

# Quick Guide to IBM Technical Support

## Technical Support at IBM

Whether buying new IBM systems and software or upgrading existing solutions, you benefit from IBM's unique depth of technical experience and expertise. You will get support from people dedicated to developing systems solutions for your business, and you can access a wide variety of technical support -- much of it free of charge.

### BEFORE YOU BUY . . . <http://ibm.com/products/>

Before you decide on any purchase, browse our wealth of Web-based technical sales support information. We want you to discover that IBM solutions and offerings can address your business requirements. To help you learn about our products and make purchase decisions, we offer these aids:

- ▶ Technical information about our products -- white papers, model comparisons, and specifications
- ▶ Trial software downloads
- ▶ Product and solution seminars (including "webinars")
- ▶ Help identifying and choosing the most appropriate solutions, including:
  - ▶ Complex solution design
  - ▶ Product configurations
  - ▶ Basic capacity plans
  - ▶ Education and education planning assistance

### AFTER YOU BUY . . . <http://ibm.com/support/>

Once you have decided on the optimum solution for your business, continue to exploit the significant technical support IBM offers to help you install and implement your solution, including:

- ▶ Web self-service -- hints and tips, usage info, fixes, and downloads
- ▶ Installation planning assistance for new software
- ▶ Physical planning and installation
- ▶ Warranty support
- ▶ Defect repair

Find a complete discussion of IBM software support at <http://techsupport.services.ibm.com/guides/handbook.html>

### WHY IBM SERVICES?

IBM is uniquely qualified to deliver a caliber of support and services that allows your company to concentrate on doing business.

- ★ 116,000 people worldwide deliver IBM support and services in 164 countries.
- ★ 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from nine HelpCenters around the world.
- ★ Maintenance parts are available from 145 parts-stocking locations in the US and 479 locations worldwide.

## Online Information

### Automated sales information via e-mail

#### iSource

<http://ibm.com/isource>

Sign up to automatically receive e-mail notification of sales- and marketing-related information from IBM, including product announcements, press releases, conferences, events, and education.

### The ultimate "how to" technical guides



<http://ibm.com/redbooks>

IBM Redbooks™ are technical manuals that provide installation and implementation tips, typical solution scenarios, and step-by-step "how-to" guidelines. Download free in Adobe Acrobat® (PDF) format; or order in hardcopy for a small fee.

## Problem Resolution Codes

The following severity codes determine how IBM escalates hardware and software issues. Report the severity code when placing the initial service request.

#### Severity 1 - Crisis

- The system goes down, critically impacting a customer's ability to do acceptable business.
- No bypass alternatives are available.
- Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.

#### Severity 2 - Major

- A problem that causes a severe operational impact.
- Bypassing the problem is possible but not feasible.
- Severity 2 requires that the failing system or component be made available for problem determination or repair.

#### Severity 3 - Minor

- Any problem causing restricted function or minor impact on performance.
- Bypassing the problem is both possible and feasible.
- Deferred problem determination or maintenance may be acceptable.

#### Severity 4 - Bypassed

- A circumvented problem.
- The problem impact is non-critical and does not affect operation.
- Deferred maintenance is acceptable.



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## Problem Resolution

**If you don't find what you need with e-Support, call 1-800-IBM-SERV for hardware support.**

Your first call will connect you with your IBM Remote Technical Support Representative who will help diagnose your hardware problem, and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. The Service Delivery Manager or Duty Manager can assist you with any service issues that you are uncomfortable with.

**If you need software support, call the same number -- 1-800-IBM-SERV.**

Your call to Software Support lets us consistently meet your expectations by providing:

- ▶ Rapid response to your requests
- ▶ Fast relief for high impact problems
- ▶ Timely problem resolution
- ▶ Fixes and information

*If for any reason we are not meeting your expectations, ask to speak to the Duty Manager.*

**To enable us to help you more quickly, have the machine type and serial number of your system available. (See yellow sidebar for details.)**

**When you are not sure who to call, dial 1-800-IBM-4YOU.**

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers above or call our general information number -- 1-800-IBM-4YOU -- between 8AM - 7PM EST.

## IBM Technical Support URLs & Phone Numbers

**IBM e-Support: Your first stop -- available any time you need it**

Corporate Home	<a href="http://ibm.com/">http://ibm.com/</a>
Administrative Support	<a href="http://ibm.com/support/operations/">http://ibm.com/support/operations/</a>
Hardware (eServer) Support	<a href="http://www.ibm.com/servers/eserver/support/">http://www.ibm.com/servers/eserver/support/</a>
iSource	<a href="http://isource.ibm.com/world/subscribe.shtml">http://isource.ibm.com/world/subscribe.shtml</a>
PC (Intel-based Server) Support	<a href="http://ibm.com/pc/support">http://ibm.com/pc/support</a>
Redbooks	<a href="http://www.redbooks.ibm.com">http://www.redbooks.ibm.com</a>
Services Offerings	<a href="http://ibm.com/services/">http://ibm.com/services/</a>
Software Support Handbook	<a href="http://techsupport.services.ibm.com/guides/handbook.html">http://techsupport.services.ibm.com/guides/handbook.html</a>
Storage Hardware Support	<a href="http://www.storage.ibm.com/techsup.htm">http://www.storage.ibm.com/techsup.htm</a>
Storage Software Support	<a href="http://www.ibm.com/servers/storage/support/software/index.html">http://www.ibm.com/servers/storage/support/software/index.html</a>
Support Home	<a href="http://ibm.com/support/">http://ibm.com/support/</a>

**IBM Phone Numbers: Access to knowledgeable IBM assistance**

Hardware Technical Support	1-800-IBM-SERV (426-7378)
Software Technical Support	1-800-IBM-SERV (426-7378)
Integrated Technology Services Sales	US - 1-888-426-4343; Canada - 1-800-426-2255
Learning Services	1-800-IBM-TEACH (426-8322)
Publication Orders and SLSS	US - 1-800-879-2755; Canada - 1-800-IBM-4YOU
Administrative Support US Commercial, State, & Local Gov. US Federal Govt. Customers Canada Administrative Support IBM Business Partners	1-877-426-6006 1-800-333-6705 1-866-880-2765 1-800-426-9990
Not Sure?	1-800-IBM-4YOU (426-4968)

**BEFORE CALLING hardware support, what do you need?**

▶ Machine type

▶ Machine model number

▶ Machine serial number

▶ BIOS revisions (if applicable)

▶ Other pertinent info

**BEFORE CALLING software support, you will need your Software Support entitlement number and/or Passport entitlement number.**

Keep it here for easy access when you need it.

NOTE: You may also be asked for your machine type/model/serial number.

