IBM Electronic Support Best Practices

(How to navigate ibm.com for Telelogic product support)

Updated September, 2009

Overview

- **Purpose**
- **Where to start**
  - **Telelogic Support browser toolbar**
  - **Product specific support sites**
- **Navigating to Rational Software Support**
- **Searching IBM.com**
- **Finding specific areas:**
  - Downloads – Full Product & integrations
  - Downloads – Patches
  - Downloads – Legacy Telelogic product, patch, documentation, and integrations
  - Documentation
  - Forums & community
  - Knowledgebases
  - Case Tracking
  - Licensing Information
  - Newsletters
  - Customer Communications
  - Where to find Help
  - Contacting Rational Software Support

Purpose

- **IBM.com is a very big Web site.**

- **Because of this, finding answers to your questions may be very challenging.**

- **This presentation will provide a series of best practices that will focus on effectively navigating and searching through our IBM Support web areas.**

- **This presentation is intended as a Quick Reference to finding content on ibm.com.**

Where to start – Telelogic Support Browser Toolbar

- The single best starting point!

- Download and install the Telelogic Support browser toolbar from: http://www.ibm.com/softwar e/rational/support/telelogic/t oolbar/

- You can quickly find your specific product's content using the search capabilities

- Direct access to product support pages, support resources, and the Telelogic Support overview page at the touch of the "Communications" button.

Rational support

Rational-Telelogic support toolbar overview

Enhance your IBM Rational Support experience

This new Support Toolbar has been designed by IBM specifically for existing former Telelogic Support clients to centralize the essential support pages for all your Telelogic Product Support needs. You can quickly search your choice of content across all products using the search capabilities from wherever you are on the Web. Stay informed with direct access to the Support Communications page, and find the product specific content you need from the Product button. It is fast, convenient, and provides what you are looking for- relevant results!

Download the Support Toolbar here:

Choose your web browser from the options below to start the download/install

Internet Explorer users
Click here to start download

Firefox users (You must be using Firefox at time of install)
Click here to start install

Can't install the toolbar? The *Telelogic Support Overview* page is the next best starting point:
http://www.ibm.com/software/rational/support/telelogic/

Where to start on *ibm.com*

- The best place to start looking for your answer is *your* **product's support site**

- Searching for an answer from ibm.com's home page usually returns much too broad of a result set, so…

- Getting as close to your product as possible will vastly increase your success

- You can **use the *Telelogic Product Support Overview* page (http://www.ibm.com/software/rational/support/telelogic/)** as the best starting point to navigate directly to each Telelogic products' support sites.
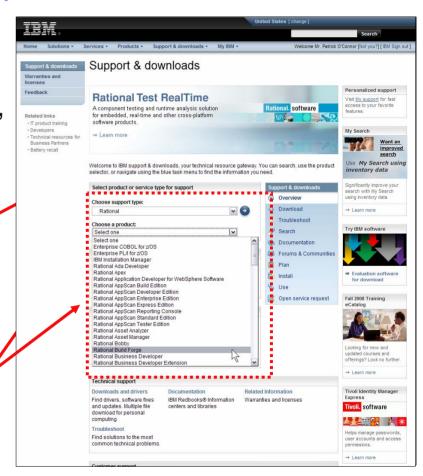
Where to start:
Navigating to Rational Software Support

There are many ways to navigate to Rational Support

- http://rational.com, then select "Support" in the left navigation bar

- Search for "rational support" from the search box at the top of any ibm.com page

- Click on "Support & downloads" link at the top of any ibm.com page, then select "Rational" and even a specific product from the first set of pulldowns.
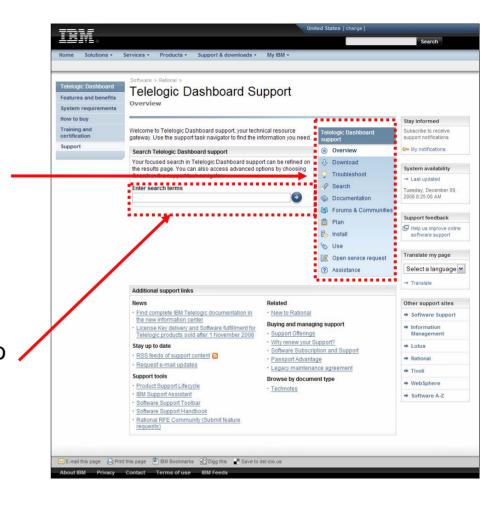
Where to start:
Product specific pages

- Once you are at your product's support site, using the **"task navigator"** will take you to specific pages just for that product – such as "downloads", "documentation", "forums & community" or "install".

- **More good news:** Searching from these pages will focus your search to just that product's content!
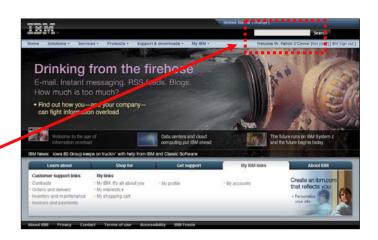
Searching IBM.com

- To find *general* pages or tools, search from the "masthead"

- For *product-specific answers* such as downloads, technotes (FAQs) or documentation, search from inside your product's support site
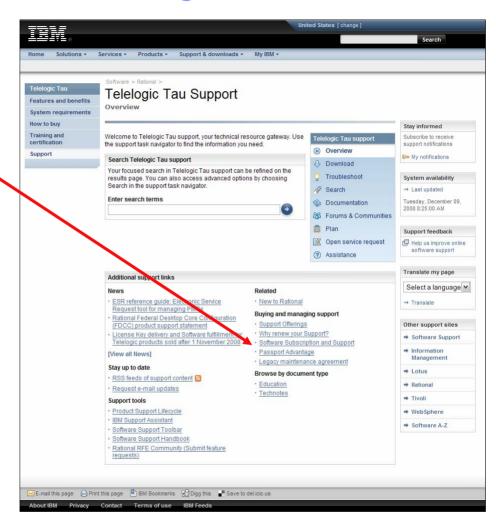
Finding Specific Areas in IBM.com

(A mapping of key support resources on ibm.com)

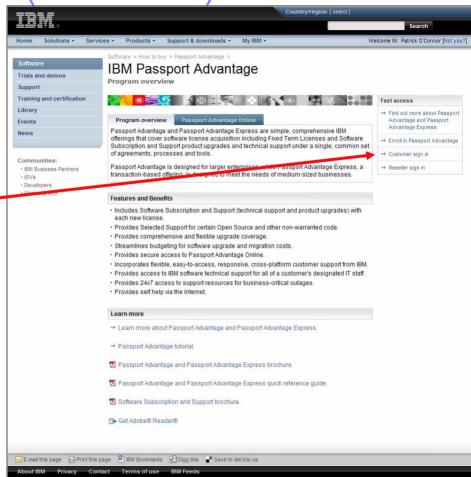# Downloads – Full Products and Integrations

- On ibm.com, new full product downloads are stored in a separate area called "Software and Services" or "Passport Advantage" (PA)

- There is a link to this site on all support home pages

- Links to the full product downloads can also be found on the product's "Download" page within the posted download documents.

- *Product Integrations* are also available from this Passport Advantage site.

Downloads – Full Products (continued)

- Once at the PA site, select the "**Customer sign in**" link and sign in with your IBM ID, then navigate to the product download.

- An ICN (IBM Customer Number) is required to gain access to Passport Advantage.

Downloads – Full Products (continued)

- **Please be aware of the following about client access to Full Product Downloads !**

- **NOTE 1:** For clients under FCT Agreements, the full product download site is referred to as the "**Software and Services**" site.

  The Software and Services site is the same site as the **Passport Advantage** site for clients under Passport Advantage agreements.

  Regardless of which URL is used to get to the site, the client's login credentials will enable access to see the full product downloads for the products they have under active agreements.

- **NOTE 2**: The Client's **Primary Contact** is the first and only person IBM authorizes to access this site. The Primary Contact received a communication about this via the entitlement load process.

  The Primary Contact can then authorize others in their company who require access to this site for software downloads.

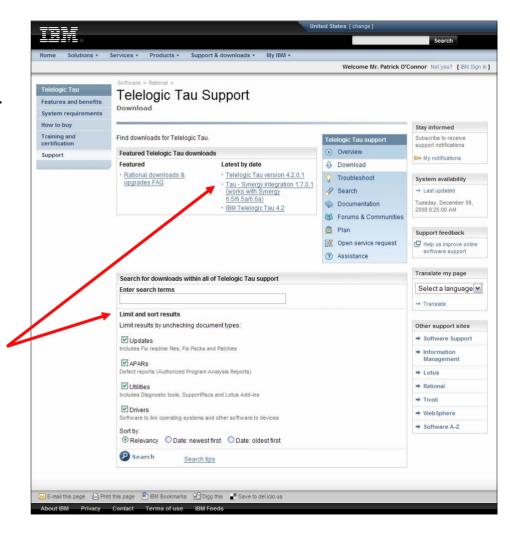https://www-112.ibm.com/software/howtobuy/softwareandservices

http://www-01.ibm.com/software/howtobuy/passportadvantage/index.html

Downloads – Patches

- On ibm.com, patches (also known as iFixes, or FixPacks) are found in download documents posted to your product's support site, select the "Download" button to take you to that product's download page.

- The latest "Patches" will be listed at the top of the page plus a product-specific download search is available.

- Patches will be available via two different links: either FTP, or via HTTP download at FixCentral.
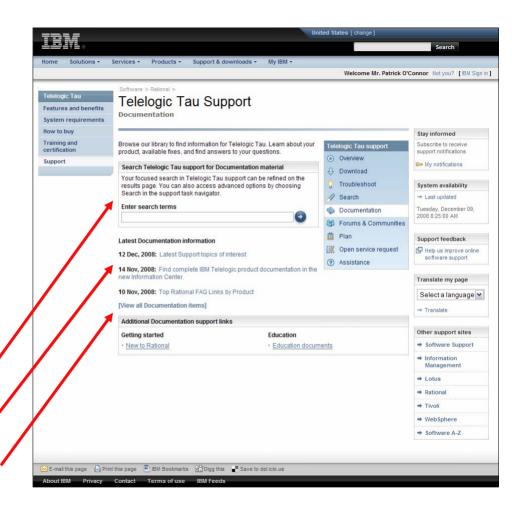
Legacy Telelogic Downloads

- **All** legacy downloads (*product, documentation, integrations, patches, release notes*) for Telelogic product versions released **prior to November, 2008**, can be found in the **Legacy Download Technote Flashes** on IBM.com product support download pages. Additionally, the list below will take you to the specific flash documents:
  - Telelogic Change 4.3, 4.3a (Unicode edition), 4.4, 4.4a, 4.5, 4.6, 4.6.1, 4.7, 5.0
  - Telelogic Dashboard 2.0.3, 3.0, 3.5
  - Telelogic DocExpress 4.2, 4.3.1, 4.4, 4.4.1
  - Telelogic DocExpress Factory 3.0, 3.0.1, 3.2, 3.4, 3.5, 4.0, 4.1
  - Telelogic DocExpress Word 3.2, 3.3, 3.4, 3.5, 4.0, 4.1
  - Telelogic DOORS 8.1, 8.2, 8.3, 9.0
  - Telelogic DOORS/Analyst 1.3 SP1, 1.4, 2.0, 2.0 SP1, 2.1, 3.0, 3.1, 4.0, 4.1, 4.2
  - Telelogic DOORS/Net 8.0, 8.1, 8.2, 8.3, 9.0
  - Telelogic Focal Point 5.4, 6.1, 6.2
  - Telelogic Logiscope 5.1, 5.1.2, 6.0, 6.1, 6.2, 6.3, 6.4
  - Telelogic Rhapsody 7.0, 7.1, 7.1.1, 7.2, 7.3
  - Telelogic SDL and TTCN Suite 4.2, 4.3, 4.4, 4.5, 4.6, 5.0, 5.1, 6.0, 6.1, 6.2
  - Telelogic Statemate 4.2, 4.3, 4.4
  - Telelogic Synergy 6.1, 6.2, 6.3, 6.3a, 6.4, 6.4a, 6.5, 6.5a, 6.5a J
  - Telelogic System Architect 10, 10.1, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8, 11, 11.1
  - Telelogic System Architect XT 10.4, 10.5, 10.6, 10.7, 10.8, 11, 11.1
  - Telelogic Tau 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.0, 3.1, 4.0, 4.1
  - Telelogic Directory Server 4.1, 4.2
  - Telelogic License Server 10.1.3-7, 1.3, 1.4
  - Telelogic Synchronization Framework 1.0, 1.1, 1.2
  - Telelogic Tester 2.6, 2.7, 3.0, 3.1, 3.2

Documentation

- On ibm.com, Telelogic specific product manuals will be found directly in the IBM Info Center

- Additional product documentation may be navigated to from the Rational Support documentation page or

- The best way is to navigate to your product's specific documentation page.

  – Here you will find:

    - A product-specific documentation search

    - Latest 3 documentation items
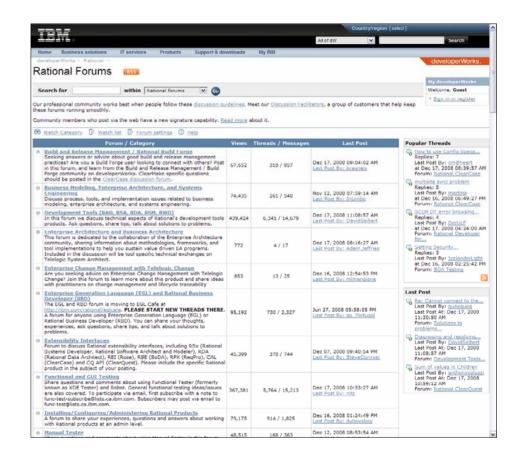
    - A "View all Documentation items" link

Forums & Communities

- On ibm.com, all Rational & Telelogic product forums may be found in the developerWorks' Rational forum area.

- Product-specific forums may be navigated to quickly by selecting the "Forums & Communities" link in that product's support site "task navigator".

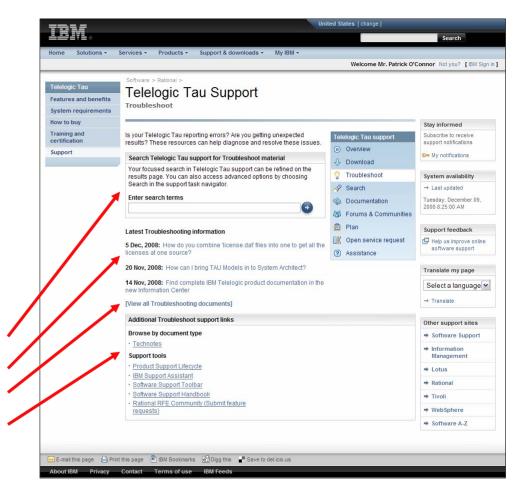- Available Telelogic product Wikis can be found at the Wiki Dashboard: http://www.ibm.com/developerworks/wikis/dashboard.action
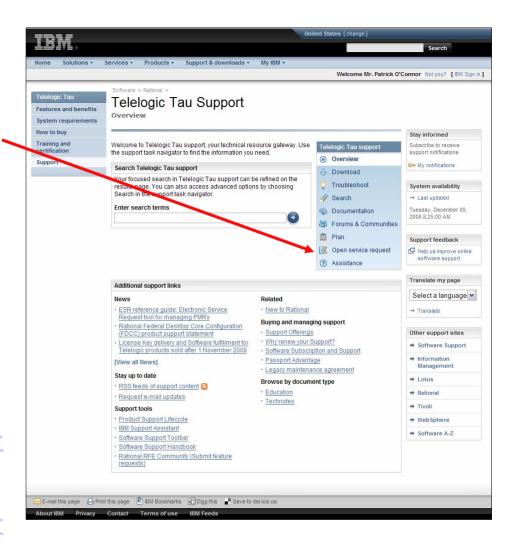
Knowledgebases

- On ibm.com, knowledge base articles are found on your product's support pages

- Select the "Troubleshoot" button to take you to that product's knowledgebase page

  - Here you will find:
    - A product-specific Troubleshoot search
    - Latest 3 Troubleshooting items
    - A "View all Troubleshooting docs" link
    - Additional support links

Case Tracking

- On ibm.com, from your product's support site, select the "Open service request" button to take you to that product's service request page.

- Select "SR" to open the "Support Request" tool and login to submit a new request or manage existing PMRs.

- **If you encounter issues with the SR tool or accessing SR initially, you can find help at:**

  - **The SR Help Page: http://www.ibm.com/software/support/help.html and/or**

  - **The SR *Help Desk* Contact Page: http://www.ibm.com/software/support/help-contactus.html**
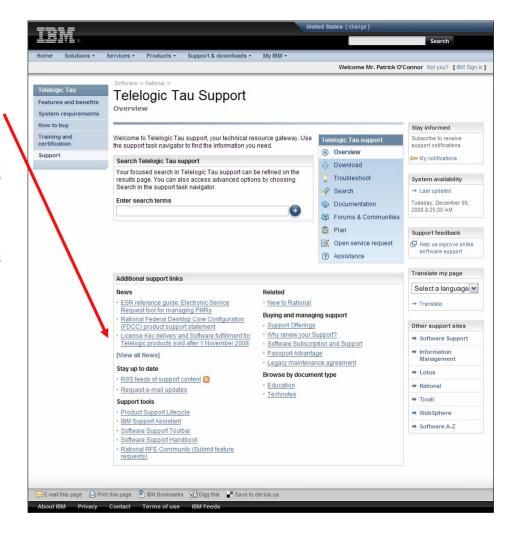
The SR Help Desk will assist with access, ICN associations, and SR usage issues.

Licensing Information

- **On ibm.com, licensing self help is found @**
  http://www.ibm.com/software/rational/support/licensing/

- **License Key Center How To -**
  https://licensing.subscribenet.com/control/ibmr/login

- **LicenseKeyCenter Help -**
  https://licensing.subscribenet.com/control/ibmr/manualsupport

- **Getting License Keys - Instructions will guide you to the IBM Rational License Key Center, and the on-line service for generating and managing your license keys.**
  http://www.ibm.com/software/rational/support/licensing/index.html?rcss=lkc
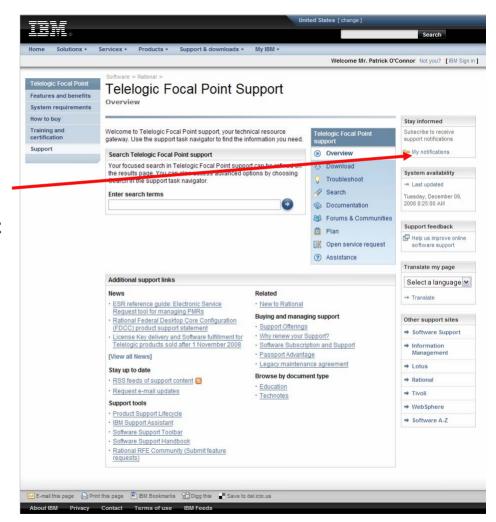
Newsletters

- **On ibm.com, email alerts will be found in the coming future at "My Notifications" @ http://www.ibm.com/software/support/einfo.html**
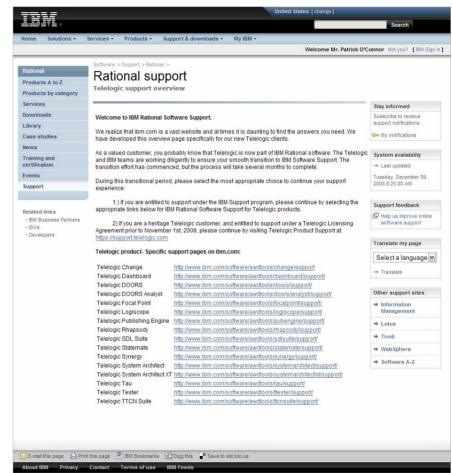
- **The link to My Notifications is found on all Rational product support pages' right column area**

- **Subscribe to My Notifications for the products you are interested in and be informed of newly published content via e-mail or RSS feeds.**

Customer Communications

- **On ibm.com, we have built a Telelogic Support Overview and communications page @ http://www.ibm.com/software/rational/support/telelogic/**

- **This page contains transition related communications and news, as well as FAQs to assist in answering support delivery specific questions.**

- **Included as well is a table of links to each Telelogic Product's specific support pages for easy navigation!**
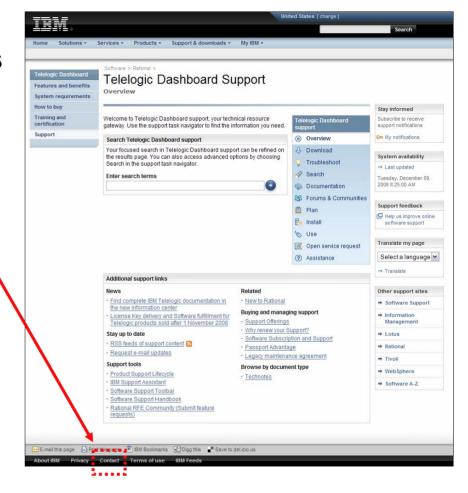
Having problems on *IBM.com*? Where to find help:

- ***Finding the right place for download assistance:***
  - Where can I get help with the **Legacy Telelogic downloads** site?
    - https://www14.software.ibm.com/webapp/iwm/web/signup.do?source=dfeedbk&lang=en_US&S_CMP=IBM
  - Where can I get help with the **Passport Advantage** (Software and Services) site?
    - https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html
  - Where can I get help with the **FixCentral** site?
    - http://www-947.ibm.com/systems/support/fixes/en/fixcentral/help/faq_sw.html

- ***Finding SR assistance***:
  - How to use SR? http://www.ibm.com/software/support/help-esr.html
  - Contact the SR help desk: http://www-01.ibm.com/software/support/help-contactus.html
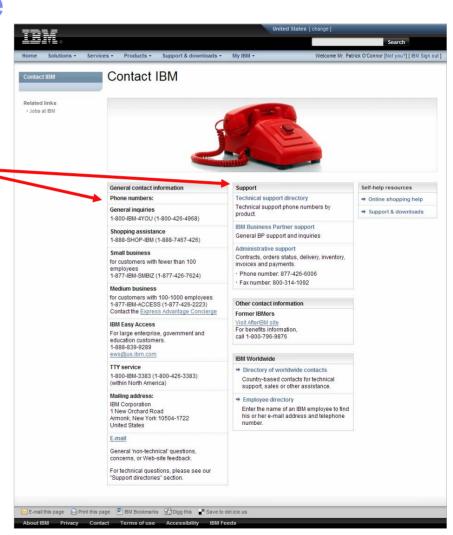
Contacting Rational Software

- **For general questions, there is a "Contact" link at the bottom of all ibm.com pages**

Contacting Rational Software

The Contact page has general and support phone number listings

THANK YOU

Learn more at:

- IBM Rational software
- IBM Rational Software Delivery Platform
- Process and portfolio management
- Change and release management
- Quality management
- Architecture management

- IBM Rational software support
- Rational trial downloads
- Leading Innovation Web site
- developerWorks Rational
- IBM Rational TV
- IBM Rational Business Partners