



IBM Rational Software

IBM Electronic Support Best Practices

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

Updated September, 2009

Overview

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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/software/rational/support/telelogic/toolbar/>
- 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)

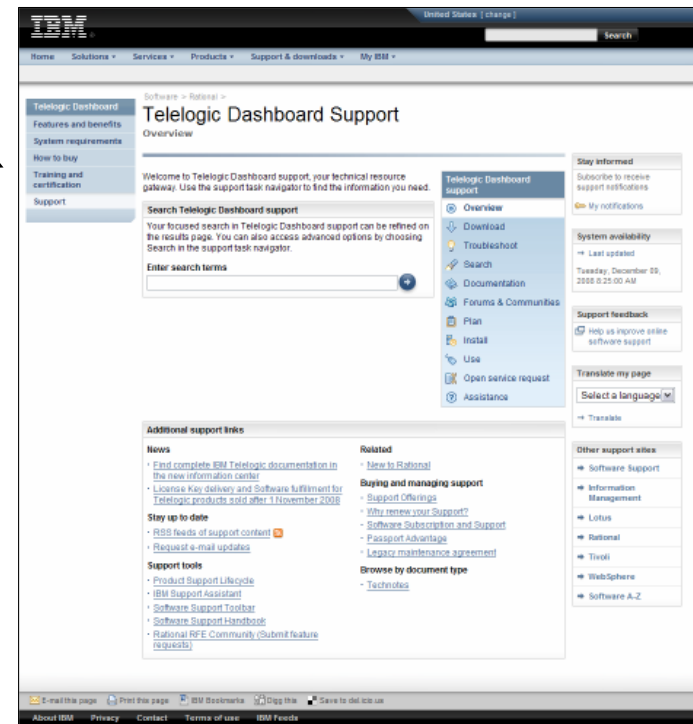
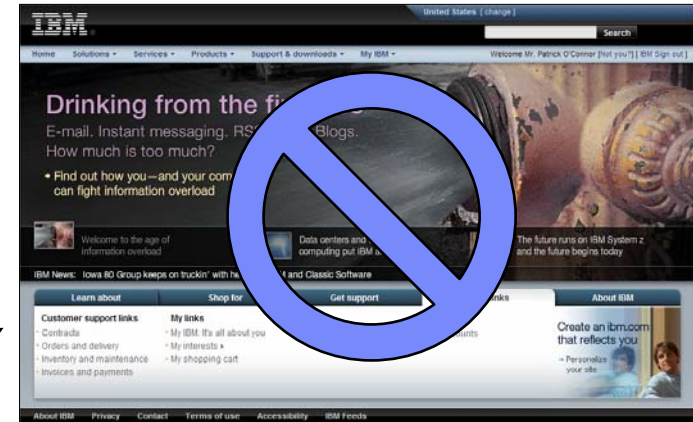
 [Click here to start install](#)

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.

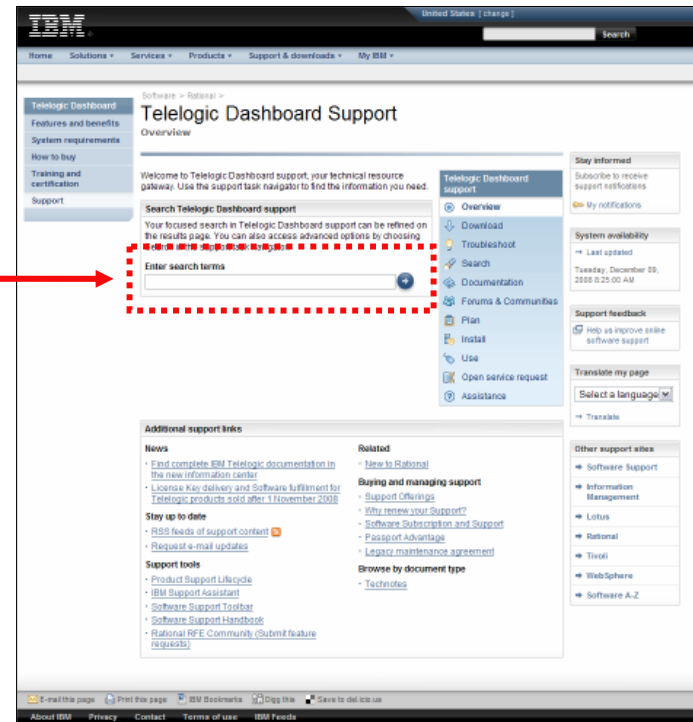
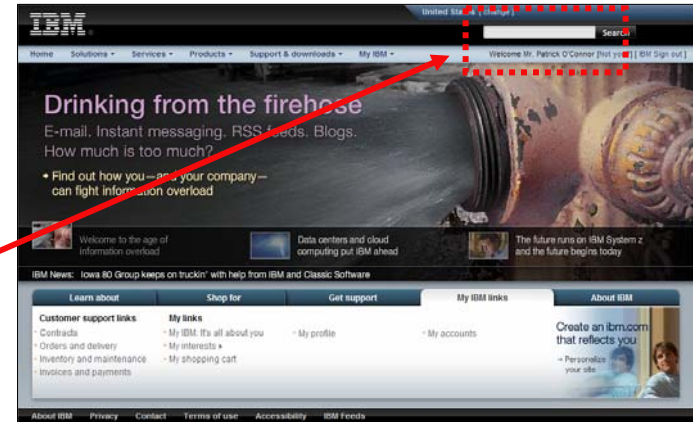
The screenshot displays the IBM Rational Software Support website. The top navigation bar includes links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search box is located in the top right corner. The main content area is titled "Support & downloads" and features a prominent banner for "Rational Test RealTime". Below the banner, there is a "Select product or service type for support" section with two dropdown menus. The first dropdown is set to "Rational", and the second dropdown is open, showing a list of products including "Rational COBOL for z/OS", "Rational PL/I for z/OS", "Rational Ada Developer", "Rational Apex", "Rational Application Developer for WebSphere Software", "Rational AppScan Build Edition", "Rational AppScan Developer Edition", "Rational AppScan Enterprise Edition", "Rational AppScan Express Edition", "Rational AppScan Reporting Console", "Rational AppScan Standard Edition", "Rational AppScan Tester Edition", "Rational Asset Analyzer", "Rational Asset Manager", "Rational Bobby", "Rational Build Forge", "Rational Business Developer", and "Rational Business Developer Extension". A red dashed box highlights this dropdown menu. To the right of the main content area, there is a "Support & downloads" sidebar with a navigation menu including Overview, Download, Troubleshoot, Search, Documentation, Forums & Communities, Plan, Install, Use, and Open service request. The bottom of the page features a "Technical support" section with links for Downloads and drivers, Documentation, and Related Information.

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





IBM Rational Software

Finding Specific Areas in IBM.com

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

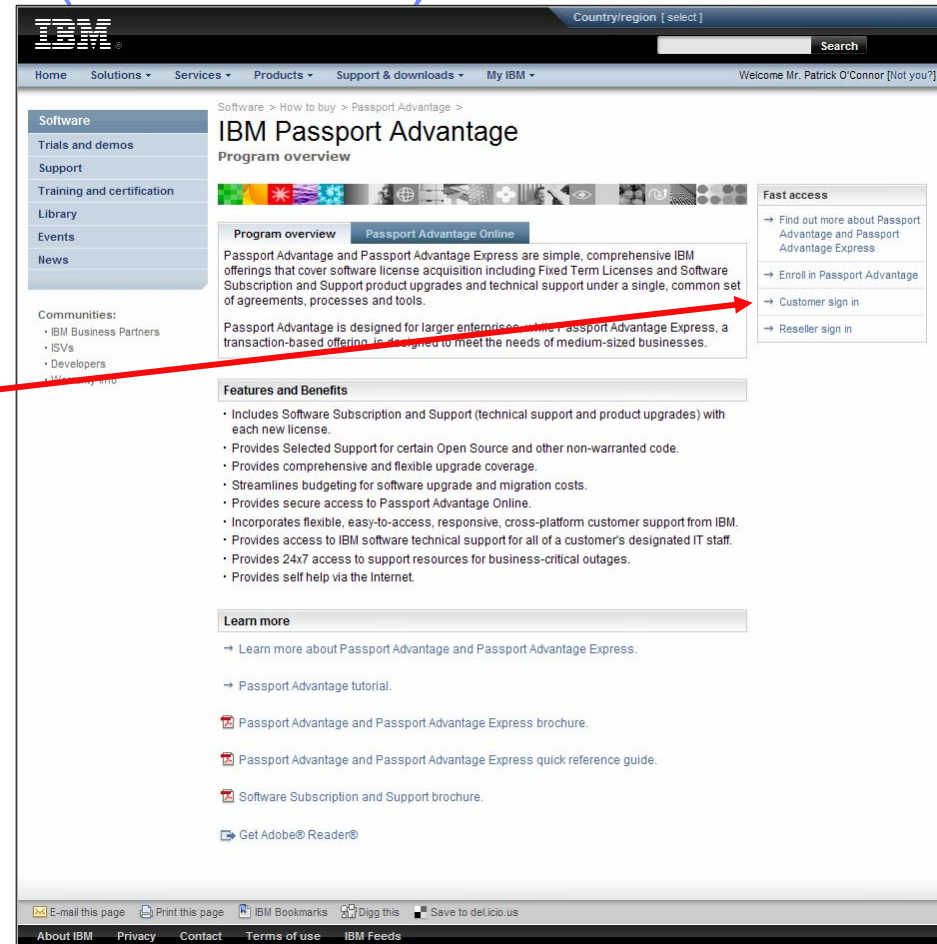
Downloads – Full Products and Integrations

- 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.

The screenshot shows the IBM Telelogic Tau Support Overview page. The page is titled "Telelogic Tau Support Overview" and includes a navigation menu on the left with options like "Features and benefits", "System requirements", "How to buy", "Training and certification", and "Support". The main content area includes a search bar, a "Search Telelogic Tau support" section, and a "Download" link in the right-hand sidebar. A red arrow points from the "Download" link in the sidebar to the "Download" link in the "Additional support links" section.

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.



The screenshot shows the IBM Passport Advantage Program overview page. The page includes a navigation menu on the left with options like Software, Trials and demos, Support, Training and certification, Library, Events, and News. The main content area features a 'Program overview' section with a 'Passport Advantage Online' tab. A red arrow points from the 'Customer sign in' link in the 'Fast access' sidebar to the 'Customer sign in' link in the main content area. The 'Fast access' sidebar also includes links for 'Find out more about Passport Advantage and Passport Advantage Express', 'Enroll in Passport Advantage', and 'Reseller sign in'. The main content area includes a 'Features and Benefits' section with a list of benefits and a 'Learn more' section with links to learn more about Passport Advantage and Passport Advantage Express, a Passport Advantage tutorial, and various brochures.

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.

The screenshot displays the IBM Rational Telelogic Tau Support page. The page title is "Telelogic Tau Support" with a sub-heading "Download". A navigation menu on the left includes "Telelogic Tau", "Features and benefits", "System requirements", "How to buy", "Training and certification", and "Support". The main content area is titled "Find downloads for Telelogic Tau." and features a "Featured Telelogic Tau downloads" section. This section is divided into two columns: "Featured" and "Latest by date". The "Featured" column lists "Rational downloads & upgrades FAQ". The "Latest by date" column lists "Telelogic Tau version 4.2.0.1", "Tau - Synergy integration 1.7.0.1 (works with Synergy 6.5/6.5a/6.6a)", and "IBM Telelogic Tau 4.2". A red arrow points from the "Latest by date" section to the search area below. The search area includes a search bar, a "Limit and sort results" section with checkboxes for "Updates", "APARs", "Utilities", and "Drivers", and a "Sort by" section with radio buttons for "Relevancy", "Date: newest first", and "Date: oldest first". The page also includes a "Stay informed" section, a "System availability" section, a "Support feedback" section, a "Translate my page" section, and a "Other support sites" section. The footer contains links for "About IBM", "Privacy", "Contact", "Terms of use", and "IBM Feeds".

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

The screenshot shows the IBM Telelogic Tau Support Documentation page. The page has a dark blue header with the IBM logo and navigation links. The main content area is white with a blue sidebar on the left. The sidebar contains a navigation menu for Telelogic Tau, including links for Features and benefits, System requirements, How to buy, Training and certification, and Support. The main content area has a search bar and a section for 'Search Telelogic Tau support for Documentation material'. Below the search bar is a section for 'Latest Documentation information' with three items: '12 Dec, 2008: Latest Support topics of interest', '14 Nov, 2008: Find complete IBM Telelogic product documentation in the new Information Center', and '10 Nov, 2008: Top Rational FAQ Links by Product'. There is also a link for '[View all Documentation items]'. At the bottom of the main content area is a section for 'Additional Documentation support links' with two columns: 'Getting started' (with a link to 'New to Rational') and 'Education' (with a link to 'Education documents'). The page also has a right sidebar with sections for 'Telelogic Tau support' (with links for Overview, Download, Troubleshoot, Search, Documentation, Forums & Communities, Plan, Open service request, and Assistance), 'Stay informed' (with a link to 'Subscribe to receive support notifications'), 'System availability' (with a link to 'Last updated'), 'Support feedback' (with a link to 'Help us improve online software support'), 'Translate my page' (with a language selector), and 'Other support sites' (with links for Software Support, Information Management, Lotus, Rational, Tivoli, WebSphere, and Software A-Z).

Forums & Communities

- On ibm.com, all Rational & Telelogic product forums may be found in the [developerWorks](http://developerWorks.ibm.com) 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>

Forum / Category	Views	Threads / Messages	Last Post
Build and Release Management / Rational Build Forge Seeking answers or advice about good build and release management practices? Are you a Build Forge user looking to connect with others? Post in this forum, and learn from the Build and Release Management / Build Forge community on developerWorks. Clear/Make specific questions should be posted in the ClearCase discussion forums .	67,652	310 / 857	Dec 17, 2008 09:04:02 AM Last Post By: Iraucanes
Business Modeling, Enterprise Architecture, and Systems Engineering Discuss process, tools, and implementation issues related to business modeling, enterprise architecture, and systems engineering.	74,435	261 / 540	Nov 12, 2008 07:59:14 AM Last Post By: Ickimbo
Development Tools (RAB, RSA, RDA, RSM, RWD) In this forum we discuss technical aspects of Rational's development tools products. Ask questions, share tips, talk about solutions to problems.	429,424	6,341 / 14,679	Dec 17, 2008 11:08:57 AM Last Post By: DavidSeibert
Enterprise Architecture and Business Architecture This forum is dedicated to the collaboration of the Enterprise Architecture community, sharing information about methodologies, frameworks, and tool implementations to help you sustain value driven EA programs. Included in the discussion will be tool specific technical exchanges on Telelogic System Architect.	772	4 / 17	Dec 17, 2008 08:16:27 AM Last Post By: AdamJeffries
Enterprise Change Management with Telelogic Change Are you seeking advice on Enterprise Change Management with Telelogic Change? Join this forum to learn more about this product and share ideas with practitioners on change management and lifecycle traceability	853	13 / 25	Dec 16, 2008 12:54:53 PM Last Post By: mimansione
Enterprise Generation Language (EGL) and Rational Business Developer (RBD) The EGL and RBD forum is moving to EGL Cafe at http://www.ibm.com/developerworks . PLEASE START NEW THREADS THERE. A forum for anyone using Enterprise Generation Language (EGL) or Rational Business Developer (RBD). You can share your thoughts, experiences, ask questions, share tips, and talk about solutions to problems.	95,192	730 / 2,327	Jun 27, 2008 05:58:05 PM Last Post By: Pawnaul
Extensibility Interfaces Forum to discuss Rational extensibility interfaces, including RSx (Rational Systems Developer, Rational Software Architect and Modeler), RDA (Rational Data Archited), REI (Rose), RSE (SoDA), RFX (ReqPro), CAL (ClearCase) and CQ API (ClearQuest). Please include the specific Rational product in the subject of your posting.	45,399	370 / 744	Dec 07, 2008 09:40:54 PM Last Post By: SteveCarmier
Functional and GUI Testing Share questions and comments about using functional Tester (formerly known as XQE Tester) and Robot. General functional testing ideas/issues are also covered. To participate via email, first subscribe with a note to func-test-subscribe@lists.ca.ibm.com . Subscribers may post via email to func-test@lists.ca.ibm.com .	367,381	5,764 / 15,213	Dec 17, 2008 10:33:27 AM Last Post By: ntz
Install/Config/Run/Administering Rational Products A forum to share your experiences, questions and answers about working with Rational products at an admin level.	79,175	914 / 1,825	Dec 16, 2008 01:24:49 PM Last Post By: Subnovsky
Manual Tester	48,515	168 / 363	Dec 12, 2008 08:53:54 AM

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

The screenshot shows the IBM Rational Telelogic Tau Support Troubleshoot page. The page layout includes a navigation bar at the top with the IBM logo and a search bar. Below the navigation bar, there is a breadcrumb trail: Home > Solutions > Services > Products > Support & downloads > My IBM >. The main content area is titled "Telelogic Tau Support" and "Troubleshoot". It contains a search bar with the text "Search Telelogic Tau support for Troubleshoot material" and a search button. Below the search bar, there is a section for "Latest Troubleshooting information" with three articles:

- 5 Dec, 2008: How do you combine 'license.dat' files into one to get all the licenses at one source?
- 20 Nov, 2008: How can I bring TAU Models in to System Architect?
- 14 Nov, 2008: Find complete IBM Telelogic product documentation in the new Information Center

 A link "[View all Troubleshooting documents]" is provided below the list. To the right of the main content, there is a sidebar with "Telelogic Tau support" links: Overview, Download, Troubleshoot, Search, Documentation, Forums & Communities, Plan, Open service request, and Assistance. At the bottom of the page, there are links for "Additional Troubleshoot support links" and "Browse by document type" (Technotes), "Support tools" (Product Support Lifecycle, IBM Support Assistant, Software Support Toolbar, Software Support Handbook, Rational RFE Community), and "Other support sites" (Software Support, Information Management, Lotus, Rational, Tivoli, WebSphere, Software A-Z). The footer contains links for "About IBM", "Privacy", "Contact", "Terms of use", and "IBM Feeds".

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 screenshot displays the IBM Rational Electronic Support website. The main navigation bar includes 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. The user is logged in as 'Mr. Patrick O'Connor'. The page title is 'Telelogic Tau Support Overview'. A red arrow points to the 'Open service request' button in the 'Telelogic Tau support' sidebar menu. Other visible elements include a search bar, a 'Stay informed' section, 'System availability' information, 'Support feedback', and 'Translate my page' options.

- The SR Help Desk will assist with access, ICN associations, and SR usage issues.

Licensing Information

- On [ibm.com](http://www.ibm.com/software/rational/support/licensing/), 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>

The screenshot shows the IBM Telelogic Tau Support Overview page. The page includes a navigation menu on the left with options like 'Features and benefits', 'System requirements', 'How to buy', 'Training and certification', and 'Support'. The main content area is titled 'Telelogic Tau Support Overview' and contains a search bar, a 'Search Telelogic Tau support' section, and a 'News' section. The 'News' section lists several articles, including 'License Key delivery and Software fulfillment for Telelogic products sold after 1 November 2008'. A red arrow points from the 'License Key Center How To' link in the text to this specific news item. The page also features a 'Related' section, 'Buying and managing support' links, and a 'Browse by document type' section. The footer includes links for 'About IBM', 'Privacy', 'Contact', 'Terms of use', and 'IBM Feeds'.

Newsletters

- On [ibm.com](http://www.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.

The screenshot displays the IBM Rational Electronic Support website interface. The main content area is titled "Telelogic Focal Point Support Overview". A search bar is visible, with a red arrow pointing to the "My Notifications" link in the right-hand navigation menu. Below the search bar, there is a section for "Additional support links" containing various news and support tool links. The right-hand side of the page features a "Stay informed" section with a "My Notifications" link, a "System availability" section, a "Support feedback" section, a "Translate my page" section, and an "Other support sites" section.

Customer Communications

- On [ibm.com](http://www.ibm.com/software/rational/support/telelogic/), 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!

The screenshot displays the IBM Rational support website. The main heading is "Rational support" with a sub-heading "Telelogic support overview". The page content includes a welcome message, a transition notice, and a table of links to specific support pages for various Telelogic products.

Related links

- IBM Business Partners
- ISVs
- Developers

Telelogic product - Specific support pages on ibm.com:

Telelogic Change	http://www.ibm.com/software/awdtools/change/support
Telelogic Dashboard	http://www.ibm.com/software/awdtools/dashboard/support
Telelogic DOORS	http://www.ibm.com/software/awdtools/doors/support
Telelogic DOORS Analyst	http://www.ibm.com/software/awdtools/doors/analyst/support
Telelogic Focal Point	http://www.ibm.com/software/awdtools/focalpoint/support
Telelogic Logiscope	http://www.ibm.com/software/awdtools/logiscope/support
Telelogic Publishing Engine	http://www.ibm.com/software/awdtools/pubengine/support
Telelogic Rhapsody	http://www.ibm.com/software/awdtools/rhapsody/support
Telelogic SDL Suite	http://www.ibm.com/software/awdtools/sdlsuite/support
Telelogic Statemate	http://www.ibm.com/software/awdtools/statemate/support
Telelogic Synergy	http://www.ibm.com/software/awdtools/synergy/support
Telelogic System Architect	http://www.ibm.com/software/awdtools/systemarchitect/support
Telelogic System Architect XT	http://www.ibm.com/software/awdtools/saust/support
Telelogic Tau	http://www.ibm.com/software/awdtools/taust/support
Telelogic Tester	http://www.ibm.com/software/awdtools/tester/support
Telelogic TTCN Suite	http://www.ibm.com/software/awdtools/ttcnsuite/support

Stay informed

Subscribe to receive support notifications
 My notifications

System availability

→ Last updated
 Tuesday, December 09, 2008 8:25:00 AM

Support feedback

Help us improve online software support

Translate my page

Select a language ▾
 → Translate

Other support sites

- Information Management
- Lotus
- Tivoli
- WebSphere
- Software A-Z

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=dfedbk&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

The screenshot shows the IBM Telelogic Dashboard Support page. The page title is "Telelogic Dashboard Support" and the sub-header is "Overview". The main content area includes a search bar, a welcome message, and a search task navigator. The footer contains a navigation menu with links for "About IBM", "Privacy", "Contact", "Terms of use", and "IBM Feeds". A red arrow points from the text in the slide to the "Contact" link in the footer.

United States [change]

Home Solutions Services Products Support & downloads My IBM

Software > Rational >

Telelogic Dashboard Support

Overview

Welcome to Telelogic Dashboard support, your technical resource gateway. Use the support task navigator to find the information you need.

Search Telelogic Dashboard support

Your focused search in Telelogic Dashboard support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

Additional support links

News

- Find complete IBM Telelogic documentation in the new information center
- License Key delivery and Software fulfillment for Telelogic products sold after 1 November 2008

Stay up to date

- RSS feeds of support content
- Request e-mail updates

Support tools

- Product Support Lifecycle
- IBM Support Assistant
- Software Support Toolbar
- Software Support Handbook
- Rational RFE Community (Submit feature requests)

Related

- New to Rational
- Buying and managing support
 - Support Offerings
 - Why renew your Support?
 - Software Subscription and Support
 - Passport Advantage
 - Legacy maintenance agreement
- Browse by document type
 - Technotes

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Contacting Rational Software

The Contact page has general and support phone number listings

The screenshot shows the IBM Contact page with a red rotary phone image. The page is titled "Contact IBM" and includes a search bar and navigation menu. The main content area is divided into several sections:

- General contact information**: Phone numbers, General inquiries (1-800-IBM-4YOU), Shopping assistance (1-888-SHOP-IBM), Small business (1-877-IBM-SMBIZ), Medium business (1-877-IBM-ACCESS), IBM Easy Access (1-888-839-9289), TTY service (1-800-IBM-3383), and Mailing address (1 New Orchard Road, Armonk, NY 10504-1722).
- Support**: Technical support directory, IBM Business Partner support, and Administrative support (Contracts, orders status, delivery, inventory, invoices and payments).
- Other contact information**: Former IBMers (Visit AfterIBM site) and IBM Worldwide (Directory of worldwide contacts, Employee directory).
- Self-help resources**: Online shopping help and Support & downloads.

Red arrows point from the text on the left to the "General contact information" and "Support" sections of the page.

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