



Support Client Experience

A successful transition to IBM



Your Presenters:

- Robyn Hall - Business Analytics Client Care Support representative
- Jay Fischer - Business Analytics Client Care Support representative
- Dave Stewart - Business Analytics Knowledge Management Lead

Also on the call we have:

- Steven Savaglio - Global Manager for the BA Client Care Team
- Nick Anderson - Americas Team Lead for the BA Client Care Team
- Vincent Ngan - Business Analytics Software Engineer
- Rob Priffer - Your Integration Lead

Agenda for today's session:

- ICN and Site Numbers defined
- Importance of Contacts / Roles defined
- IBM Web ID
- Software Download & Media Access
- The Support Portal (Customizing your experience, searching the Knowledge Base and Signing up for Product Notifications)
- Online Service Request Tool (gaining access, logging your request, search for previously logged PMRs and managing User access)

What's an ICN and Site Number, and why are they important?

All IBM agreements include an IBM Customer Number (ICN) and Site Number. These numbers correspond to your agreement and are used to access many services included in your agreement.

- ICN will be used to access Support
- Site Number is used to access online content, including:
 - Software downloads
 - Transaction and Proof of Entitlement documentation
- ICN is an identifier of your organization
- Site Number is an identifier of a site within an organization
- A single ICN can have a single or many Site Numbers

**Importance of the Primary Contacts
&
Roles defined**

*** How to request changes to this list**

Understanding the importance of your Primary Contact list

6 Primary roles explained

Each Site Number contains your agreements' six contacts

Two contacts manage user access to online services

- **Administration / proof of entitlement Contact**
 - Requesting / authorizing account changes
 - Software Maintenance Renewal notices (unless Software Maintenance Renewal Contact is designated),
 - Software upgrade availability notifications
 - Proofs of Entitlement

- **Payer / Billing Contact**
 - Invoices

- **Primary Contact**
 - Individual entering into contractual relationship with IBM
 - Responsible for IBM Software and Services On-line Tool (Passport Advantage)

- Responsible for managing user access to this tool on behalf of your company.

<http://www.ibm.com/support/docview.wss?siid=sivg2138975#Z#2>

Understanding the importance of your Primary Contact list

6 Primary roles explained...continued...

- **Site Technical / STC (aka Primary Site Technical Contact / PSTC)**
 - Responsible for overall support compliance
 - Obtains support and manages user access to the online Service Request (SR) tool

- **Software S&S media shipping**

Receives any physically shipped media

- **Software S&S renewal**

Responsible for securing with Software Maintenance Renewals.

Understanding the importance of your Primary Contact list

6 Primary roles explained...continued...

- Want to confirm who we have listed or make changes to these Primary roles?
- Call or Send an email to your local eCustomer Care Team.
- Navigate to: <https://www.ibm.com/software/howtobuy/softwareandservices> and select the “Need Assistance” link for a Global Listing of phone numbers and email addresses.

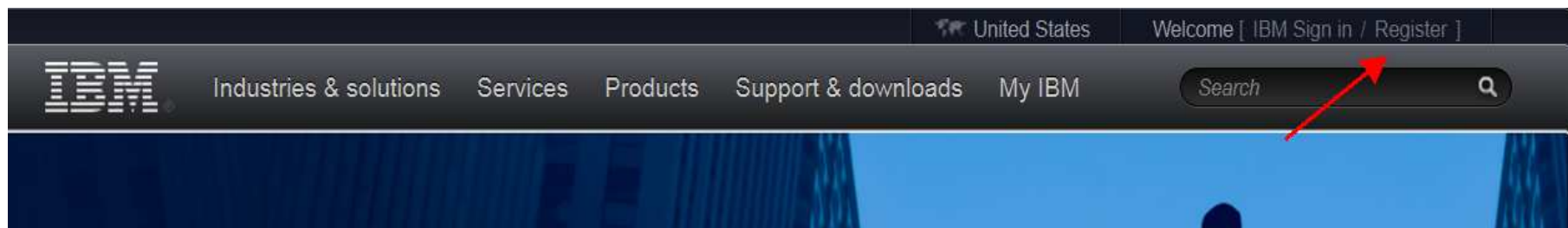
IBM Web ID

*** How to Register**

Your IBM WebID: Why I need one

An IBM WebID is the driving credential to log into our online support services on ibm.com. Some sites request you just login while others request a one time “self nomination” against your ICN or Site Number.

In order to utilize these online services you must Register a WebID. A register link is found on most pages that require a login, however you can just go to www.ibm.com and select Register at the top right of our homepage.



**Software Download & Media Access
via the
Passport Advantage web site**

<https://www-112.ibm.com/software/howtobuy/softwareandservices>

- * Self Nomination
- * Downloading Software
- * Managing Access
- * Patches on FixCentral

Software Download & Media Access

Self Nomination

First time Login to the Passport Advantage web site with your WebID

The screenshot shows the IBM Passport Advantage website interface. On the left is a vertical navigation menu with the following items: Software (highlighted), Trials and demos, Support, Training and certification, Library, Events, and News. Below the menu is a 'Communities' section listing: IBM Business Partners, ISVs, Developers, and Warranty info. The main content area has a breadcrumb trail: Software > How to buy > Passport advantage >. The main heading is 'IBM Passport Advantage' with the sub-heading 'Passport Advantage Online'. Below this is a horizontal bar with icons and two tabs: 'Program overview' and 'Passport Advantage Online' (which is selected). Under the tabs are two links: 'For customers' (selected) and 'For Business Partners'. A paragraph of text follows: 'Passport Advantage Online offers customers a secure Web experience, allowing them to manage their Passport Advantage accounts online.' Below this text is a blue link '→ Customer sign in' with a red arrow pointing to it. At the bottom of the main content area is a section titled 'Features and Benefits' with the text 'Passport Advantage Online enables you to:'.

www.ibm.com/software/passportadvantage

Software Download & Media Access

Self Nomination

- Add your Site Number and choose the appropriate Yes / No Radio Button and select Submit
- If prompted for a Temporary Passcode (your Primary contact would have received it in your Welcome Letter)
- In order for our automated email feature to be initiated (which notifies the Passport Advantage Primary Contact that someone is requesting access) the PA Primary MUST first be associated (and approved) to their respective contractual numbers. If they are not then ALL user requests CANNOT be approved.

Software >

Self-nomination

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

To request authorization, please complete and submit the self-nomination request below so that we may route your request for processing.

Customer information

Site number*



I believe I am the Primary Contact for this Site. *

Select Yes if you are the contact for all IBM business communications regarding this site number. As the primary contact you are responsible for managing access for all users to this online tool. There can only be one primary contact for each site number.

Select No if you need access to this online tool but are not the primary contact. There can be unlimited users for each site number.

Yes No



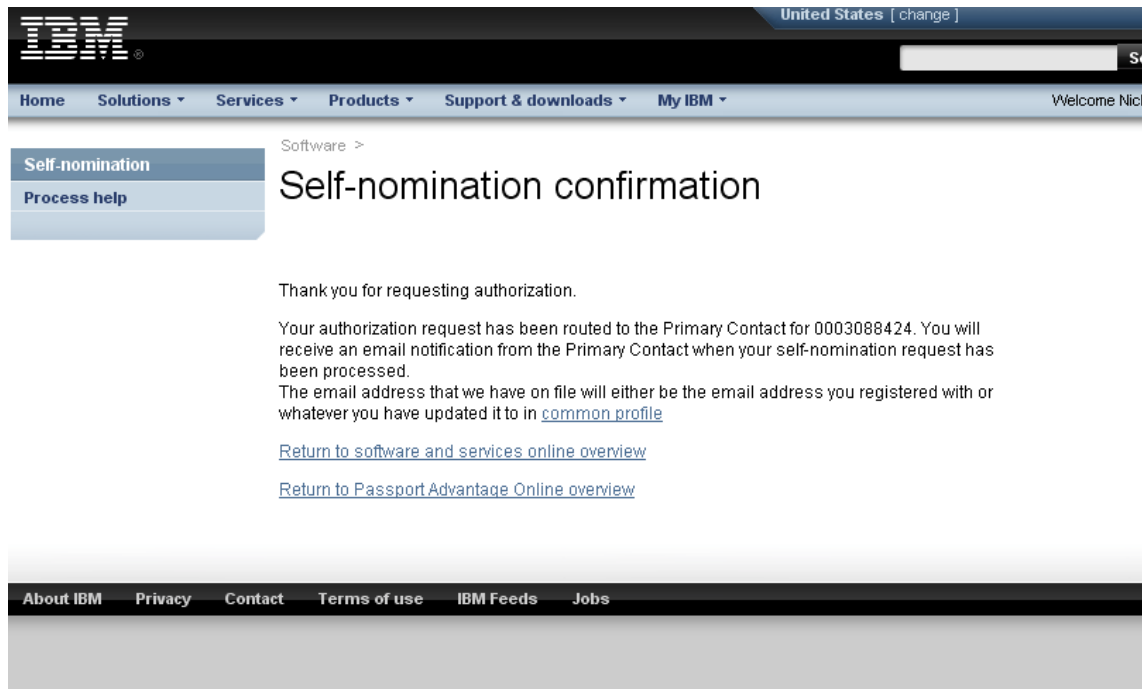
Submit

Cancel

Software Download & Media Access

Self Nomination

A Confirmation Page will appear stating your request will be sent to the PA Primary for verification and approval. If you selected YES that you are the Primary then your request will be sent to the eCustomer Care Team for validation. You will receive an email from them once it has been processed. Or you may [call](#) to expedite



The screenshot shows the IBM website's 'Self-nomination confirmation' page. The page header includes the IBM logo, a search bar, and navigation links for Home, Solutions, Services, Products, Support & downloads, and My IBM. The main content area features a breadcrumb trail 'Software >' and the title 'Self-nomination confirmation'. Below the title, there is a message: 'Thank you for requesting authorization. Your authorization request has been routed to the Primary Contact for 0003088424. You will receive an email notification from the Primary Contact when your self-nomination request has been processed. The email address that we have on file will either be the email address you registered with or whatever you have updated it to in [common profile](#)'. There are two links: 'Return to software and services online overview' and 'Return to Passport Advantage Online overview'. The footer contains links for About IBM, Privacy, Contact, Terms of use, IBM Feeds, and Jobs.

<https://www-112.ibm.com/software/howtobuy/softwareandservices>

Software Download & Media Access

Accessing Current Releases

Once your Self Nomination has been approved you will now be able to access your Entitled Software.

- Log into the Passport Advantage Site and you will land on the ‘Software and Services Online’ home page.
- Select ‘Software Download & Media Access’

Software >

Software and services online

Access to downloads and account information

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.

Software and service offerings

If you need products & services for zSeries visit [ShopzSeries](#)

Navigation help News

- **Software download & media access**
Download software updates and order software media.
- **Account management**
Manage contacts, add, change or delete user password and view contract details.
- **Reporting**
View reports about downloaded software, media order history, entitled software, migration history, purchase history, and active renewal quotes .
- **Reference**
View reference library, news history, and FAQs
- **Entitlements**
View Proof of Entitlement certificates, view entitlement allocations, update entitled allocations and view entitlement inventory and deployments.
- **Need assistance**
View eCustomer Care contact information.

Related links

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Value Unit Calculator

Software Download & Media Access

Accessing Current Releases

- Select 'I Agree' to Terms

By clicking on the "I agree" button below, you agree that:

* You obtain Eligible Products (including, but not limited to, software licenses, software subscription updates, or new releases) subject to the terms of the agreement under which you acquired the software product(s), including, but not limited to, any applicable amendments to the agreement and related transaction documents.

* Any other use of the software program(s) is prohibited.

If you select "I do not agree" below, you will be unable to complete the transaction you have requested.

I agree  I do not agree

Continue

Cancel

Software Download & Media Access

Accessing Current Releases

- Select 'Download Finder'

Software > Software and services online > Software download & media access >

Find downloads & media

Software and services online

Software download & media access

Reporting

Entitlements

Account management

Reference

Need assistance

Related links

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

Overview

Software Downloads
Software Downloads provide you on demand access to software product updates for which you have

→ [Download finder](#)

→ [Set my preferences](#)

eNotifications
eNotification service informs you via e-mail when product upgrades are available for download. To sub [preferences](#) and you will be notified when new product upgrades are available. All authorized users of service. You may unsubscribe at any time.

Software Download & Media Access

Accessing Current Releases

- Select 'View all my downloads' or use the 'Find By' options to display Entitled Software

Software > Software and services online > Software download & media access >

Find downloads & media

Software and services online

Software download & media access

Reporting

Entitlements

Account management

Reference

Need assistance

Related links

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- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Value Unit Calculator

Software Download
Media Access

Overview
Download finder
Set my preferences

- [Download step by step](#)
- [Find by description or part number](#)
- [View my preferred downloads](#)
- [Find by categories](#)
- [View all my downloads](#)**

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

+ = Expand - = Collapse

[View by A-Z](#) | [View by brand](#)

All my entitled downloads - by brand

+ Information Management

Software Download & Media Access

Accessing Current Releases

- Expand the 'Information Management' Brand to display your Entitled Software

Software > Software and services online > Software download & media access >

Find downloads & media

Software Download | Media Access

Overview | Download finder | Set my preferences

- Download step by step
- Find by description or part number
- View my preferred downloads
- Find by categories
- View all my downloads**

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

+ = Expand - = Collapse

[View by A-Z](#) | [View by brand](#)

All my entitled downloads - by brand

- + Information Management

Software Download & Media Access

Accessing Current Releases

- Scroll down to locate your desired product, check the box to the left of the product or expand the suite to download a particular component.

[View by A-Z](#) | [View by brand](#)

All my entitled downloads - by brand

- Information Management

IBM Cognos Integration Server Standard Edition for Non-Production Environment 10.1.0 Microsoft Windows English eAssembly(CRMC5EN)

Size 3 files (212mb)
Date posted 17-May-2013

[Multi-product package terms](#)

IBM Cognos Integration Server Standard Edition for Non-Production Environment 10.1 Microsoft Windows English(CIL2REN) - [View details](#)

Size 116mb
Date posted 17-May-2013

[License agreement](#) [Download estimate](#)

IBM Cognos Integration Server Satellite Server 10.1 Microsoft Windows English(CIL2NEN) - [View details](#)

Size 93mb
Date posted 17-May-2013

[License agreement](#) [Download estimate](#)

IBM Cognos Integration Server License Instructions 10.1.0 Multilingual(CILOUML) - [View details](#)

Size 3mb
Date posted 17-May-2013

[License agreement](#) [Download estimate](#)

IBM Cognos Integration Server Standard Edition 10.1.0 Microsoft Windows English eAssembly(CRMC4EN)

+ Size 3 files (212mb)
Date posted 17-May-2013

[Multi-product package terms](#)

IBM Cognos Command Center Standard Edition for Non-Production Environment 10.1.0 Multiplatform English eAssembly(CRMC9EN)

+ Size 3 files (151mb)
Date posted 17-May-2013

Software Download & Media Access

Accessing Current Releases

- Scroll to the bottom of the page and agree to additional terms >> Select Download Now!

Review downloading specifics & click "Download now"

Download method: Download Director (recommended) [Update](#)

Download location: US Site [Update](#)

By clicking the "I agree" button, you agree that (1) you have had the opportunity to read and understand the multi-product package terms, if any, and (2) the terms of the license agreement(s) govern this transaction. If you do not agree with the agreement(s), you will be unable to download the software.

I agree

I do not agree

Contact Management

- The Primary Contact has the administration capabilities to add / remove and alter access levels to the Passport Advantage site. These functions are only available after the Primary has self nominated to a site number and has been approved by the eCustomer Care Team.
- Once access has been established you can now use the Account Management functions.

Software > Software and services online >

Software and services online

Software download & media access

Reporting

Entitlements

Account management

- Contact update
- Manage access
- Account-related documents
- Self-nomination

Reference

Need assistance

Account management

Account management allows you to view and manage your account information.

Your account

Name: [Redacted]

Contact type: Primary contact

Site number: [Redacted]

Site name: [Redacted]

Address: [Redacted]

IBM customer number: [Redacted]

Account management options

→ [Contact update](#) ←

View the contacts named for your site and edit those contacts.

→ [Self-nomination](#) ←

Primary contacts for more than one site may authorize their own access to "Software and services online" for each additional site.

Additional Passport Advantage Functions

- You will notice after logging into the Passport Advantage site that there are a number of other functions available such as; Retrieving Proof of Entitlement certificates and Reporting tools that are available.

Software and services online

- Software download & media access
- Reporting
- Entitlements
- Account management
- Reference
- Need assistance


Software >

Software and services online

Access to downloads and account information

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.

Software and service offerings



If you need products & services for zSeries visit [ShopzSeries](#)

Navigation help
News

<p>→ Software download & media access Download software updates and order software media.</p> <p>→ Reporting View reports about downloaded software, media order history, entitled software, migration history, purchase history, and active renewal quotes.</p> <p>→ Entitlements View Proof of Entitlement certificates, view entitlement allocations, update entitled allocations and view entitlement inventory and deployments.</p>	<p>→ Account management Manage contacts, add, change or delete user access, change password and view contract details.</p> <p>→ Reference View reference library, news history, and FAQs.</p> <p>→ Need assistance View eCustomer Care contact information.</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- Related links**
- Terms & conditions
 - IBM software support
 - Online technical support
 - ShopzSeries
 - Distributed software online
 - Software quote and order
 - Value Unit Calculator

Software Download & Media Access

Accessing Current Releases vs. Fix Packs

Current Releases will always be posted on the Passport Advantage site while all Fix Packs and Patches (for your current installation) will be hosted on our Fix Central website

[← Return to IBM Support Portal](#)

- Fix Central
- Inventory upload
- Supported products
- Enhancements
- Help
- Feedback

[→ Go to Fix Central mobile](#)

Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

For additional information, click on the following link.

[Getting started with Fix Central](#)

Select product Find product

Select the product below.

When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

Product Group

Select one

Search Fix Central

i As of January 31, 2012, each IBM client accessing Fix Central (whether through their employees or other authorized representatives) is required to have an individual IBM ID to download fixes (some exemptions may apply). The registration is quick and simple and will provide users with a customized experience to better serve their needs. Fix Central downloads are available only for IBM clients with hardware or software under warranty, maintenance contracts, or subscription and support. Software code, samples, updates and fixes being accessed on this website (collectively, the Code) are subject to the terms of the license agreements which govern the use of the associated Code.

<http://www-933.ibm.com/support/fixcentral/>

Support Portal

**Customizing the site, searching the Knowledge Base
and signing up for 'Notifications'**

Support Portal: Customizing your online Experience

(Demo and direct link) www.ibm.com/software/analytics/support/



Getting support for your Business Analytics products

We created the IBM Support Portal to make your life easier.

Whether you use Business Analytics products from the IBM Cognos, IBM SPSS, IBM Clarity or IBM OpenPages families, you can configure the IBM Support Portal to provide just the information you need.

Within this microsite, we provide some guidance on

- [finding answers](#)
- [downloading software, fixes and product documentation](#)
- [choosing your support programs](#)
- [contacting support](#)

We also offer a number of videos to help you get the most out of the IBM Support Portal. Watch more IBM support videos.



[View an instructional video](#) on how Business Analytics customers can benefit from the IBM Support Portal.



How to do everything on IBM.com
→ Watch this video to learn how to do common support tasks on IBM.com



IBM Support on YouTube
→ Watch helpful IBM Support videos and tutorials on YouTube



Support Portal
→ Visit the IBM.com Technical Support Portal

Support Portal home

www.ibm.com/support
support.ibm.com

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

← Go to quick start

Support home

Choose a product

Find a product

Quick find:

View content for product(s)

None selected

Share this product list

→ Go to IBM Support mobile

Support shortcuts

[Choose a product](#) to display shortcut links in this module.

Featured links

- [Introducing the IBM Support Portal](#)
- [Support registrations](#)

Product news

News: Read the latest news on your product(s)

▶ [IBM acquired and sold products](#)

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

Search support and downloads

All support & downloads ▾

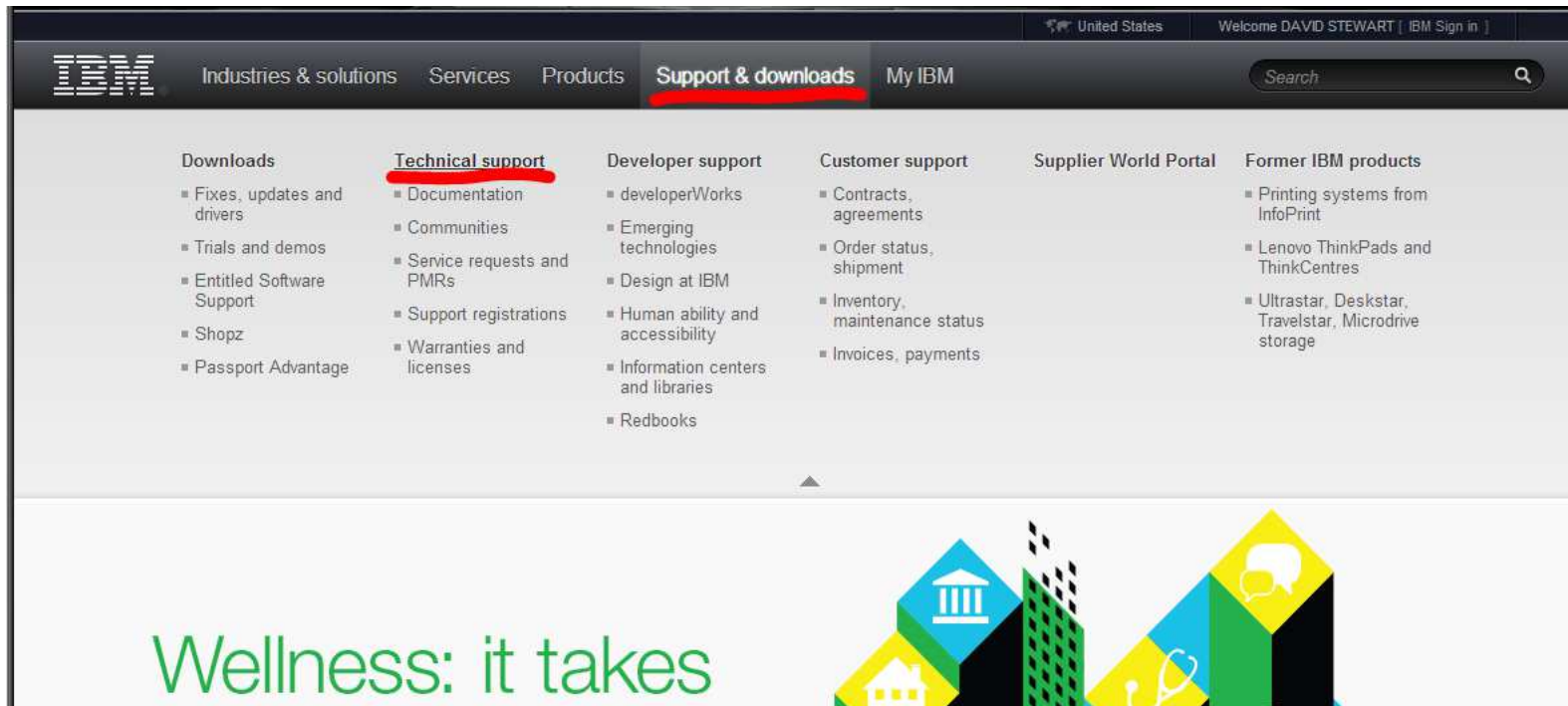
Translate this page +

Support resources +

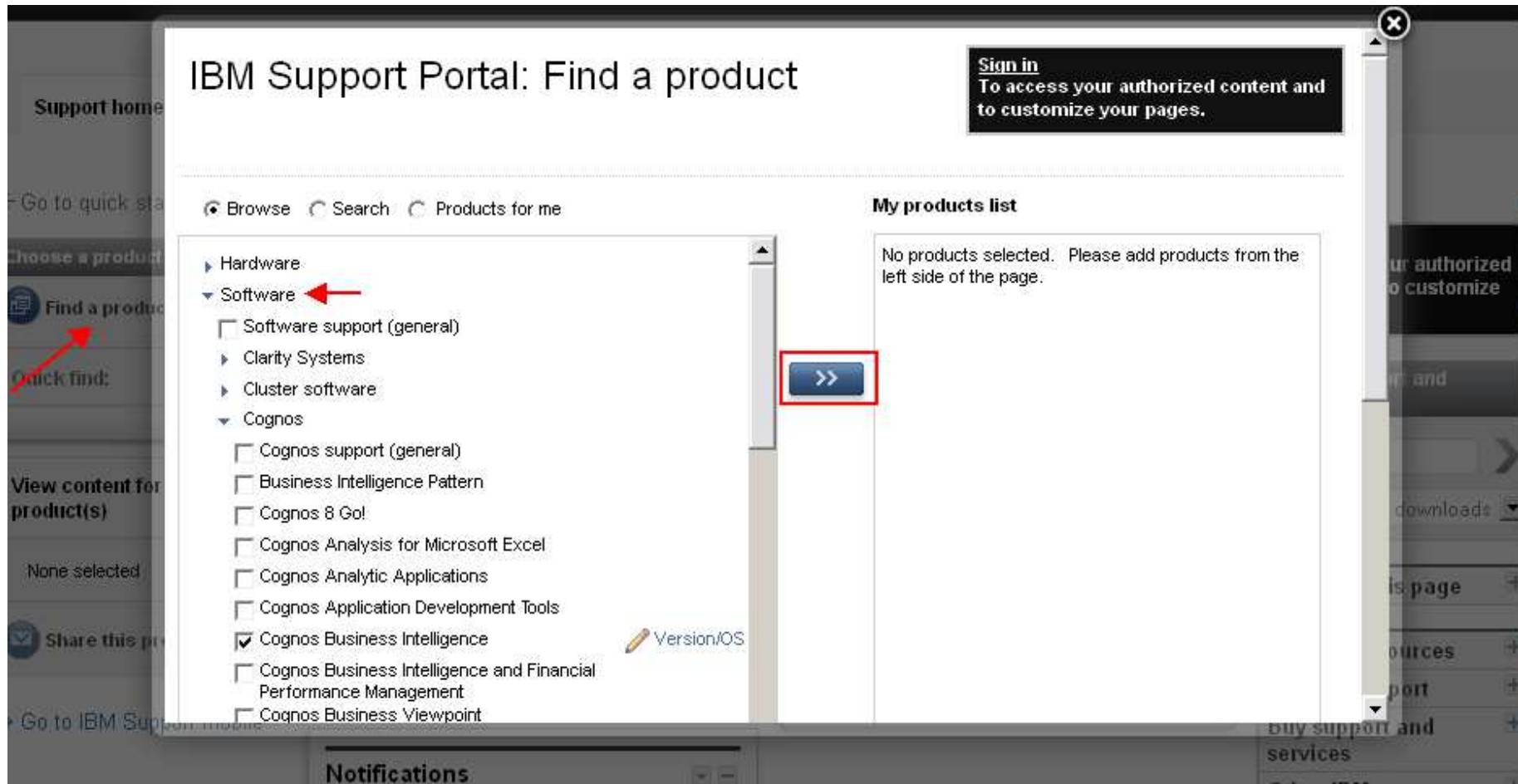
Contact support +

Buy support and +

Or just navigate there from the ibm.com homepage



Support Portal: add products you are interested in to maximize its functionality



Now that products are loaded, you can now use the Knowledge Base more effectively and all featured content reflects the products selected.

The screenshot displays the IBM Support home page with a customized interface for Cognos Business Intelligence. The main heading is "Support home" with the subtitle "Support for my selected products". Below this is a section titled "Your customized support experience" with a sub-heading "To modify the contents of this page, choose your products and a page." This section features a 3D graphic of blue rings and a red arrow pointing to the search bar on the right.

On the left sidebar, the "Choose a product" section is active, showing "Cognos Business Intelligence" selected. Below it, there are options for "View content for product(s)", "All | Active", and "Share this product list".

The main content area is divided into two columns:

- Featured links:**
 - Support registrations
 - Cognos Business Intelligence
 - Business Analytics Customer Center
 - Business Analytics Supportlink - Features, Tips and Techniques for ...
 - Cognos Support Renewals
 - Cognos Support - How to Escalate
 - Cognos BI Software Environments
- Flashes and alerts:**
 - Alerts: [Latest security bulletins](#)
 - Cognos Business Intelligence
 - 20 Dec 2011: Reports based on PowerCubes will generate an error ...
 - 25 Mar 2011: Cognos Java Security Vulnerability CVE-2010-4476 ...
 - 27 Oct 2010: IBM Cognos BI CAM Authentication Limitation with TMI Data
 - 27 Apr 2010: Configuring Interoperability Between IBM Cognos 8 BI 8.4.1 and ...

On the right sidebar, there are several utility sections:

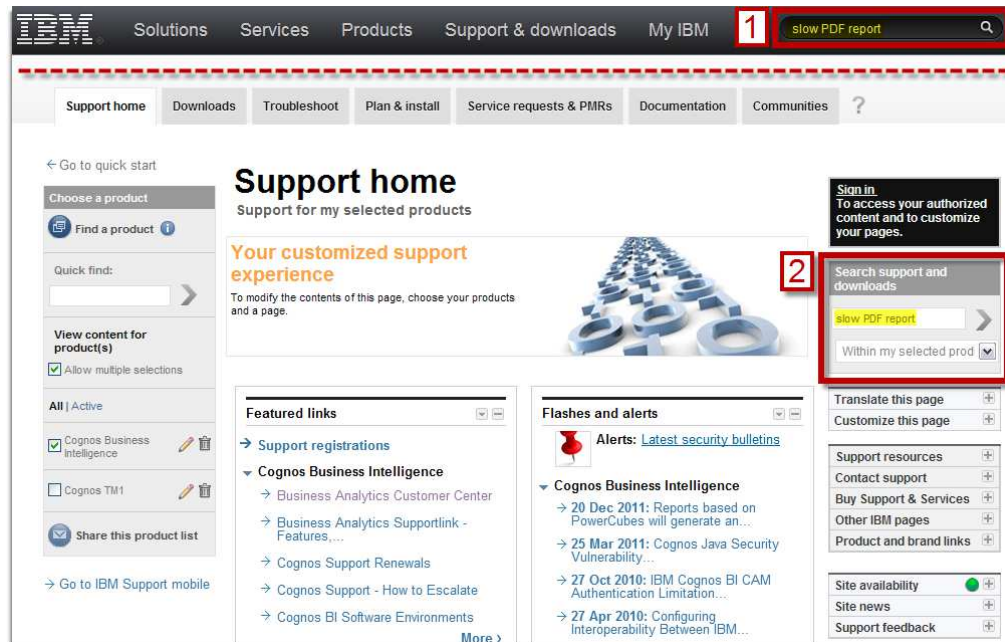
- Sign in:** To access your authorized content and to customize your pages.
- Search support and downloads:** A search bar with a dropdown menu set to "Within my selected produ...".
- Translate this page** and **Customize this page** (both with expand/collapse icons).
- Support resources:** Contact support, Buy support and services, Other IBM pages, Product and brand links.
- Site availability:** Indicated as online with a green dot.
- Site news**

Content that is pushed into each of the portlets is based on the product(s) configured and enabled at any one time in Support Portal. A search executed within SP has only those same product(s) in scope, so users will never see irrelevant results.

The screenshot displays the IBM Support home page with several key components:

- Left Sidebar:**
 - Go to quick start
 - Choose a product
 - Find a product
 - Quick find: [input field]
 - View content for product(s)
 - All | Active
 - Cognos Business Intelligence (highlighted with a red box)
 - Share this product list
 - Go to IBM Support mobile
- Main Content Area:**
 - Support home**
 - Support for my selected products
 - Your customized support experience
 - To modify the contents of this page, choose your products and a page.
 - Image of blue rings with a red arrow pointing to the search bar.
 - Featured links**
 - Support registrations
 - Cognos Business Intelligence
 - Business Analytics Customer Center
 - Business Analytics Supportlink - Features, Tips and Techniques for ...
 - Cognos Support Renewals
 - Cognos Support - How to Escalate
 - Cognos BI Software Environments
 - More >
 - Flashes and alerts**
 - Alerts: Latest security bulletins
 - Cognos Business Intelligence
 - 20 Dec 2011: Reports based on PowerCubes will generate an error ...
 - 25 Mar 2011: Cognos Java Security Vulnerability CVE-2010-4476 ...
 - 27 Oct 2010: IBM Cognos BI CAM Authentication Limitation with TMI Data
 - 27 Apr 2010: Configuring Interoperability Between IBM Cognos 8 BI 8.4.1 and ...
- Right Sidebar:**
 - Sign in: To access your authorized content and to customize your pages.
 - Search support and downloads
 - [input field]
 - Within my selected produ...
 - Translate this page
 - Customize this page
 - Support resources
 - Contact support
 - Buy support and services
 - Other IBM pages
 - Product and brand links
 - Site availability (green dot)
 - Site news

The scope of the search being limited to only the product(s) of interest is one of the biggest advantages of searching within Support Portal as opposed to the ibm.com masthead search, or Google etc.



The masthead search (#1) appears on most ibm.com pages. As a result, the scope of any search is all of IBM and its 4,000 products and millions of related pages.

Support Portal searches are limited in scope to the product(s) that are configured and enabled (or checked).

An external search with Google etc. has no scope boundaries and will return MANY results.



← Return to IBM Support Portal

Search support and downloads

Framework Manager star schema [Tips](#)

Filter results to all support content or to one or more products from your product list

All support and downloads
 Within my active products

Cognos Business Intelligence (9)

Current selections
Viewing all

Refine search

Task

- Download (1)
- Install (1)
- Plan (2)
- Troubleshoot (3)
- Use (2)

Current Selections
Viewing All

Content Type

- Planning information (1)
- Product configuration information (1)
- Product documentation (1)
- Product installing information (1)
- Product migrating information (1)
- Product release notes (1)
- Redbooks (2)

Current Selections
Viewing All

Subject

- Cognos 8 Business Intelligence (7)

Sort by: [Relevance](#) | [Newest first](#) Results per page: [20](#) | [50](#) | [100](#)

1-9 of 9 results

Results for: **Framework Manager star schema.**

[Cognos 8 Modeling Rules and Best Practices](#)
Jul 15, 2009
if desired. Create measure dimensions and adjust/set scope relationships. Create a Business View with the **Star Schema** Grouping Wizard Secure the Model... Business Analytics Cognos 8 Business Intelligence **Framework** ...
<http://www-01.ibm.com/support/docview.wss?uid=swg21339060>
Average rating: ★ ★ ★ ★ ★

[PM58622: DIFFERENT JOIN GENERATED FOR FACT-LESS QUERY IN COGNOS 10.1.1](#)
Feb 21, 2012
on star-schema groups with conformed dimensions. In Cognos 10.1.1 **Framework Manager** Model, create two **star schema** groups with conformed dimensions A and B. Then create a report using Report ...
<http://www-01.ibm.com/support/docview.wss?uid=swg1PM58622>

[Redbooks - Leveraging IBM Cognos 8 BI for Linux on IBM System z](#)
Feb 01, 2010
definition (Framework Manager... parameters 38 2-12 **Framework Manager** keeps control over multisource relationship settings 39 2-13 Multisource... parameters
<http://www.redbooks.ibm.com/abstracts/SG247812.html?Open>

[Create business reports for XML data with Cognos 8 BI and DB2 pureXML](#)
Nov 26, 2008
, and monitor performance against targets. This article focuses on the use of the Cognos 8 BI **Framework Manager** for data modeling and Report Studio for report... the Cognos 8 BI **Framework Manager** ...
<http://www.ibm.com/developerworks/data/library/techArticle/dm-0811saracco/>

[Blanks appearing in result set of multi-fact query as if the common dimension was ignored](#)
May 19, 2011
fact queries (each with items from a single **star** in the **star** schema), then stitches the results of both of those together to create a single result set... splitting the query by making changes in the model. See 'Resolving ...
<http://www-01.ibm.com/support/docview.wss?uid=swg21452749>

When using the IBM Support Portal to search for product knowledge, you have the ability to either refine your search query, or filter the results based on:

- **Product**
- functional **Task**
- **Content Type**
- related products (**Subject**)

For the first time ever, you are able to focus a search on multiple products (assuming they have been added to your Support Portal product list).

This could be very helpful when troubleshooting, for example, an issue that spans Series 7 and Cognos Business Intelligence, or an issue involving both Cognos BI and DB2 or Websphere even.

The masthead search has all of IBM as its scope which means that searching with generic keywords is far less effective than searching on error codes or exact strings/messages.

The screenshot shows the IBM website's search interface. At the top, the masthead search bar is highlighted with a red circle. Below it, the search results page is displayed. The search term is "slow PDF report", and the results show 1-20 of 7,030 results. The first result is a forum post from Nov 25, 2010, titled "Report Runs Slowly | Report Studio User Guide 10.1.0". The post content includes: "Nov 25, 2010 ... Re: **Slow** single page **pdf report**. Posted: Nov 25, 2010 04:58:34 PM in response to: MySQL_John in response to: MySQL_John's post ... <http://www.ibm.com/developerworks/forums/thread.jspa?threadID=353589> **Report Runs Slowly | Report Studio User Guide 10.1.0** Oct 20, 2010 ... Has the **report** always been **slow** or did it recently become **slow**? ... Use fixed width objects in **PDF reports** by setting their **Size & Overflow** ..."

For those who insist on using Google, a **site filter** is highly recommended in limiting the otherwise unlimited scope in effect

About 72,300 results (0.22 seconds)

[Advanced search](#)

About 2,950 results (0.19 seconds)

[Advanced search](#)

About 481 results (0.24 seconds)

[Advanced search](#)

About 2,070 results (0.26 seconds)

[Advanced search](#)

Notifications: Staying current with product updates and information by Registering for Notifications !!

* From the main body of Support Portal

The screenshot displays three main sections from the IBM Support Portal:

- Featured links:** Contains two links: "→ Introducing the IBM Support Portal" and "→ Support registrations".
- Product news:** Features a "News" icon and text: "News: Read the latest news on your product(s)". Below it is a link: "▶ IBM acquired and sold products".
- Notifications:** Contains the following text:
 - Subscribe:** Get personalized updates for product support. [More...](#)
 - Sign in to create, manage or view your subscriptions** (with an information icon 'i' to its right). A red arrow points to this link.
 - Support RSS feeds
 - Choose your products to view notifications. Notifications are not available for selections at the family or brand (general) level.**

Notifications:

Customize products, content and frequency of communication from IBM

IBM Solutions Services Products Support & downloads My IBM

My notifications

for IBM technical support

← Return to IBM Support Portal

IBM Support Portal

Subscriptions

Help >

Feedback >

Related links
• Lenovo support

My subscriptions **Subscribe** My defaults Help

Select your product | **Search for your product**

Create a subscription by searching for a product.

Search all words: *
your product name

Notify me by

e-mail

daily e-mail weekly e-mail

plain text e-mail html e-mail

delivery to this folder

delivery via syndication feed (RSS,Atom)

what's this?

Document types *

Select/deselect all

Flashes

News

Downloads and drivers

Fixes

Recommended

High-Impact / Pervasive (HIPER)

Security Vulnerability (Sec/Int)

Troubleshooting

Technotes(Troubleshooting)

Technotes(FAQs)

APARs (Authorized Program Analysis Reports)

Fix readmes

Preventative Service Planning

PTF (Program Temporary Fix) cover letter

Product information and publications

Webcasts

IBM Subscription Services - eNewsletters

- Given the amount of unsolicited email you may be receiving, we don't want to add to that deluge and risk important information being missed, or worse being blocked by your spam filters
- IBM does not send out individually addressed notifications about new releases or older releases reaching end of service.
- The previous slide describes how you can stay informed about support related information we encourage all customers to also register for IBM Subscription Services to receive eNewsletters related to their specific interests (for example: notifications about new releases or older releases reaching end of service)
- Register your WebID here - <https://www-148.ibm.com/bin/subscriptions/welcome.cgi>
- Sign Up here - <https://www-148.ibm.com/bin/subscriptions/welcome.cgi>

Online Support Services

The online Service Request Tool

***Creating Support Requests online and by phone.**

- **Requesting access and site functionality**

<https://www.ibm.com/support/servicerequest/Home.action?lnk=msdTS-srap-usen>

For Your Information

Your previously logged incidents with Star Analytics Support will not be available for your access. IBM will keep a repository of closed incidents but we are not able to make those available online. Only "open" incidents as of June 17, 2013 will be seen via the online Service Request Tool.

How do I create a Support Request ?

You have two avenues for Support at IBM

1. Create a request via the Online Service Request Tool

Take ownership of the PMR process and provide the problem information we need to solve your issue faster!!

2. Call your Local Support Centre and a Call Receive Agent will log the case on your behalf.

Your Local Support Centre can be determined by navigating to www.ibm.com/planetwide

For North America that number is 1-800-426-7378

Requesting Access to SR Tool

SR Assistance Page

<https://www.ibm.com/support/servicerequest/help/srHelp.action>

*** SIMPLIFIED ***

▪ **Registering with SR**

- Access SR at <http://www.ibm.com/support/servicerequest/>
- Enter your IBM login ID and password. If you do not have a login ID, click the "Register Now" link located just above the login box to create your login/password.
- Step 1 - Request access Enter your IBM customer number, select the country/region, and click Submit
- Step 2 - Verify email address Click the Send verification email button. This will send you an email with a registration code.
- Step 3 - Enter the registration code that was sent to you into the Registration code field and click Submit.
- Step 4 - Registration success Click Return back to my agreements to see the status of your access request

Requesting Access to SR Tool

* Not Registered Sign In

https://www.ibm.com/xsrAuth/authenticate?ok_url=https%3A%2F%2Fwww-946.ibm.com%2Fsupport%2Fservicerequest%2FHome.action

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

Business partner
[Click here to check business partner status](#)

Service Request: Self Nomination to an additional ICN

[Support home](#) | [Downloads](#) | [Troubleshoot](#) | [Plan & install](#) | **[Service requests & PMRs](#)** | [Documentation](#) | [Communities](#)

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

Manage support registrations
[→ Support registrations](#)

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*

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](#)

Su
Co
Bu

Service Request: Authorized User vs Site Technical Contact view

The screenshot displays the IBM Service Request application interface. At the top, there is a navigation bar with tabs for 'Support home', 'Downloads', 'Troubleshoot', 'Plan & install', 'Service requests & PMRs', and 'Documentation'. Below this, a secondary navigation bar includes 'Service requests home', 'New service request', 'Search', 'My profile', 'My messages', and 'Help'.

The main content area is titled 'Service requests home'. It features a sidebar on the left with a 'Manage support registrations' section. This section contains three links: 'Support registrations', 'User administration', and 'Partner administration'. The 'Support registrations' link is highlighted with a red box in the 'Authorized User View' section, while 'User administration' and 'Partner administration' are highlighted in the 'Administrator or Site Technical Contact View' section. Red arrows point from these labels to their respective links in the sidebar.

Below the sidebar, there is a section for 'IBM Service Request news' with a date '20 Nov 2012' and a link to 'Click here for more information'. At the bottom, there is a link to 'Open a new service request'.

Service Request: User Administration

[← Return to Service Request](#)

Support registrations

User administration

Partner administration >

Help >

User administration

Update **Add** **Copy** **Auto approval** **New requests**

Choose search criteria and select "Show or update list below" to view your current list of relationships.

Search criteria

- ▾ Search criteria

Show users across all my agreements

Show users only on selected agreements

(Press the Ctrl or command key while selecting to choose multiple agreements)

- ▶ Additional filter criteria

Show or update list below

User Administration:

Update existing user

Show users only on selected agreements
(Press the Ctrl or command key while selecting to choose multiple agreements)

- ▶ **Additional filter criteria**

Show or update list below

| [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [Y](#) | [Z](#) | <#> | [All](#)

Users by name

[kirti 3 2.3prod](#) [kirtip@jaha.com](#) [→ Add to a new agreement](#)

[\[redacted\]](#) [\[United States\]](#) **Status:** **Access level:**

Update user relationships

User Administration: Add a new user

Add an authorized user relationship

Update Add Copy Auto approval New requests

New user for this agreement

IBM ID:* user.email@domain.net

Access level:* Full (Current) ↑ ↓ Demote

Link authorized user with all agreements

Link authorized user with selected agreements

(Press the Ctrl or command key while selecting to choose)

nnnnnn! [United States] nnnnnn

New user for this agreement

Please note the following items before continuing:

Registration ID.

New user for this agreement

The user has been added to the support agreement.

IBM ID:* email.user@domain.net

Access level:* Full (Current) ↑ ↓

Add user

Service Request Submission

<https://www.ibm.com/support/servicerequest/help/srHelp.action>

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

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

New service request

Select product and component

Enter your keyword(s) [Cant find your product?](#)
cognos

Show entitled products only

Products (0 matches) Components (14 matches)

Search results

Add selection to Preferred Products

- ▶ [Cognos Analysis Studio 10.1.1 for IBM InfoSphere Warehouse](#)
- ▶ [Cognos Business Insight 10.1.1 for IBM InfoSphere Warehouse](#)
- ▶ [Cognos Business Intelligence Cognos Connection 8.4.1](#)

Manage support registrations

- Support registrations
- User administration
- Partner administration

→ Open a new service request

Service Request: Problem Description

New service request

Complete problem description

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.)

Service Request: Severity, Business Impact, Files

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

Service Request: Summary, Submission Verification, ID Assigned

Summary

Contact information

Your contact information, including your name, e-mail address, and phone number, is required information to complete this transaction. If you do not wish to provide the required information, please use the "Cancel" button on the previous page, or close the window or browser.

The information you provide will be used to validate your request and to contact you about your service requests.

Name [Redacted]

E-mail address [Redacted]

How should customer support contact you?

Don't contact me, I will check the status on my own.

Email me

Call my daytime number: [Redacted]

Product and component → [Edit](#)

Submission Verification

Product and component → [Edit](#)

Product	InfoSphere Warehouse A.1.0
Component	Cognos Analysis Studio 10.1.1 for IBM InfoSphere Warehouse

Agreement

IBM Customer number [Redacted] [United States]

Problem details → [Edit](#)

Title	TEST
Severity	4
Description	Please send to CCANA1,19F
Attachments	

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

Service Request: Confirmation Page

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

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

New service request

Service request submitted

Success!

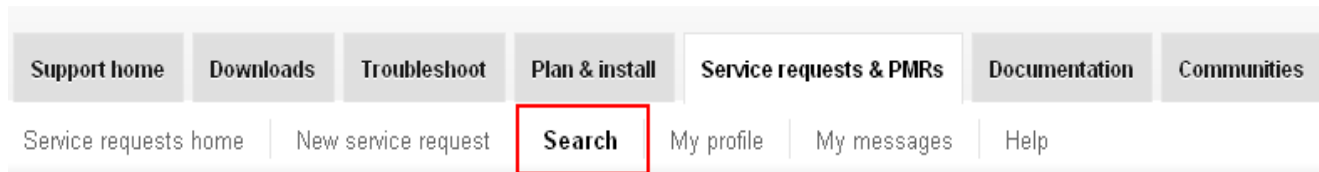


Your service request number is [38808 514 000](#).

* Customer support will call you at phone number: 613-356-5827-.

[← Return to the IBM Service Request home page](#)

Service Request: Search and view



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. Please be patient.

IBM Customer
number*

Enter keywords to
refine your search

Service Request:

Search and view

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

Closed within range

Note: this option is valid only when you have selected the "Show closed service requests" option below.

From To M/d/yyyy format

Filter service requests by criteria below

Completed fields will be used as additional filter criteria; blank fields will not be used.

Show open service requests

Show closed service requests

Component ID

Severity All 1 2 3 4

Search

Questions?

- If you would like a copy of today's Client Experience Webinar please email the BA Client Care Team including the Subject Line: "Star Analytics Client Experience Webinar" and would be happy to send you a copy.

clientcare@ca.ibm.com

- Should you have any questions or are not receiving a response through other avenues, just know you can contact us at any time and someone will contact you during local business hours.

Quick Link resources:

- Star Analytics Customer Center

www.ibm.com/software/analytics/staranalytics/customercenter/support.html

- Passport Advantage (eCustomer Care) Global listing

https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

- IBM Electronic Support help page

www.ibm.com/support/electronicssupport/overview.html

- IBM Business Analytics Twitter

<https://twitter.com/basupp>

- IBM Business Analytics Support Blog

https://www.ibm.com/connections/blogs/basupportlink/?lang=en_us

- Online Service Request Tool helpdesk

<ftp://public.dhe.ibm.com/software/websphere/techexchange/SRToolOverview.pdf>

- Support Technical Exchanges (series of Open Mic conference calls and webcasts where technical experts share their knowledge and answer your questions on specific technical topics)

http://www-947.ibm.com/support/entry/portal/scheduled_tech_exchanges