IBM

IBM® Electronic Support
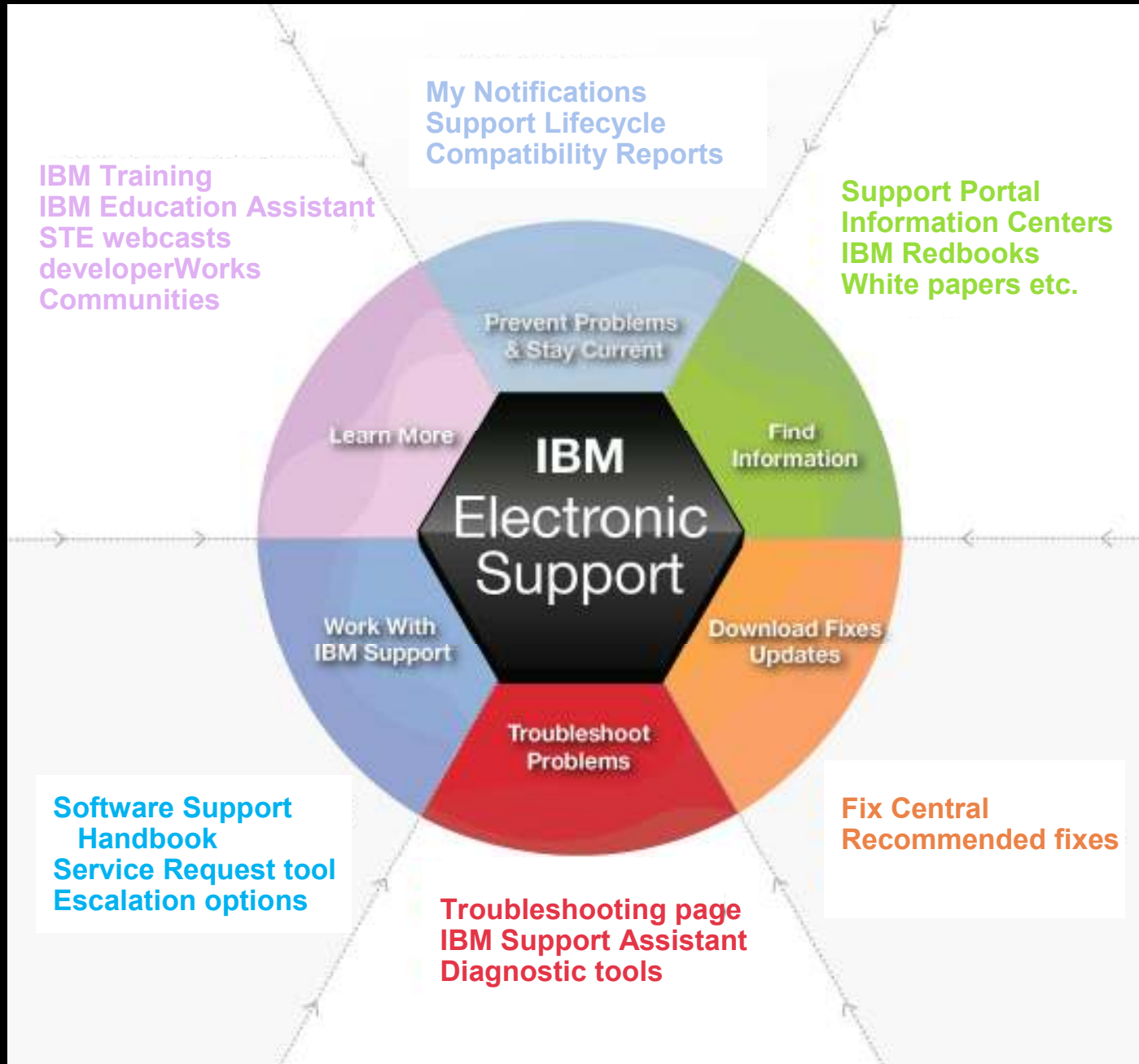## Easy, fast, smart

ibm.com/electronicsupport

Elaine Papanikolaou - papani@us.ibm.com

IBM Electronic Support – easy, fast, smart
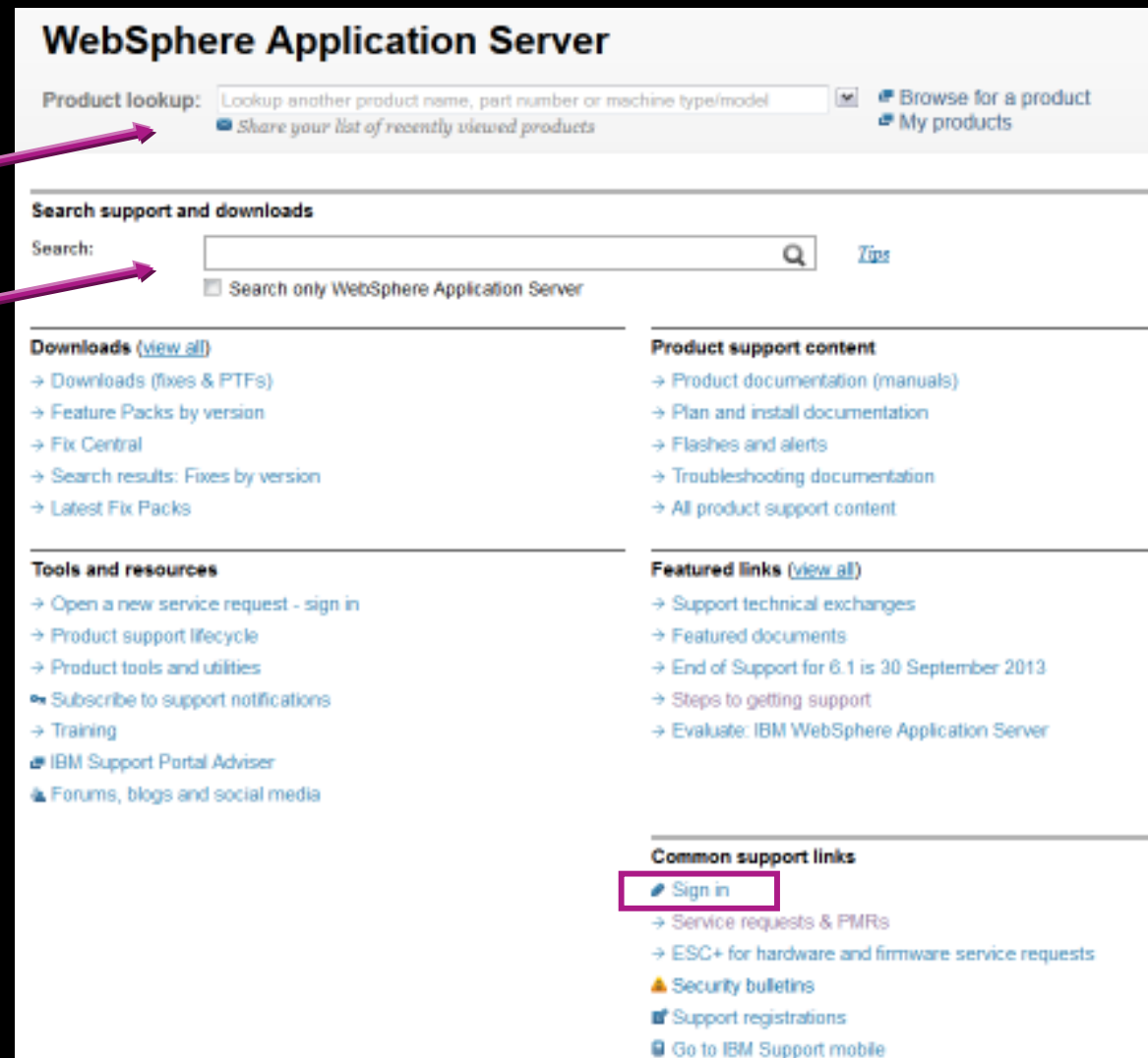

My Notifications
Support Lifecycle
Compatibility Reports

IBM Training
IBM Education Assistant
STE webcasts
developerWorks
Communities

Support Portal
Information Centers
IBM Redbooks
White papers etc.

Prevent Problems
& Stay Current

Learn More

IBM Electronic Support

Find
Information

Work With
IBM Support

Download Fixes
Updates

Troubleshoot
Problems

Software Support
  Handbook
Service Request tool
Escalation options

Troubleshooting page
IBM Support Assistant
Diagnostic tools

Fix Central
Recommended fixes

IBM Support Portal – Gateway to IBM technical support

IBM Support Portal, http://ibm.com/support, has a **new, simplified** user interface

- Clients told us what they wanted. We listened

- Choose a product
  - Single-product view
  - Conduct a search
  - IBM ID sign-in to access all tools
  - Four to five main modules provide links to relevant support resources
  - Navigation with fewer links

Learn all the details:

- Blog article http://ibm.co/19RxyBE contains a 2-minute video with major updates, plus screen captures and descriptions of all that changed

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

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

Prevent problems – My notifications
http://ibm.com/support/mynotifications

- Complimentary subscription includes software and hardware products to keep you informed about the products you use

- Sign in with IBM ID

- Choose a product family, then select:
  – Products
  – Daily or weekly updates
  – Delivery method
  – Document types (fixes, APARs, etc.)

- Create multiple subscriptions if needed

- Sample email to the right

- Another notification capability for WebSphere products is the quarterly Support Newsletter

```
--------------------------------------------------------------------
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

--------------------------------------------------------------------
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=
```

Prevent problems – Software Support Lifecycle
http://ibm.com/software/support/lifecycle

- Consolidated page with lifecycle information for software, System i®, System p® and System z®

- End of support is the last field, populated if a date was announced

- Policy type for each product displays. Detailed information available through link on page

- Receive Lifecycle updates – RSS feed link in upper right corner or subscribe to My Notifications for Flashes and News

- April and September are typically 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

- Passport Advantage displays a six-month list of of products with announced withdrawal dates

Prevent problems – Software Product Compatibility Reports

- 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

- Helpful when installing or migrating

- View sample reports to see results

http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp

Find information for hardware and software
Product support content section on Support Portal

- **Flashes and alerts**

- **Product documentation**
  - Knowledge Centers = Information Centers = product documentation
  - IBM Redbooks
    - [New mobile app](#)
  - IBM white papers

- **Troubleshooting documents**
  - Collect troubleshooting data
  - APARs
  - Technotes
  - Webcasts and more . . .

WebSphere Application Server

Product lookup: Lookup another product name, part number or machine type/model
☑ *Share your list of recently viewed products*

⊞ Browse for a product
⊞ 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
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🔖 Subscribe to support notifications
→ Training
⊞ IBM Support Portal Adviser
👤 Forums, blogs and social media

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Common support links
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→ ESC+ for hardware and firmware service requests
⚠ Security bulletins
📖 Support registrations
📱 Go to IBM Support mobile

Download fixes – Fix Central
Downloads and fixes module on Downloads page

- Choose 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

- Requires sign in. Some products may require that you be Approved in the Service Request tool to download fixes

- 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

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- ☛ Support registrations
- 🖥 Go to IBM Support mobile

Troubleshoot problems – Product Support Content
Product Support Content section on Support Portal

- Choose Troubleshooting documentation

- Choose filters to limit search results

- View troubleshooting search results

- Review Collect troubleshooting data

- Search APARs

- Filter results using selections on left panel

Troubleshooting documentation for WebSphere Application Server

Choose content filters

1-30 of 1732 results | Next →

Search within results: 🔍

Filter by version
- ☐ 9.1.0
- ☐ 9.0.0
- ☐ 8.7.0.1
- ☐ 8.7.0
- ☐ 8.6.0
- ☐ 8.5.5
- ☐ 8.5.2
- ☐ 8.5.1.2

Recommended links
- → Collect troubleshooting data
- → Collect troubleshooting data
- → Quicklinks - Resource reference list for WebSphere software products
- → Evaluate: IBM WebSphere Application Server
- → Search results: All APARs
- → Troubleshooting guide

Filter by operating system
- ☐ AIX family
- ☐ i family of operating systems (formerly i5/OS family)
- ☐ Linux family
- ☐ Other Operating Systems
- ☐ Platform Independent
- ☐ Unclassified - SW Operating System Platform
- ☐ UNIX family

Filter by topic
- ☐ Administration
- ☐ Configuration/Customization
- ☐ Connectivity
- ☐ Deployment
- ☐ Design
- ☐ Develop
- ☐ Diagnostic
- ☐ Documentation

Filter by document type

Join Ask the Experts : Understanding Connections in Service Integration Bus   17 Oct 2013
You are invited to an IBM Ask the Experts discussion about Understanding Connections in Service Integration Bus on 04 December 2013 at 11:00 AM EST. Fine-tuning connections to the SIB messaging provider in WAS is paramount. It ...

Education: Join Ask the Experts on Understanding Connections in Service Integration Bus   17 Oct 2013
You are invited to an IBM Ask the Experts discussion about Understanding Connections in Service Integration Bus on 04 December 2013 at 11:00 AM EST. Fine-tuning connections to the SIB messaging provider in WAS is paramount. It ...

Webcast Replay: WebSphere Plug-in Session Affinity and Load Balancing   16 Oct 2013
This webcast gives an overview of the Session Affinity and how it affects Plugin Load Balancing, as well as an overview of Plugin algorithm for Round Robin Load Balancing and shows how to review Plugin Log to review Plugin Load Balancing. Level of ...

Join Ask the Experts: JNDI Naming Configuration and Problem Determination   15 Oct 2013
You are invited to an IBM Ask the Experts discussion about JNDI Naming Configuration and Problem Determination on 24 October 2013 at 11:00 AM EDT. WebSphere Application Server includes support for the Java Naming and Directory Interface ...

IBM WebSphere SDK Java Technology Edition Version 7.0.4.0 fixpack fails to install onto WAS Version 8.5.0.2 with the error "Installation Manager cannot find any updates to install..."   11 Oct 2013

Troubleshoot problems – IBM Support Assistant and Diagnostic Tools

Complimentary, downloadable, troubleshooting tool for many software products (not zOS)

IBM Support Assistant 5.0 Team Server offers the following next-generation options

- Simplified access. One person can download and install ISA V5 as a single-user desktop or a team server

- Provides central place to organize diagnostic files

- Provides extensible toolbox of specialized problem determination tools

- Performs automated analysis to help identify common problem symptoms for some products

- See the complete list of diagnostic tools

http://ibm.com/software/support/isa

Work with IBM support – Software Support Handbook
## http://ibm.com/support/handbook

- Consolidated, detailed support reference 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

- If you use an IBM Appliance, refer to the IBM Appliance Support Handbook

Work with IBM Support – Service Request tool
http://ibm.com/support/servicerequest

- Consolidated online problem management for clients with valid software and networking support agreements

- First-time users register as a Basic user (view only your own SRs)

- 'Full' access requires approval from your Site Technical Contact to view all SRs for customer number

- Customize your user profile:
  - Contact information
  - Selected products and components

- Open, update and track Service Requests

- Attach troubleshooting files to service requests

- Monitor SR activity with customized reports
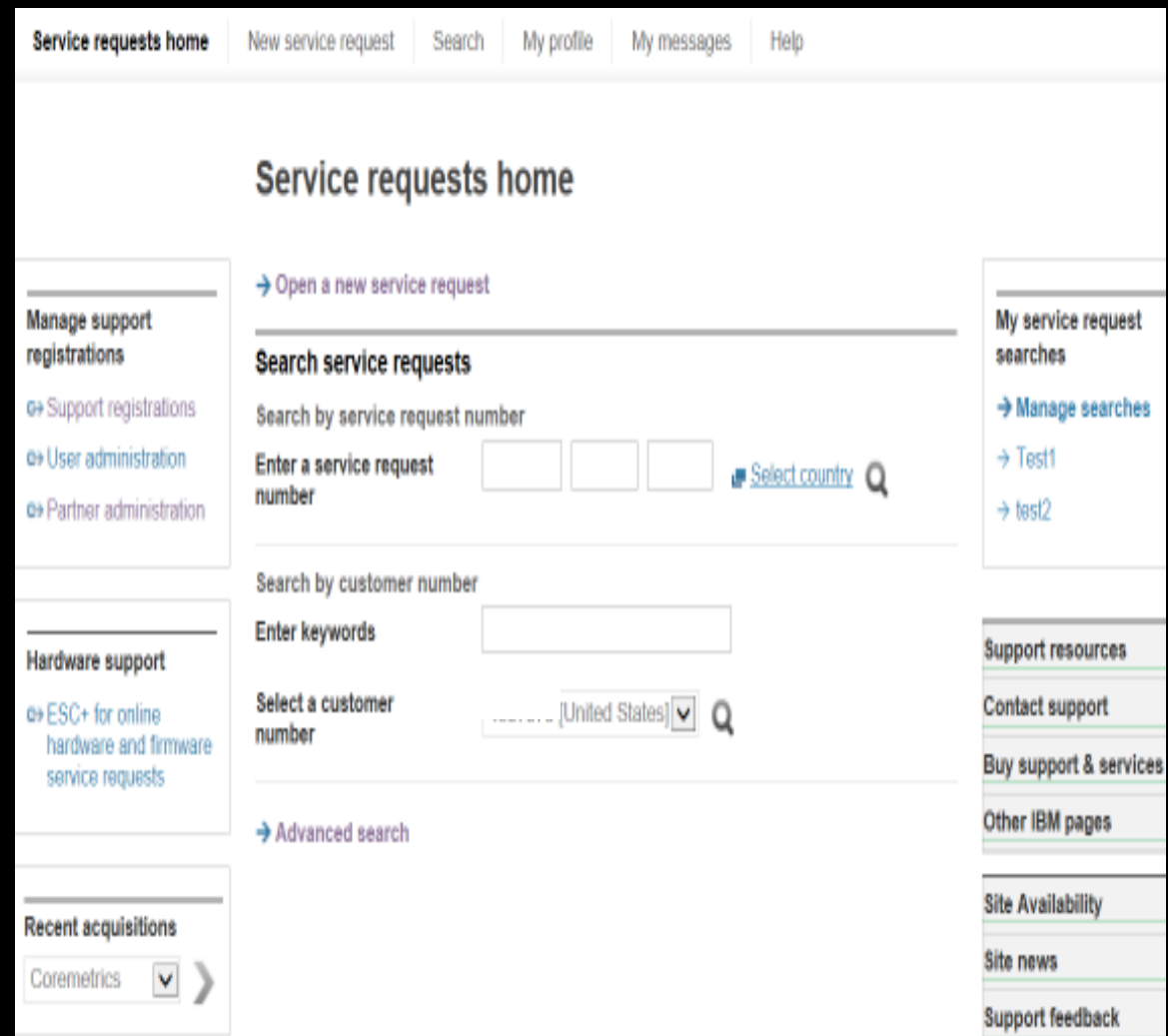
Work with IBM Support - What you need to include

✓ 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 Collect Troubleshooting Data 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) Initial Response Goal	Other Platforms Initial Response Goal
1	**Critical business impact** – this condition requires an immediate solution	**Within 2 hours**	**Within 2 hours**
2	**Significant business impact** – program is usable but severely limited	**Within 4 business hours**	**Within 2 business hours**
3	**Some business impact** – program is usable but less significant features impacted	**By the end of the next business day**	**Within 2 business hours**
4	**Minimal business impact** – 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.

Work with IBM Support – 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. Call IBM and ask for the duty manager
   - In the US: Call 1-800-IBM-SERV
   - 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

Now you can be proactive. If your team expects to work in production environment for 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.

Learn more – IBM Software Training & Certification
http://ibm.com/training

- Click Training in the Tools & Resources section to find the training you need for your software products

- Product education is key to successful project deployments

- IBM training offers worldwide classes

- Hundreds of courses in over two dozen curriculum areas

- Certification preparation and testing to improve expertise

IBM Training

Building skills for a smarter planet

IBM is committed to helping our clients achieve the skills and expertise to take their careers to the next level. We offer a comprehensive portfolio of technical training and education services designed for individuals, companies and public organizations to acquire, maintain and optimize their IT skills in IBM Software and IBM Systems.

IBM was named to ᵒ˅ TrainingIndustry.com's list of Top 20 IT Training Companies for the fifth consecutive year.

To continue, select or type a country:

Select a country ▲▼

Search for courses worldwide using our global Training finder

IBM Training: Our trusted Global Training Providers

Tom Rosamilia explains the detailed process and criteria IBM used to select four Global Training Providers that will interface with clients and business partners to provide high quality training options for our clients.

ᵒ˅ View video

IBM Training: Building skills for a smarter planet

Steve Mills describes the new IBM approach that makes it possible to reach clients wherever they are, deliver just-in-time training and provide training that is designed to meet our clients' specific needs and requirements.

ᵒ˅ View video

Learn more – IBM Education Assistant
http://ibm.com/software/info/education/assistant

Learn more – Support Technical Exchange Webcasts
Featured links section on Support Portal

- Complimentary Support Technical Exchange webcasts deliver technical information on a broad range of products and topics

- Delivered by subject matter experts from Support, Development and Services

- Support Technical Exchange pages include information on upcoming and previous webcasts

- Charts and audio files posted for replay

Support technical exchanges for WebSphere Application Server

Scheduled exchanges	Previous exchanges

IBM support wants to help you take full advantage of your product. Join us as technical experts share their knowledge and then answer your questions. The sessions are designed to address specific technical issues and provide in-depth but narrowly focused training in convenient, live 1-2 hour seminars. Visit this site often to see upcoming topics and presenters.

Schedules are subject to change.

Please join the technical exchange 10 minutes early.

▼ **WebSphere**

19 Feb 2014 WebSphere Partner Gateway V6.2.x: "Examples of EDI transaction processing"

This Support Technical Exchange will discuss a WebSphere Partner Gateway sample configuration to run EDI transactions using passthru action and generate functional acknowledgments. Three transactions are used as example and others can be configured the same way. The presentation includes step-by-step configuration as well as the results of actual transaction tests.

Learn more – IBM developerWorks®
http://ibm.com/developerworks

- In-depth technical information for developers and administrators
- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events

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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:
- Support Registrations 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
- Videos: http://bit.ly/12YnVPE