IBM

Service Request (SR)
Problem Submission Tool
IBM Electronic Support

April 2017

Agenda

- Benefits of using the SR tool

- Roles

- Access

- Registration

- Opening a new service request

- Search and Reports

- Profile page

- Getting help

- Summary

Service Request (SR) Tool – Benefits

- Submit online service requests 24x7 for clients with support contracts: Passport Advantage, Accelerated Value, SoftwareXcel, SupportLine, Software Maintenance Agreement (SWMA) and Monthly License Charges (MLC).

- 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

SR Roles

Roles

- Site Technical Contact (STC) designated through Passport Advantage agreement can add up to nine Administrators. All can add, edit, remove authorized users.

- Full User – Unlimited number. Must be promoted or added by STC or an Administrator

- Basic User – Can create and view only their own service requests, created in the SR tool

- Read Only – Can only read/monitor service request

STC, Admins and Full Users can open new and update existing requests under a given IBM Customer Number
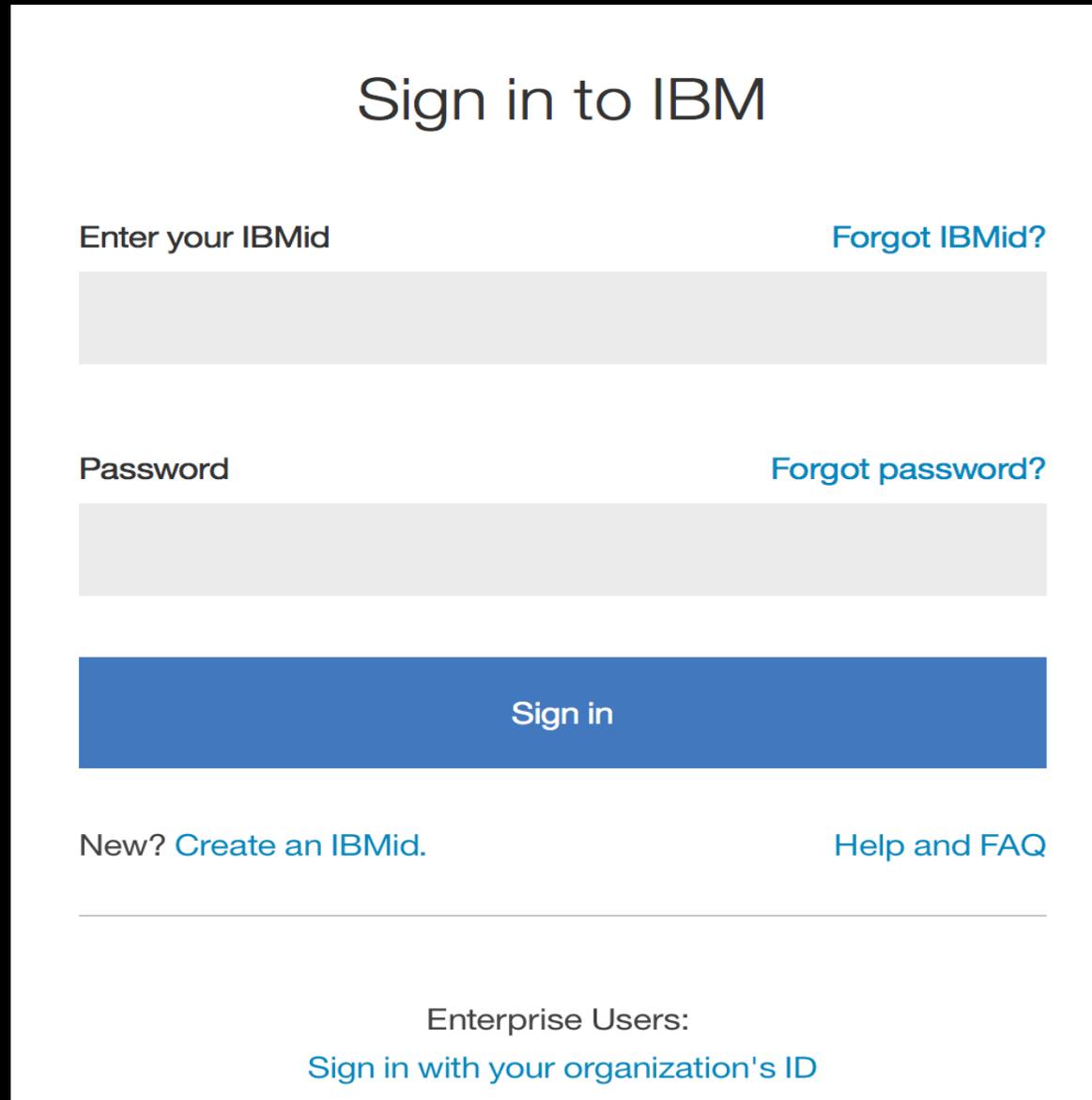
Access

- Support Portal has two links to the Service Request tool
  - Tickets section (Open a Ticket)
  - Masthead (Click Ticket and then Service Request)

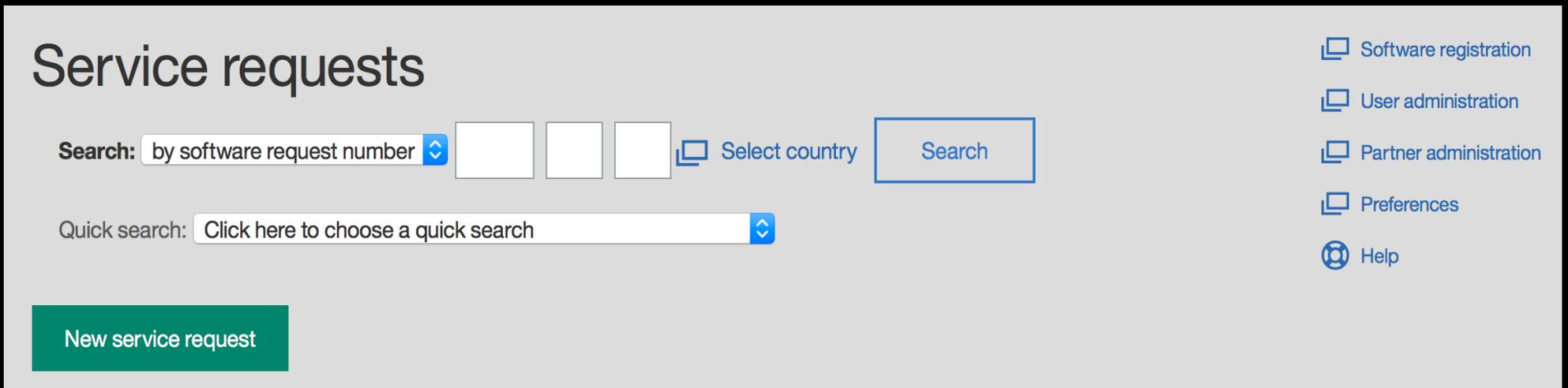- Direct link to Service Request tool: http://ibm.com/support/servicerequest
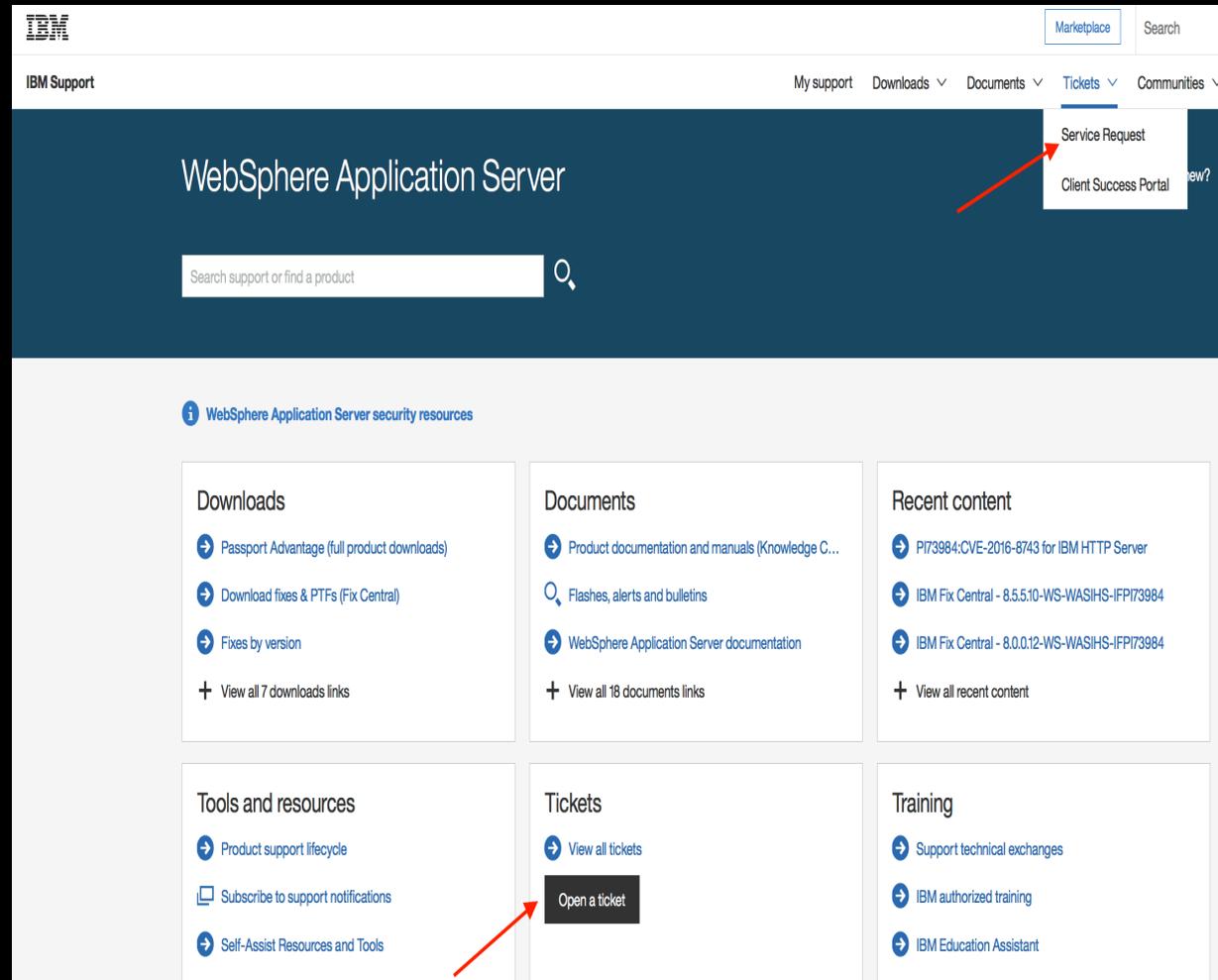
Sign in

- The sign in page displays if you have not already signed in to the Support Portal
- Enter your IBM ID and password
- If you don't have an IBM ID, click 'Create an IBMid'
  - Use company email address for your IBM ID

Sign in to IBM

Enter your IBMid   Forgot IBMid?

Password   Forgot password?

Sign in

New? Create an IBMid.   Help and FAQ

Enterprise Users:
Sign in with your organization's ID

Access from the Support Portal

- If you have not registered to use Service Request, this message displays. Click the link to begin the self-nomination process
- Follow the steps on chart 8

IBM Service Request for software

You are not a registered user of the IBM Service Request tool.
Please click on the following link to nominate yourself for registration.

→ Service request self-nomination

- If you are registered to use Service Request, the SR displays

Service requests

Search: by software request number [v] [ ] [ ] [ ] [ ] Select country   Search

Quick search: Click here to choose a quick search [v]

New service request

- Software registration
- User administration
- Partner administration
- Preferences
- Help

Register to use SR
Follow these 4 steps in Quick Guide

My agreements

| **1.Request access** | 2.Verify email address | 3.Enter registration code | 4.Registration success |

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

○ By customer ○ By machine type and serial number

Please enter your customer information below. If you don't know this information, your organization's contracting or purchasing office may be able to help you.

IBM customer number*

Country/region* Select one

If you do not see your country/region in the list, please contact ▪ IBM country/regional support to determine which country/region you should choose. ◇ Get Adobe® Reader®

Justification

Submit

| 1.Request access | **2.Verify email address** | 3.Enter registration code | 4.Registration success |

Your email address is: doc-user1@d25lhttp001.con.can.ibm.com

You must verify ownership of your e-mail account to complete your registration for IBM software support services.

Send verification email

My agreements

| 1.Request access | 2.Verify email address | **3.Enter registration code** | 4.Registration success |

Please enter the code provided in the verification email that was sent to coonks@us.ibm.com to complete the registration process.

Registration code: [   ] Submit

If you are experiencing problem with the email click the Resend verification email button below to receive the verification email.

Resend verification email

My agreements

| 1.Request access | 2.Verify email address | 3.Enter registration code | **4.Registration success** |

Your access request is complete. The support agreement administrator (site technical contact or electronic support team) has been notified of your account status.

Return back to my agreements

Register IBM Customer Number (ICN) or Machine type and Serial Number in SR (My Agreements)

Service Request Home Page

- Support registrations
  1. Add additional IBM customer numbers to your record; request promotion; find the STC for your ICN
  2. STC and Admins add / approve new users
  3. STC creates Business Partner agreement if needed
- Search for one Service Request
- Click on Quick search pull down
  1. Canned searches
  2. Advanced Search
  3. User-saved searches
- Click "New service request" link to open a new Service Request

Service Request Home Page

- Click to open a new service request

- Review recent Service request activity

  - Service request # is a hotlink to view service request historical data

- View all online service request

- Search for one Service Request number

- Click on the Quick Search pull down for canned searches, saved searchs or Advanced Search for more search options

- Click Support Registration in upper right hand corner to add an ICN or change access level

Service Request Support Registration

- Click Support Registration in left nav to manage support registrations

  1. Add additional IBM customer numbers to your record

  2. View and Request upgrade access level.

  3. STC and Admins add / approve new users and access upgrade requests

  4. Full users and above – click on ICN to find your STC / Admins and supported products

  5. STC creates Business Partner agreement if needed

Open a New Service Request

- Click on New Service Request
- Select Problem type
  - Software
  - Hardware
  - Appliance
  - Partnerworld Business Partner

New service request

Search by software request number ⌄ : [   ] [   ] [   ] 🖳 <u>Select country</u> 🔍
Quick search: [Click here to choose a quick search ⌄]

New service request

← Return to the IBM Support Portal

What kind of problem do you have?

→ I am having a problem with software
→ I am having a problem with hardware
→ I am having a problem with an appliance
→ As a Partnerworld business partner, my customer is having a problem with software

Open a New Service Request

- Enter a product name in the search box
- Scan the product list that displays and choose the product you want
- Click the box to add it to your Preferred Products list
- Components display beneath the product; choose the correct component
- The product / component combination is important – it sends your request to the correct support queue

New service request

Support registrations
User administration
Partner administration
Preferences

Search by software request number: [ ] [ ] [ ] Select country

Quick search: Click here to choose a quick search ▼

New service request

Help

Enter your keyword(s)   Cant find your product?

WebSphere MQ

☑ Show entitled products only

◉ Products (41 matches)   ○ Components (184 matches)

Search results

☐ Add selection to **Preferred Products**

▸ IBM WebSphere MQ Advanced Edition for z/OS V7.1

▾ IBM WebSphere MQ Hypervisor Edition V7.5 for AIX

   → WebSphere MQ Hypervisor Edition V7.5 for AIX 7.5.0

▸ Tivoli OMEGAMON DE for WebSphere MQ Integrator on Distributed Systems V1.2

▸ Tivoli OMEGAMON XE Management Pac for WebSphere MQ for Linux on zSeries V3.6

Open a New Request - ICN

If your selected product is in multiple ICNs, you will be asked to select one

Open a New Request – problem description

New service request

Search by software request number: [ ] [ ] [ ] ⬆ Select country 🔍

Quick search: [Click here to choose a quick search ▼]

[**New service request**]

Status *Not saved*

Product

← WebSphere Process Server V7.0

Component

← WebSphere Process Server 7.0.0

Agreement

← ▓▓▓▓▓▓ [United States]
▓▓▓▓▓▓▓▓▓▓▓▓▓
▓▓▓▓▓▓▓▓▓▓▓▓▓

Interested users

⁃ Kathleen Coon

⬆ Update interested users

Business ▓

No busines
associate
service re

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*

[   ]
[   ]
[   ]
[   ]

(12 KB limit. Use file attachments to include more data, such as diagnostic files or ⬆ IBM Support Assistant collector files.)

> **Add sufficient details in these fields about the issue**

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Open a New Request – problem description

Service request qualifiers
Severity*   ○1   ○2   ○3   ○4   ⌨ Severity levels

☐ **System is down**

How is this problem impacting your business?* ⌨ What is business impact?

(256 character limit)

Request type*   ⌨ Help
         ◉ Software Defect Support
         ○ Software Usage Support

Please select your operating system which will ensure the proper routing of your service request

Operating system*   [Select an operating system ▼]

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   [Browse_] No file selected.
                  (2 GB limit per file)
                  [Add file to queue]

Files in queue   None

[Continue]   [Save as draft]

Select the severity, update business impact, attach log, trace, dump files to assist with troubleshooting

your Customer Tracking ID is for convenience to code your service requests

Open a New Request – contact information

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	Kathleen Coon
E-mail address	COONKS@US.IBM.COM

How should customer support contact you about this service request?

○ Dont contact me, I will check the status online
◉ Email me
○ Call my daytime number: ▮▮▮▮▮▮ Ext.: [   ]

Product and component → Edit

Product	WebSphere Process Server V7.0
Component	WebSphere Process Server 7.0.0

Agreement → Edit

IBM Customer number	▮▮▮▮ [United States]

Verify your contact information. Click Create a Request

Interested user

Status *Not saved*

Product

← WebSphere Process Server V7.0

Component

← WebSphere Process Server 7.0.0

Agreement

← ████ [United States]

████████

Interested users

▪ Kathleen Coon

🖳 Update 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 lim

Problem description *

To include others in your organization in the notification process

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Interested user (continued)

- Must have Full access or above to be in this User list
- Users with Basic or Read Only access will not see this feature

Interested users

Other users of IBM Service Request associated to this service requests customer number can be associated with this service request. These users will receive e-mail notifications when this service request is changed if their notification preferences are set to allow e-mail notifications. In addition, the each users IBM Service Request home page will display this service request in the list of online service requests.

Users not notified on SR updates
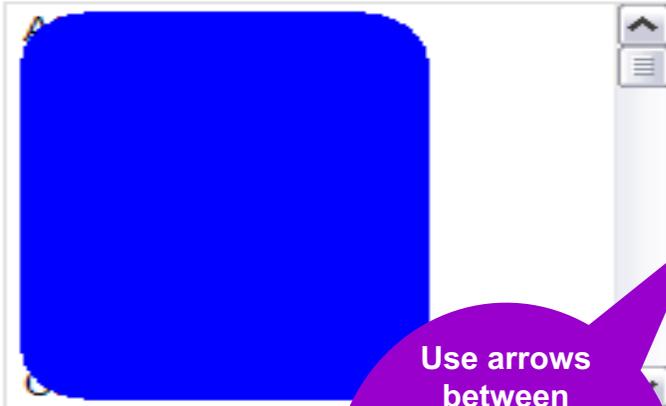
Users notified on SR updates

Kathy Coon

→
←
↻

Use arrows between boxes to move users from left to right. Click "update list"

Update list   **Cancel**

Search and Reports

- Search and access service requests submitted by you or others in your organization
- Search for one service request or by IBM Customer number
- Retrieve service requests for one or all ICNs
- Search my quick Search

Search and Reports

- Each service request number is a hyperlink to let you view the service request

- You can click any heading to re-sort the list

- Above the results are links that allow:
  - Customization of display; 10 fields from which to choose
  - Printing of the report
  - Exporting to spreadsheet format

- Click to add a title to any entries preceded by a paperclip icon

- Enter a title in the 'Save my search as' box to save the selected search query for future use

Saved Search

User Defined Searched:
- Click on Quick Search pull down
- Select from "My saved searches" list

Search by software request number:

Quick search: Click here to choose a quick search ▼

Click here to choose a quick search
View my requests
New service   View all requests
View open requests
View closed requests
_____
Advanced search...
_____
My saved searches
   My PMRs
   Severity 2
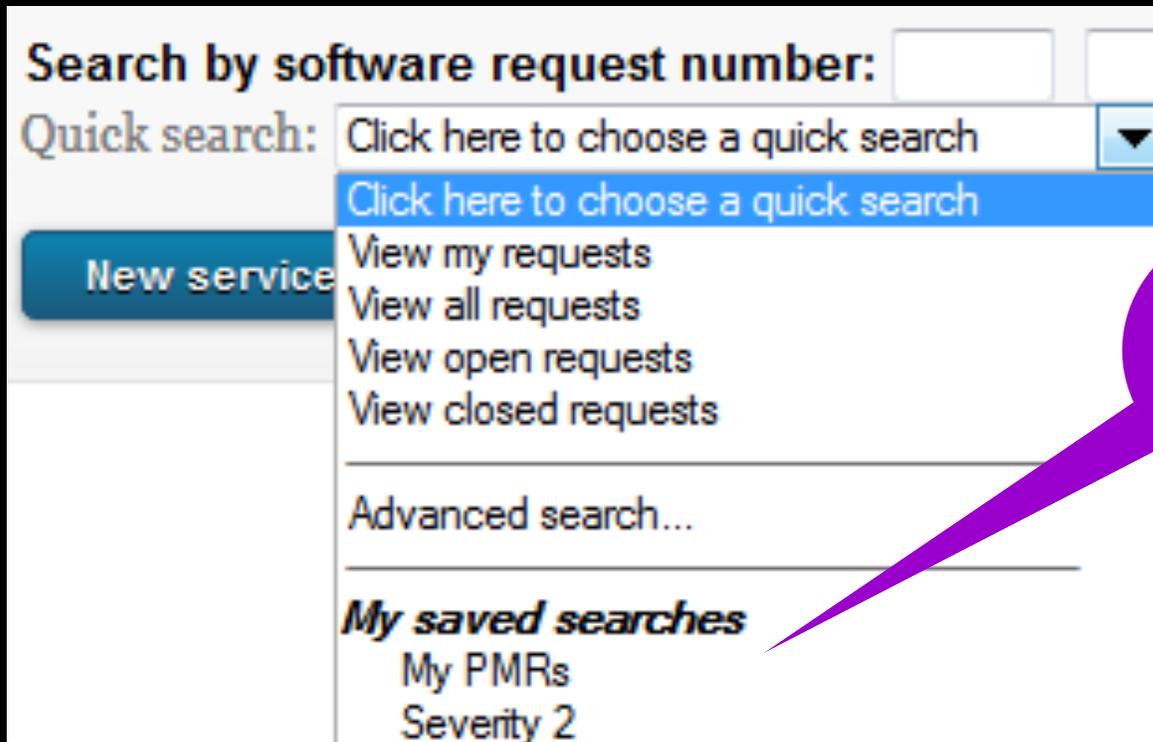
Saved search queries

Preference

- Support registrations
- User administration
- Partner administration
- Preferences

Help

User Preferences
Click on Preferences in upper left hand corner of the banner.
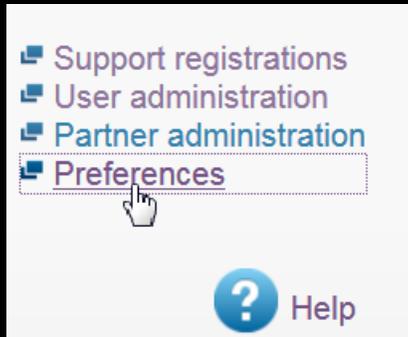
Preferences

| Contact | Notification | Display | Preferred products | Saved searches | DAC |

My profile

First name*   Kathleen

Last name*   Coon

E-mail*   COONKS@US.IBM.COM

Daytime phone*

Extension

Alternate phone

Mobile phone

Preferred contact method*   E-mail

By clicking submit you agree that IBM may process your data as described in Privacy.

Submit

Verify your Contact information or make whatever changes are needed.

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Preferences – Notification

Getting Help

Online Help is available at:

- Click ? Help in the Service Request masthead (top of page)

- http://www.ibm.com/support/servicerequest/help/srHelp.action

SR Help Desk – how to contact

- Send an email: srhelp@us.ibm.com

- Use the "SR Help Desk" link on the online help page:

  http://www.ibm.com/support/servicerequest/help/srHelp.action

SR Quick Start – Checklist to assist with initial IBM SR setup:

- http://www.ibm.com/software/support/servicerequest/quick_start.html

SR streamlined problem submission process YouTube video

- http://www.youtube.com/watch?v=17GHZSPt8GM&feature=youtu.be

This set of charts is available through the Service Request tool link:

- http://ibm.com/software/websphere/support/d2w.html

Summary

Use the Service Request tool for more control of your service requests:

- Open and edit all requests associated with your organization's IBM customer number to save time

- Attach multiple troubleshooting files to save time

- Create requests 24x7 and submit to correct support queue

- Receive notification when your requests are updated by IBM Support