

IBM® Electronic Support

Easy, Fast, Smart

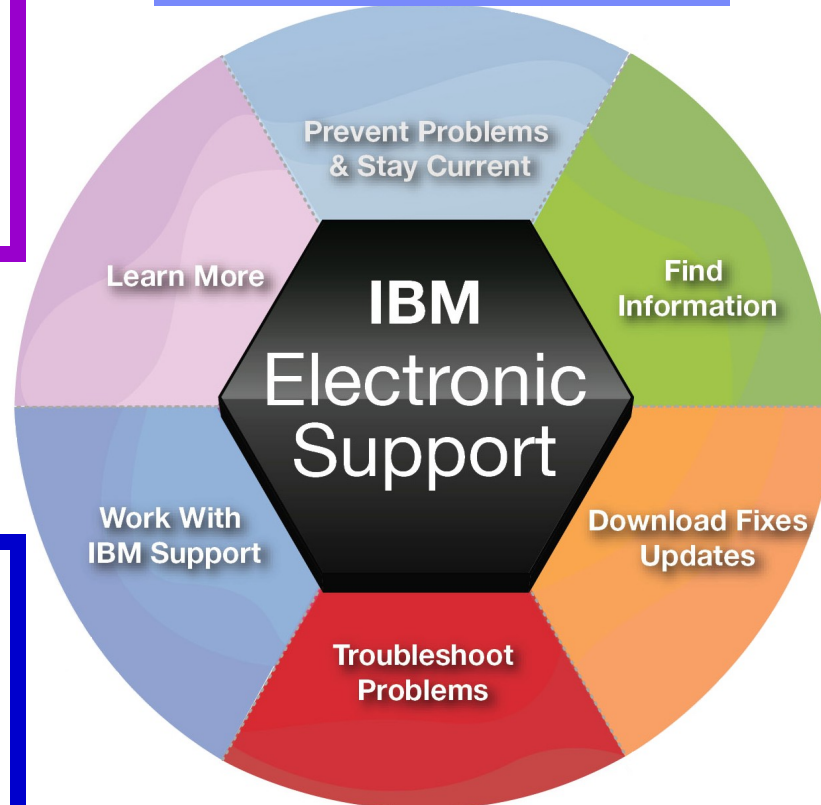


Larry Bietz - lbietz@us.ibm.com

- IBM Training & Certification
- IBM Education Assistant
- Support Technical Exchange webcasts
- developerWorks
- Online Support Communities

- My Notifications
- Software Support Lifecycle
- IBM Systems Automated Problem Reporting

- IBM Support Portal
- Information Centers
- IBM Redbooks
- Whitepapers and more



- Software support handbook
- Online service requests
- IBM Assist on-Site
- Before you contact IBM Support

- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool

← Go to quick start

Support overview

Support for my selected products

Choose your products

Manage my product list

Find and activate a product:

Your products

All | Active

- BladeCenter HS22 7870
- Lotus Domino 8.5.0 (AIX)
- Power 720 8202 (AIX)
- System x3690 X5

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests and PMRs
- Site assistance

Featured links

- BladeCenter
- Lotus Domino 8.5.0 (AIX)
- Power
- System x
- WebSphere Application Server - Express 7.0.0 (AIX)

Flashes & alerts

Alerts: Get the most up to date alerts for your product(s)

- BladeCenter HS22 7870
- Lotus Domino 8.5.0 (AIX)
- System x3690 X5
- WebSphere Application Server - Express 7.0.0 (AIX)

Notifications

Manage all my subscriptions

Support RSS feeds

- BladeCenter HS22 7870
- Lotus Domino 8.5.0 (AIX)
- Power 720 8202 (AIX)
- System x3690 X5
- WebSphere Application Server - Express 7.0.0 (AIX)

Warranty lookup

Applicable product categories

Enter the information found on the back of the system to check your warranty status or look up multiple warranties. Multiple warranty lookup

Disclaimer

Type:* (e.g. 2644)

Serial:* (e.g. 23AB123)

International Warranty Services for System x

Submit

Training

- Lotus Domino 8.5.0 (AIX)
- WebSphere Application Server - Express 7.0.0 (AIX)

Top ten

Most recent | Most viewed | Highest rated

- Lotus Domino 8.5.0 (AIX)
- WebSphere Application Server - Express 7.0.0 (AIX)

Sign in to access your authorized content and to customize your pages.

Search support

Within my selected products

Translate this page

Customize this page

Support resources

- Contact support
- Buy support and services
- Other IBM pages
- Product and brand links

Site availability

Site news

Support feedback

IBM Technical Support Chat

Start chatting with us today!

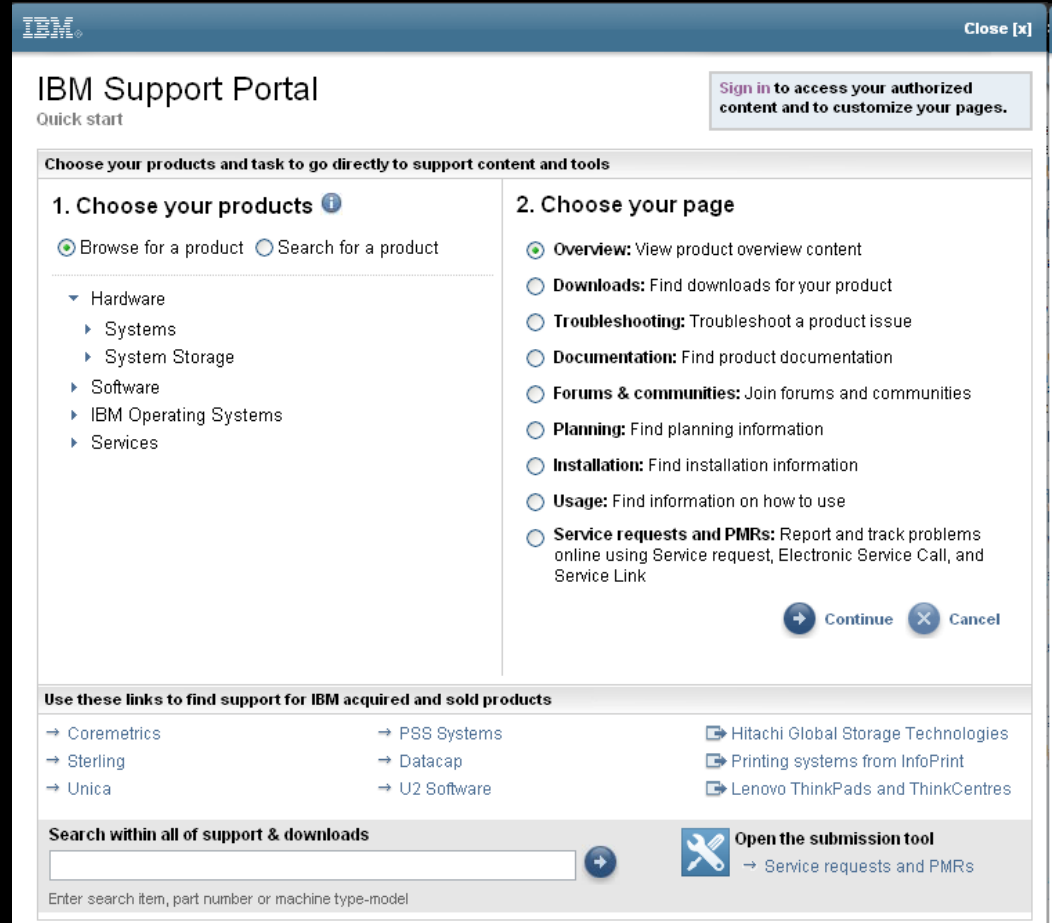
Chat for System x (Warranty and Maintenance Agreement only)

Getting started

IBM Support Portal – Accessing it for the first time

Consolidated – Find technical information for all software, hardware and services offerings
 Customizable – Select up to 10 products and tailor the display to suit your needs

- Step 1 – Choose products
 - Hardware, software, operating systems and services
 - Choose the product, version, operating system and click Submit
 - Select up to 10 products; multiple versions of one product chosen at the same time equate to one product in the list
- Step 2 – Choose a task
- Step 3 – View your page
- Learn more about the IBM Support Portal with training videos available on: <http://youtube.com/user/IBMelectronicssupport>



IBM Support Portal – Sign in

The screenshot displays the IBM Support Portal interface. A purple callout bubble with a white border points to the 'Sign in' button in the top right corner. The bubble contains the text: 'Sign in with IBM ID and password to customize the page'. The page itself is titled 'Support overview' and features a sidebar on the left with navigation options like 'Choose your products', 'Your products', and 'Choose your page'. The main content area includes sections for 'Featured links', 'Notifications', 'Warranty lookup', and 'Top ten'. A search bar and various utility links are located on the right side of the page.

Sign in to:

- Retrieve saved product selection list
- Customize the page content and layout
- Access support contracts
- Manage your subscriptions
- Download fixes (if prompted to sign in)
- Open and manage service requests
- Access entitled documents

Getting started

Access – Register for IBM ID and password

<https://ibm.com/account/profile/>

My IBM profile
Profile summary

Here is your current ibm.com profile information. Update your preferences, interest areas, personal information, support and other IBM profiles, as needed.

If you would like to reset your profile and start over, clear your profile now.

→ Clear your profile

Preferred language for profiling: English

User information

If you have already registered, please sign in.

→ Sign in

If you have not registered, protect your information with a unique IBM ID and password by registering now.

→ Register

→ Edit your shopping address (learn more)

Preferences and interests

Your job role:

→ Add

- Register just once, using your e-mail address for IBM ID
- Sign in using IBM ID / password created on any IBM site

* **IBM ID:**
[Why do I have to provide an email address as my IBM ID?](#)

* **Password:**
(Minimum 8 characters)

* **Verify password:**

- Sign in to:
 - Customize the Support Portal
 - Access My Notifications
 - Access the SR tool
 - View entitled content
- Clients with a z/OS® contract can use their IBMLink™ ID/password

Getting started

IBM Support Portal – View your page

The screenshot shows the 'Support overview' page with the following sections:

- Choose your products:** Includes 'Manage my product list', a search field, and a list of products: BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), Power 720 8202 (AIX), and System x3690 X5.
- Choose your page:** A navigation menu with options: Overview, Downloads, Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, Service requests and PMRs, and Site assistance.
- Featured links:** A list of product links including BladeCenter, Lotus Domino 8.5.0 (AIX), Power, System x, and WebSphere Application Server - Express 7.0.0 (AIX).
- Notifications:** Includes 'Manage all my subscriptions' and 'Support RSS feeds' with links to specific products.
- Training:** Links to Lotus Domino 8.5.0 (AIX) and WebSphere Application Server - Express 7.0.0 (AIX).
- Flashes & alerts:** A section titled 'Alerts: Get the most up to date alerts for your product(s)' listing BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), System x3690 X5, and WebSphere Application Server - Express 7.0.0 (AIX).
- Warranty lookup:** A form to check warranty status with fields for 'Type' and 'Serial', and a 'Submit' button.
- Top ten:** A list of 'Most recent' items: Lotus Domino 8.5.0 (AIX) and WebSphere Application Server - Express 7.0.0 (AIX).
- Search support:** A search bar with a dropdown menu set to 'Within my selected products'.
- Support resources:** A list of links: Contact support, Buy support and services, Other IBM pages, and Product and brand links.
- Site availability, Site news, Support feedback:** Additional utility links.
- IBM Technical Support Chat:** A chat widget with the text 'Start chatting with us today' and 'Chat for System x (Warranty and Maintenance Agreement only)'.

Content displayed in the center of the page depends on the products selected

Find flashes and alerts quickly

Enhanced search helps you find information quickly

Choose a different page to view content relevant to that task

Additional useful support links and product related information is easily accessible from any portal page

Getting started

IBM Support Portal – Choose a page



Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests and PMRs
- Site assistance

Choose a page based on the task you want to perform. Content tagged for that task displays in modules

The screenshots show the following pages:

- Support overview:** Support for my selected products. Includes a search bar and a list of products like BladeCenter 7870, Lotus Domino 8.5.0 (ADX), Power 720 (ADX), and System x3850.
- Downloads:** Support for my selected products. Includes a search bar and a list of products like BladeCenter 7870, Lotus Domino 8.5.0 (ADX), Power 720 (ADX), and System x3850.
- Troubleshooting:** Support for my selected products. Includes a search bar and a list of products like BladeCenter 7870, Lotus Domino 8.5.0 (ADX), Power 720 (ADX), and System x3850.
- Documentation:** Support for my selected products. Includes a search bar and a list of products like BladeCenter HS22 7870, Lotus Domino 8.5.0 (ADX), Power 720 (ADX), and System x3850.

Getting started

IBM Support Portal – Manage your product list

Choose your products

Manage my product list ⓘ

Find and activate a product:

▼ **Your products**

All | Active

- BladeCenter HS22 7870
- Lotus Domino
- System x3850 X5 7146
- WebSphere Application Server 7.0.0 (AIX)

Share this product list

Quickly search for products to add to your list and view

Work with your active product list to change the content in the portal

Set up your product list and share it with others so they get the same view

Manage my product list Close [X]

Browse for a product | **Search for a product**

Search for one or more product names, part numbers or machine type-models

Sort by relevance Sort alphabetically

My products list

Delete all inactive Delete all products

Active	Product name		
<input checked="" type="checkbox"/>	BladeCenter HS22 7870	Select OS	
<input checked="" type="checkbox"/>	Lotus Domino	Version/OS	
<input checked="" type="checkbox"/>	System x3850 X5 7146	Select OS	
<input checked="" type="checkbox"/>	WebSphere Application Server 7.0.0 (AIX)	Edit	

Checked products are active and determine the content displayed on the IBM Support Portal pages.

Sign in to access advanced support features.

Finish Close

Use these links to find support for IBM acquired and sold products

- Coremetrics
- Sterling
- Unica
- PSS Systems
- Datacap
- U2 Software
- Hitachi Global Storage Technologies
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

Find products to add by searching or browsing

Remove products from the list or add additional information such as OS or version

Save a list of up to 100 products and select the active 10 products

Getting started

IBM Support Portal – Customize the page

- Modules display in center of page. Content is based on selected products and task
- Move them – up, down, left or right
- Remove them
- Add new modules from the list that displays to the right by dragging and dropping modules to the center

The screenshot shows the IBM Support Portal interface. The main content area is titled "Support overview" and "Support for my selected products". It features a "Your customized support experience" section with a list of featured links for products like BladeCenter, Lotus Domino, Power, System x, and WebSphere Application Server. There are also sections for Notifications, Training, and Product news.

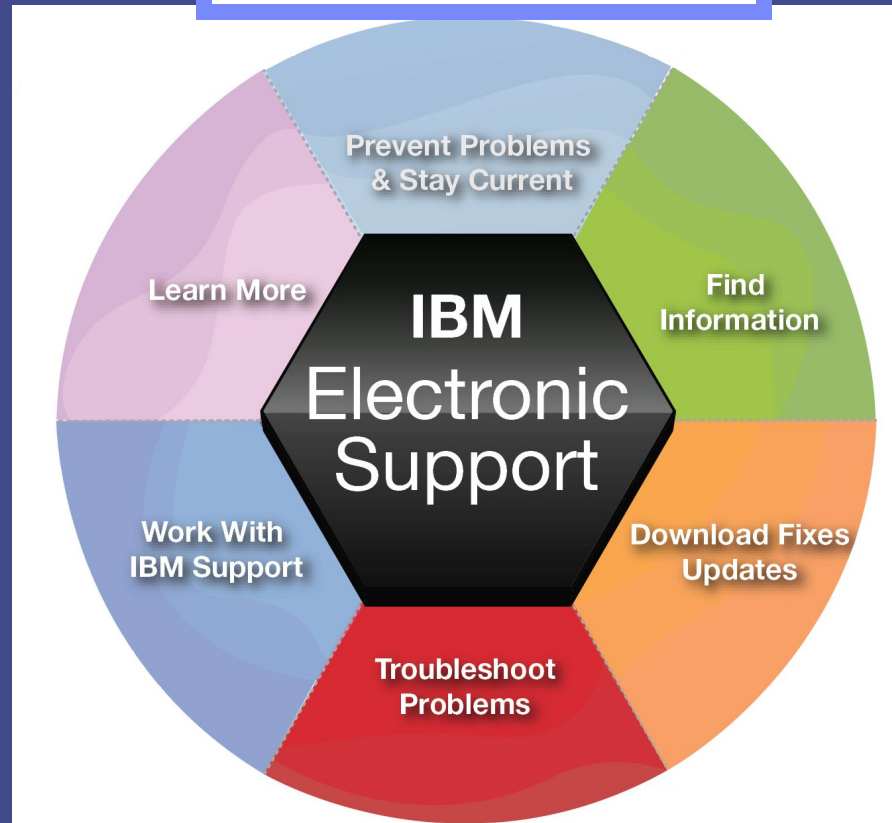
On the left side, there are two panels: "Choose your products" and "Choose your page". The "Choose your products" panel allows users to manage their product list, find and activate products, and share the list. The "Choose your page" panel shows a list of page modules like Overview, Downloads, Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, Service requests and PMRs, and Site assistance.

On the right side, there are several utility panels: "Search support", "My bookmarks", "Translate this page", "Customize this page", "Support resources", "Site availability", "Site news", and "Support feedback".

Four callouts provide instructions on how to customize the page:

- After sign-in, you can set up bookmarks to quickly get to key pages**: Points to the "My bookmarks" panel.
- Click Customize this page to set up your unique web experience**: Points to the "Customize this page" panel.
- Click the + to see available modules to drag to the center of the page**: Points to the "+" button in the "Customize this page" panel.
- Click the + to see available modules to drag to the center of the page**: Points to the "+" button in the "Support resources" panel.

- My Notifications
- Software Support Lifecycle

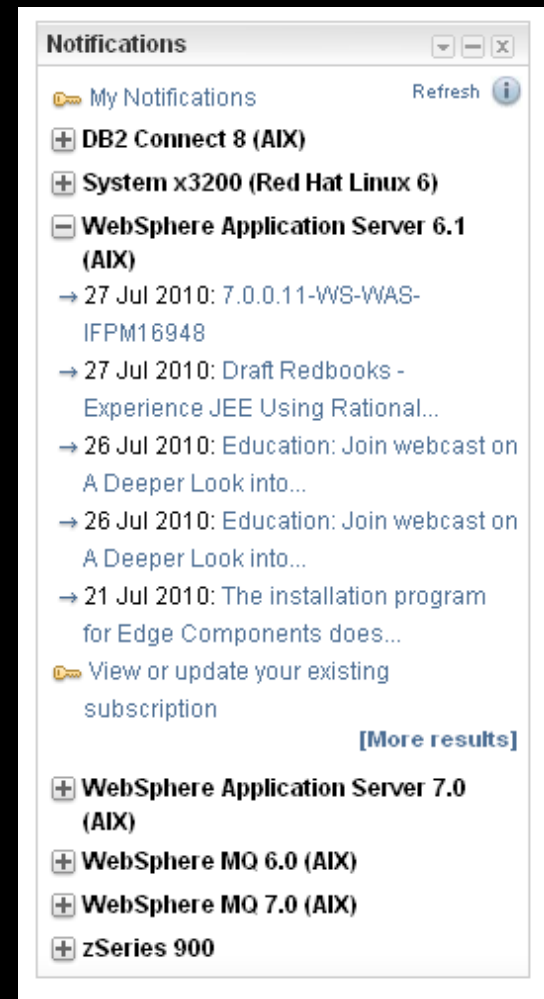


Prevent problems & Stay current

My notifications

Notifications module on Overview page

- Consolidated – complimentary subscription includes software and hardware products
- Requires IBM ID sign in
- Customizable – based on product family, each user selects:
 - Products
 - Document types
 - Daily or weekly updates
 - Delivery through email, RSS feeds, or Support Portal
- Ability to create multiple subscriptions
- Flashes and alerts help you avoid known problems. Include in your subscription or see Flashes and alerts module on Troubleshooting page
- Additional information in My notifications [overview charts](#)



Prevent problems & Stay current

My notifications – Creating subscriptions

My notifications

for IBM technical support

My subscriptions **Subscribe** My defaults Help

Select your product

To create a subscription, select a product family below.

<p>Systems</p> <ul style="list-style-type: none"> • BladeCenter • Power • System i • System p • System x • System z • System Blue Gene • IntelliStation Pro • IBM Monitors • IBM Systems Director • Older System x products (Netfinity, PC Server) • Other hardware 	<p>Software</p> <ul style="list-style-type: none"> • Information Management • Lotus • Rational • Tivoli • WebSphere • Other software <p>Point-of-sale</p> <p>Systems networking</p>	<p>Storage</p> <ul style="list-style-type: none"> • Disk systems • Network attached storage (NAS) & iSCSI • Optical systems • Storage area networks • Storage servers • Tape systems
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Support & downloads

Subscriptions

Help

Feedback

Related links

- Lenovo support
- InfoPrint support

My notifications

for IBM technical support

My subscriptions **Subscribe** My defaults Help

You are subscribing to the following:

Tivoli

Fields marked with an asterisk (*) are required.

[Continue](#)

<input checked="" type="checkbox"/> CIMS Capacity Planner	<input type="checkbox"/> Tivoli Monitoring for Virtual Servers
<input type="checkbox"/> CIMS Legacy	<input type="checkbox"/> Tivoli Monitoring for Web Infrastructure
<input type="checkbox"/> CIMS Mainframe	<input type="checkbox"/> Tivoli Monitoring System Edition for System p
<input type="checkbox"/> IBM Application Services Pack for Distributed Systems	<input checked="" type="checkbox"/> Tivoli Monitoring V6
<input type="checkbox"/> IBM Application Services Pack for OS/390	<input checked="" type="checkbox"/> Tivoli MQSecure on Distributed Systems
<input checked="" type="checkbox"/> IBM Editor for Messages	<input checked="" type="checkbox"/> Tivoli Netcool Carrier VoIP Manager
<input type="checkbox"/> IBM Enterprise Edition for AIX	<input type="checkbox"/> Tivoli Netcool Enterprise VoIP Manager
<input type="checkbox"/> IBM IFOR	<input type="checkbox"/> Tivoli Netcool IP Multimedia Subsystem Manager
<input type="checkbox"/> IBM License Metric Tool	<input type="checkbox"/> Tivoli Netcool Network Mediation

Click Subscribe

Choose a product family

Choose a product or multiple products

Prevent problems & Stay current

My notifications – Setting delivery and frequency

- Subscription choices display
- Default name and folder name display
- Choose delivery method and frequency
- Scroll down to display notification types
- Choose what you would like to receive
- Click Submit

My subscriptions Subscribe My defaults Help

You are subscribing to the following

WebSphere
 WebSphere Application Server, WebSphere Business Modeler Advanced, WebSphere Business Monitor, WebSphere Business Services Fabric, WebSphere Process Server, WebSphere Integration Developer, WebSphere Portal

Fields marked with an asterisk (*) are required.

Options	Notify me by
Name: <input type="text" value="WebSphere"/>	<input checked="" type="checkbox"/> e-mail
Save in existing or new folder:	<input checked="" type="radio"/> daily e-mail <input type="radio"/> weekly e-mail
Existing: <input type="text" value="Daily e-mail"/> ▼	<input checked="" type="radio"/> plain text e-mail <input type="radio"/> html e-mail
New: <input type="text"/>	<input type="checkbox"/> delivery to this folder
	<input type="checkbox"/> delivery via syndication feed (RSS,Atom)
	what's this?

Document types *

Parts information

Product information and publications

- Manuals
- Product documentation
- Product readmes
- Release notes
- Product lifecycle
- Newsletters
- White papers
- Preloaded software information
- Education
- Redbooks
- Periodicals

Product support sites

Troubleshooting

- APARs (Authorized Program Analysis Reports)
- Fix readmes
- Preventative Service Planning
- PTF (Program Temporary Fix) cover letter
- Technotes(FAQs)
- Technotes(Troubleshooting)

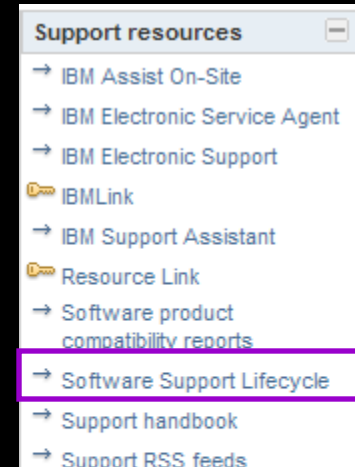
Webcasts

Prevent problems & Stay current

Software Support Lifecycle

Support Resources expandable module

- Consolidated – includes software lifecycle information for software, System i®, System p® and System z®
- Policy Type for each product displays. Detailed information available through the link on the page.
- A minimum 12 months notice to clients for product support withdrawal through announcement letters. Subscribe: <http://bit.ly/j4P7jJ>
- April and September are the only two months of the year for products to be withdrawn from support
- All components in a product or solution bundle are supported until the bundle is withdrawn from support



Software > Support >

IBM Software Support Lifecycle

Software support lifecycle policy enhanced

IBM Delivers an Enhanced Software Support Lifecycle policy for key Information Management, IBM Lotus, IBM Rational, IBM Tivoli and WebSphere products.

- View the enhanced IBM software support lifecycle policy
- Frequently asked questions
- Products adhering to the enhanced policy

To view details for multiple products, select the checkbox for each product and click "View details".
The announcement letter dates below are US only. Information for other country announcements is located [here](#).

Subscribe via RSS to Product Support Lifecycle site updates

Download XML Data

Sort by: Product name

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

View details Uncheck all

View	Product name <small>(**Indicates comments/exception)</small>	Version Rel.Mod.	Policy type ¹	Product ID	General availability ²	End of Support
<input type="checkbox"/>	Adapter for JD Edwards EnterpriseOne on WebSphere Application Server	6.1	E	5724-T75	04 Feb 2008	
<input type="checkbox"/>	Adapter for Oracle E-Business Suite on	6.1	E	5724-T73	04 Feb 2008	

Prevent problems & Stay current

Software Product Compatibility Reports

Featured planning links module on Planning page


- In addition to the Software Product Lifecycle page, this provides more in-depth information
- Generate custom reports about a product's compatibility
 - operating systems
 - prerequisite software
 - virtualization environments
 - end of service dates
- Highlights common service window for selected products
- Identifies support gaps that exist in the solution
- Can view sample reports to see results

Software product compatibility reports

Reports about compatible software combinations

The support shown in the reports generated by this tool may require a particular maintenance for the products.


Operating system reports



Operating systems for a specific product

Usage: Find out all the operating systems on which a product you have in mind runs.


[View sample report](#)



Products that use a specific operating system

Usage: Find out all the products that are supported by an operating system you have in mind.

[View sample report](#)




Matrix between specific product(s) and desired operating systems

Usage: Find out if a set of software products runs on operating systems you have in mind.

[View sample report](#)


Prerequisite reports



Prerequisites of a specific product

Usage: Find out all the software that a specific product needs or uses per selected capabilities.


[View sample report](#)



Products that use a specific prerequisite

Usage: Find out all the software that use or support a specific product.

[View sample report](#)




Matrix between specific product(s) and desired prerequisites

Usage: Find out if a set of prerequisites will work with a set of specific products.

[View sample report](#)


Virtualization environment reports



Virtualization environments supporting a product

Usage: Find out all the virtualization environments that support a product you have in mind.


[View sample report](#)



Products supported by a virtualization environment

Usage: Find out all the products that are supported by a virtualization environment you have in mind.

[View sample report](#)



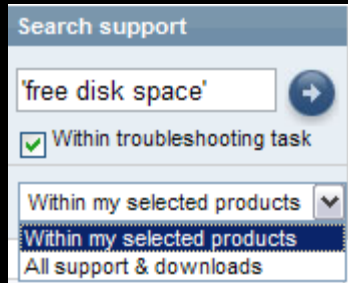
Matrix between specific product(s) and desired virtualization environment

Usage: Find out if a set of products is supported by virtualization environments you have in mind.

[View sample report](#)

Find information

IBM Support Portal – Search



- Search results are scoped to the selected products as well as the Task
- The left panel provides filtering options that let you view smaller subsets of the results

Filter results by

Add or remove products by returning to the [IBM Support Portal](#).

Product(s) list:

- BladeCenter HS22 7870 (0)
- Lotus Domino (39)
- System Management software (5)
- System x3850 X5 7146 (0)
- WebSphere Application Server (26)
 - Version 7.0.0
 - AIX family

Software product version

To use the product version filter, select a single software product above.

Content type

- Authorized program analysis report (9)
- Documentation index (5)
- Planning information (5)
- Product administering information (5)
- Product configuration

Current selections:

- Viewing All

Task

- Design (11)
- Develop (45)
- Download (33)
- Install (143)
- Maintain (35)
- Plan (118)
- Troubleshoot (70)

Current selections:

- Troubleshoot

Search

Search for 'free disk space'

[New search](#) (show everything with no search terms or filters applied)

Search results

1 - 20 of 70 results [Next](#) →

Sort by: Relevance ↕

WebSphere Application Server Feature Packs - Feature Pack for SCA, Version 1.0.1... Feature Pack for SCA, Version 1.0.1 View the latest Feature Pack for Service Component Architecture (SCA) AIX®, HP-UX, Linux®, Solaris, Windows®, z/OS® operating systems documentation. This information applies to Version 1.0.1 and to all subsequent releases... Last modified date: 16 Jan 2010

Redbooks - Domino Access for Microsoft Outlook: Deployment and Migration Guide ...single point of failure when it comes to clustering. Exchange's clustering capability provides what a Windows server offers a shared-disk cluster model. That makes the already vulnerable data store a single point of impact in a cluster. If the... Last modified date: 20 Mar 2006

SPR #MLAT52AS2Y Product - Domino Offline Services
Release notes Abstract SPR# MLAT52AS2Y - DOLS install should not generate insufficient disk space errors on Win2000 clients with several GB free. Fixed in Release 5.0.10 Technical Area Client Install - Functionality Platform Cross... Last modified date: 31 May 2007

SPR #MTHD3Z2UHP Product - Server
Release notes Abstract SPR# MTHD3Z2UHP - Disk stats are now dynamically updating to reflect free space on hard drives. Fixed in Release 5.0.8 Technical Area Server - Events - Stats Platform Win NT dc304cacc39b7de185256a630073c2b3... Last modified date: 6 Jun 2001

VMControl Installation Log Contains Incorrect Disk Space Information
...installLog.txt incorrectly reports Free Disk Space: -1. The installation is successful...log file incorrectly reports the free disk space. When running the installation...graphical user interface, the correct... Last modified date: 18 Nov 2010

Redpaper - WebSphere Application Server V6.1 installation problem determination
...directory There is insufficient free disk space on the system Current user profile...directory There is insufficient free disk space on the system Current user profile...Determination There is insufficient... Last modified date: 21 May 2007

Search elsewhere

Didn't find what you were looking for? Try these related searches:

- [Google](#)
- [Bing](#)
- [Yahoo!](#)

Actions

[Return to IBM Support Portal](#)

Help

[Search tips](#)

Newsfeeds

[Subscribe to search results \(RSS\)](#)

Find information



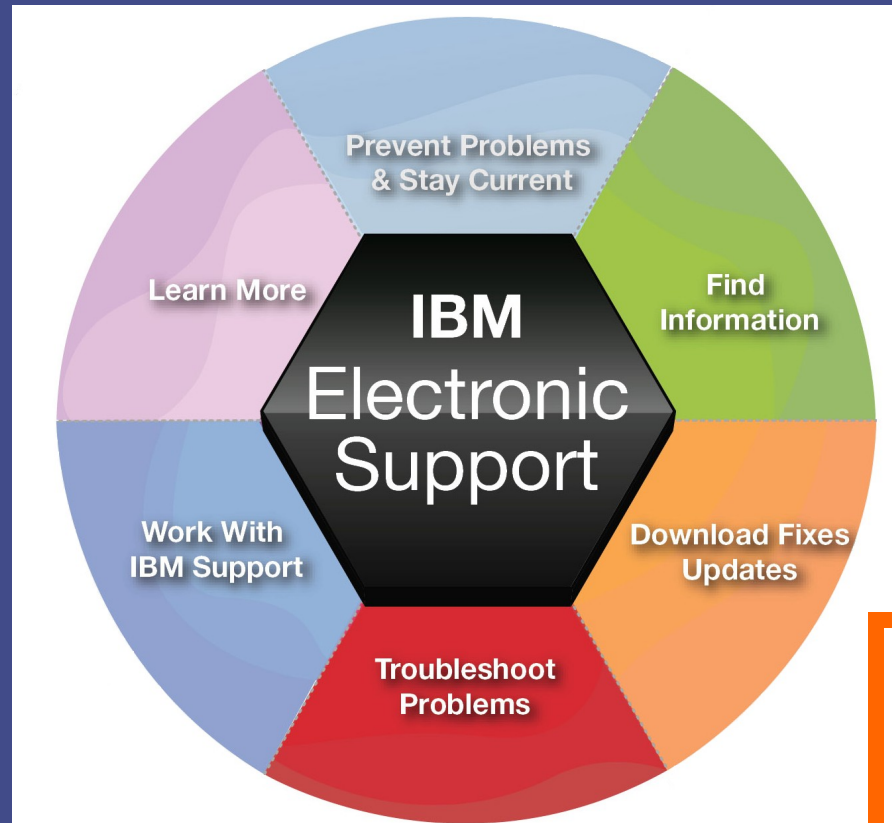
Information Centers and product documentation

Product Documentation module on Documentation page

- Questions about a product?
- Information Centers = product documentation
- Available for hardware and software
- Available for all software brands, though not all products
- Eclipse-based documents
- Built-in search makes it easy to find information

The screenshot shows the IBM Documentation page interface. At the top, there's a search bar and a 'Go to quick start' link. The main content area is titled 'Documentation' and 'Support for my selected products'. It features a 'Choose your products' section with a list of products including BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), Power 720 8202 (AIX), and System x3690 X5. Below this is a 'Choose your page' section with links for Overview, Downloads, Troubleshooting, Documentation, Forums & communities, Planning, and Installation. The main content area displays 'Browse our library to find useful information' and 'Featured documentation links' for Lotus Domino 8.5.0 (AIX) and WebSphere Application Server - Express 7.0.0 (AIX). A 'Product documentation' section lists documentation for BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), Power 720 8202 (AIX), System x3690 X5, and WebSphere Application Server - Express 7.0.0 (AIX). The 'Information Center' link for WebSphere Application Server - Express 7.0.0 (AIX) is highlighted with a red box. Below this, there's a 'Dedicated support sites' section with a message: 'There is no content associated with your selected product(s)'. A 'Redbooks and more' section lists Lotus Domino 8.5.0 (AIX), System x3690 X5, WebSphere Application Server - Express 7.0.0 (AIX), and XIV Storage System (2810, 2812). The 'XIV information center' link for XIV Storage System (2810, 2812) is highlighted with a red box. The 'Training' section lists Lotus Domino 8.5.0 (AIX) and WebSphere Application Server - Express 7.0.0 (AIX). On the right side, there's a 'Search support' section with a search bar and a dropdown menu. Below that are 'My bookmarks', 'Translate this page', 'Customize this page', 'Support resources', 'Site availability', 'Site news', and 'Support feedback'. At the bottom right, there's an 'IBM Technical Support Chat' button with the text 'Start chatting with us today!' and 'Chat for System x (Warranty and Maintenance Agreement only)'. At the bottom of the page, there's a copyright notice: '© 2011 IBM Corporation'.

The screenshot shows the Lotus Domino Designer 8.5.1, 8.5.1, and 8.5.2 user guide. The page title is 'What's new in Domino Designer 8.5.1?'. The content lists new features for IBM Lotus Domino Designer Release 8.5.1. It includes a section for 'What's new in application design' and 'What's new in programming'. The page also includes a 'Submit Feedback' button and a 'Last updated: Monday, October 5, 2009' notice. The left sidebar shows a navigation menu with links to 'Domino 8.0 Administrator', 'Domino Administrator 8.5, 8.5.1, and 8.5.2', 'Lotus Notes 8.0', 'Lotus Notes 8.5, 8.5.1, and 8.5.2', and 'Lotus Domino Designer 8.5, 8.5.1, and 8.5.2'. The 'Lotus Domino Designer 8.5, 8.5.1, and 8.5.2' section is expanded, showing a list of topics including 'What's new in Domino Designer 8.5.1?', 'Copyrights', 'Application Design', 'Application Management', 'Composite Applications - Design and Manag...', 'DB2 Access views', 'Programming Overview and User Interface', 'XML for Domino', 'JSP Custom Tag Libraries', 'Programming Domino for Web Applications', 'Formula Language', 'LotusScript Language', 'LotusScript/COM/OLE Classes', 'Java/CORBA Classes', 'Javadoc for Domino Designer related APIs', 'Lotus Connectors', 'Accessibility and keyboard shortcuts', and 'Lotus Domino Designer User Guide'.



- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool

Download fixes and upgrades



Finding fixes

Downloads and fixes module on Downloads page

- Choose *Downloads* page
- Locate your product in the Downloads and fixes module
- Each product with downloads includes a link to Fix Central or another repository
- You can also view recommended fixes
- Fix Central lets you search by:
 - APAR or SPR identifier
 - Fix ID
 - Arbitrary text
 - Search for recommended groups
 - Filter search results by category, product, release, and platform
 - Include prerequisite and corequisite fixes

The screenshot displays the IBM Downloads and fixes module. The main content area is titled "Downloads and fixes" and is organized into sections for different products:

- BladeCenter HS22 7870**
 - View 7870 downloads
 - UpdateXpress
 - IBM ToolsCenter
- Lotus Domino 8.5.0 (AIX)**
 - View Lotus Domino fixes
 - View Lotus Domino Access for...
 - View Lotus Notes fixes
 - View recommended fixes for Lotus...
 - View recommended fixes for Lotus Domino
 - Search for Lotus Domino 8.5.0 (AIX)...
 - Recommended fixes
 - Search for recommended fixes
 - View recommended fixes for Lotus Notes
 - Passport Advantage
- Power 720 8202 (AIX)**
- System x3690 X5**
 - View System x3690 X5 downloads
 - Storage Support Matrix
 - UpdateXpress
 - IBM ToolsCenter
- WebSphere Application Server - Express 7.0.0 (AIX)**
 - Search for WebSphere Application...
 - Recommended fixes
 - Search for recommended fixes
 - Passport Advantage
- XIV Storage System (2810, 2812)**

The right-hand panel includes a search bar, "My bookmarks", "Translate this page", "Customize this page", "Support resources", "Contact support", "Buy support and services", "Other IBM pages", "Product and brand links", "Site availability", "Site news", "Support feedback", and an "IBM Technical Support Chat" button.

Download fixes and upgrades



Fix Central – Central repository for downloadable content

← Return to IBM Support Portal

Fix Central

- Fix Central
- Supported products
- Enhancements
- Help
- Feedback

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

Select the product below. When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

For additional information, click on the following link.
[Getting started with Fix Central](#)

BladeCenter support

- Support URL
- View BladeCenter products

← Return to IBM Support Portal

Fix Central

- Fix Central
- Supported products
- Enhancements
- Help
- Feedback

Change your selection

← Change your selected product

Operating system: All

Submit

Product Group: BladeCenter

Product: BladeCenter HS22

Product: 7870

Operating system: All

Continue

← Return to IBM Support Portal

Select fixes

BladeCenter HS22, 7870 (All platforms)

Select fixes category view

The following results match your request. Select the fixes you wish to download. [Share this download list](#)

- To try a different query, go to the [Identify fixes](#) page.
- To show superseded fixes, rerun this query to [include superseded fixes](#).

Refine results: All fixes

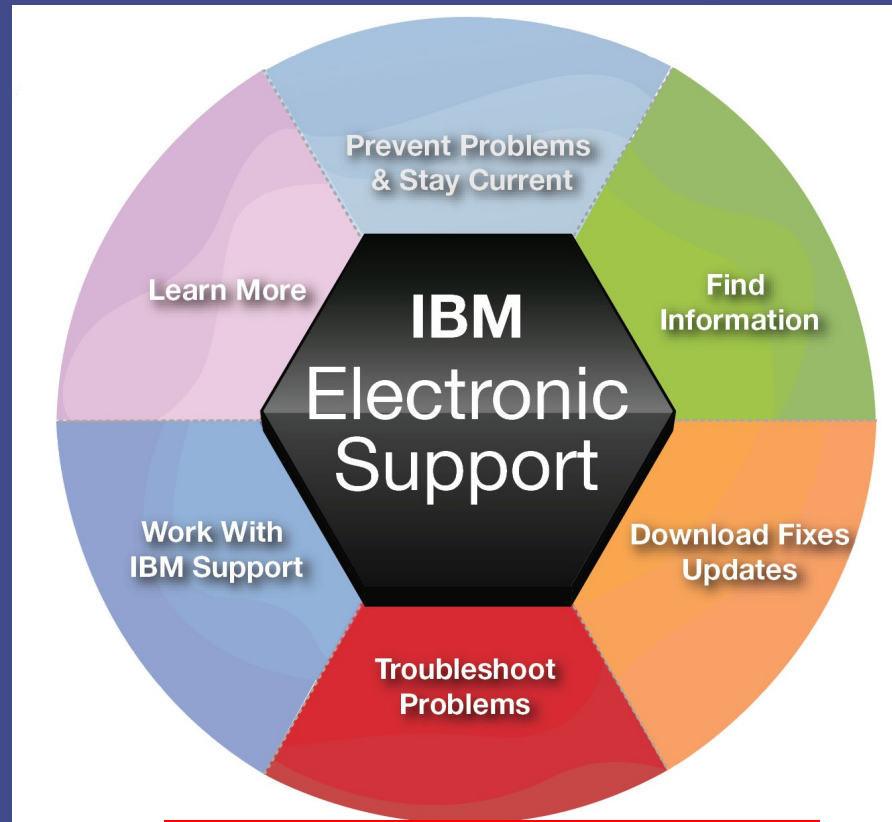
View results: Component

Continue Clear selections Show fix details Hide fix details

- UpdateXpress System Pack
- Critical updates
- CHIPSET-INF
- Configuration
- Converged Network Adapter
- Diagnostics
- Embedded Hypervisor
- Fibre
- Firmware Update
- Hard Disk Drive
- IMM
- Management Module
- Network
- OSA - Device Driver
- Other
- SAS
- ServeRAID
- SP Driver
- Systems Management
- UEFI
- Utility
- Video

UpdateXpress System Pack

- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for Windows Mar 2, 2011
2008, Windows 2008 x64, Windows 2003 x64, Windows 2003
ibm_utl_ujsp_phsp03a-3.10_windows_32-64
[Change History](#) [Readme](#)
- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for VMware Mar 2, 2011
ESX 3, VMware ESX 3 x64
ibm_utl_ujsp_phsp03a-3.10_virtual_32-64
[Change History](#) [Readme](#)
- group: IBM BladeCenter HS22V, BladeCenter HX5, BladeCenter HS22 UpdateXpress System Pack for SLES 11, Mar 2, 2011
SLES 11 x64
ibm_utl_ujsp_phsp03a-3.10_sles11_32-64
[Change History](#) [Readme](#)



- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

Troubleshoot problems

Support Portal Troubleshooting page



The screenshot shows the IBM Support Portal Troubleshooting page. The main heading is "Troubleshooting" with the sub-heading "Support for my selected products". A banner at the top reads "Getting unexpected results or errors?" with an image of a mouse and puzzle pieces. The page is divided into several sections:

- Choose your products:** A sidebar on the left with a search box and a list of products including BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), Power 570 9117 (AIX), and System x3850 X5 7146.
- Featured troubleshooting links:** A central section with links for Lotus Domino 8.5.0 (AIX) and WebSphere Application Server 7.0.0 (AIX). Callouts highlight "MustGather: Read first" and "View all APARs".
- Problem resolution:** A section below featured links listing issues for BladeCenter HS22 7870, Lotus Domino 8.5.0 (AIX), Power 570 9117 (AIX), System x3850 X5 7146, and WebSphere Application Server 7.0.0 (AIX).
- Flashes & alerts (Troubleshooting):** A section on the right with an alert icon and the text "Alerts: Get the most up to date alerts for your product(s)".
- Troubleshooting tools:** A section on the right with links for Lotus Domino 8.5.0 (AIX) and WebSphere Application Server 7.0.0 (AIX).
- Troubleshooting top ten:** A section on the right with a "Most recent" filter and a list of recent documents, including "31 May 2011: Featured documents for IBM Lotus Notes..." and "31 May 2011: Some of the settings in the mail policy are...".
- Search support:** A search box at the top right with filters for "Within troubleshooting task" and "Within my selected products".
- Support resources:** A sidebar on the right with links to IBM Assist On-Site, IBM Electronic Service Agent, IBM Electronic Support, IBMLink, IBM Support Assistant, Software product compatibility reports, Software Support Lifecycle, Support handbook, Support RSS feeds, and Warranty service providers.
- Contact support:** A section with links for "Buy support and services" and "Other IBM pages".
- Product and brand links:** A section with links for "Site availability", "Site news", and "Support feedback".
- IBM Technical Support Chat:** A chat widget at the bottom right with the text "Start chatting with us today!" and "Chat for System x (Warranty and Maintenance Agreement only)".

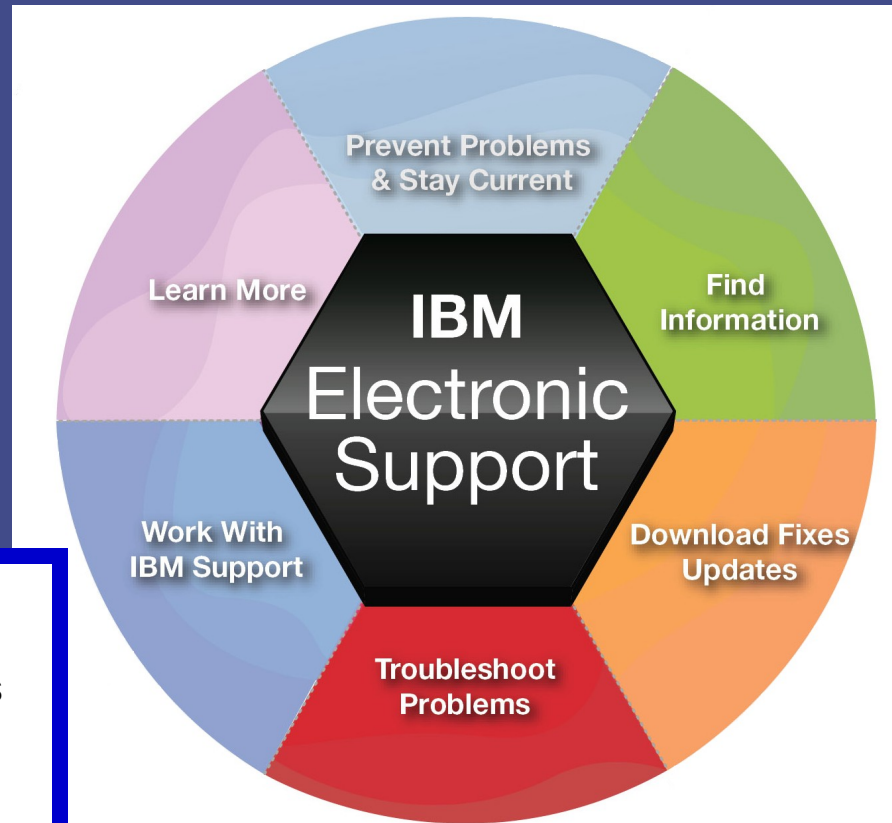
"Read first" documents define what files to collect before contacting support

View APARs related to a product

View Technotes with problem solutions

Find links to additional support resources available to you

Find most recent and most viewed documents



- Software support handbook
- Online service requests
- IBM Assist on-Site
- Before you contact IBM Support

Software Support Handbook

Support Resources expandable module

- Consolidated – includes support information for software and hardware
- [Software Support Handbook](#) displays in easy-to-view format
- Includes electronic support information
- Detailed description of support at IBM and includes support contact information

Software Support Handbook
Client self-assist

Overview | Support portfolio | **Client Self-Assist tools** | Getting IBM support | Contacts | Preventing problems | Practices | Acquisitions

IBM has made and continues to make significant investments to provide information, education and tools that assist clients in installing, using and supporting our products and solutions. The information is being organized around tasks to make it easy for you to find information, when you need it. It is a good idea to review what is available and to refer back to it frequently. It is also the best place to start when you are having problems with IBM products or solutions.

General IBM support areas and tools

Overview	Support & downloads Your technical resource gateway. You can search, use the product selector, or navigate using the support task menu to find the information you need.
Downloads	Support & downloads: Download Use our download search page to find and download items for IBM systems and software products, including updates, defect reports, utilities and device drivers for your IBM products.
Troubleshooting	Support & downloads: Troubleshoot The troubleshoot page contains resources to help you diagnose and resolve any issues with your IBM systems and software products.
Searches	Support & downloads: Search Use the search page to find information about IBM systems, software and services products. You can focus your search and limit results to specific content types, products or date ranges.
Documentation	Support & downloads: Documentation Browse our library to find information about IBM systems, software and services products, and find answers to your questions.
Community	Support & downloads: Forums & Communities Connect with IBM product users or check out new ideas and solutions from developers.

Support terms

Test fix EMEA
Fix Pack
IBM PTF
APAR SPOC
PD

→ **Acronyms A-Z**
Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

→ **Appendix A**
Additional support offerings

→ **Appendix B**
Site Technical Contact information for Passport Advantage

Online Service Request tool

Service Request module on Service Request page

Support Portal Service Request page

- Consolidated – online problem management for clients with valid software and networking support contracts
- Customizable – user profile stores:
 - Demographic information
 - Selected products and components
- Click Open a service request to access all options
- New Service Requests pre-populated with profile entries
- Open, update and track Service Requests
- Attach troubleshooting files to service requests
- Monitor service request activity with customized reports

- Note: z/OS clients continue to open ETRs at: <http://www.ibm.com/ibmlink>

Assistance with the Service Request tool

Service Request help module on Service Request page

- Help is available through the Service Request assistance link in the SR help module

- Use the Customer Assistance form link in the SR help module to obtain support assistance for the Service Request tool

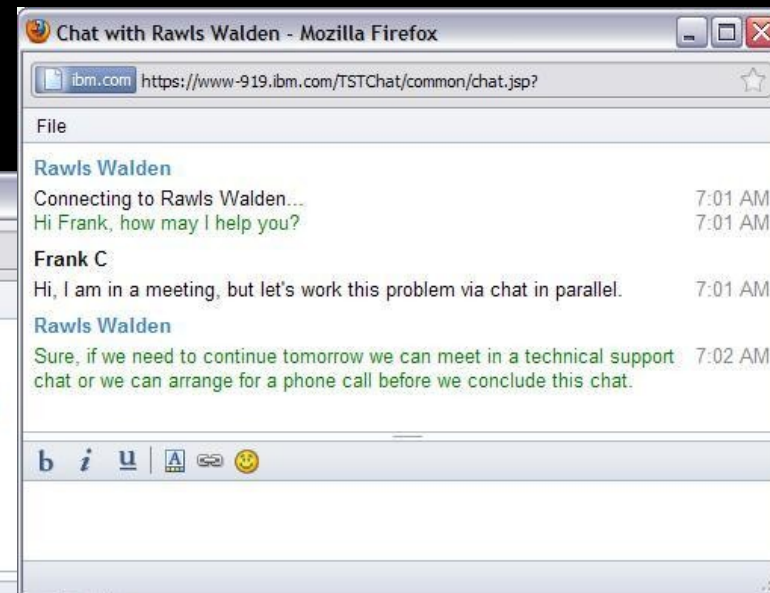
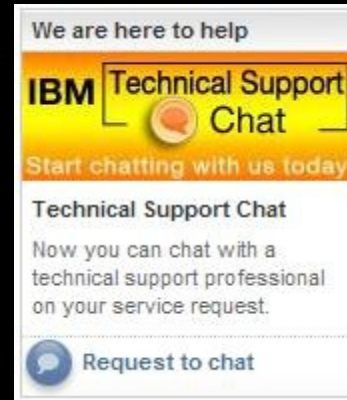
- Service Request training videos available on YouTube:
 - [Registering](#)
 - [Accessing](#)
 - [Navigating](#)

Work with IBM Support

Technical Support Chat



- Technical Support chat provides another way to interact with IBM Support.
- Easily share long commands and messages for review by support personnel.
- Available for clients who are entitled to receive support for certain products.




IBM Assist On-site

<http://www-01.ibm.com/support/assistsite/>

- Helps streamline problem resolution efforts
- Remote control technology through Internet
- IBM Support views or shares control of client's workstation
- Provides visual communication to help speed time to resolution
- Secure, encrypted session initiated by IBM support
- Client is 'invited' to use tool and obtains a 7-digit random key to initiate encrypted session
- Client accepts and runs a small 500-kb plug-in with Internet browser and only requires an outbound port
- No software to install and once session is terminated (by client or IBM support), the Assist On-site utility deletes itself
- For details: <http://ibm.com/software/support/assistsite> or read the Technote
- WSTE webcast replay: <http://ibm.com/support/docview.wss?uid=swg27018055>

What you need to include

- ✓ Your IBM customer number
 - ✓ Define the problem – be specific
 - ✓ Define business impact this issue is causing
 - ✓ Assign severity
 - ✓ Gather background information – provide all relevant information
 - ✓ What level of software was / is running?
 - ✓ What operating system version? Have patches been installed?
 - ✓ Has this happened before? Is it repeatable?
 - ✓ What, if anything, recently changed in the environment?
 - ✓ Consult MustGather Document, if available, to know which files to gather dumps, traces, or use IBM Support Assistant automated collector tools to save time
- 

Work with IBM Support

Setting Severity Levels



	Business Impact	zSeries (S/390) Response Goal	Other Platforms Response Goal
1	<u>Critical business impact</u> – this condition requires an immediate solution	Within 2 hours	Within 2 hours
2	<u>Significant business impact</u> – program is usable but severely limited	Within 4 business hours	Within 2 business hours
3	<u>Some business impact</u> – program is usable but less significant features impacted	By the end of the next business day	Within 2 business hours
4	<u>Minimal business impact</u> – problem causes little impact or a reasonable workaround is in place	By the end of the next business day	Within 2 business hours

Business hours are from 8:00 AM to 5:00 PM local time for the geographic area assigned in the support contract. Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.

Escalation options

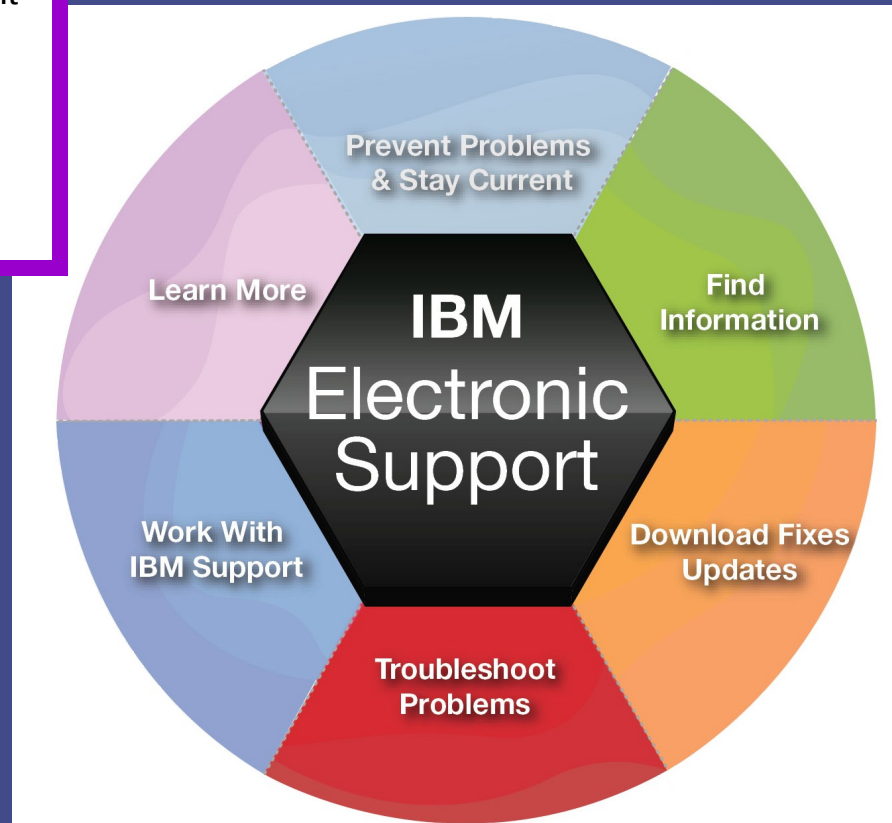
1. Raise the severity level of the Service Request, explain if the business impact has changed, and indicate system down if that is the case

2. During off-shift hours, call the local contact telephone number and ask for the duty programmer
 - In the US: Call 1-800-IBM-SERV – even if you opened the Service Request online
 - Worldwide contacts: <http://www.ibm.com/planetwide/>

1. If you do not get results from the duty programmer, call back and ask for the duty manager

1. If you are still not satisfied, contact the IBM account team to request a complaint or request a higher level “Critical Situation” if:
 - Multiple Service Requests or multiple products are involved
 - There appears to be a lack of coordination from product support teams
 - You can actively participate in the increased meetings, email and telephone calls

- IBM Training & Certification
- IBM Education Assistant
- Support Technical Exchange webcasts
- developerWorks
- Online Support Communities



Learn more

IBM Education Assistant Training module on Overview page

Training

- ▼ Lotus Domino 8.5.0 (AIX)
 - Learning Center
 - Education documents
 - Support Technical Exchanges
 - Training & certification
 - Learn Lotus software
- ▼ WebSphere Application Server
 - **IBM Education Assistant**
 - Education documents
 - Support Technical Exchanges

GO Search scope: All topics

WebSphere Process Server Version 7

IBM Education Assistant

IBM WebSphere® Process Server
Version: V7.0
Overview and new features

[Provide feedback on this material](#)

Overview and new features in V7.0

WebSphere Process Server	9 min			453K
WebSphere Process Server for z/OS®	7 min			397K
SOACore	11 min			447K
Mediations	16 min			475K

Self-study modules are complimentary for many products

Learn more

Software Support Technical Exchange Webcasts

Featured Links module on Overview page

- Lotus®, Tivoli® and WebSphere® deliver complimentary Support Technical Exchange webcasts with technical information on a broad range of products and topics
- Scheduled weekly, with charts and MP3 files posted for replay
- Delivered by subject matter experts from Support, Development and Services
- Support Technical Exchange pages include information on upcoming and previous webcasts

Technical Exchange Webcasts
WebSphere

Scheduled Webcasts Previous Webcasts

WebSphere support wants to help you take full advantage of your product. Join us as technical experts share their knowledge and then answer your questions. Visit this site often to see upcoming topics and presenters.

Schedules are subject to change. For questions or topic suggestions, [contact the Technical Exchange team](#).

You will need an [IBM ID and password](#), which are used site-wide at [ibm.com](#) to attend Webcasts.

Please call into the phone conference and join the e-meeting 10 minutes early.

23 Feb 2010 **IBM Portfolio of Java Troubleshooting Tools: Helping You Solve Problems Faster**
 Presenter(s): Russell Wright
 Time: 23 Feb 2010, 11 AM EST (GMT-5)
 This WebSphere® Support Technical Exchange describes the portfolio of IBM® troubleshooting tools for Java™. We will present the features of each tool and sample scenarios showing which tools to use for different types of problems that can occur with applications running in Java virtual machines.

24 Feb 2010 **Using Fix Central: Features, Hints and Tips**
 Presenter(s): Kelley L. Anders
 Time: 24 Feb 2010, 11 AM EST (GMT-5)
 Fix Central, the site for software maintenance delivery, has added many features to improve customer experience. This WebSphere® Support Technical Exchange highlights some of the major features and provides hints and tips to navigating the tool to acquire maintenance.

25 Feb 2010 **Quicker Resolution and Shorter Turnaround Time for Client Reported Problems Using Assist On-Site**
 Presenter(s): Preeti Kulkarni

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- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events

Support resources +

Contact support +

Buy support and services +

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Product and brand links +

XML

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- [IBM Student Portal](#)
- [IBM Virtual Innovation Center \(Bus. Partners\)](#)
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IBM's resource for developers and IT professionals



Implement Web user interfaces for Eclipse components
 Spice up your Eclipse-based applications using the same technologies available to Web developers, such as Dojo, Adobe Flex, and OpenLaszlo. Position your application to easily move from a desktop application to a browser-based app while providing multiple options for deployment. [More >](#)

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→ [Register \(free\)](#)

Spotlight

- Download: Rational Developer for Power V7.5
- Trial: WebSphere eXtreme Scale V7.0 in the Amazon Compute Cloud
- developerWorks newsletter: Get the latest news each week, customized for you

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- [Add entities in XML: Create text macros for your documents \(XML\)](#)
- [Eliminating Java verbosity with Lombok \(Open source\)](#)

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Featured community



Cloud computing central
 Join this group of individuals interested and involved in cloud computing. Discuss and share what you're doing with cloud computing, SaaS, and other related topics. The more you share, the faster the clouds will grow.

Community

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Webcast: [Delivering value through best practice in systems engineering](#)

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Online Support Communities

Forums & communities page

← Go to quick start

Forums & communities

Support for my selected products

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Start chatting with us today!

Chat for System x (Warranty and Maintenance Agreement only)

Choose your products

Manage my product list

Find and activate a product:

Your products

All Active

- BladeCenter HS22 7870
- Lotus Domino 8.5.0 (AIX)
- Power 720 8202 (AIX)
- System x3690 X5

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities**
- Planning
- Installation
- Usage
- Service requests and PMRs
- Site assistance

Share the knowledge

Learn from each other through community-based technical support.

Forums

- BladeCenter HS22 7870
 - Follow BladeCenter Support on Twitter
 - Follow PartnerWorld on Twitter
 - IBM BladeCenter Support Forum
- Lotus Domino 8.5.0 (AIX)
- System x3690 X5
- WebSphere Application Server - Express 7.0.0 (AIX)
- XIV Storage System (2810, 2812)
 - Forums and communities

Community resources

- Lotus Domino 8.5.0 (AIX)
- Power 720 8202 (AIX)
 - AIX community forums and wikis
- WebSphere Application Server - Express 7.0.0 (AIX)
 - WebSphere support technical exchange
 - PartnerWorld
 - alphaWorks
 - developerWorks
 - Events

[More results]

Blogs and wikis

- Lotus Domino 8.5.0 (AIX)
 - Notes from Lotus Support blog
 - Notes and Domino wiki
 - More Lotus blogs
- Planet Lotus - a compilation of Lotus blogs
- WebSphere Application Server - Express 7.0.0 (AIX)
 - IBM developerWorks blogs

User groups

- Lotus Domino 8.5.0 (AIX)
 - Lotus user groups
- WebSphere Application Server - Express 7.0.0 (AIX)
 - Global WebSphere Community

Find forums, blogs, and wikis

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Service Management Connect

<https://www.ibm.com/developerworks/servicemanagement/>

developerWorks > Technical topics

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Integrated Service Management	Network and Service Assurance	Process Automation


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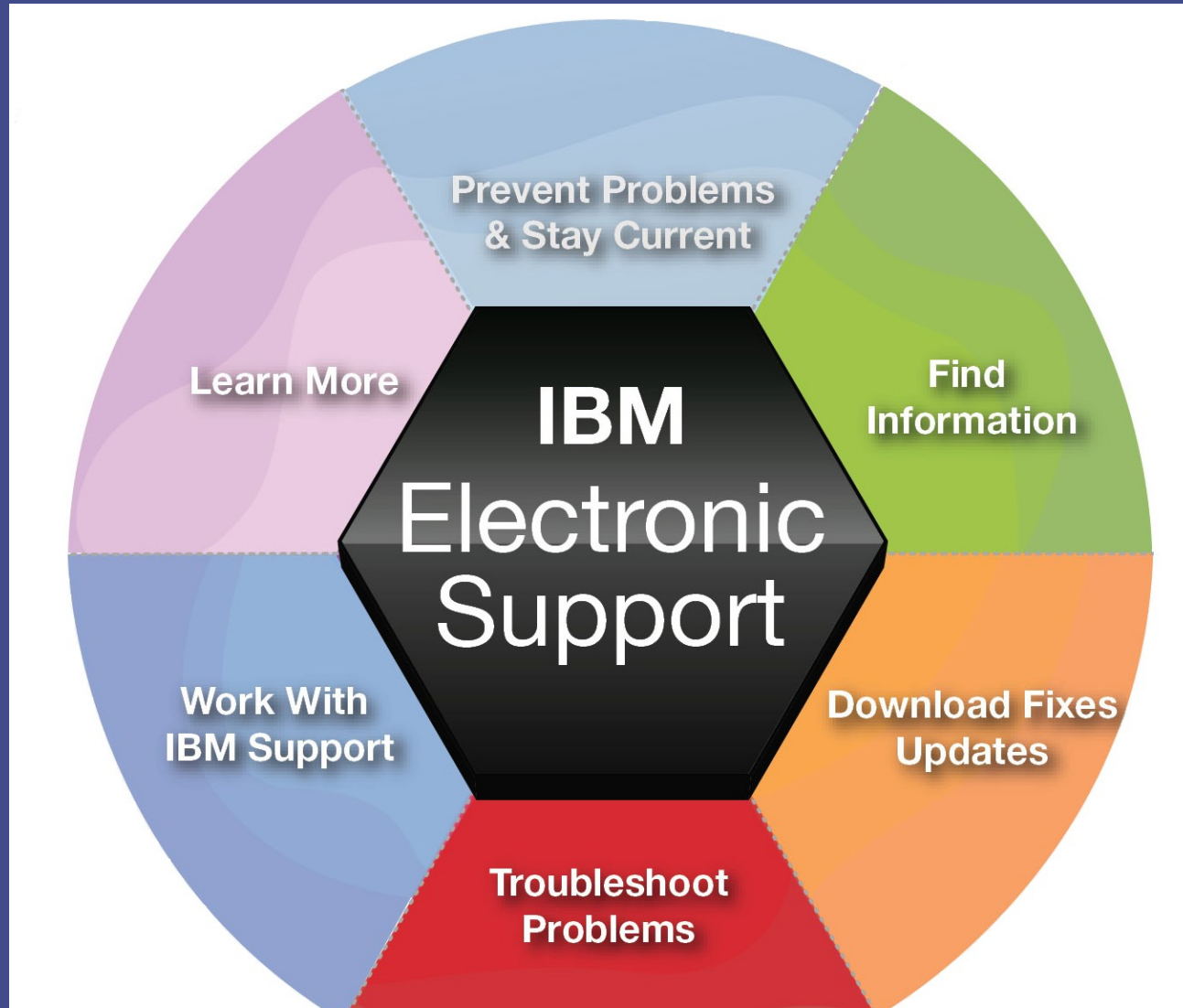
Watch on YouTube

Request Product Enhancements



Your ideas for Tivoli products.

Submit your own idea for a new



Stay up-to-date on new IBM electronic support offerings
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Reference

Electronic support document descriptions

- Module – IBM Support Portal module with content focused on selected products, navigation task and topic
- Technotes – Often describe resolved problems that are of interest to the support community. They include a problem description and its resolution
- Flashes – Important product information, which could include problem avoidance information
- News – Product information to keep you up to date
- Downloads – Interim fixes or fix packs available until the next version release
- APARs – (Authorized Program Analysis Report) documents a fix that is in process or has been created and released
- Fix lists – Distributed Fix lists summarize the APARs in each Fix Pack
- Recommended fixes – comprehensive list of recommended, generally available (GA) current fix packs, cumulative fixes and tools, by release
- MustGather/Read first – aid in problem determination by explaining what information needs to be gathered based on the problem symptoms. IBM Support Assistant offers an automated alternative - collector tools are available for many products
- Detailed system requirements – identify the supported releases of a product from which you can select specific detailed hardware and software requirements

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