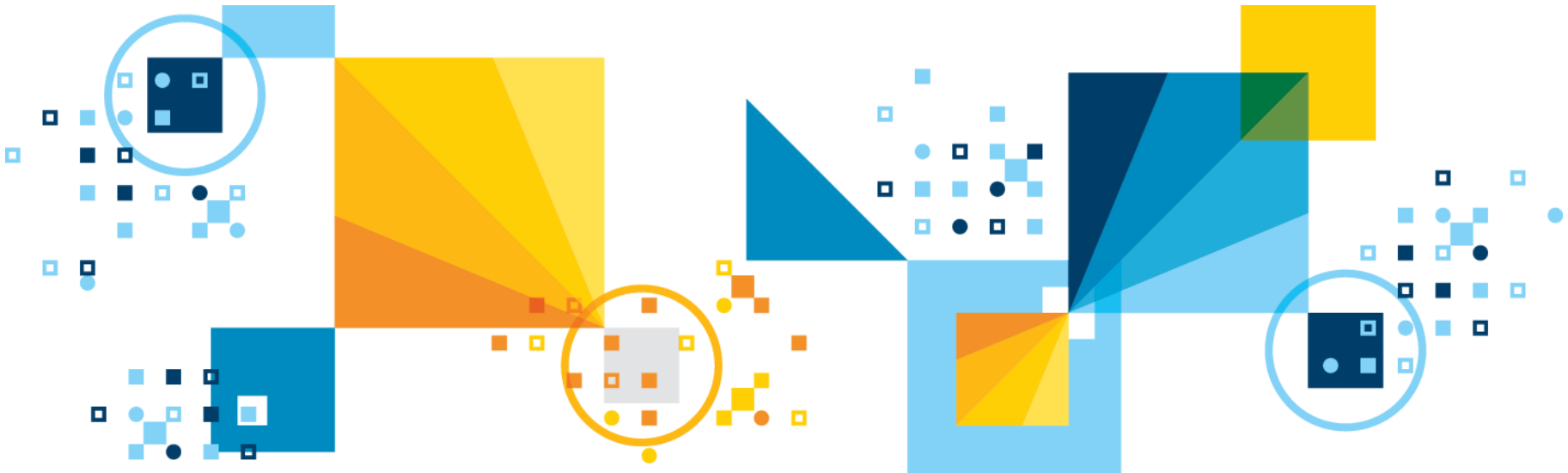# Introduction to IBM Support and the Client Success Portal

Welcome!

Thank you for attending this IBM Support Webinar

- To download the Webinar slides, please visit our Customer Center:

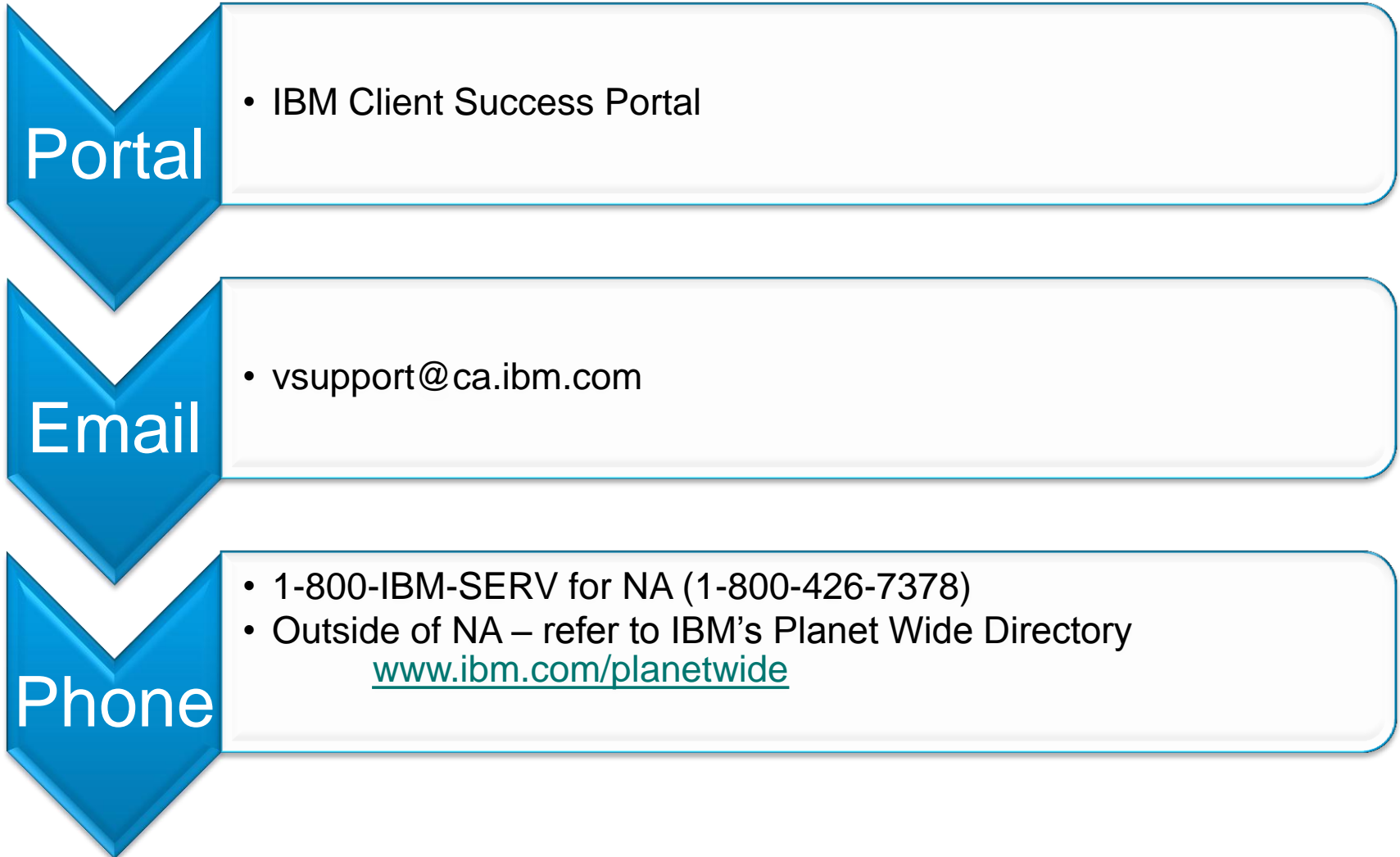 http://www-01.ibm.com/software/analytics/varicent/customercenter/webinars.html

Agenda

- Support Process
  - Client Success Portal
  - Email
  - Phone
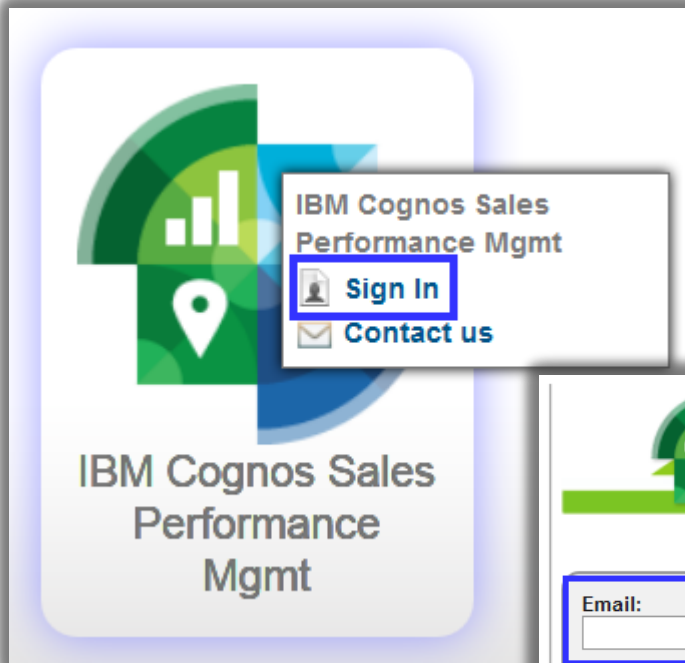- Knowledge Base & Documentation
- Client Success Portal Walk-Through

Support Process – High Level

Portal
- IBM Client Success Portal

Email
- vsupport@ca.ibm.com

Phone
- 1-800-IBM-SERV for NA (1-800-426-7378)
- Outside of NA – refer to IBM's Planet Wide Directory
  www.ibm.com/planetwide

Contacting Support via the Client Success Support Portal

https://support.ibmcloud.com

IBM Cognos Sales Performance Mgmt

Sign In

Contact us

IBM Cognos Sales Performance Mgmt

IBM Cognos Sales Performance Management

Email:

Success Portal Password:

Sign in   Cancel

Reset your password
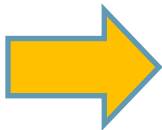
Need an account?

Please enter your email address and password to sign in. If you do not remember your password, please click on the 'Reset your password' link below.

# Contacting Support via the Client Success Support Portal

https://support.ibmcloud.com

Open a Support ticket and view existing open/closed tickets

Steps for getting help

Open a support ticket

Contact us

View my support

SaaS support handbook

Download Fixes

IBM Support Handbook

Product Documentation

Announcements

▶ Cognos Incentive Compensation Management

Most Recent

→ 8.0.3 Release Notes
→ 8.0.4 Release Notes
→ 8.0.2 Release Notes
→ 7.3.0 Documentation
→ 7.1.0 Documentation
→ 7.2.0 Documentation
→ 7.2.1 Documentation
→ 8.0.0 Documentation
→ 8.0.1 Documentation
→ 8.0.2 Documentation

Most Popular

→ 8.0.4 Release Notes
→ 8.0.0 Release Notes
→ 8.0.4 Documentation
→ Is there a way to build dependencies between scheduler tasks so that one job to start only if another one was successful? How can the failure of a job affect other scheduled jobs or processes?
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→ List of Critical Issues
→ Release Retirement Schedule for ICM/Varicent Products
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→ 1. What are history tables? 2. Is it possible to disable history data creation for certain tables or all? 3. Is it possible

Contacting Support via the Client Success Support Portal

https://support.ibmcloud.com
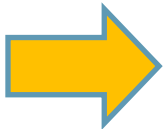
Open a Support ticket and view existing open/closed tickets

* **Client Record Link:**   * **Full Name:**   * **Email:**   Change
Varicent - Internal - Support   Allison Abraham   aabraham@ca.ibm.com

* **Service Offering:**
Incentive Compensation Management

* **Case Type:**
Problem

Customer Severity:
Sev 2 - Significant Business Impact

* **Summary(maximum 64,000 characters):**
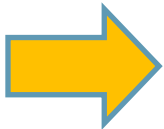Can't create a saved import

* **Details(maximum 64,000 characters):**
When I try to create a saved import, I receive the following error message:

ERROR: Import directory has not been specified

Environment*:
-- Select One or More --
Production
QA
Development

Contacting Support via the Client Success Support Portal

https://support.ibmcloud.com

Open a Support ticket and view existing open/closed tickets

Suggested Answers

These suggested answers may help resolve your issue. If you select one to display, it will open in a new popup window. You will not lose what you have already typed.

Knowledge Base

Why can't I run local imports created by another administrator on my machine?
A local import is local to the computer that created the import. When creating an import, the option in the Import Wizard to Import from my computer creates a local Import. Local imports cannot ...

In the ICM Admin Client one user (user1) created a saved local import ("Import from my computer" option). Another user (user2) tries to mannualy run the saved local import but the import will fail.
Symptom User2 is not able to run the saved local import created by User1 Cause When a saved local import is created the path to the imported file (excel text file ...) is subjective ...

Where are saved import configurations stored?
This saved import file directory that is specified in ICMService.exe.config specifies the place where ICM will look for files to import. It is not a place where saved import configurations are saved. For example: if ...

If a table is used in a Saved Import deleting a column from the table requires the Saved Import to be deleted. Is this expected behavior ?
The product is working as per design. If a table has a corresponding Saved Import deleting a field needs the whole Saved Import to be deleted. A Saved Import cannot be modified - it ...

1 2 3 >

Download 1

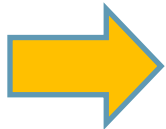**Creating Web Forms**
...

Creating a Presenter Report
...

Creating Adjustments in Composer
...

Contacting Support via the Client Success Support Portal

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Open a Support ticket and view existing open/closed tickets

Attach a file ⓘ

Contact CC List:

| Jane Smith |
| John Smith |
| Mary Huddle |

`<<`

Contacting Support via the Client Success Support Portal

https://support.ibmcloud.com

Open a Support ticket and view existing open/closed tickets

| Get started | **Get help** | View my support |

Search Knowledge Base Downloads IBM

Offerings

Selected Offering

IBM Cognos Sales Performance M

IBM Cognos Sales Performance Management

Open Ticket

Contact Us

Describe Your Problem

Clear

Suggested Answers

Begin typing your problem above. Possible solutions will appear below.

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Contacting Support via Email

- Your email will be converted into a ticket

- Default Severity = 3

- *You <u>cannot</u> choose the severity level via Email

- Please include the following in your email:
  - Subject Line: Summary of the issue
    - For Example: Cannot import daily transactions
  - Email Body
    - Description of the issue
  - Related attachments (as applicable)
  - Your preferred contact phone number

Contacting Support via Phone

- If you are in North America: 1-800-IBM-SERV (1-800-426-7378)

- If you located outside of North America:

Please go to the **Planet Wide Directory** **and choose your region**
(http://www.ibm.com/planetwide/index.html#region)

North America	Latin America	Europe	Middle East and Africa	Asia Pacific
▪ Anguilla	▪ Argentina	▪ Albania	▪ Algeria	▪ Afghanistan
▪ Antigua and Barbuda	▪ Belize	▪ Andorra	▪ Angola	▪ Australia
▪ Aruba	▪ Bolivia	▪ Armenia	▪ Bahrain	▪ Bangladesh
▪ Bahamas	▪ Brazil	▪ Austria	▪ Benin	▪ Bhutan

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Contacting Support via Phone

- When calling IBM Support, you need to provide the following information:

1. Your IBM Customer Number (ICN)

2. Official Product Name

   • Cognos Incentive Compensation Management

   • Cognos Sales Performance Management

3. Client Name

4. Your Name

5. Phone Number

6. Please include your Support Portal ticket Number

*Note: the "Call Receive" team will not have any information on your Support Portal ticket number.
If you are calling for the first time, they will give you a "PMR" number (5 digit number). If you call again, please reference your assigned PMR number.

Severity 1 Procedure / After Hours Support

1. Log a ticket via http://support.ibmcloud.com

2. Call the Support Line:
    a) Please provide the following:
        i.   IBM Customer Number (ICN)
        ii.   Client Name
        iii.   Your Name
        iv.   Phone Number
        v.   E-mail Address
        vi.   Business Impact – For Example: Need to make payroll, May 12th at 3:00pm EST
        vii.   Ticket Number (From the IBM Client Success Portal)

3. Caller needs to be available 24x7 to work with Support to troubleshoot the Sev 1 issue

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Cognos Incentive Compensation Management

    Knowledge Base

        Best Practices

        Installation and Configuration

        Troubleshooting

        FAQs

        Glossary

    Documentation

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Knowledge Base & Documentation

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▶ Installation and Configuration
Troubleshooting
FAQs
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▶ Documentation

Cognos Incentive Compensation Management > Knowledge Base

Knowledge Base

Best Practices

ICM Web After an ICM Web Portal user session expires the last page that the user has accessed is still visible. This may be a security risk for some clients that use public or shared computers and forget to click the Log Out link before moving away from the computer.

ICM Web After I deploy my ICM.war or varicent.war files using JBoss where is the varicent.log file created?

Tools and Administration Application administrator

Installation and Configuration

General A scheduled task fails to run at the preset time but there is no message in the Audit log or Service Error log and no other task was running at the time.

Authentication After configuring the Web server to use the LDAP authentication users are not able to successfully login to ICM Web Portal. Error sample: Authentication request failed: LDAP: error code 49 - 8009030C

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IBM Client Success Portal Walk-Through

IBM Software

Vision2014

Drive Growth. Manage Risk. Optimize Performance.

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Q&A

IBM

Thank you!