



IBM Electronic Support

www.ibm.com/electronicssupport

PREVENT PROBLEMS

My Notifications

ibm.com/support/mynotifications

- Stay informed about new or updated support content for your products with this proactive subscription
- Choose frequency and delivery method (email, RSS or web folder)
- Choose document type (fixes, flashes, technotes and more)

IBM Software Support Lifecycle

ibm.com/software/support/lifecycle

- Find support withdrawal dates for all IBM software
- Find General Availability dates for software
- View the support policy for products
- Track support availability by version

Software Compatibility Reports

<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp>

- View operating systems for products
- Consult detailed system requirements for upgrades or migration
- Review product prerequisites

FIND INFORMATION

IBM Support Portal

ibm.com/support

- Find technical support information for all IBM products in one place
- View a consolidated, customizable portal of technical support information
- Sign in with your IBM ID and password
- Choose your product(s) and click the tab for the task at hand (i.e. Troubleshooting)
- Access all Electronic Support tools easily through the IBM Support Portal – no more bookmarks!

DOWNLOAD FIXES / FIX PACKS

Fix Central

ibm.com/support/fixcentral

- Acquire fixes and fix packs for many IBM software and hardware products
- Search for fixes, fix packs or APARs
- Search by version and platform
- Check for requisite fixes automatically
- Upload inventory file to automatically display fixes for your products

IBM Electronic Support

... Easy, Fast, Smart

For details, visit ibm.com/electronicssupport

TROUBLESHOOT

IBM Support Assistant (ISA)

ibm.com/software/support/isa

- Download ISA V5 Beta 2
- Simplify problem determination investigation
- Automate your data analysis
- Troubleshoot with diagnostic tools

WORK WITH IBM SUPPORT

Service Request (SR) Tool

ibm.com/support/servicerequest

- Create, update, and manage service requests, opened by phone or online
- Attach troubleshooting files
- Receive update email notifications
- Manage authorized callers & partners
- Create reports for PMR history
- Valid support contract required
- New users follow the [Quick Start guide](#) to register as a Basic user

IBM Software Support Handbook

ibm.com/support/handbook

- Find answers to all your questions about IBM support
- Find support information more quickly for recently acquired companies
- Use the information and references to improve your support experience

LEARN MORE

Support Technical Exchanges

ibm.com/support/entry/portal/Scheduled_tech_exchanges/Software/

- Access Support Portal – Featured Links/Support Technical Exchanges for your selected products
- Support Technical Exchange webcasts and Open Mics for technical information on many products and topics
- Join complimentary webcasts, scheduled weekly for some products, or listen to replays
- Ask questions of the subject matter experts from Support, Development, and Services during Q&A session

IBM Education Assistant

ibm.com/software/info/education/assistant

- Access task-based self-study modules for many IBM software products
- Get up the learning curve quickly for new software
- Use as a refresher for those familiar with software

IBM Software Education

ibm.com/software/education

- Find training and certification for IBM Software
- Build skills with hundreds of courses
- Choose from classroom, online and private courses
- Benefit with instruction from award-winning educators who have first-hand product knowledge

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