Step up to simpler IBM® support

Quick Start Guide

Welcome to IBM software support.

An IBM software purchase comes with a one-year subscription and support agreement. It includes product upgrades and enhanced product support, at no additional charge – and that includes tools referenced in this guide. Renewal occurs at the end of the first year.

IBM Support Handbook:
http://ibm.com/support/handbook
IBM Appliance Support Handbook:
http://ibm.com/webapp/set2/sas/f/applhandbook/home.html
Accelerated Value Program for personalized support:
http://ibm.com/software/support/acceleratedvalue

IBM's global technical support teams are available 24X7 for Severity 1 problems.

IBM Subscription & Support agreements include an unlimited number of support incidents, an unlimited number of contacts, native language support, troubleshooting tools, and severity 1 escalation for mission critical systems. IBM Services teams offer on-site, fee-based assistance to help you use and adopt IBM's technologies and build solutions on IBM products.

Electronic support tools help you find fixes, answers to questions, solutions to known problems, troubleshooting guidance, product training and online problem submission.

Setting up – what you need

➢ Your IBM Customer Number
➢ Your IBM ID (your company email address) and password. Register: http://ibm.com/account/profile/ if you don't already have an IBM ID
➢ Access Support Portal: http://ibm.com/support and sign in to access any tools requiring sign in
➢ Support Portal is your one-stop shop for IBM technical support information
➢ Choose a product to display a page with relevant links

Installing software

➢ Full software versions are available on Passport Advantage Online: http://ibm.com/software/lotus/passportadvantage/pacustomers.html
➢ You need an active support agreement and approval to use PAOnline
➢ Sign in with IBM ID and request access for your IBM Customer Number
➢ Download software
  o PAOnline video http://youtube.com/watch?feature=player_embedded&v=9pYOfSad5p0#t=0s
➢ PAOnline help: paonline@us.ibm.com
➢ Find installation instructions - Knowledge Center or product manual - Product Documentation link / Product Support Content on Support Portal
➢ Find additional helpful documentation in that same section
➢ Use Lifecycle page: http://ibm.com/software/support/lifecycle to stay informed about end of support dates
➢ Run Compatibility Reports: http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp for your products when installing or migrating to ensure compatibility with your environment

Using software

➢ Refer to the Knowledge Center: http://ibm.com/support/knowledgecenter Product Documentation link on Support Portal

- Find IBM Redbooks, Redpapers in this section (mobile app)
- Use Search on Support Portal for questions
- See Getting Started on the Electronic Support page:
  http://ibm.com/electronicsupport

Staying informed
- Subscribe to My Notifications:
  http://ibm.com/support/mynotifications to stay informed about your products
- Choose product family and product
- Choose frequency (daily or weekly) and type of notification – email/RSS
- Choose Document types such as Fixes, Technotes, Flashes etc.

Troubleshooting problems
- Use Support Portal Search
- Refer to the Knowledge Center, Product Documentation link on Support Portal
- Review documents posted in the Troubleshooting link of Support Portal. Use Collect Troubleshooting Data documents to know what troubleshooting files to collect
- Consult IBM developerWorks®:
  http://ibm.com/developerworks for technical articles
- Use IBM Support Assistant:
  http://ibm.com/software/support/isa (ISA) to troubleshoot problems.
  - ISA V5 team server offers automated diagnostic capabilities for some products
  - Diagnostic tools help you quickly review troubleshooting files.

Downloading fixes and fix packs
- Fix Central through the Downloads section on Support Portal
- Sign in with IBM ID
- Acquire fixes/updates for many IBM hardware and software products using this one-stop platform
- Search for fixes, fix packs or APARs
- Search by version and platform
- Check for requisite fixes automatically
- Upload an inventory file to display fixes for your product, eliminating the need to search

Working with Support
Online
- Access Service Request (SR) tool from Tools and Resources section of Support Portal
- Valid support agreement required
- Sign in with IBM ID
- First time users, register using this quick guide:
  http://ibm.com/software/support/servicerequest/quick_start.html for Basic access
- Request Full access to see all service requests for a customer number
- Open, edit and manage service requests online
- Attach troubleshooting files
- Receive update email notifications
- Run reports on open, closed and archived service requests
- For SR tool problems contact srhelp@us.ibm.com

Phone
- If you cannot access the Web or if you have a Severity 1, in the U.S. and Canada call 1-800-426-7378, option 2. Other geographic areas use Planetwide:
  http://ibm.com/planetwide to find your local IBM support phone number

Building skills
- IBM Education Assistant:
  http://ibm.com/software/info/education/assistant offers task-based self-study modules for IBM software products
- Formal IBM Education:
  http://ibm.com/training/ courses are available worldwide (fee-based)
- Support technical exchange:
  http://ibm.com/support/entry/portal/scheduled_tech_exchanges/software webcasts offer technical presentations on many products

Find this Quick Start Guide online:
http://ibm.co/ZGmztW

Learn about all IBM Electronic Support Tools: http://ibm.com/electronicsupport you have at your fingertips

View videos for many of these tools:
http://youtube.com/user/ibmelectronicsupport

IBM