

Service Request (SR) Problem Submission Tool

IBM Electronic Support
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Agenda

- Benefits of using the SR tool
- Defining access level
- Accessing Service Request
- Opening a new service request
- Including attachments with your service requests
- Using Search to find service requests
- How to get help
- Reference information

Service Request (SR) Tool

- Customers who have support contracts, like Passport Advantage, Accelerated Value, SoftwareXcel, SupportLine, Software Maintenance Agreement (SWMA) and Monthly License Charges (MLC), can open service requests via the web 24x7.
- 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 – Access Level

- Site Technical Contact (STC) / Administrator (Admin) – can add, edit, remove authorized users. Maintains authorized user list:
 - Primary STC – designated through Passport Advantage contract
 - Administrator (s) – up to 9 can be added by STC or Admin
- Full User – Unlimited number. Must be added by any of the STC or Administrators
- Basic User – Can create service requests but can not access those created by others
- Read Only – Can only read/monitor service request

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

Steps to Access SR Tool

- Must have an IBM ID
 - ♦ Register on ibm.com (See the Register button near top right-hand corner of page) or SR sign in (Click Register Now)
 - ♦ Only register once for multiple eSupport tools (ex. MyNotifications, Support Portal, Fix Central)
 - ♦ Recommendation: Use email address for IBM ID
- Register IBM Customer Number (ICN) or Machine type and Serial Number in SR (My Agreements)

If email domain matches those associated with ICN, then basic access will automatically be granted, welcome email is sent to new SR user

STC or Administrator must grant any access beyond basic access

Access from Support Portal

Click on the Service Requests & PMRs link to access the SR tool.

Support home | Downloads | Troubleshoot | Plan & install | **Service requests & PMRs** | Documentation | Communities

← Go to quick start

Choose a product

Find a product

Quick find:

View content for product(s)

All | Active

WebSphere Application Server

Share this product list

→ Go to IBM Support mobile

Support home

Support for my selected products

Your customized support experience

To modify the contents of this page, choose your products and a page.

Featured links

- **Support registrations**
- ▼ **WebSphere Application Server**
 - Support technical exchanges
 - Featured documents
 - WebSphere Application Server Performance

Flashes and alerts

- Alerts:** Get the most up to date alerts for your product(s)
- ▼ **WebSphere Application Server**
 - **14 Oct 2011:** BEAST Secure Socket Layer (SSL) 3.0 and...
 - **17 Sep 2011:** Affinity may not be maintained by web server...
 - **30 Aug 2011:** Potential security

Sign in
To access your authorized content and to customize your pages.

Search support

Within my selected produ

Translate this page
Customize this page

Support resources
Contact support
Buy Support & Services
Other IBM pages
Product and brand links

▪ Direct link to Service Request tool: <http://www.ibm.com/support/servicerequest/>

Access from Support Portal

Support home Downloads Troubleshoot Plan & install **Service requests & PMRs** Documentation Communities

← Go to quick start

Choose a product

Find a product i

Quick find:

View content for product(s)

All | Active

WebSphere Application Server ✎ 🗑

Share this product list ✉

→ Go to IBM Support mobile

Service requests & PMRs

Support for my selected products

IBM Service Request for software

You must sign in to the IBM Support Portal to access IBM Service Requests.

Service requests for hardware, PC support, countries and recent acquisitions

- ESC+ for online hardware service requests
- IBM worldwide for country contacts
- Lenovo PC support site

Recent acquisitions

Netezza ▼ ▶

Sign in
To access your authorized content and to customize your pages.

Search support

Within my selected produ ▼

Translate this page +

Customize this page +

Support resources +

Contact support +

Buy Support & Services +

Other IBM pages +

Product and brand links +

Click on "sign in in the IBM Support Portal" with IBM Web ID and password.

Access from the Support Portal

← Go to quick start

Choose a product

Find a product ⓘ

Quick find:

View content for product(s)

Allow multiple selections

All | Active

- WebSphere DataPower SOA Appliances
- WebSphere Process Server

Share this product list

Service requests & PMRs

Support for my selected products

IBM Service Request for software

[Go to IBM Service Request](#)

[Why has this changed?](#)

Service requests for hardware, PC support, countries and recent acquisitions

- ESC+ for online hardware and firmware service requests
- IBM worldwide for country contacts
- Lenovo PC support site

Recent acquisitions

Curam

Once you are signed in the Service Request Click "Go to IBM Service Request" to enter SR

My bookmarks

Customize this page

Support resources

Contact support

Buy support and services

Other IBM pages

Product and brand links

Site availability

Site news

Support feedback

Initial Access Request

Complete the four My Agreements steps for SR access for the specified IBM Customer Number.

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*

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

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

IBM Service Request

Open a new service request >

Search service requests >

My profile >

My messages >

My agreements

Help >

Related links

- [Passport Advantage Online](#)
- [Other service request tools](#)
- [IBM electronic services](#)
- [IBM systems and servers](#)

Initial Access Request – Verify email address

← Return to the IBM Support Portal

IBM Service Request

- Open a new service request >
- Search service requests >
- My profile >
- My messages >
- My agreements**
- Help >

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

**Complete step 2.
Click on Send
Verification
email.**

Initial Access Request– Example of Verify email

Example of email
you will receive.
Capture
Registration
code from email.



IBM Software Support registration: Please verify your email address
srdonotreply to: doc-user1

This communication was generated by an auto-response machine, please do not reply to this e-mail.

Hello User1 SR Docs, thanks for registering for IBM Software Support

Enter the following code into the Registration code field:

zTepCp

Or use this link:

<https://sr-test.austin.ibm.com/support/servicerequest/Home.action?relReqId=zTepCp>

Service Request Home / Welcome Page

Service requests home

Manage support registrations

- Support registrations
- User administration
- Partner administration

Hardware support

- ESC+ for online hardware and firmware service requests

Recent acquisitions

Curam

Related links

- Passport Advantage Online

→ [Open a new service request](#)

Search service requests

Search by service request number

Enter a service request number [Select country](#)

Search by customer number

Enter keywords

Select a customer number

Advanced search

My service request searches

- [Manage searches](#)
- [Search on DB](#)

Support resources

Contact support

Buy support & services

Other IBM pages

Site Availability

Site news

Support feedback

Manage Support registration ...
Previously known as My Agreement

Support Registration – Request access to additional ICNs

- Click “Support Registrations” in the Left Nav Portlet “Manage support registration”
- Top of the page is used to request access to additional ICNs

← Return to Service Request

Support registrations

User administration >

Partner administration >

Help >

Support registrations

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 dont know this information, your organizations 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

⋮

Request additional access

Support Registration – Request Access promotion

Click “Support Registrations” in the Left Nav Portlet “Manage support registration”

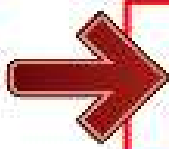
- Bottom of page, See Existing access for your Access Level
- User is given Basic Access without approval (if domain matches)
- User must request “Upgrade access”; STC or Admin must approve
- Full users can click on IBM Customer number find STC or Admin for ICN

Existing access (3)

IBM customer number	Offerings	Access level	Status
[Redacted]	Software Maintenance (SWMA) Not System Entitled Default Software Maintenance (SWMA) Not System Entitled	Basic	→ Upgrade to full access
[Redacted]	Software Maintenance (SWMA) System Entitled Passport Advantage IBM Software Support	Full	→ Upgrade to administrator access
[Redacted]	Passport Advantage Express	Administrator	

Service Request Home page

New tabs,
2 rows of
content



The screenshot shows the IBM Service Request Home page. At the top, there is a navigation bar with tabs: Support home, Downloads, Troubleshoot, Links and list, Service requests & PMRs, Documentation, and Communities. Below this is a secondary navigation bar with: Service requests home, New service request, Search, My profile, My messages, and Help. The main content area is titled 'Service requests home' and includes a link to 'Open a new service request', a table of 'My recent open online service requests', search filters, and search forms. A right-hand sidebar contains 'Support resources' and other links. A purple callout bubble on the left lists navigation options: Service request home, New service Request, Search, My Profile, My Messages, and Help.

1 +	Service request #	Sev.	Title	Date modified	Date submitted		
	6324000400	2	Creating test PNR - create this...	10/16/12	10/16/12		
	6324000400	2	PNR testing SR 2.0 - Create...	10/16/12	10/16/12		

Navigation Tabs moved to the top of page.
Service request home
New service Request
Search
My Profile
My Messages
Help


Click on "New service request" (Navigation Tab) or "Open a new service request"

Open a New Service Request

New service request

Select product and component

Enter your keyword(s)

 [Cant find your product?](#)

Start typing here to display products

Show entitled products only

Search results

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

Preferred products

Select a product and component from your preferred product and component list. You can add additional items to this list during the selection of a product using the product category. To remove items from this list, go to [My profile](#).

WebSphere Process Server V7.0

→ [WebSphere Process Server 7.0.0](#)

Streamline the process of opening new service requests by creating a Preferred product/component list.

Open a New Request (continued)

New service request

Select product and component

Enter your keyword(s)

 Cant find your product?

WebSphere Process Server

Show entitled products only

Products (13 matches) Components (16 matches)

Search results

Add selection to Preferred Products

Check box to add
your product to your
Preferred Product list

▶ [Media Extender for WebSphere Process Server V7.0](#)

▶ [WebSphere Process Server Hypervisor Edition for AIX V6.2.0](#)

▶ [WebSphere Process Server Hypervisor Edition for AIX V7.0](#)

▶ [WebSphere Process Server Hypervisor Edition for Novell SUSE Linux Enterprise Server for](#)

Open a New Request (continued)

New service request

Select an agreement

Status *Not saved*

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

Product

[United States]

[United States]

← WebSphere Process
Server V7.0

Continue

Component

← WebSphere Process
Server 7.0.0

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

Open a New Problem (continued)

New service request

Complete problem description

Status *Not saved*

Product

← WebSphere Process Server V7.0

Component

← WebSphere Process Server 7.0.0

Agreement

← [Redacted] [United States]

Interested users

- Kathy Coon

Update interested users

Business partners

No business partners are associated with this request.

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

Open a New Problem (Problem Description)

Service request qualifiers

Severity* 1 2 3 4 [Severity levels](#)

How is this problem impacting your business?* [What is business impact?](#)

(256 character limit)

System is down

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

Select file to attach

(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

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 Kathy 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](#)

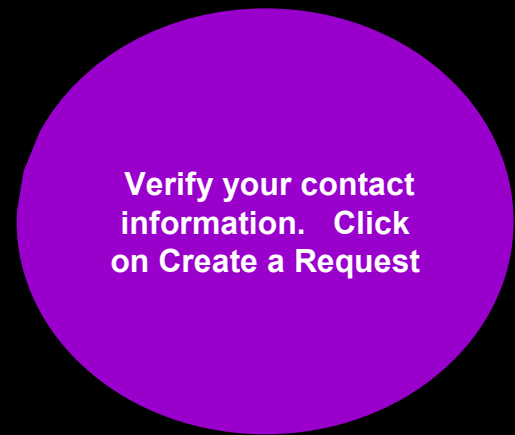
Product WebSphere Process Server V7.0
Component WebSphere Process Server 7.0.0

Agreement → [Edit](#)

IBM Customer number [United States]

Problem details → [Edit](#)

Title Test SR



Interested user

New service request

Complete problem description

Status *Not saved*

Product

← [WebSphere Process Server V7.0](#)

Component

← [WebSphere Process Server 7.0.0](#)

Agreement

← [\[United States\]](#)

Interested users

- Kathy Coon

[Update interested users](#)

Business partners

No business partners are associated with this service request.

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 diagnostic files or [Support Assistant](#) collector files.)

To get others in your organization included in the notification process

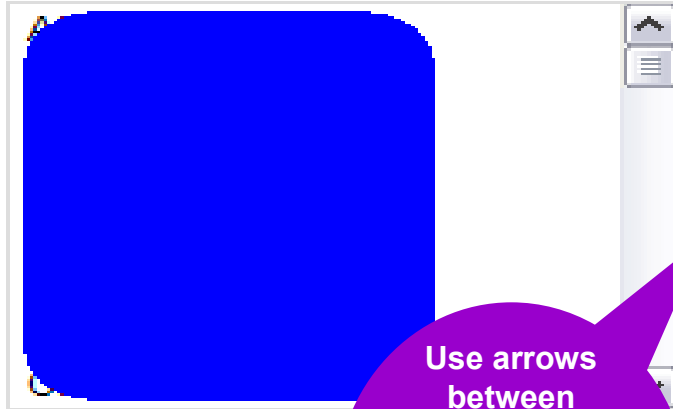
Interested users (continued)

- 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



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

Update list

Cancel

Profile Page -> Contact information

Service requests home | New service request | Search | **My profile** | My messages | Help

My profile

Contact information

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

The fields indicated with 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.

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

My profile

First name*

Last name*

E-mail address*

Daytime phone*

Extension

Alternate phone

Mobile phone

Preferred contact method*

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in Privacy.

Verify your Contact information or make whatever changes are needed.

Profile Page -> Notification preferences

My profile

Notification preferences

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

The fields indicated with 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.

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

My language

Please indicate the language in which you wish to receive notifications and e-mails. (Note: application web pages are always displayed in the closest supported language you have specified in your browser's language settings.)

Language ▼

For service request changes

Please indicate whether you want to be notified when your service requests at each severity level are updated or closed.

Severity	Notify on update	Notify on closure
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

For changes in my user status

Please indicate whether you want to be notified when your status as an authorized user changes.

Notify me when my status changes

How to notify me

All your notifications are available in [My messages](#). You can also choose to opt for e-mail notifications at the e-mail address in your profile.

Send notifications by e-mail also

Please note: e-mails are always sent from IBM Service Request (SR) when a service request is created. Site Technical Contact and Administrator always receive email notifications when a user requests access.

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

Check this box if you want to be notified via email about updates to your service requests.

Search and Reports

[Service requests home](#) |
 [New service request](#) |
 Search |
 [My profile](#) |
 [My messages](#) |
 [Help](#)

Search

Filter list content

Search my service requests submitted online only

Search all service requests

Include archived service requests
Note: Searching the archive will take longer to return results for the patient.

IBM Customer number*

All
[United States]
 [United States]

Enter keywords to refine your search

Service request number [Select country](#)

Show service requests up to todays date

Show service requests by date range [Help](#)

Created within range

Updated within range

Click here to search for historical data

Search for and access service requests that you or others in your organization have submitted

Search and Reports

Service requests home | New service request | **Search** | My profile | My messages | Help

Search results

Search all service requests

Search criteria

- Search all service requests
- Show open and closed service requests
- Show service requests up to today's date
- Severity: All

IBM Customer number

- All

Save my search as

My service request searches

- Manage searches
- Search on DB

Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

[Customize result table](#)
[Printable report](#)
[Export report](#)

162 items found: displaying items 1 - 100. [First/Prev] 1, 2 [Next/Last]

Unread
Needs your attention
Technical support chat
Print details of this service request
Email this service request

Service request #	Title	Severity	Status	Date submitted	Date modified		
31607,999,000	DuplicateOf linkage not changing state t...	3	Closed	9/12/12	11/14/12		
31604,999,000	RTC not respecting Required Properties	2	Closed	9/12/12	11/14/12		
41177,999,000	WebSphere Commerce: Unable to assign TER...	2	Open	11/9/12	11/14/12		
35854,999,000	< click to enter title >	2	Open	10/5/12	11/14/12		
41538,999,000	JPA error during EBA startup	2	Open	11/13/12	11/14/12		
41184,999,000	WebSphere Commerce: Unable to change tes...	2	Open	11/9/12	11/14/12		
40587,999,000	PlaybackMonitor class not found	2	Open	11/6/12	11/14/12		

Service Request Number is hotlink to specific service requests

Create and save search queries

Search and Reports

[Service requests home](#) | [New service request](#) | [Search](#) | [My profile](#) | [My messages](#) | [Help](#)

Service requests home

[→ Open a new service request](#)

Manage support registrations

- [→ Support registrations](#)
- [→ User administration](#)
- [→ Partner administration](#)

Hardware support

- [→ ESC+ for online hardware and firmware service requests](#)

Search service requests

Search by service request number

Enter a service request number

 [Select country](#)

Search by customer number

Enter keywords

Select a customer number

[→ Advanced search](#)

Saved search queries

My service request searches

- [→ Manage searches](#)
- [→ Search on DB](#)
- [→ All PMRs](#)

- Support resources
- Contact support
- Buy support & services
- Other IBM pages

PMR Title Change

Search Tab

- Find your PMR & associated title in need of update
- Click on the field... <click to enter title>

The screenshot shows the IBM Service Requests search results page. The top navigation bar includes the IBM logo and links for Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right. Below the navigation, there are tabs for Support home, Downloads, Troubleshoot, Plan & install, Service requests & PMRs (selected), Documentation, and Communities. The main content area is titled 'Search results' and includes a search criteria sidebar on the left, a list of search results in the center, and a table of results at the bottom. A red arrow points from the text '<click to enter title>' in the sidebar to the title field of a search result row in the table.

Search criteria

- Search all service requests
- Show open service requests
- Show service requests up to today's date
- Severity: All

IBM Customer number: 00000000000000000000000000000000 [United States]

Save my search as:

Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

319 items found: displaying items 1 - 20. (First Prev) 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Last

Results per page: 20 | 50 | 100

• Unread • Needs your attention • Technical support chat • Print details of this service request • Email this service request

Service request #	Title	Severity	Status	Date submitted
60724.004.000	Jeremy test PMR - create, then update co...	2	Open	10/16/12
60240.004	PMR testing SR 2.6 - Creation and update	2	Open	10/16/12
60794.004.000	< click to enter title >	3	Open	10/12/12
60606.004.000	< click to enter title >	3	Open	10/11/12
60369.004.000	< click to enter title >	3	Open	10/10/12

How to get Help

If SR is not working as you expect

- Online Help is available at:
 - ♦ Within SR - Help Link in left nav
 - ♦ <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>

Summary

Use the SR tool for more control of your service requests:

- Access and update all requests associated with your organization's IBM customer number
- Attach files to assist with troubleshooting issues
- Create requests 24x7
- Receive notification when your requests are updated by IBM Support

Reference

- WebSphere Electronic support Reference:
<http://www.ibm.com/software/websphere/support/d2w.html>
 - IBM Service Request tool link will direct you to the latest version of this presentation

- Accessing SR
 - Service Requests & PMRs page within Support Portal
 - Direct link to Service Request tool: <http://www.ibm.com/support/servicerequest/>

- SR Quick Start – Checklist to assist with initial IBM SR setup:
 - ♦ http://www.ibm.com/software/support/servicerequest/quick_start.html

- SR Help Desk: send an email: srhelp@us.ibm.com

- SR training videos available on YouTube:
 - [Problem Submission](#)
 - [Using SR to review PMRs from the web](#)