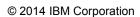# Software Support at IBM®

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Dependable product Subscription & Support with ROI . . . IBM delivers

IBM Subscription & Support **protects your investment** by minimizing installation/migration cycles, providing new product versions based on the latest technology, and offering tested upgrades to keep your environment running smoothly

Investment

IBM's worldwide support network keeps your business up and running, meeting deadlines, by providing **expertise** when and how it is needed

Minimize downtime and maintain schedules with IBM's time-saving Electronic Support tools and comprehensive technical information . . . all created to help your teams find answers to questions, solutions to problems and training to build skills as well as helping to diagnose problems quickly
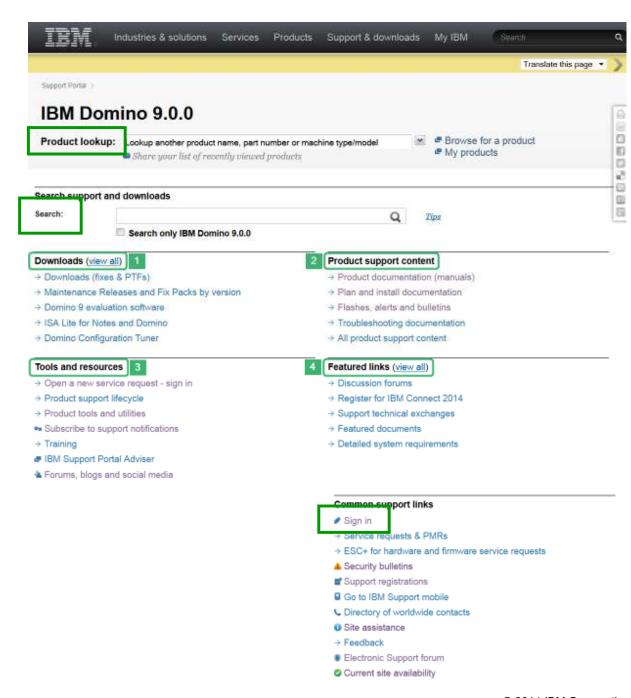
IBM Support Portal

Gateway to technical support
http://ibm.com/support,
has a **new, simplified** user interface

- Single-product view

- Conduct a search

- Main modules provide links to relevant support resources:

  1. Downloads for interim fixes

  2. Technical content links

  3. Online tool links

  4. Vital links selected by support

- IBM ID sign-in to access all tools

- Blog article http://ibm.co/19RxyBE

- New to IBM Support? See Getting Started at http://ibm.com/electronicsupport

My notifications subscription . . .
keeps you proactively informed

- Consolidated – complimentary subscription includes software and hardware products

- Proactive – Subscribe and information is sent to you to stay informed about the products you use

- Customize – choose a product family, then select:
  – Products
  – Daily or weekly updates
  – Delivery method: email, RSS
  – Document types: i.e., fixes, technotes

- Create multiple subscriptions

- Sample email to the right

```
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6.  WebSphere Application Server: APARs (Authorized Program Analysis Reports)

- TITLE: PM78505: CORRECTIONS ARE NEEDED TO THE DOCUMENTATION IN THE INFORMATION CENTER FOR
IBM WEBSPHERE APPLICATION SERVER VERSION 7.0
- URL: http://www.ibm.com/support/docview.wss?uid=swg1PM78505&myns=swgws&mynp=OCSSEQTP&mync=E
- ABSTRACT: This APAR describes the issues that customers encountered with IBM WebSphere
Application Server Version 7.0.  These issues were

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7.  WebSphere Application Server: Downloads and drivers

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
E
- ABSTRACT: WebSphere Application Server for z/OS fails to close inbound HTTP connections
that were used to send SOAP requests.

------------------------------------------------------------------------
8.  WebSphere Application Server: Fixes

- TITLE: 8.5.0.1-WS-WASND-OS390-IFPM76935
- URL:
http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FWebSphere%2FWebSphere+Applicat
ion+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=
E
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Checklist before opening a Service Request

✓ 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 Troubleshooting documents to know which files to gather based on problem symptoms

Need to download a fix pack? Fix Central is the place to go

- Use Fix Central to download fixes and fix packs

- 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

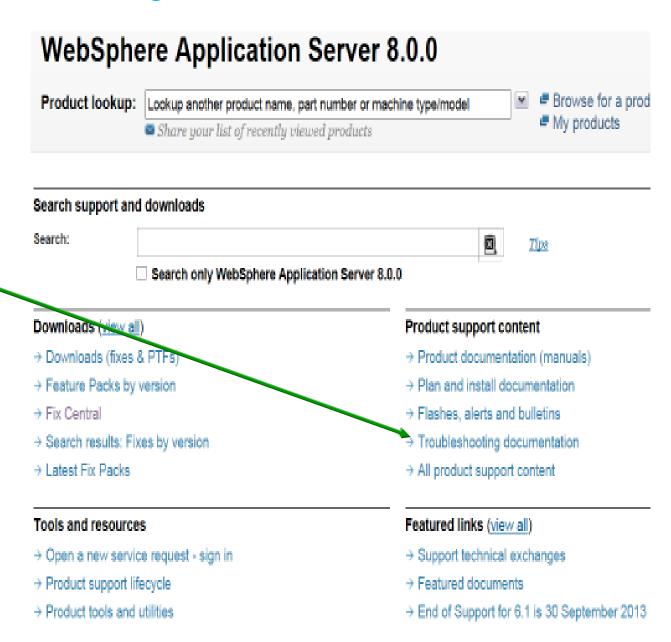- Upload an inventory file and Fix Central will display the fixes available for your products

- Fixes now available on mobile devices

WebSphere Application Server

Product lookup: Lookup another product name, part number or machine type/model ▾   📭 Browse for a product
✉ Share your list of recently viewed products   📭 My products

Search support and downloads

Search: [   ] 🔍   *Tips*

☐ Search only WebSphere Application Server

Downloads (view all)
→ Downloads (fixes & PTFs)
→ Feature Packs by version
→ Fix Central
→ Search results: Fixes by version
→ Latest Fix Packs

Product support content
→ Product documentation (manuals)
→ Plan and install documentation
→ Flashes and alerts
→ Troubleshooting documentation
→ All product support content

Tools and resources
→ Open a new service request - sign in
→ Product support lifecycle
→ Product tools and utilities
📭 Subscribe to support notifications
→ Training
📭 IBM Support Portal Adviser
🔖 Forums, blogs and social media

Featured links (view all)
→ Support technical exchanges
→ Featured documents
→ End of Support for 6.1 is 30 September 2013
→ Steps to getting support
→ Evaluate: IBM WebSphere Application Server

Common support links
🖉 Sign in
→ Service requests & PMRs
→ ESC+ for hardware and firmware service requests
⚠ Security bulletins
📭 Support registrations
📱 Go to IBM Support mobile
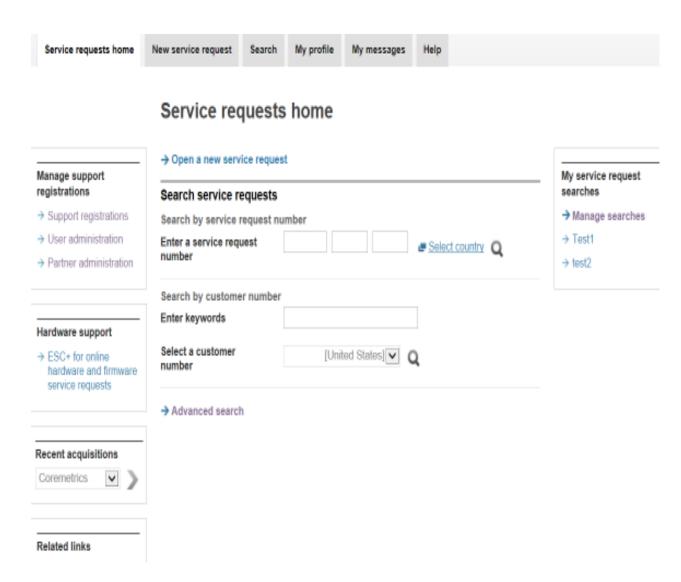
Gather and review troubleshooting files

- Troubleshooting documentation in Product Support Content section links to documents that describe how to gather needed troubleshooting files

- IBM Support Assistant offers sophisticated data collection and review options for some products

WebSphere Application Server 8.0.0

Product lookup: Lookup another product name, part number or machine type/model ▾ ⬚ Browse for a prod
⬚ Share your list of recently viewed products ⬚ My products

Search support and downloads

Search: [   ] ⬚ Tips

⬚ Search only WebSphere Application Server 8.0.0

Downloads (view all)

→ Downloads (fixes & PTFs)

→ Feature Packs by version

→ Fix Central

→ Search results: Fixes by version

→ Latest Fix Packs

Product support content

→ Product documentation (manuals)

→ Plan and install documentation

→ Flashes, alerts and bulletins

→ Troubleshooting documentation

→ All product support content

Tools and resources

→ Open a new service request - sign in

→ Product support lifecycle

→ Product tools and utilities

Featured links (view all)

→ Support technical exchanges

→ Featured documents

→ End of Support for 6.1 is 30 September 2013

Open a Service Request using Service Request tool

- Access Service Request link in Support Portal or access directly: http://ibm.com/support/servicerequest

- Online problem management tool to open, edit and monitor Service Requests or PMRs

- Register to be entitled

- Governed by Site Technical Contact, up to 9 Administrators, unlimited number of users

- Customized user profile auto-populates new Service Requests

- Describe problem and business impact

- Attach troubleshooting files

- Receive email notification of updates

- Monitor SR activity with downloadable reports

Register as 'Basic' user and request promotion to 'Full' user

Setting Severity Levels

	Business Impact	Initial Response Goal
1	**Critical business impact –** this condition requires an immediate solution	**Within 2 hours**
2	**Significant business impact –** program is usable but severely limited	**Within 2 business hours**
3	**Some business impact –** program is usable but less significant features impacted	**Within 2 business hours**
4	**Minimal business impact –** problem causes little impact or a reasonable workaround is in place	**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.

IBM Support Process

Open a Service Request (PMR) by using the online Service Request tool
Call 1-800-IBM-SERV for Sev1 in the U.S. or check **Planetwide** for local support numbers

Use Service Request tool to bypass this step

Open, update and monitor the Service Request with SR Tool

Level 3 creates and delivers fixes

Call Center:

-Checks entitlement

-Create Sev1 SR

-Route SR to product experts

-No product skill

Level 1

Rediscovery:

-Find known answers

-Help collect troubleshooting files

-Educate clients on self-help

-Broad usage based skills

Level 2:

Problem Determination

Source identification:

-Work-arounds & solutions

-Problem recreation

-Create APARs

-Interface to Level 3

Level 3:

Change team:

-Code based team

-Create fixes and fix packs

-Create debug modules

-Skilled in their components, not experts on entire product

Many support teams combine Level 1 and Level 2

Working with IBM Support

You may need to:

- Gather required specific diagnostic information, such as relevant logs, storage dumps, traces, etc. at time of failure

- Obtain recommended fixes, apply them to your systems, and test them to ensure they meet your needs

- Install a later release of the software as some fixes cannot be retrofitted into earlier code

- Work together with IBM support to reach resolution and this is an iterative process

- Indicate in your Service Request profile that you want to be notified when IBM updates the record

- Transfer the PMR or Service Request to another team if the product is part of a stack of products

- Request or agree to closure of Service Requests when resolution is complete

Escalation options

1. Check the severity level of the Service Request and raise if needed. Update the business impact if it has changed, and of course, indicate if the system is down.

2. Call the local contact telephone number and ask for the duty manager
   - In the US: Call 1-800-IBM-SERV (1-800-426-7378)
   - Worldwide contacts: http://ibm.com/planetwide/

3. 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
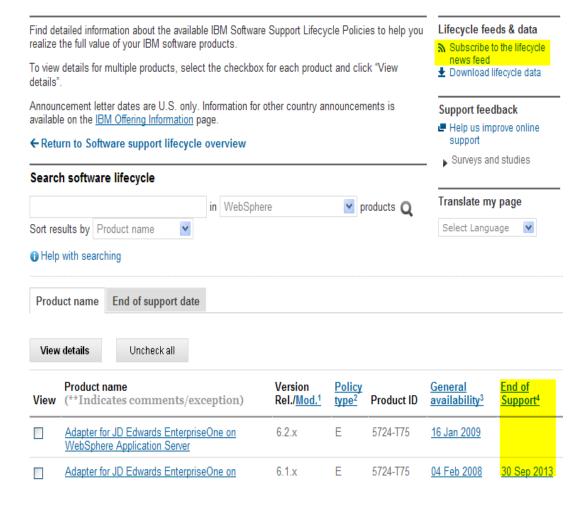   - You can actively participate in the increased meetings, email and telephone calls

Be proactive. If your team plans work in production, such as an installation, migration etc., inform your IBM account team. They can open a Support Alert to the support team to be prepared for possible Service Requests.

Software Support Lifecycle

- End of Support dates are important to help you plan upgrades. When announced, they display in the last field on the Support Lifecycle page. Includes an RSS link

- Policy type also displays for each product

- A minimum 12 months notice for product support withdrawal from marketing

- April and September are normally the two months products are withdrawn from support

- All components in a product or solution bundle are supported until the bundle is withdrawn from support

- Passport Advantage S&S maintains a six-month list of products reaching end of support to help you plan for upgrades

Support Lifecycle

Find detailed information about the available IBM Software Support Lifecycle Policies to help you realize the full value of your IBM software products.

To view details for multiple products, select the checkbox for each product and click "View details".

Announcement letter dates are U.S. only. Information for other country announcements is available on the IBM Offering Information page.

← Return to Software support lifecycle overview

Lifecycle feeds & data

🔊 Subscribe to the lifecycle news feed

⬇ Download lifecycle data

Support feedback

📣 Help us improve online support

▸ Surveys and studies

Search software lifecycle

[_____] in WebSphere [▾] products 🔍

Sort results by Product name [▾]

Translate my page

Select Language [▾]

ⓘ Help with searching

Product name	End of support date

View details   Uncheck all

View	Product name (**Indicates comments/exception)	Version Rel./Mod.[1]	Policy type[2]	Product ID	General availability[3]	End of Support[4]
☐	Adapter for JD Edwards EnterpriseOne on WebSphere Application Server	6.2.x	E	5724-T75	16 Jan 2009	
☐	Adapter for JD Edwards EnterpriseOne on	6.1.x	E	5724-T75	04 Feb 2008	30 Sep 2013

Understanding Software Support at IBM

- **IBM Support Handbook** is your complete support reference guide

- Includes detailed support information for software and hardware

- Displays in easy-to-view format

- Describes all aspects of support and electronic support

- Includes support contact information

- **IBM Appliance Support Handbook**

Software Support Handbook >

Software Support Handbook
Electronic Support

Overview | Support portfolio | **Electronic Support** | Getting IBM support |
Contacts | Preventing problems | Practices | Acquisitions

IBM Electronic Support offers a portfolio of online support tools and resources that provides comprehensive technical information to diagnose and resolve problems and maintain your IBM products. IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring in the first place, or quickly and easily troubleshoot problems when they occur. With improved personalization of support resources, you can focus on and be alerted to exactly the information you need for efficient and effective problem prevention and resolution.

IBM Electronic Support addresses five critical areas to ensure you have the best possible support experience:

1. Simplifying support and creating more consistency across all IBM products.
2. Delivering intelligent resources and tools that display information focused on the products you use.
3. Providing proactive capabilities that solve problems before operations are affected.
4. Thriving collaborative communities that connect to worldwide support networks and knowledge.
5. Enabling seamless and smooth transition between online and live support teams for quick problem resolution.

IBM Support Portal

The new IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place and is replacing all legacy IBM technical support sites.

Support terms

Test fix EMEA
Fix Pack
IBM PTF
SPOC
APAR 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

Handbook in PDF format

The handbook is also available

Five steps to simpler support at IBM

1. Use **Support Portal** to find answers, watch alerts, know about new fix packs

2. Subscribe to **My Notifications** to receive proactive product support news

3. Download fixes when needed through **Fix Central**

4. Gather and review troubleshooting files

5. Use **Service Request tool** to open, edit and track problem reports

- There's more! Find out about ALL the IBM Electronic Support tools and resources you have at your fingertips http://ibm.com/electronicsupport such as:
  - IBM Education Assistant
  - IBM Compatibility Reports

Service Request Tool Quick Reference

Access rights

- Basic users create and edit only their own Service Requests created through the SR tool. Request Full access by choosing Support Registration on the left , scroll down to Existing Access and request promotion to Full access

- Full users open and edit all Service Requests for an IBM Customer Number (ICN) and run reports

- Site Technical Contact (STC) – ultimate gatekeeper for the tool and can name nine additional Administrators. If change is needed, send email to paonline@us.ibm.com from a manager. Include IBM customer number, name of STC, reason for change, name of new STC, their IBM ID, email and phone number

- STC and Administrators add, approve and delete users from the SR tool list

Clients

- Find the STC for an ICN: choose Support Registration on the left and click the ICN to open the record

- Find products for an ICN: choose Support Registration on the left and click the ICN to open the record

- Receive email notifications for Service Request updates: check the checkbox in your profile

- Add products to the Preferred Product list: check the checkbox when opening a Service Request

- The Preferred Product list is stored in your profile and saves time when opening a Service Request

- Add a Customer Tracking ID to the Service Request to make it easy to track - that field is for your convenience

- Run reports on open, closed and even archived Service Requests by conducting a search.

- Print Report or Export Report by clicking the buttons right above the search results table

Site Technical Contacts (STCs) and Administrators

- Automatically approve users whose IBM ID contains the company email address through User Administration on the left and the Auto Approval tab

- Automatically set new users' status to Basic or Full through User Administration on the left and the Auto Approval tab

Service Request references:
  – Quick Start Guide (IBM ID and SR access for Basic user)
  – SR tool link
  – SR online help
  – SR Help Desk: srhelp@us.ibm.com
  – Charts describing the SR tool