

Be sure to register as an Authorized Caller on the IBM ESR (Electronic Service Request) web site.
Please click on the tab that describes your role and follow the instructions.

End Users

Site Technical Contacts

Maintenance and Renewal Contacts

- * All legacy Rational Customer Support e-mail aliases will be decommissioned on May 2, 2004
- * You MUST register on ESR (IBM's web-based problem submission and management tool) to continue using the new email aliases after May 2, 2004
- * ONLY registered users of ESR will be able to send email to IBM Rational Support after May 2, 2004
- * You will NOT be able to open new PMR's by e-mail after May 2. New PMR's can be opened electronically only by using ESR

As part of Rational's continued integration into IBM, you will experience a number of exciting new changes in how you can access and use IBM® Rational® Software Support. Here is the information you need to be successful. Please take a moment to make sure you are familiar with the information below.

Continued web and e-mail communications with IBM Rational Support require your registration as an Authorized Caller on ESR (Electronic Service Request). ESR is IBM's web site offering support to customers. Customers must be Authorized Callers (registered via ESR) to send e-mail and use the web for communicating with IBM Rational Support. The ESR web site offers 24x7 online capabilities for submitting, tracking, updating, and reviewing the status of your Problem Management Records (PMR's).

1. To be a registered user of ESR, your STC (Site Technical Contact) needs to add you to the Authorized Callers list via the ESR web site. Are you on the Authorized Caller list? Check with your STC to make sure.
2. If you have received an e-mail message informing you that you have been added to the Authorized Callers list and containing instructions for ESR registration, please register today!
3. If you do not know who your STC is, please send an e-mail to rationalrhelpdesk@us.ibm.com with the following information: Your name, Company name, E-mail address, Street address, City, State/Province, Country, Telephone number, IBM Customer Number (ICN) if available and Rational product(s) used. It is very important that you include all information. Providing a Sales or Purchase Order # will help expedite this request.
4. Once you know who your STC is, please ensure that he/she has added you to the Authorized Caller list and that you have logged on to the ESR web site and registered.

It is critical that you make sure you are a registered Authorized Caller on the ESR web site. This is a required step for your continued ability to send e-mail messages to IBM Support. Only your STC (site technical contact) can include you on the Authorized Callers list. Please make sure you contact your STC today!

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As the Site Technical Contact (STC), you play an important role in your company's ability to access IBM Rational Support. **Continued web and e-mail communications with IBM Rational Support depend on your registration of all users on ESR.** Using your IBM Customer Number (ICN), you will need to register yourself and all other Rational users at your site as Authorized Callers on ESR. Registering on ESR ensures that you will be able to continue to send e-mail and use the web for communicating with IBM Rational Support

†THE FOLLOWING STEPS ARE REQUIRED TO CONTINUE SENDING E-MAIL TO IBM RATIONAL:

Step 1: Enabling e-mail communications and web technical support for yourself

You can enable web technical support and email processing via the IBM Electronic Service Request (ESR) web site by performing the following two steps in the order listed:

1. First, you must register yourself on the IBM Software Support web site. You already should have received a welcome e-mail from ESR that contained registration instructions. However, if you are not already registered, go to the [Rational Software Support page at http://www.ibm.com/software/rational/support](http://www.ibm.com/software/rational/support) and select the "Register" link in the top right corner of the page.
2. Second, select the "Submit and Track Problems" link in the left-hand navigation area. Once at the Submit and Track Problems page, select the "ESR" link (this is denoted by a small key). Once you have signed in to ESR, you can enroll Authorized Callers for your site.

Step 2: Enabling e-mail communications and web technical support for your site, and adding authorized callers (enabling others at your site to use email communications and ESR)

1. Go to <http://www.ibm.com/software/rational/support> if you are not there already.
2. Click on "Submit and Track Problems" from the left-hand navigation. If you have not already signed in, you will be prompted to do so. Use the IBM ID and password you created when registering on the IBM Software Support web site.
3. After signing in you will be at the "Electronic Service Request and Authorized Caller Administration" page. To manage your Authorized Caller list, select the blue arrow button under the "Edit Info" heading. If there is more than one IBM Customer Number (ICN) shown (indicating more than one support contract), you will have to choose which ICN you want to associate your Authorized Caller with. If you would like an Authorized Caller to be registered on more than one support contract, you will need to fill out the Authorized Caller form for each contract. This will take you to the "Updated Authorized Callers" page, where you can add, change, and delete authorized callers. First on the page you will see your (the STC's) information. Scroll down and you will see a form. This form is what you fill out to add Authorized Callers to ESR. Fill out the form fields and click the Update/Add Authorized Callers button.
4. Clicking the Update/Add Authorized Callers button will initiate an e-mail message to the Authorized Caller. The email will contain all information they need to register.

IMPORTANT Note:

Please do not create duplicate callers, as this will prevent the caller from registering. If you need assistance, please contact the IBM Rational ESR Help desk at [rationalesrhelpdesk@us.ibm.com](mailto:rationalhelpdesk@us.ibm.com)

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If YOU ARE the STC for your company's site, you play a critical role in ensuring your colleagues' continued ability to send e-mail messages to IBM Rational Support. You are required to update the Authorized Callers list on ESR. This is a mandatory step to ensure your colleagues continue to have the proper necessary authorization to access IBM Rational Support

If you are the STC and need instructions on updating the Authorized Caller list, please click [here](#)

If you are NOT the STC for your company's site but YOU KNOW WHO the STC is, please forward this entire document to their attention and ensure that they are aware their action is required.

If you do NOT KNOW the STC for your company's site, please send an e-mail to rationalhelpdesk@us.ibm.com with the following information:

Your name, Company name, Email Address, Street Address, City, State/Province, Country, Telephone # , IBM Customer Number (ICN),– (if available,)– and Rational product(s) used. It is very important that you include all information.

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