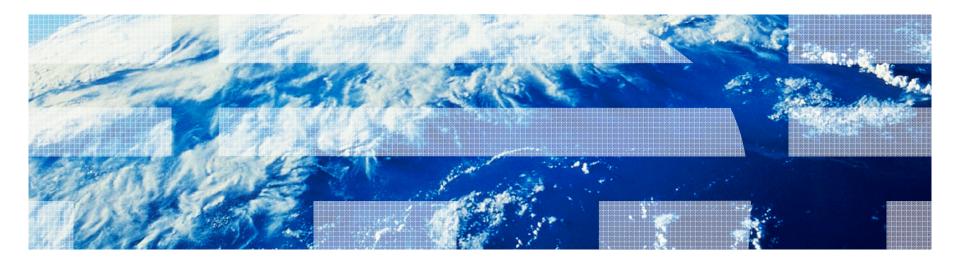


# Review of Recent IBM Electronic Support Updates



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#### **Overview**

- What is IBM Electronic Support?
- IBM Support Portal
- IBM Support Portal Advisor Beta
- AVP IBM Support Portal Features
- Tips & Tricks
- Getting Help
- Additional links





# What is IBM Electronic Support?

A portfolio of tools and resources to keep your systems, software, and applications running smoothly.

- IBM electronic support can help you:
  - Prevent problems
  - Find information
  - Download fixes and updates
  - Troubleshoot problems
  - Work with IBM Support
  - Learn more about your products



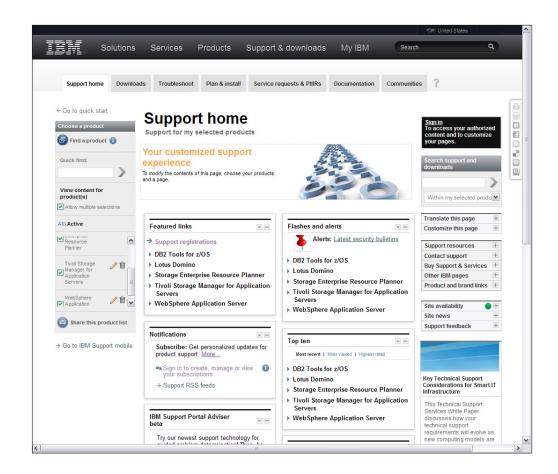
For more information about all of IBM's Electronic Support sites and tools, visit: <a href="http://ibm.com/electronicsupport/">http://ibm.com/electronicsupport/</a>



#### IBM Support Portal updated regularly

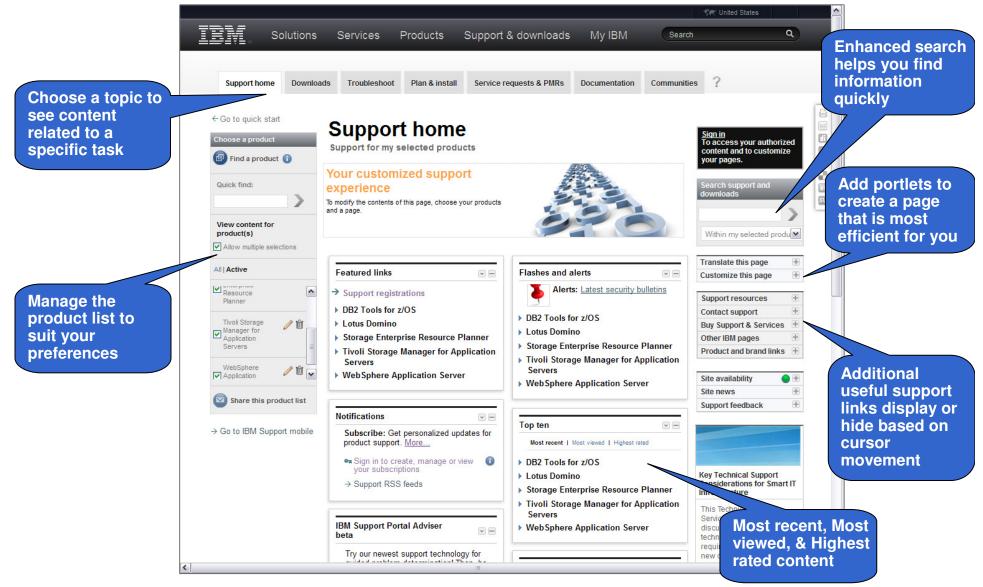
- The IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services.
- In early May, IBM updated the IBM Support Portal:
  - Improved Support Search
  - Product selection enhancements
  - Notification subscription enhancements
  - New social media tag display and search filtering

http://ibm.com/support





### **IBM Support Portal Highlights**



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## IBM Support Portal – Enhanced Search Highlights





#### Support Portal Assistant Beta is now open to all IBM Software Products!

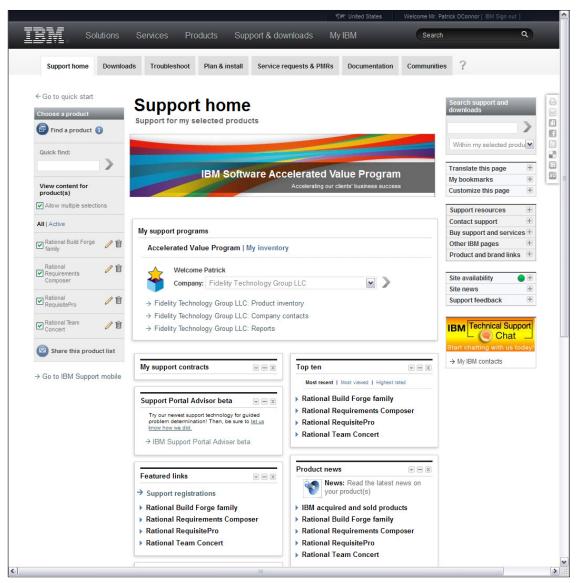
- The IBM Support Portal Advisor (SPA) is a new, truly interactive way to search IBM support content. It provides a more human-like interaction, with more information and guidance throughout the problem description process plus enhanced search capabilities.
  - Searches through multiple databases inside & outside IBM, cross-ranking search results from four search engines.
  - If a service request is opened after using the IBM Support Portal Advisor, the client's SPA search history is attached to the service request record.
- Now expanded to all IBM Software products!

View / modify my query       Show   Hide         Your query: rational reqpro       Me interpreted your query as:         These are the terms (and their synonyms) that we will use for search.       If M. Support Portal Adviser overview         Jational Rational Team Concert 3.0.1 Windows install system hangs          Maximum characters: 1000   935 characters left.          My query is a:       Problem incident       Hardware-related         I have an error message:       No       Yes         Our interpretation       Yes       Support feedback         IBM product:       Rational Team Concert 3.0.1 on Windows       Edit         T component:       N/A       Activity:       install         Situation:       system hangs       Edit	Your query: rational reqpro         We interpreted your query as:         These are the terms (and their synonyms) that we will use for search.         Jational Rational Team Concert 3.0.1 Windows install system hangs        :         Maximum characters: 1000 J 935 characters left         My query is a: <ul> <li>Problem incident</li> <li>How-to question</li> <li>Hardware-related</li> <li>I have an error message:</li> <li>No</li> <li>Yes</li> <li>Our interpretation</li> <li>IBM product:</li> <li>Rational Team Concert 3.0.1 on Windows</li> <li>Edit</li> <li>Help us improve IBM Support Portal Adviser</li> <li>Adviser output</li> <li>Adviser output</li> <li>Help us improve online support</li> <li>Help us improve online support</li> <li>Adviser</li> <li>Advise</li></ul>	Your query: rational requo       Image: Concert 3.0.1 Windows install system hangs       Image: Concert 3.0.1 Windows install system hangs         Image: Concert 3.0.1 Windows install system hangs	Your query: rational reqpro         We interpreted your query as:         These are the terms (and their synonyms) that we will use for search.         [fational Rational Team Concert 3.0.1 Windows install system hangs        :         Maximum characters: 1000   935 characters left.         My query is a:       Problem incident         My query is a:       Problem incident         Thave an error message:       No         Wa       Yes         Our interpretation       Yes         IBM product:       Rational Team Concert 3.0.1 on Windows         EBM product:       Rational Team Concert 3.0.1 on Windows         My query is:       No         Yes       Yes	Your query: rational reqpro         We interpreted your query as:         These are the terms (and their synonyms) that we will use for search.          ational Rational Team Concert 3.0.1 Windows install system hangs        :         Maximum characters: 1000   935 characters left.         My query is a: <ul> <li>Problem incident</li> <li>Hardware-related</li> <li>Have an error message:</li> <li>No</li> <li>Yes</li> <li>Yes</li> <li>Our interpretation</li> <li>IBM product:</li> <li>Rational Team Concert 3.0.1 on Windows</li> <li>Edit</li> <li>T component:</li> <li>NA</li> <li>Activity:</li> <li>install</li> <li>mistall</li> <li>Team Concert 3.0.1 on Windows</li> <li>Edit</li> <li>Help us improve online support</li> <li> <li>Help us improve online support</li> <li>Help us improve online support</li> <li>Help us improve online support</li> <li>Maximum Characters:</li> <li>Maxim</li></li></ul>	Your query: rational reapro         We interpreted your query as:         These are the terms (and their synonyms) that we will use for search.         fational Rational Team Concert 3.0.1 Windows install system hangs        :         Maximum characters: 1000   935 characters left.         My query is a:       Problem incident         My query is:       Software/Firmware-related         I have an error message:       No         IBM product:       Rational Team Concert 3.0.1 on Windows         EIBM product:       National Team Concert 3.0.1 on Windows         IBM product:       National Team Concert 3.0.1 on Windows         IBM product:       National Team Concert 3.0.1 on Windows         EIBM product:       National Team Concert 3.0.1 on Windows         It have an error message:       N/A         Activity:       install	Your query: rational reapro         We interpreted your query as:         These are the terms (and their synonyms) that we will use for search.         Fational Rational Team Concert 3.0.1 Windows install system hangs        :         Maximum characters: 1000   935 characters left         My query is a:       Problem incident         I have an error message:       No         Wo       Yes         Our interpretation       Yes         IBM product:       Rational Team Concert 3.0.1 on Windows         IBM product:       National Team Concert 3.0.1 on Windows
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#### Custom User Interface for Accelerated Value Program Clients

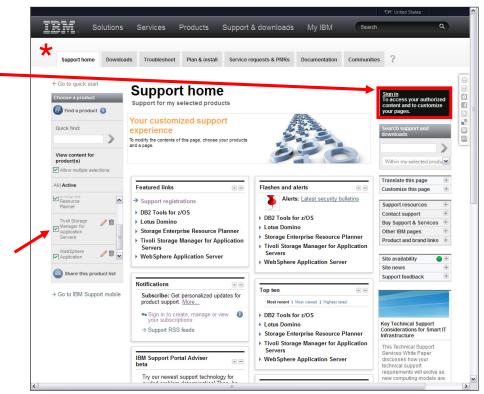
- Customized product list View only the products that are associated with your company's IBM Accelerated Value contracts, and customize the list of displayed products further as you like
- Service Request portlet Accelerated Value and Passport Advantage customers who have access to the Service Request application can view (and for Named Callers, also create and edit) their company's PMRs for their Accelerated Value ICNs and Passport Advantage ICNs
- Accelerated Value Reports Access reports pertinent to your account from your IBM Accelerated Value Leader
- Accelerated Value contact list Look up the IBM professionals associated with your IBM Accelerated Value contract.
- Exclusive Accelerated Value content -View Accelerated Value news, and other entitled content that is available only to Accelerated Value customers





#### **IBM Support Portal Tips and Tricks to Remember**

- Customize your portal
- Sign In! You will be remembered!
- When searching or navigating, get as close to your answer as possible
  - Example: Don't search for a TSM technote from the IBM or Software Support homepage
  - Better to search from the IBM Support Portal with TSM selected
- Make sure you have the correct product and page selected \*
  - The Portal scopes it's searches and navigation based on which page is visible



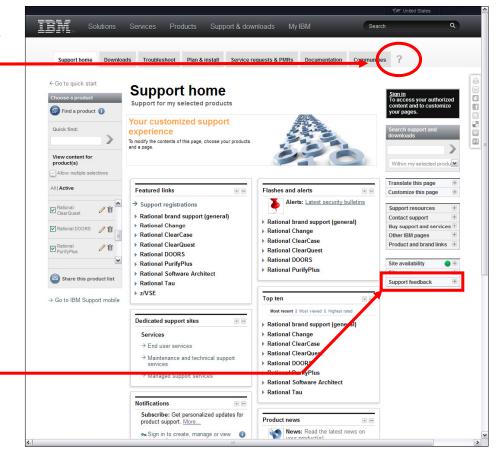


#### Getting Help with IBM Support Portal

Every page in the IBM Support Portal has a "Question Mark" link

- Info on:
  - -Working with products
  - -Viewing content
  - -Searching content
  - -Customizing pages

Don't forget to provide feedback – we need your input to constantly improve this site!





#### **IBM RFE Community**

The **IBM RFE Community** is a place where you can collaborate with IBM development teams and other product users through your ability to search, view, comment on, submit, and track product requests for enhancement (RFEs).

#### Benefits

- Quick response to feature requests
- Provides predictable response times
- Empowers clients to influence Rational product direction
- Incorporates clients insight into planned product roadmaps
- Breaks down barriers between product end-users and development

#### http://www.ibm.com/developerworks/rfe/

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Submit RFEs     Track your RFEs (My RFEs)				
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Before you submit a request, search the existing database to minimize the number of duplicate entries. You can add your own comments to existing requests and share information across the community.	Submit your own idea for a new RFE. Our development te: will review your request and provide status updates throughout its lifecycle.	am	Tivoli     WebSphere	
Browse RFEs			Latest RFE submitted	
→ Top 20 watched RFEs → Top 20 voted RFEs → Sul	bmitted RFEs → Planned RFEs → Delivered RFEs		Product: IBM Business Process Manag	er
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#### Contact IBM Support – IBM Service Request (SR) tool

- 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

Solutions	Services Products Si	upport & dow		/ly IBM	Sea	arch	م
Support home Downloa	nds Troubleshoot Plan & insta	II Service re	equests & PMRs	s Documenta	ation Communi	ities ?	
← Go to quick start Choose a product	Service requ		R PMR	ks *		Search support and downloads	
Quick find:	IBM Service Request for softw	are				Within my selected p	rodu
>	→ Open a new software serv	ice request				Toronalate this same	
	→ View draft service request					Translate this page My bookmarks	÷
View content for product(s)						Customize this page	Ð
Allow multiple selections	<ul> <li>Search for service request</li> </ul>	s				Support resources	÷
All Active	Completed fields will be used		a; blank fields v	vill not be used.		Contact support	+
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Share this product list		Search	Clear	search			
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	10 items found: displaying all it	ems.					
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	58099 500 000 4	Testing	Matthew	Rational	2/16/12		
	58098 500 000 4	Testing	Matthew		2/16/12		
	55268 500 000 4		Matthew		10/24/11		

SR was recently updated to make onboarding <sub>12</sub> easier and submitting PMRs more streamlined.

# QUESTIONS

#### Now or later:

#### Patrick W. O'Connor

Communications Strategist IBM Electronic Support Adoption Email: <u>patocon@us.ibm.com</u> Office Phone: +1.978.422.7747 Mobile Phone: +1.978.660.9411 http://ibm.com/electronicsupport/



#### Helpful Links

#### IBM Support Portal - http://ibm.com/support/

- Single, unified and centralized view of all technical support tools and information, covering all IBM products

developerWorks - http://ibm.com/developerworks/rational/

- Premier technical community resource for software developers, providing a wide range of tools, code, and education
- IBM Education Assistant http://ibm.com/software/info/education/assistant/
  - Multimedia education modules
- IBM Software Support Handbook- http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html
  - Worldwide numbers, escalation options, support processes

IBM Support Assistant (ISA) - http://ibm.com/software/support/isa/

- Free local software serviceability workbench that helps you resolve questions & problems with IBM software

IBM Passport Advantage - http://ibm.com/software/howtobuy/passportadvantage/

- Acquire new IBM software licenses, renew maintenance, and technical support

Service Request (SR) - http://ibm.com/software/support/probsub.html

- Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year



#### Assistance for IBM Support Websites – in United States

- IBM Passport Advantage Support, North America (support for the Full Product Downloads)
  - Email: paonline@us.ibm.com
  - Within North America, call 800-978-2246
  - For support outside of North America, local phone numbers may be found at:
    - <u>http://ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en\_US/ecare.html</u>
- IBM Service Request (SR) Support
  - Please visit the SR assistance page:
    - <u>https://www-946.ibm.com/support/servicerequest/help/srHelp.action</u>
  - SR helpdesk:
    - <u>https://www-304.ibm.com/software/entitlement/CustAssist?topic=esr</u>
- IBM My Notifications Support
  - <u>ftp://ftp.software.ibm.com/systems/support/tools/mynotifications/overview.pdf</u>