



IBM Software Group

Introduction to the IBM Rational Client Connect program



Presented by Rational Client Support

Rational software



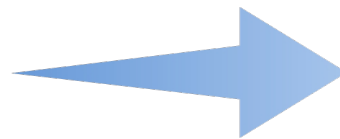
Agenda

- About the Rational Client Connect program
- The Client Connect program can help you understand...
 - Downloading software with Passport Advantage Online
 - Getting licenses from Rational License Key Center
 - Finding the latest information with IBM Support Portal
 - Reporting product issues with IBM Service Request
- Engaging the Client Connect program



The goal of this presentation

- You will understand how Client Connect helps you with...
 - Downloading software
 - Getting license keys
 - Finding the latest product info
 - Reporting product problems
- You will understand how to enroll with the program



The Rational Client Connect program

Assists those who are new to the IBM self-assist tools:

- Passport Advantage Online
- Rational License Key Center
- IBM Support Portal
- IBM Service Request



Client Connect can help you with...

- **Passport Advantage Online**

- Downloading software
- Ordering media packs
- Checking for proof of entitlement

URL: http://www.ibm.com/software/howtobuy/passportadvantage/pao_customers.htm



The screenshot shows the IBM Passport Advantage Online website. The breadcrumb trail at the top reads "Software > How to buy > Passport advantage >". The main heading is "IBM Passport Advantage" with the sub-heading "Passport Advantage Online". A navigation menu on the left includes "Software", "Trials and demos", "Support", "Training and certification", "Library", "Events", and "News". Below the heading is a horizontal bar with icons and a "Program overview" tab. The page is split into "For customers" and "For Business Partners" sections. The "For customers" section contains the text: "Passport Advantage Online offers customers a secure Web experience, allowing them to manage their Passport Advantage accounts online." and a "→ Customer sign in" link. The "For Business Partners" section is currently empty.



Client Connect can help with...

- **Rational License Key Center**
 - Generating and managing license keys
 - Moving keys to a new host



Client Connect can help with...

More information on the Rational License Key Center

- URL:

<http://www.ibm.com/software/rational/support/licensing/toIntraware.html>

- Registration information in the Rational Getting Started Guide:

<https://www.ibm.com/software/rational/support/licensing/>



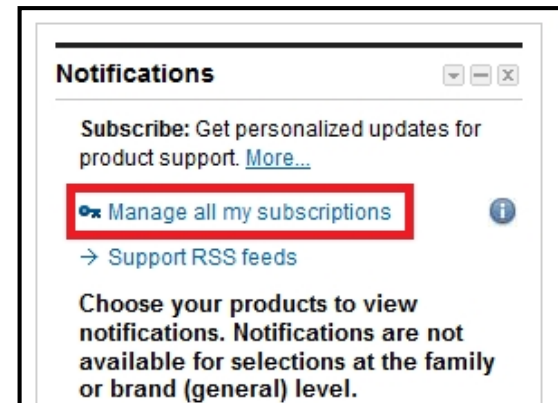
Client Connect can help with...

- **IBM Support Portal**

- Get the information on your products
- Find documentation and troubleshooting technotes
- Stay notified about the latest product updates

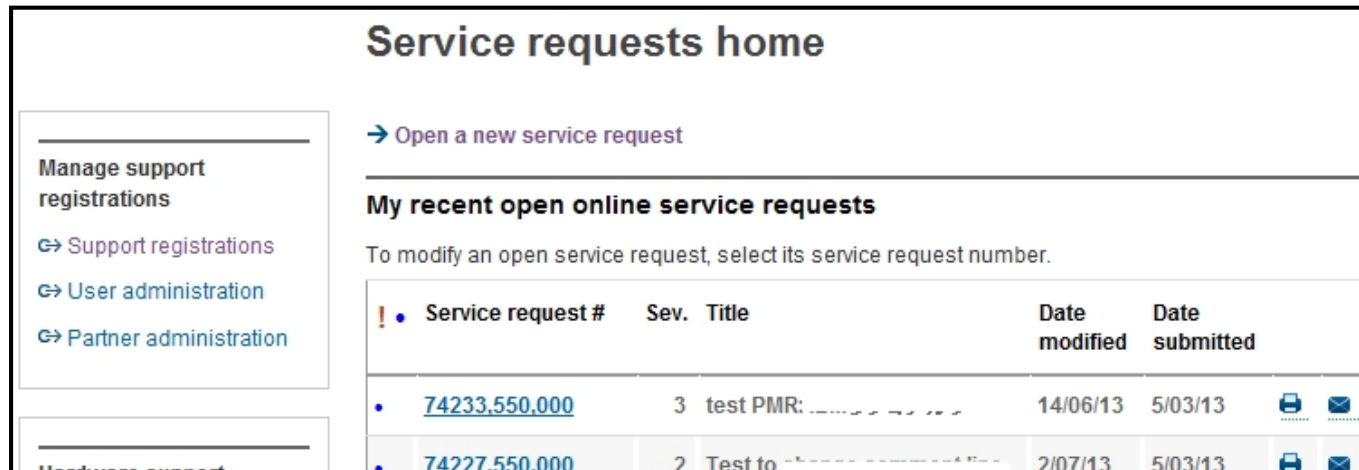
- **URL:**

<https://www.ibm.com/software/support/>







Client Connect can help with...

- **IBM Service Request**
 - Submitting product issues or inquiries to IBM Support
 - Managing PMRs and viewing their history
 - User access and profile control



The screenshot shows the 'Service requests home' page. On the left, there is a sidebar with 'Manage support registrations' and links for 'Support registrations', 'User administration', and 'Partner administration'. The main content area has a link to 'Open a new service request' and a section titled 'My recent open online service requests'. Below this is a table with columns for 'Service request #', 'Sev.', 'Title', 'Date modified', and 'Date submitted'. Two requests are listed: one with ID 74233.550.000 and another with ID 74227.550.000. Each row includes icons for printing and emailing the request.

Service request #	Sev.	Title	Date modified	Date submitted		
74233.550.000	3	test PMR:	14/06/13	5/03/13		
74227.550.000	2	Test to	2/07/13	5/03/13		



Client Connect can help with...

More information on the IBM Service Request

- IBM Service Request URL:

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

- IBM Service Request documentation and helpdesk

<https://www-946.ibm.com/sr/help/>



Engaging the Client Connect program

Questions about your new account?

Enroll with the Client Connect program for a personalized session:



<http://www.ibm.com/support/docview.wss?uid=swg21592116>

Additional resources:

- IBM Rational Support Licensing: <https://www.ibm.com/software/rational/support/licensing/>
- IBM Electronic Support: <http://www.ibm.com/support/electronic-support/>
- IBM Electronic Support on IBM Education Assistant: <https://ibm.biz/BdxJtw>
- IBM Electronic Support on YouTube: <http://www.youtube.com/user/IBMelectronicsupport>



