



**Step up
to simpler
IBM Support!**
<http://ibm.com/support>

To access “IBM support” your company must have a current software support agreement. The following website includes detailed information about IBM support: <http://ibm.com/support/handbook>

IBM Support Portal

<http://ibm.com/support>

IBM Support Portal is the gateway to technical support information for all IBM products. It can be personalized to include just the products that are relevant to you and provides access to the IBM portfolio of Electronic Support tools and resources (<http://ibm.com/electronicssupport>).

Reporting a Problem

To submit a problem, use IBM Service Request (SR) tool: <http://ibm.com/support/servicerequest>. Use the Quick Start Guide to register as a Basic user. http://ibm.com/software/support/servicerequest/quick_start.html

A Service Request (SR) will be opened to track and communicate information on the problem. Authorized clients can track SRs using the Service Request tool.

When you want to check the progress of an SR or escalate a software problem, ensure that it has been reported and be sure you have the SR number handy.

It is suggested that use of the Service Request tool for a Severity 1 call after hours (initial submission or update) be followed by a telephone call (<http://ibm.com/planetwide>) to advise the support team of the logging or update.

Be prepared with the following when you submit a Service Request:

- IBM Client Number
- Contact name
- Email or telephone number where you can be reached
- Related operating system and database information
- Severity of the issue and business impact
- Company Name
- Preferred means of contact
- Related product and version information
- Detailed description and business impact of the issue

Determining Severity Level

‘Severity’ is the speed of response required and lets the support team know the impact the problem is having on your business. The response goal for a new SR is two business hours. Agreed Severity 1 issues are worked 24x7, on request, when you are also available to do so.

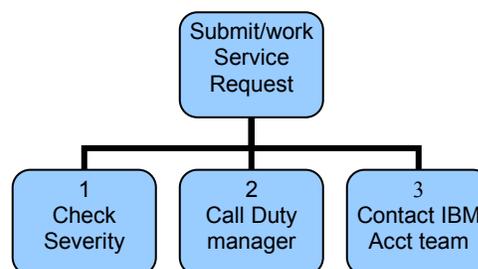
- Severity 1 - Critical business impact or system down. This condition requires an immediate solution.
- Severity 2 - Significant business impact. This indicates the program is usable but is severely restricted.
- Severity 3 - Some business impact. Indicates the program is usable with less significant features unavailable.
- Severity 4 - Minimal business impact.

Checking the Status of an SR

Check the latest status of SRs with the SR tool. The Owner field in the SR gives the name of the technical support engineer assigned to the problem. Access the SR tool through the Support Portal or directly: <http://ibm.com/support/servicerequest>

Escalation path

If your PMR is not progressing as well as you expect, follow the steps noted next. If it is after hours, call to escalate to the Duty Manager to receive prompt attention and management focus. This ensures that the support team clearly understands the situation and the impact to your business. <http://ibm.com/planetwide>



End of Life for Software

All software products have a limited life. New versions and releases replace old, and each release eventually reaches an end of support date. IBM typically publishes a notice of withdrawal of support at least 12 months prior to the effective date. Support is not normally available after the published date. See IBM Software Support Lifecycle for details:

<http://ibm.com/software/info/supportlifecycle>

How IBM handles Service Requests

Technical questions (how-to/install)

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software.

Short duration problems involving

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM database searches

Code Defects

During the investigation process, the Support Engineer determines if your defect issue falls into one of three categories described below.

1. Known defect-related issue: - A “fix” is provided if available. If no fix is available, the Support Engineer will work with you to find the best feasible workaround. Publicly available fixes are usually available at IBM Fix Central. <http://ibm.com/support/fixcentral>

2. New defect: The IBM Support Engineer will create an Authorized Program Analysis Report (APAR) to track the resolution of the defect. APARs are routed to the appropriate development teams.

3. A problem that is not defect-related: If the Support Engineer determines that the issue is not a software defect in supported IBM code, IBM will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

Software Support and Subscription and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:

- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting

Most of these types of situations require some form of services engagement. For further information about these services please contact your IBM Representative

Client Responsibilities

During problem resolution, our software support engineer may require specific diagnostic information, such as relevant logs, storage dumps, traces, etc. Gathering this information can be a critical. We ask that you capture documentation at the time of failure. IBM Support Assistant: <http://ibm.com/software/support/isa> offers automated data collection options for many products.

Our support engineers may ask you to apply a trap or trace code to your system. It is your responsibility to obtain fixes, apply them to your systems, and test them to ensure they meet your needs. Sometimes fixing a problem means installing a later release of the software as some fixes cannot be retrofitted into earlier code.

If you do not have the required skill or cannot to do the work, you can engage a services provider such as IBM Software Services or a Business Partner to assist you for an additional fee.

If you are involved in a services engagement in which IBM Software Services or a Business Partner is designing and implementing an application for you, the statement of work should be very clear as to whose responsibility it is to work suspected code defect issues with IBM Support, to ensure proper entitlement for remote support.

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