

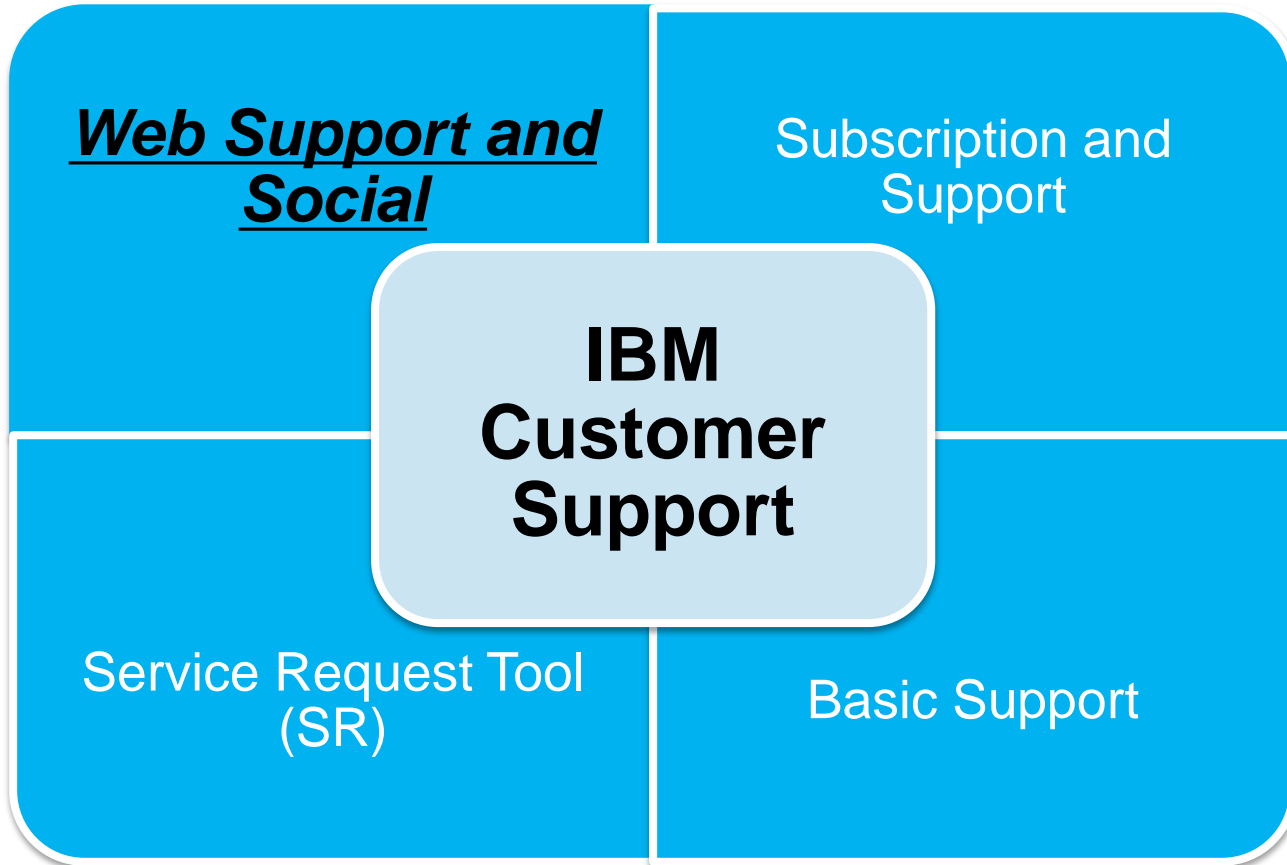
IBM Software

Introduction to IBM Basic Software Support

Agenda

- **Web Support and Social**
 - How to join our social circuit
 - How to subscribe to My Notifications
 - How to use the Chat feature now in pilot mode
- **Subscription & Support**
 - What is S&S
- **Basic Support**
 - What is the Support Handbook
 - How does the support process work
 - How is a PMR escalated
 - How long is IBM software support
- **Service Request Tool**
- **Summary**

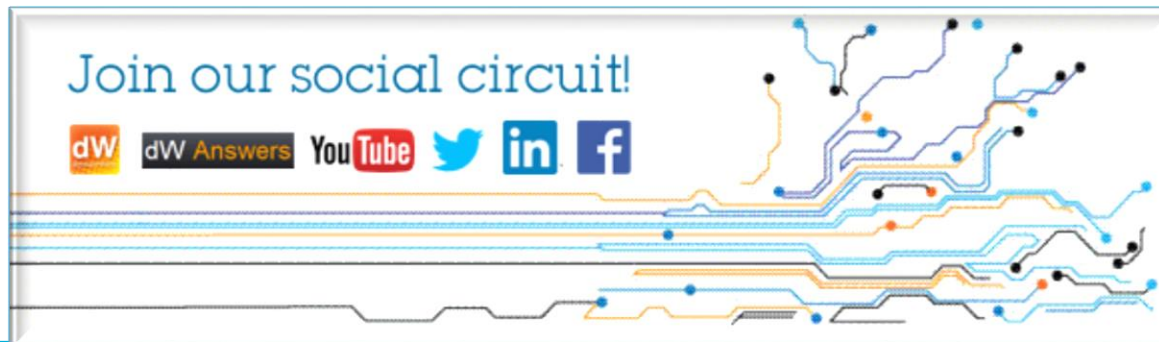
Web Support and Social:



Get Social!

Engage with our user community via multiple channels and get relevant technical information you need

- Get answers on dW Answers
- Subscribe to our
 - Middleware Support blog
 - IBM Support TV videos
- Like us on Facebook
- Follow us on Twitter
- Connect with us on LinkedIn
- See this [Social Media Channels for WebSphere and CICS Support](#) document for details



Social Media Channels

[← Return to IBM Support Portal](#)

Systems Middleware Support Social Media Channels

Tags

Add a tag | Search all tags

My tags | All tags

View as **cloud** | list

More Less

[Blog](#) [Facebook](#) [LinkedIn](#)

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[facebook](#)

[newsletter](#) [social m](#) [social](#)
[media](#) [socialmedia](#)

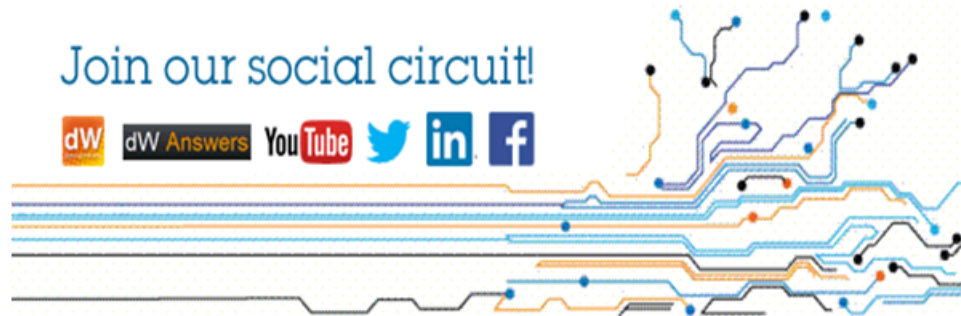
[twitter](#) [websphere](#)

News

Abstract

Join our social circuit! Become a part of our growing community of users, including clients, developers, and support personnel, and engage with us on any of our social media channels that Support manages like dW Answers, Blogs, YouTube, Twitter, Facebook, and LinkedIn.

Content



[↓ dW Answers](#)

[↓ Blogs](#)

Rate this page:



Average rating ()

Document inform

More support for:

[WebSphere MQ](#)
Documentation

Software version:

5.3, 5.3.1, 6.0, 7.0, 7.
8.0

Operating system(s):

AIX, Linux, Solaris, Wir
i5/OS, z/OS, z/VSE

Reference #:

1410956

Modified date:

2015-06-30

Social Media

dW Answers **Community forums**

Engage with the community, share expertise, and get answers on [dW Answers](#). Use these for your product:

Products	Core tags*
CICS Transaction Server / CICS Tools	cics
IBM Business Process Manager	bpm
IBM / WebSphere Business Monitor	monitor
IBM DataPower Gateways	datapower
IBM Integration Bus	iib
IBM Integration Designer	iid
IBM Http Server	ihp
IBM Mobile Foundation / IBM MobileFirst Platform Foundation / IBM Worklight	mobilefirst, worklight
IBM Operational Decision Manager	ibmodm
PureApplication System	pureapp
WebSphere Adapters	adapter
WebSphere Application Server	was, websphere, liberty**
WebSphere Business Modeler	modeler
WebSphere Integration Developer	wid
WebSphere Lombardi Edition	lombardi
WebSphere Message Broker	wmb
WebSphere MQ / IBM MQ	mq
WebSphere Portal	portal
WebSphere Process Server	wps

Social Media Channels



Support blogs

Follow these blogs and learn about your products from our support team!

Application Platform

[Application Integration Middleware Support Blog](#)

[Rational Support Blog \(Notes from Rational Support\)](#)

Digital Experience

[Portal Administration and Performance](#)

[Thoughts on Web Content Manager from Level 2 Support](#)

[Thoughts on Portal from Level 2 Support](#)

[digitalExperience Developer](#)

[IBM Web Experience Factory Blog](#)

[IBM Forms Experience Builder Community](#)

IT Service Management (ITSM)

[Application Performance Management Blog](#)

[Cloud / Virtualization Management Blog](#)

[Network and Service Assurance Blog](#)

[Business Service Management Blog](#)

[Process Automation Blog](#)

Other

[IBM Business Process Management Products Support Blog](#) (before 14 November, 2014, new BPM related content is posted on the [Application Integration Middleware Support Blog](#))

[↑ Back to top](#)



YouTube

Learn through YouTube and Subscribe today!

Application Platform

[IBM SupportTV](#)

[IBM Rational Support](#)

dW Answers forum

dW Answers

Search



Search tips

Tags

Spaces ▾

Questions

All

Unanswered

Sort by:

Active

Newest

Likes



1

Answer

1

Likes

6

Views

4038 or 4087 and HANDLE ABEND routine does not gain control in CICS TS

CICS

ABEND

LE370

Theresa Hamilton edited | 15 minutes ago

1

Answer

0

Likes

3

Views

Does the ITM Linux OS agent support Oracle Enterprise Linux 6 (64-bit)?

ITMV6

OSAGENT

ssnachan commented | 24 minutes ago

0

Answers

1

Likes

8

Views

How to get the Bluemix Git repo code analyzed against Sonar in a stage ?

BLUEMIX

DEVOPS-SERVICES

JAZZHUB

INTEGRATION-TESTING

QUALITY

CONTINUOUS-DELIVERY

Doug Robinson US edited | 27 minutes ago

1

Answer

0

Likes

1

Views

Cannot install Web GUI 8.1 FP2 InterimFix 1

INSTALLATION

NETCOOL

WEB_GUI

smadriaga edited | 45 minutes ago

Support Chat Pilot

- Chat is in pilot mode and available for a limited number of products (WebSphere Application Server and MQ)
- Hours of operation are 9-5 EDT.
- To use this capability, look for the “Chat with IBM Technical Support” link in the top right-hand area of a support document (example on next page). Then
 - Click the link
 - Sign in with your IBM ID/password
 - Enter the topic of the chat and Submit
- [See this example document.](#)

Chat Pilot

New directives added to Websphere EDGE Caching proxy V8 and above

Technote (FAQ)

Question

How to enable only TLS in caching proxy to avoid the POODLE attack.

Cause

Earlier, caching proxy did not have directives to enable only TLS (without enabling SSLV3).

Answer

Details about the 8.0.0.9_3 and 8.5.5.4_1 fixes which have the complete fix for POODLE vulnerability


List of directives introduced with their default values.

1. TLSOnly - Values can be set to On or Off. Default is on. When this is set to on, both SSLV2 and SSLV3 are blocked.
2. TLSVersion - Values can be set to "TLSV10" or "TLSV11" or "TLSV12" or "ALL". Default is ALL which would allow TLSV10, TLSV11 and TLSV12.
3. TLSV11CipherSpecs - This directive can be set based on the customer's requirement with the ciphers in the supported list of ciphers for proxy. The default value is 2F350A0504090201

Rate this page:



Average rating (2 users)

 [Chat with IBM Technical Support](#)

Document information

More support for:

[WebSphere Application Server Edge Component](#)

Software version:

8.0, 8.5, 8.5.5


Operating system(s):

AIX, HP-UX, Linux, Solaris, Windows

Reference #:

1693751

Chat Pilot

Technical support chat

Chat with IBM technical support

To initiate a live online web chat with an IBM technical support representative, complete the information below and click 'Submit'. Do not close your active browser chat window until your chat session is complete.

The fields indicated with an asterisk (*) are required to complete this transaction.

Topic of chat request: *	<input type="text" value="testing"/>
First name: *	<input type="text" value="William"/>
Last name: *	<input type="text" value="Carey"/>
E-mail address: *	<input type="text" value="wjcary@us.ibm.com"/>
Phone number:	<input type="text"/>

This chat session will be used to exchange diagnostic information with IBM (see [terms](#)). It may be recorded for quality assurance purposes.

My notifications

Edit subscription settings for WebSphere Application Server

Select the types of documents for which you want to receive notifications. Fields marked with an asterisk (*) are required.

Document type*	
<input checked="" type="checkbox"/> Security bulletin	
<input checked="" type="checkbox"/> Flashes	
<input checked="" type="checkbox"/> News	
<input checked="" type="checkbox"/> Downloads and drivers	
<input checked="" type="checkbox"/> Fixes	
<input checked="" type="checkbox"/> Recommended	
<input checked="" type="checkbox"/> High-Impact / Pervasive (HIPER)	
<input checked="" type="checkbox"/> Security Vulnerability (Sec/Int)	
<input checked="" type="checkbox"/> Troubleshooting	
<input checked="" type="checkbox"/> Technotes(Troubleshooting)	
<input checked="" type="checkbox"/> Technotes(FAQs)	
<input checked="" type="checkbox"/> APARs (Authorized Program Analysis Reports)	
<input checked="" type="checkbox"/> Fix readmes	
<input checked="" type="checkbox"/> Preventative Service Planning	
<input checked="" type="checkbox"/> PTF (Program Temporary Fix) cover letter	
<input checked="" type="checkbox"/> Product information and publications	

My notifications subscription service

What is My notifications?

- Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products

What kind of notifications?

- Customizable to a client's product family
 - Products
 - Daily / weekly updates
 - Delivery method: email, RSS, etc
 - Document types (APARs, fixes, technotes, etc)

How do I subscribe?

- [See this site.](#)

Sample email:

6. WebSphere Application Server: **APARs (Authorized Program Analysis Reports)**

- TITLE: PM78505: CORRECTIONS ARE NEEDED TO THE DOCUMENTATION IN THE INFORMATION CENTER FOR IBM WEBSHERE APPLICATION SERVER VERSION 7.0
- URL: <http://www.ibm.com/support/docview.wss?uid=swg1PM78505&myms=swgws&mymp=OCSSEQTP&mync=E>
- ABSTRACT: This APAR describes the issues that customers encountered with IBM WebSphere Application Server Version 7.0. These issues were

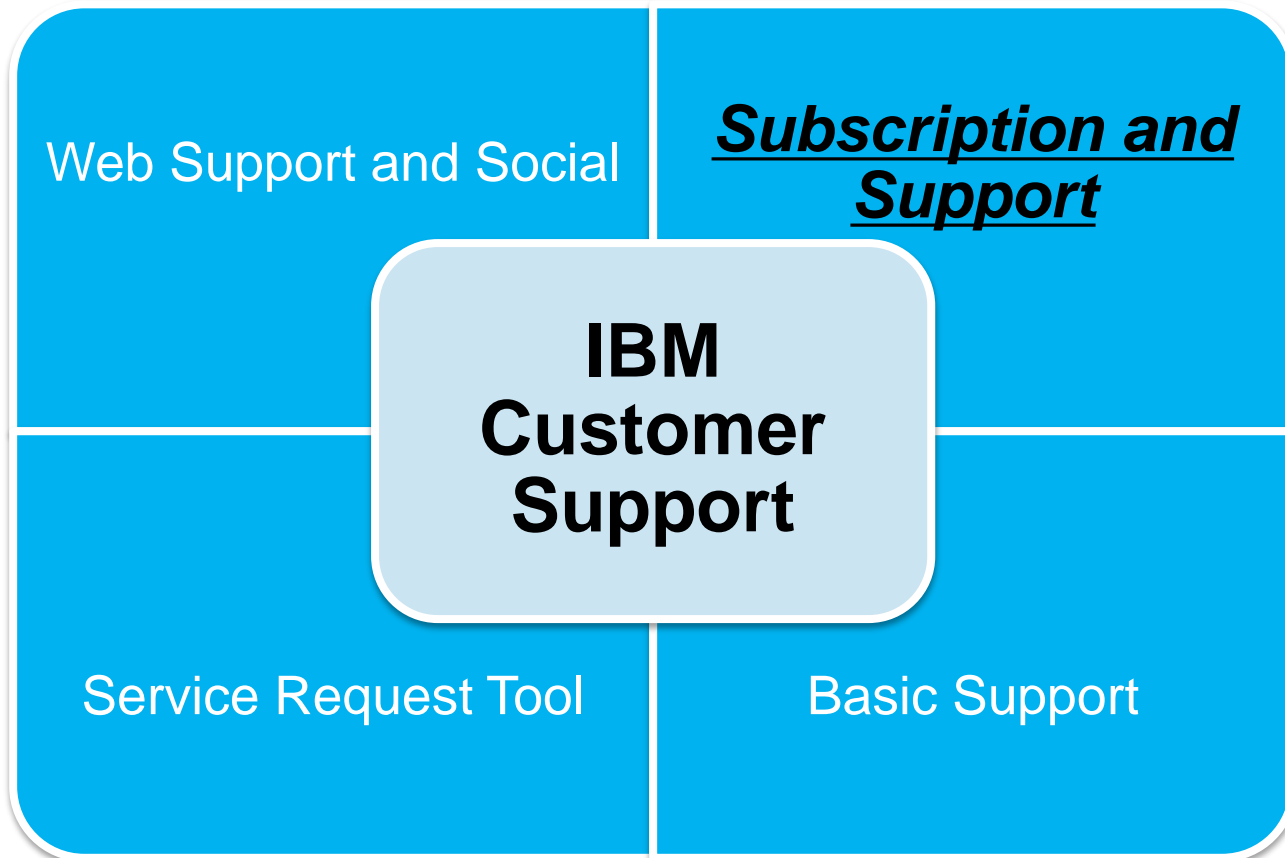
7. WebSphere Application Server: **Downloads and drivers**

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL: <http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Application+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myms=swgws&mymp=OCSSEQTP&mync=E>
- ABSTRACT: WebSphere Application Server for z/OS fails to close inbound HTTP connections that were used to send SOAP requests.

8. WebSphere Application Server: **Fixes**

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL: <http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Application+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myms=swgws&mymp=OCSSEQTP&mync=E>

Understanding Software Support at IBM



IBM Subscription & Support – entitles clients to Basic Support

IBM S&S : Extending the value of your IBM software investment

Protects our client's investment

- Provides:
 - new product versions
 - upgrades
 - fix packs

Support expertise

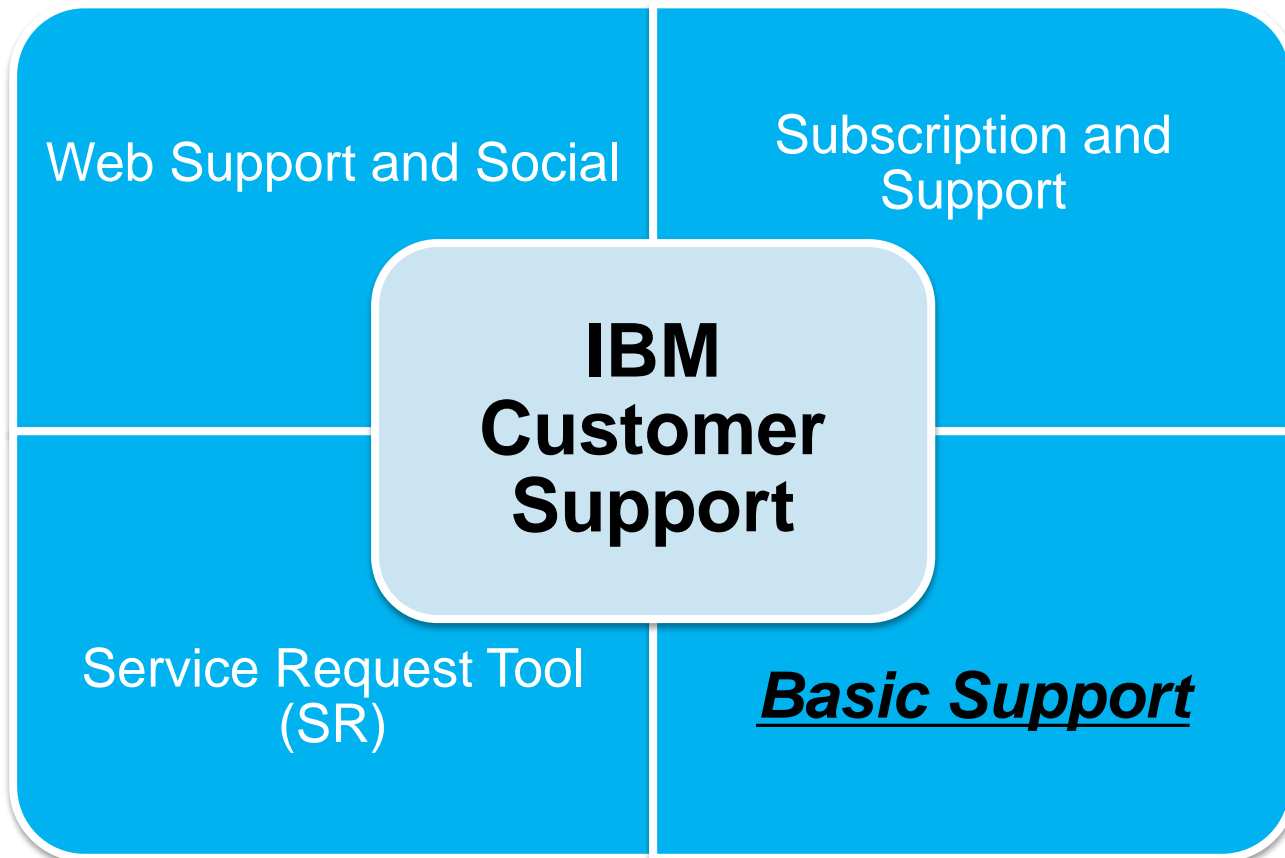
- IBM's worldwide support keeps our clients connected to support expertise when and how it is needed

Minimize downtime and maintain schedules

- IBM's time-saving tools and comprehensive technical information have been created to
 - help our clients find answers
 - find solutions
 - training to build skills
 - diagnose problems quickly



Basic Support



Understanding Software Support at IBM

IBM Support Handbook

- Complete support reference guide with detailed information for software and hardware
- Describes all aspects of support and electronic support
- Includes contact information

Software Support Handbook

Software Support Handbook

Electronic Support

Overview	Support portfolio	Electronic Support	Getting IBM support
Contacts	Preventing problems	Practices	Acquisitions

IBM Electronic Support offers a portfolio of [online support tools and resources](#) that provides comprehensive technical information to diagnose and resolve problems and maintain your IBM products. IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring in the first place, or quickly and easily troubleshoot problems when they occur. 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 new [IBM Support Portal](#) is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place and is replacing all legacy IBM technical support sites.

<http://ibm.com/support/handbook>

Support terms



→ **Acronyms A-Z**
Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

- **Appendix A**
Additional support offerings
- **Appendix B**
Site Technical Contact information for Passport Advantage

Handbook in PDF format

The handbook is also available

IBM Appliance Support Handbook

- Introduction to IBM Appliance Support
- Definitions of programs, policies, and procedures
- Utilize IBM effectively

Appliance Support Handbook

Welcome to IBM Appliance Support



While it appears that products defined as "appliances" are a new trend in computer [systems management](#), at IBM appliances are not new. IBM has had many offerings that fall into the definition of an appliance. Some of these offerings are traditional hard(ware) appliances and others are soft(ware), or virtual, appliances. As more of these offerings enter the marketplace, we decided to provide a handbook for owners

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 and IBM agreements for your appliance.

We have produced this guide with the following objectives in mind:

- Introduce you to IBM Appliance Support. An appliance by its nature is a single purpose device. However, it includes technologies from all of IBM; our hardware, operating systems applications and middleware.
- Provide information on the support and services currently available from IBM, including definitions of [programs](#), policies, and procedures.
- Help you to utilize IBM effectively when you need support for your Appliance.

Handbook in PDF format

The handbook is available as a PDF-formatted document. The current version is 2.1.1 dated June 2013.

[Appliance Support Handbook \(1020KB\)](#)

→ [Get Adobe Reader](#)

Additional references

→ [Software Support Handbook Additional support information](#)

Translate this page

Select Language
→ [Translate](#)

<http://www-304.ibm.com/webapp/set2/sas/f/applhandbook/home.html>

IBM Basic Support Overview

Included:

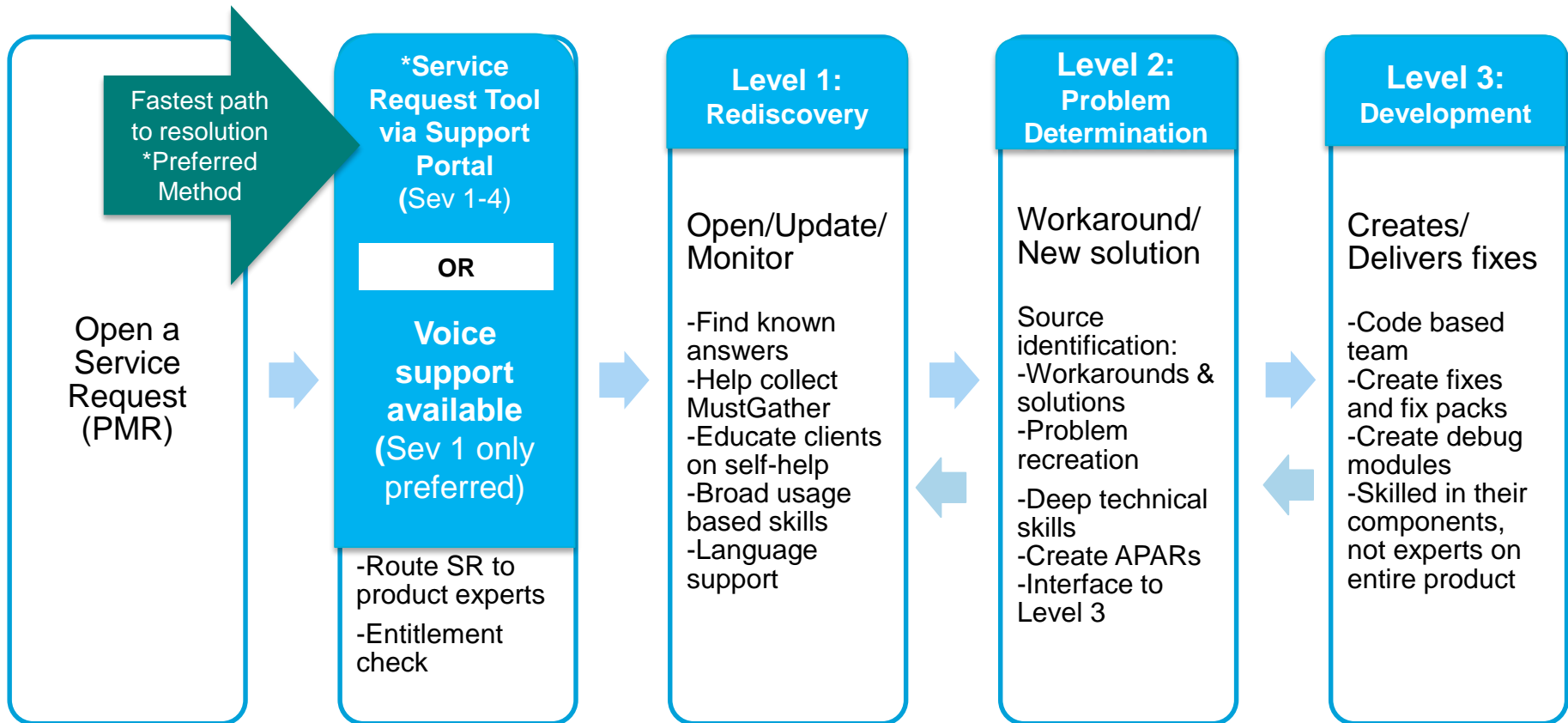
- Voice and electronic access to report a defect and “how to” questions
- View and manage problem status on the Internet
- Worldwide infrastructure: support in native languages & time zones
- Coverage
 - Severity 1 Problem: 24/7 coverage
 - Severity 2-4 Problems: normal business hour coverage



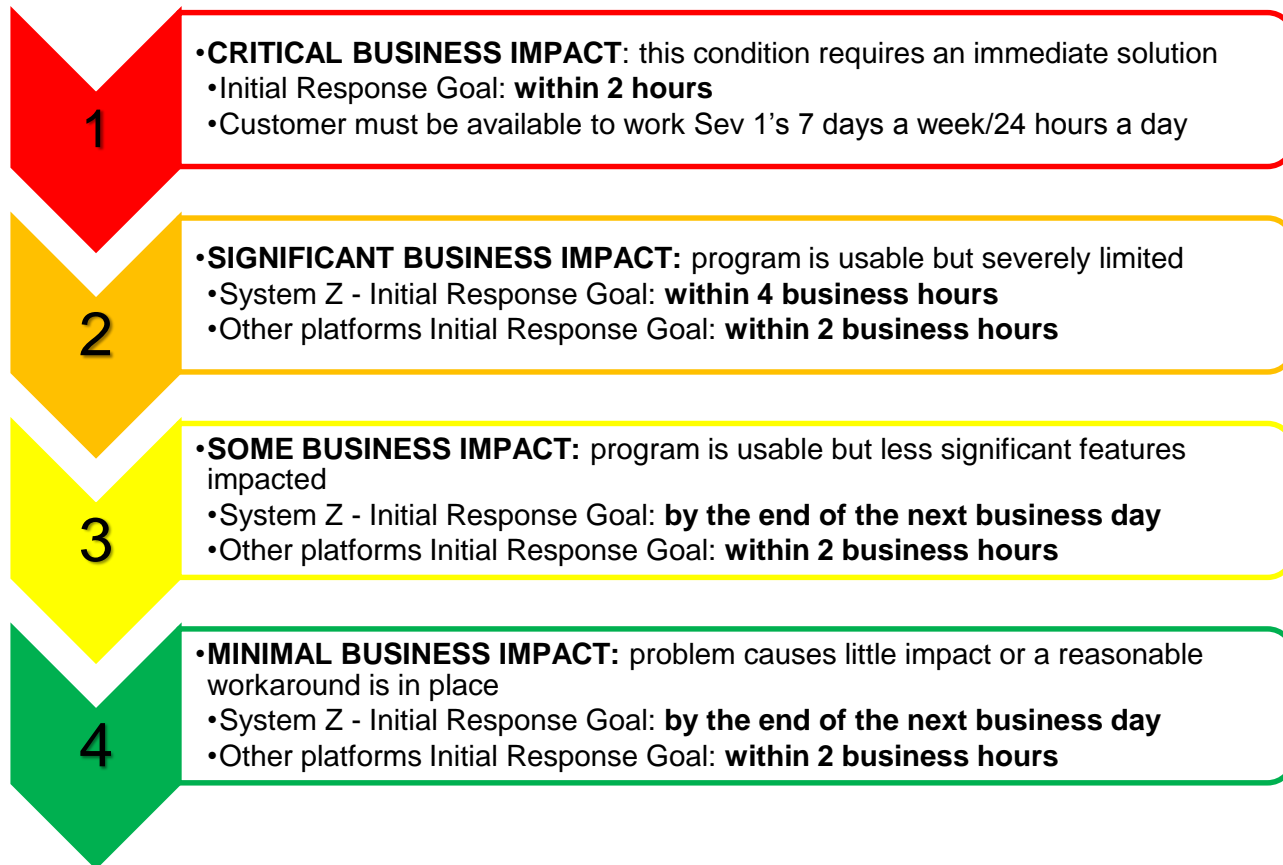
Not included:

- On-site support
- Network design
- Support for products past their End of Support (EOS) date
- Analysis of customer's program code (i.e.: exits, applications)
- Data/database design & recovery
- Diagnosis & analysis of non-IBM products
- Application or product integration help
- Performance, tuning, or a health check

IBM Support Process



Setting Severity Levels



Business hours are from 8:00 AM to 5:00 PM local time for the geographic area where the software is licensed. Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.

Escalation Options

IBM Client teams can help avoid escalations by proactively alerting support teams when the client is about to undertake a migration, installation, weekend production work, etc.

Alerts: <https://cursor.torolab.ibm.com:9443/software/servdb/alerts/viewAlerts.jsp?alertStatus=open>

Proactive: <https://w3-01.ibm.com/tools/complaints/cmtweb/cgi-bin/login.cgi>

1
Check Severity Level

Have your **client** check the severity level of the Service Request (PMR) and raise if needed. Update the business impact if it has changed, and of course, indicate system down if that is the case



2
Contact Duty Mgr

Have the **client** call the local contact telephone number and ask for the duty manager

- In the US: Call 1-800-IBM-SERV
- Worldwide contacts: <http://ibm.com/planetwide/>



3
Complaint or CritSit

The IBM account team can request a complaint or request a higher level “Critical Situation” if:

- Multiple Service Requests or multiple products are involved
- There appears to be a lack of coordination from product support teams
- The **client** can actively participate in the increased meetings, email and telephone calls



IBM Lifecycle Policy

Goal: To give customers a reasonable amount of time to purchase, install, productively use, and migrate to the next product release.

- A minimum 5 year support period for all products (version / release level) from general availability
- A minimum 12 months notice to customers of a product being withdrawn from support via announcement letter.
- Product lifecycle information is available at <http://www.ibm.com/software/info/supportlifecycle/>
- April and September are the only two months of the year for products to be withdrawn from support
- All components in a product or solution bundle are supported until the bundle is withdrawn from support



What Happens After the End of Support Date?

Incremental, fee-based support extensions are available when the customer cannot migrate to a supported release before End of Support or is “unsupported”.

Available for a minimum of 3 years* after end of support

- Processed through a special bid contract at an additional fee
- Subscription and Support is a prerequisite

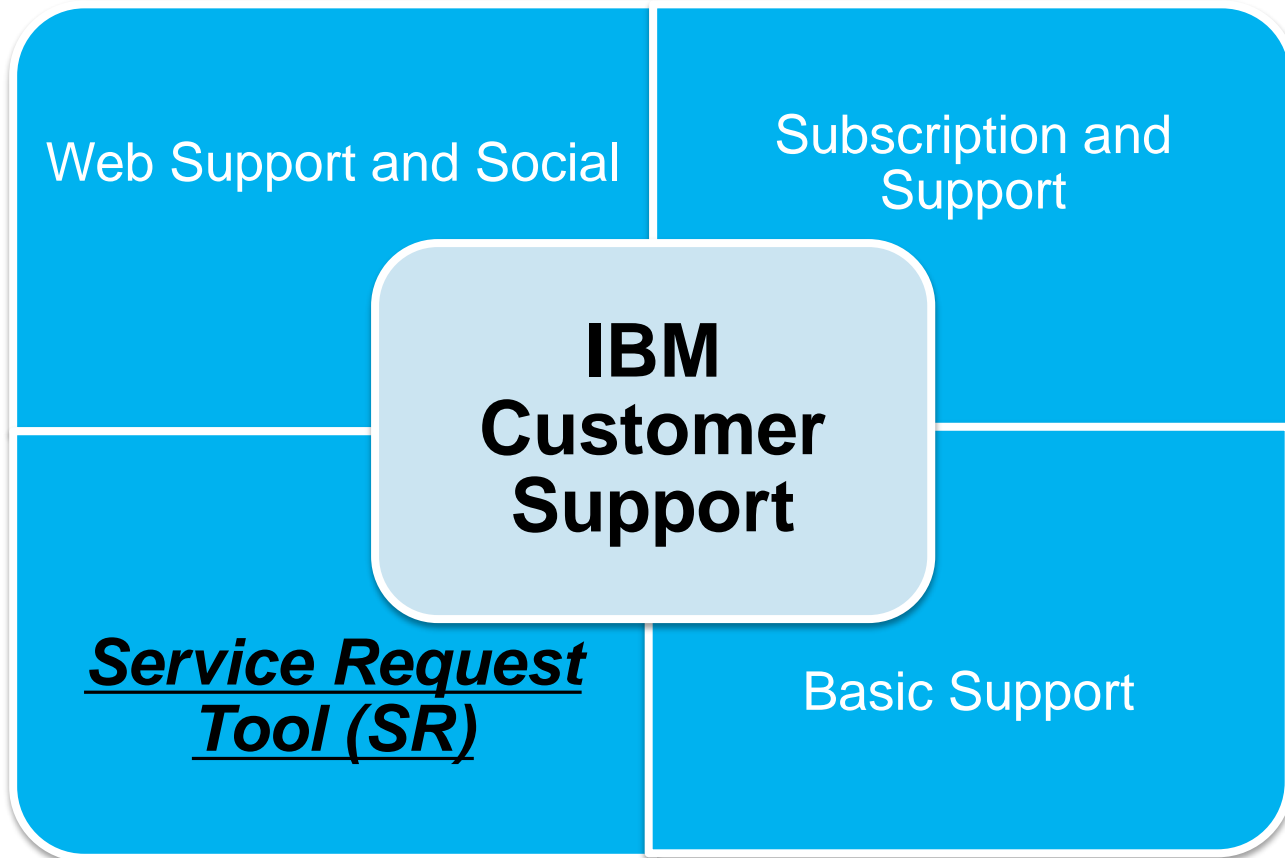
Migration plan may be needed

Click [here](#) to request a support extension. (This is an IBM intranet site.)



*3 year support extensions only apply to products listed on the Lifecycle page only

Service Request Tool (SR)



Service Request Tool

- Use the Service Request (SR) tool to create and monitor Problem Management Records (PMRs) opened by you and your colleagues.
- Once signed in:
 - Attach troubleshooting files to service requests.
 - Monitor SR activity with downloadable customized reports.
 - Get notified when changes are made to your request.
- [Use this link](#) to access the tool or use the “Service requests for hardware and software (PMRs) link” in the **Common support links** portlet in the Support Portal.

Common support links

-  Sign in
-  Service requests for hardware and software (PMRs)
-  Support notifications
-  Support registrations
-  Directory of worldwide contacts
-  Site assistance
-  Current site availability

Service Request Tool



One key, many possibilities.

Your IBM id provides access to services, communities, support, online purchasing, and much more.

[Create IBM id](#)

Sign in

[Forgot password?](#)

[Sign in](#)

[Help and FAQ](#)

IBM Employees:
[Sign in with your intranet ID.](#)

[Link your Intranet ID and IBM id](#)

<http://ibm.com/electronicssupport>

Service Request Tool

- Software r
- User adm
- Partner ac
- Preferenc

Service requests

Search by software request number : [Select country](#)

Quick search: [Click here to choose a quick search](#)

[New service request](#)

[← Return to the IBM Support Portal](#)

IBM Service Request news

05 Mar 2015

Support for hardware

IBM Service Request now includes the ability to submit problems for IBM hardware products. [ESC+](#) users have been migrated over to S sign in today to submit hardware service requests.

Toshiba and Lenovo PC customers have the option to continue to use [ESC+](#) until further notice.

For more information about SR support for hardware, [read SR News](#).

<http://ibm.com/electronicssupport>

Service request tool (select product/component)

Service requests >

New service request

Search : [Select country](#)

Quick search:

[New service request](#)

[← Return to the IBM Support Portal](#)

Enter your keyword(s) [Can't find your product?](#)

Show entitled products only

Products (2 matches) Components (0 matches)

Search results

Add selection to Preferred Products

- ▶ [WebSphere Application Server V8.0](#)
- ▶ [WebSphere Application Server V8.5](#)

<http://ibm.com/electronicssupport>

Service request tool (choose customer number)

Service requests >

New service request

Search by software request number : [Select country](#)

Quick search: [Click here to choose a quick search](#)

[← Return to the IBM Support Portal](#)

Status *Not saved*

Product

[← WebSphere Application Server V8.0](#)

Component

[← WebSphere Application Server 8.0.0](#)

Choose an IBM Customer Number (ICN) and, if applicable, a Machine type/Serial number.

- [Redacted] - [Redacted]
- [Redacted] - [Redacted]
- [Redacted] - [Redacted]
- [Redacted] - [Redacted]
- [Redacted] - [Redacted]
- [Redacted] - [Redacted]
- Only
- [Redacted] States] - [Redacted]

<http://ibm.com/electronicssupport>

Service request tool

Service requests >

New service request

Search by software request number : [Select country](#)

Quick search: Click here to choose a quick search

[← Return to the IBM Support Portal](#)

Status *Not saved*

Product

[← WebSphere Application Server V8.0](#)

Component

[← WebSphere Application Server 8.0.0](#)

Agreement



Interested users



Problem description

Please complete the problem description information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

Problem information

Title*

(256 character limit)

Problem description*

<http://ibm.com/electronicssupport>

Service request tool

Additional information

Customer tracking ID [Help](#)
(20 character limit)

Attach additional files



Please note a new Beta feature: You can choose to automatically collect data for this product directly from your browser, after pressing the Continue button.

Select file to attach No file chosen
(2 GB limit per file)

Files in queue *None*

Innovate with us

To enhance your experience, IBM is designing ways to assist you with resolving problems faster. To help us with this effort, please phrase your issue in the form of a question, similar to how you would ask a person.

Your issue phrased as a question:

Example: How do I configure meeting alarms in my calendar?

<http://ibm.com/electronicssupport>

Service request tool

Summary

Contact information

Your contact information, including your name, email address, and phone numbers, are required information to complete this transaction. If you do not want to provide us with the required information, please use the Cancel button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

The information you provide will be used to validate your entitlement and communicate with you about your service requests.

Name

E-mail address

How should customer support contact you about this service request?

- Don't contact me, I will check the status online
- Email me
- Call my daytime number: Ext.:
- Call my mobile number:

Product and component → [Edit](#)

Product WebSphere Application Server V8.0
Component WebSphere Application Server 8.0.0

Agreement → [Edit](#)

IBM Customer number

Problem details → [Edit](#)

Title test
Severity 4
Description asdf
Attachments

By submitting this request or saving it as a draft, you agree that you understand [Exchanging diagnostic data with IBM](#).

Videos you might find useful

- [IBM Systems Middleware Support Social Business Journey](#) created by Vishavpal Shergill
- [Support Chat](#) created by Michele Calcavecchia
- [dW Answers forum](#) created by Mark Leftwich
- [How to record screen to share with IBM Support](#) created by Lawrence Louis

Summary

Web Support and Social

- Social Media Channels Join our social circuit <http://www.ibm.com/support/docview.wss?uid=swg21410956>
- How do I subscribe to My Notifications? Proactive Support! A complimentary subscription helping customers to stay informed with their software/hardware products <http://ibm.com/support/mynotifications>
- Where do I download a fix pack? <http://www.ibm.com/support/fixcentral/>

Subscription & Support

- What is S&S? S&S is delivered with every new software license and provides easy access to product upgrades and technical support. Customers must be current on S&S to be entitled to support, new product versions and fix packs.

Basic Support

- What is the Support Handbook? Describes all aspects of support and electronic support <http://ibm.com/support/handbook>
- How does the support process work? After a PMR is created, the problem will be routed to Level 1, possibly level 2 for further problem determination, and possibly level 3 for development
- How is a PMR escalated? Check the severity level, contact a Duty Manager, and request a complaint or higher level of CritSit
- How long is IBM software supported? Products are supported for a minimum of 5 years <http://www.ibm.com/software/info/supportlifecycle/>

Service Request Tool - Create and monitor PMRs submitted by your organization

Accelerated Value Program

- What is AVP? AVP is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support

What are Professional / Lab Services offerings

- IBM Services proactively help our clients keep their systems operating optimally

IBM **Software**

Q&A



IBM **Software**

Backup



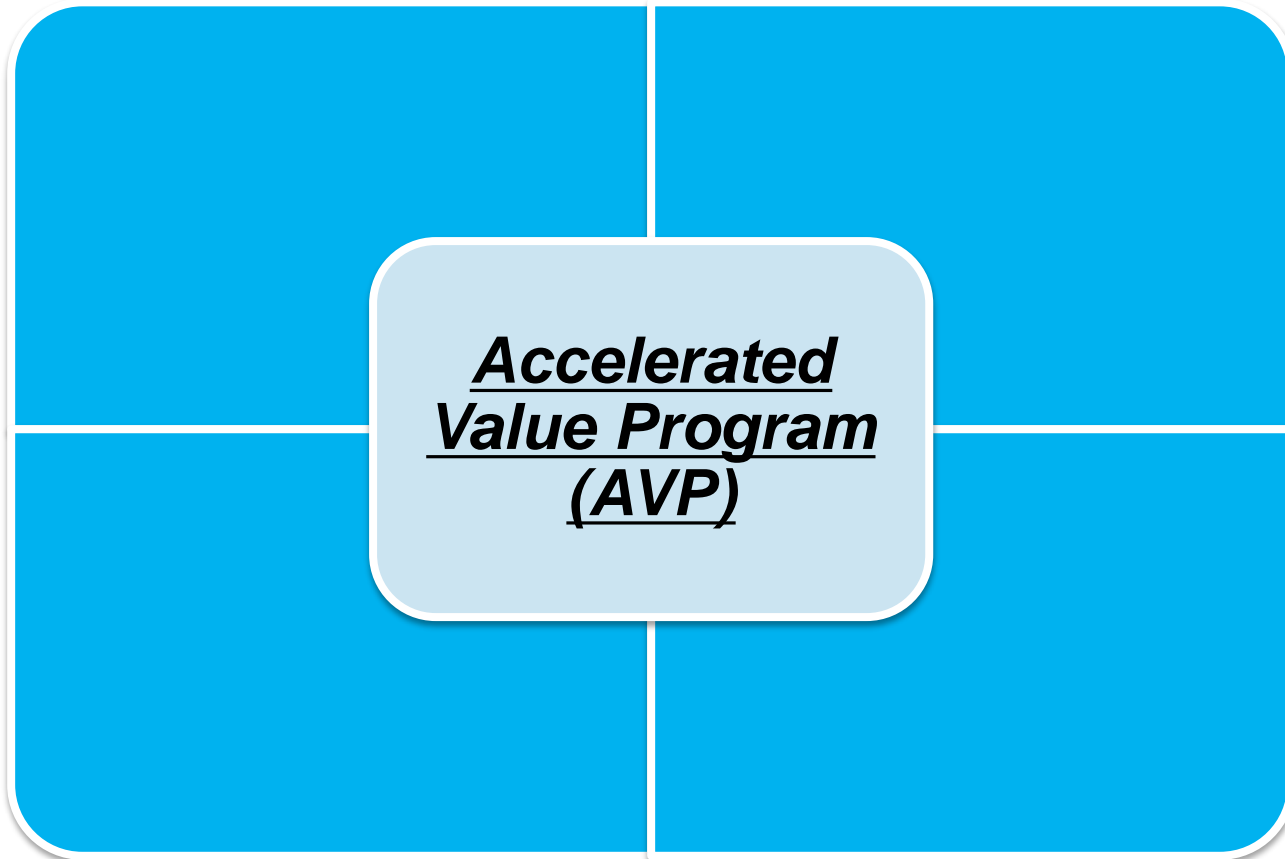
Professional/Lab Services Offerings

Engage IBM Services to proactively help our clients keep their systems operating optimally

- QuickStart
- Health Check
- Skills Transfer
- Solution Assessment Definition

*All fee based

Accelerated Value Program (AVP)



Changing reactive engagement to forward thinking

Issue

Upgrades, integration, deployments

Issue

System errors, outages, downtime, performance

Issue

Increase internal skills and speed up employee adoption

We Deliver

A single point of contact for advice and direction on moving forward with project implementations

We Deliver

Reactive advice and troubleshooting, escalation assistance and performance recommendations

We Deliver

Trend analysis reports and targeted education/ webinars/ seminars to close knowledge gap. Daily guidance/advice in order to achieve employee adoption

Helping clients to have leadership where they need it, and bringing in the right experts.



IBM Software
Accelerated Value Program

IBM Software Accelerated Value Program

Accelerated Value Program is a customized offerings targeted at customers who want a proactive partnership level of support services to complement enhanced support



Builds an intimate knowledge of customer's environment with IBM

- Consistent, ongoing relationship
- Works as extended member of customer IT team
- Looks for ways to represent customer support needs within IBM

Focused on proactive and preventative services

- Customer knowledgeable resources focus on preventing problems from occurring

Executive reporting to help with ongoing activity and future planning

- Onsite services available for technical issues

Develops IBM and customer skills

- Deepens IBM knowledge of real customer use of IBM products
- Knowledge sharing available for customer needs

Glossary of Terms

- APAR Authorized Problem Analysis Reports
- AVP Accelerated Value Program
- CritSit Critical Situation
- EOS End of Support
- ICN IBM Customer Number
- PMR Problem Management Record (also known as SR)
- RSS Rich Site Summary
- S&S Subscription & Support
- Sev Severity (1-4)
- SPR Software Problem Report
- SR Service Request (also known as PMR)
- STC Site Technical Contact