errors (error not re-producible) • Provide guidance on collection of documentation to resolve problems • (Customer documents may be required by Defect Support Group) 	<ul style="list-style-type: none"> • Installation assistance (i.e. clarification of a single step in a process) • General guidance for product installation. Assist with general questions on product usage and operation • Interpret manuals regarding IBM Code and application interface • Interpret publications on the use or purpose of a User Exit. Provide a sample if one exists. • Provide available configuration samples • Interpret and clarify publications • General questions on maintenance philosophy • Short duration, general usage assistance questions • Provide instructions on how to collect necessary documentation (Customer documents or data may be required) 	<ul style="list-style-type: none"> • Outline exact steps to add a new device • Analyze system reports (e.g. Traces) and provide recommendations • Interface with third party to assist in resolving network connectivity problems (may be via dial-in or voice) • More complex or detailed questions than those covered by a foundation offering • Provide instructions on how to collect necessary documentation (for non-IBM problems) • Review configuration and recommend corrective actions • Basic review, recommendations or configuration of parameters • In-depth review, recommendations or configuration of parameters in a complex environment • Review performance data sent in for analysis. In-depth performance analysis/tuning. • Upgrade planning, capacity planning or review of customer plan • Diagnose or review the user application code without a specific reported IBM error • Diagnose or review user exit code or write it (excluding the interfaces within the scope of defect support) • Write samples (e.g. Application programming) • Perform or provide step-by-step Assistance (e.g. Recover a database, catalogue, data, or network configuration) • Guide through or analyze requirement for application of system maintenance (beyond short duration how-to) (Customer documents or data may be required) 	<ul style="list-style-type: none"> • In addition to selected tasks premium offerings: • Customized service plans • Purpose built tools and reports • Service Level Objectives • Service Level Agreements • Account advocacy with structured problem management reviews

The following are the official closing codes for APARs**CAN**

An APAR should never have been created or the customer has requested that the record be cancelled. An APAR can also be closed CAN when development determines that the problem is not with their code.

DOC

The problem was caused by an error in the documentation.

DUx

The problem reported is a duplicate, already addressed by an existing APAR. Includes DUA, DUB, DUU

FIN

Fix If Next. The problem will be fixed in the next level (if there is a next release).

MCH

The problem was caused by a micro-code or hardware failure.

PER

A programming error was found and will be corrected.

PRS

A programming error was found but will not be corrected. The error will be a permanent restriction in the product.

RET

The record was returned to the APAR submitter because more information was needed.

SUG

The APAR does not describe a programming error but suggests a change to the code.

UR1

Unable to Reproduce - The problem could not be reproduced on the next release to be available. The APAR was opened for a release which was supported at the time the problem was received.

UR2

Unable to Reproduce - The problem could not be reproduced on the next release to be available. The APAR was opened for a release which was NOT supported at the time the problem was received.

UR3

Unable to Reproduce - The problem could not be reproduced on a currently supported release. The APAR was opened for a release which was supported at the time the problem was received.

UR4

Unable to Reproduce - The problem could not be reproduced on a currently supported release. The APAR was opened for a release which was NOT supported at the time the problem was received.

UR5

Unable to Reproduce - The problem could not be reproduced on the release on which the problem was originally occurred.

USE

The problem was caused by a user error.

Acronyms & other terms

The following terms and acronyms are used frequently in the course of solving your problems.

APAR

Authorized Program Analysis Report. A formal report to IBM development, of a problem caused by a suspected defect in a current unaltered release of an IBM program. An APAR may be used by development to document new function delivered in the maintenance stream

ALC

Annual License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

CALL

A single telephone call from the Customer Authorized Caller to the Support Center. An incident may involve one or many telephone calls

CBPDO

Custom Built Product Delivery Option. OS/390 deliverable which can include product and service, but is used by many Customers as a vehicle for preventive service

CCC

Call Center Coordinator. CCC is a term within Lotus for people who will dispatch or triage all customer incidents

CONSOLE

A Lotus Support function which routes phone messages, handles expired Support ID's and answers support entitlement questions

CSD

Corrective Service Delivery. Means by which some products deliver their service.

CUSTOMER CRITICAL PROBLEM

Means a problem for which you have no known work around resulting in a critical disruption in your business operations.

EMEA

IBM Geographic unit consisting of Europe, Middle East, and Africa

END OF SERVICE DATE

The date when IBM will no longer support, update, patch or maintain a product.

ESO

Expanded Service Options. OS/390 service deliverable used by many Customers for preventive service

ESP

Early Support Program. A program where customers get a pre release level of a product in order to help IBM evaluate the fitness of the product and the readiness of IBM support

FIN

Fixed-If-Next. An APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

FIX PACK

A cumulative collection of all fixes available to registered customers since the last release of the product. It can include fixes that have not been previously released and can span multiple products

or components. A fix pack can be applied on top of any previously shipped maintenance to bring the system up to the current fix pack level.

FSS

Field Support Services provided by a Lotus Support Field representative who engage in short term technical projects for customers

FSU

Fast Service Upgrade. A process for upgrading an installed VSE release level with a newer one.

FTP

File Transfer Protocol. Method for transferring files to or from IBM and Lotus and their Web sites

FULLSHIFT

Means 24 hours a day, seven days a week, including national holidays.

GTS

Global Technical Service. Organization within IBM specializing in delivering the highest quality services to our Customers.

HIPER

Literally, "High Impact Pervasive". An APAR that describes a serious problem and may be one that has a wide spread impact. The APAR should be reviewed and if applicable, the PTF should be installed as soon as possible.

Acronyms & other terms

IBM

International Business Machines. Undisputedly the largest software developer, anywhere in the world.

ICA

IBM Customer Agreement. An agreement under which IBM software products are licensed. The ICA is signed by the Customer and by IBM.

INTERIM FIX

A tested and verified fix available to registered customers. It can contain fixes for one or more product defects (APARs). The associated APARs are closed

IPLA

International Program License Agreement. An agreement under which IBM software products are licensed. The IPLA is shipped with the product and does not require signatures.

System i

Integrated Series from IBM, based on the AS400 technology

Lotus Knowledge Base

An interactive, web-based support tool allowing a Customer to search for specific support information

MLC

Monthly License Charge. Pricing methodology for some software products, primarily mainframe, which uses monthly payments

MR

Maintenance Release - Each time a new feature release for a Lotus product is introduced to the market, a subsequent trail of regularly scheduled bug fix releases are typically provided. At Lotus this is called a maintenance release. A maintenance release is denoted by the use of a third digit in the release number

MU

Maintenance Update. An MU is a Lotus term for a small release, with only a few fixes, or perhaps just one fix. An MU is represented by an additional letter. For example, the MU for R5.0.4 was R5.0.4a

OFF-SHIFT

Means all hours outside of Prime Shift
(please see Prime Shift definition)

OS/390

Mainframe server platform built on the MVS family of products

OTC

One Time Charge. Pricing methodology for most software products which are purchased by a single payment at the time the product is acquired.

PD

Problem Determination. The process of isolating the source of a suspected problem to hardware or software.

Pervasive

Designation of an APAR which has the potential to affect many Customers

PLC

Primary License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

PMP

Preventive Management Planning.

PMR

Problem Management Record. A record of the activities performed during the course of resolving a customer reported problem. Customers with access to IBMLink can view their PMRs.

PRIME SHIFT

Means standard IBM business hours in the local time zone where you receive the Service (for example, 8 a.m. To 5 p.m. Monday through Friday), excluding national holidays.

System p

Performance Series from IBM, based on the RS6000 technology

PSI

Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.

PSLC

Parallel Sysplex License Charge. A special software pricing methodology for mainframe Customers receiving the benefits of the parallel Sysplex technology.

Acronyms & other terms

PSP

Preventive Service Planning. A facility that contains information concerning a product's installation or service. A PSP entry consists of upgrades and subsets.

PSP

Personal Software Products. The software platform including the OS/2 family of products

PTF

Programming Temporary Fix. A fix to a reported defect that can consist of documentation and/or code. A PTF is temporary only in the sense that it disappears with the next release of the product, when the patch is integrated into the base product code

REFRESH PACK

A cumulative collection of all of the function and fixes that are available to registered customers since the last release of the product. The function and fixes may not have been previously released, and can span multiple products or components. A refresh pack can be applied on top of any previously-shipped maintenance to bring the system up to the current refresh pack level.

RETAIN

Remote Technical Assistance Information Network. IBM's problem and defect management tool

RLC

Recurring License Charge. A method of paying for some IBM software products.

RMP

Recommended Maintenance Package.

Service deliverable for RS/6000 which allows the preventive installation of a set of IBM recommended fixes between maintenance levels

RSU

Recommended Service Upgrade. Service deliverable for OS/390 and VM which allows the preventive installation of a set of IBM recommended fixes

SID

Support ID. A unique number that identifies a Designated Caller or set of callers. This ID is used by the Lotus telephone system to automatically verify entitlement.

SMP/E

Systems Maintenance Program Extended. Program to manage function and maintenance in a z/OS system. With the new Internet Delivery Service, it will even download the latest maintenance for your z/OS platform products on the schedule you determine.

SPECIAL ATTENTION

Special Attention APARs, while not as critical as HIPER APARs, do require special Customer consideration as they can represent pervasive problems, cross-system (sysplex) problems, new function, installability or serviceability improvements, or other, key product specific considerations.

SPOC

Single Point of Contact

SPR

Software Problem Report. A record in the Lotus software problem reporting system that is used to track an identified software problem – similar to IBM's APAR, however an SPR may also be used within the incident tracking database to classify an incident's status.

SSA

System Support Agreement. An expanded maintenance agreement which includes some level of enhanced software support services, normally replaced with Service Suite

STATUS

The most recent assessment of an incident's/PMR's current place in the resolution process

SUF

Service Upgrade Facility. An OS/390, VM, and VSE tool announced in 1997 which uses the Internet to help automate preventive and corrective service application. It was replaced by the SMP/E Internet Service Retrieval function in 2006

SVP

Suggested Volume Price. A letter between C and H which gives the Customer's discount level in the Passport Advantage program

UR1

Unable to be reproduced on the next product release. Like "FIN", this APAR closing code is also used for an APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

TEST FIX

A temporary or uncertified fix with limited IBM testing that is provided to one or more customers for testing purposes. It is not available to all registered customers. The associated APAR is not closed.



© International Business Machines Corporation 2002-2012

IBM Corporation
Department W4BA M/D P301
522 South Road
Poughkeepsie, NY 12601
USA

Printed in the United States of America
6-02

All Rights Reserved

IBM SystemView, RISC System/6000, RS/6000, AIX, OS/2, AS/400, CICS, VTAM, System/390, S/390, RACF, IBMLink, NCP, IMS, Communications Manager/2, DB2, VisualGen, VisualAge, DFSMS, DFSPPRT, BookManager, MQSeries are trademarks of International Business Machines Corporation.

Other company, product, and service names may be trademarks or service marks of others.