



IBM® Electronic Support

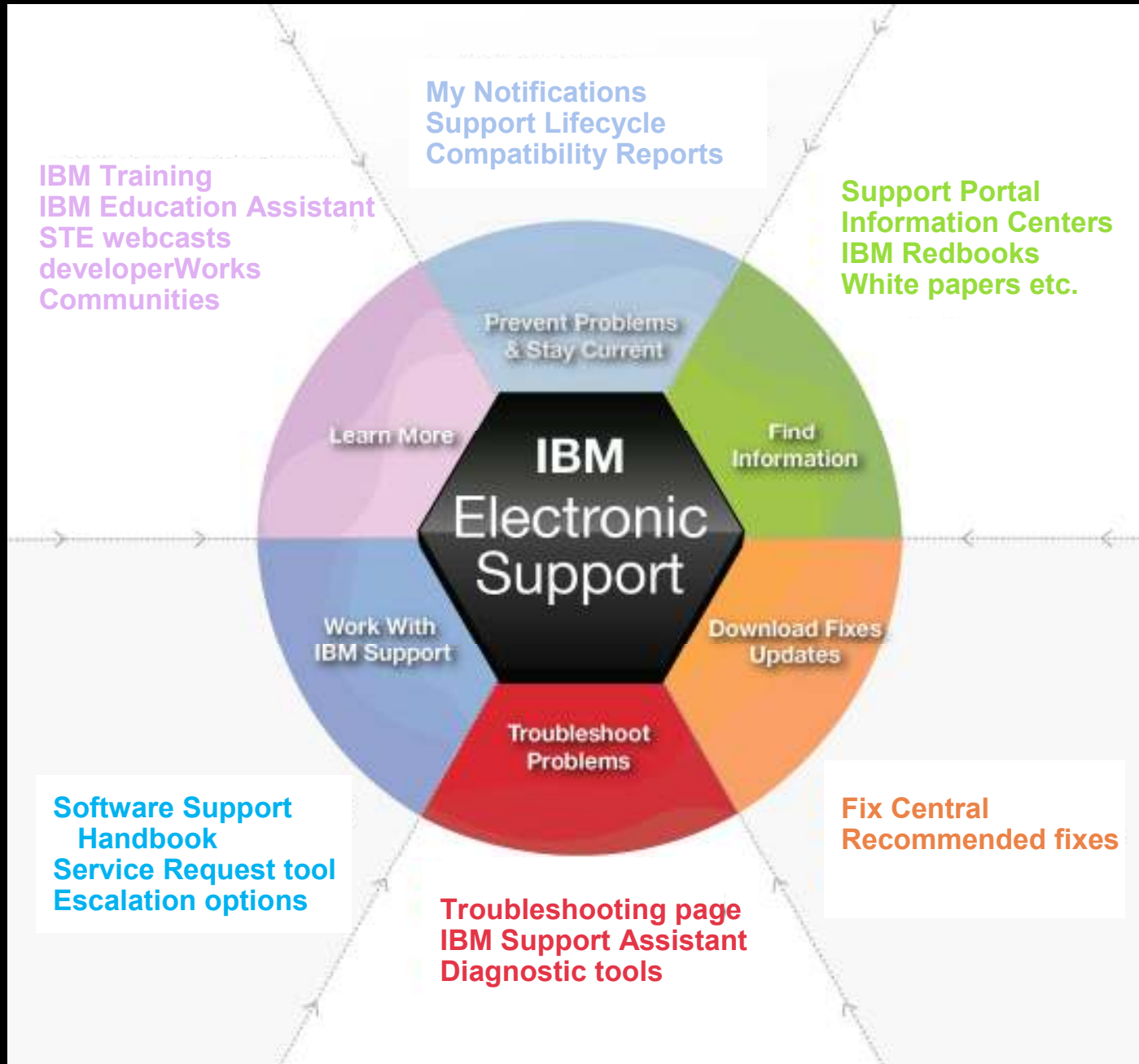
Easy, fast, smart

ibm.com/electronicssupport

Elaine Papanikolaou - papani@us.ibm.com

Agenda

IBM Electronic Support – easy, fast, smart



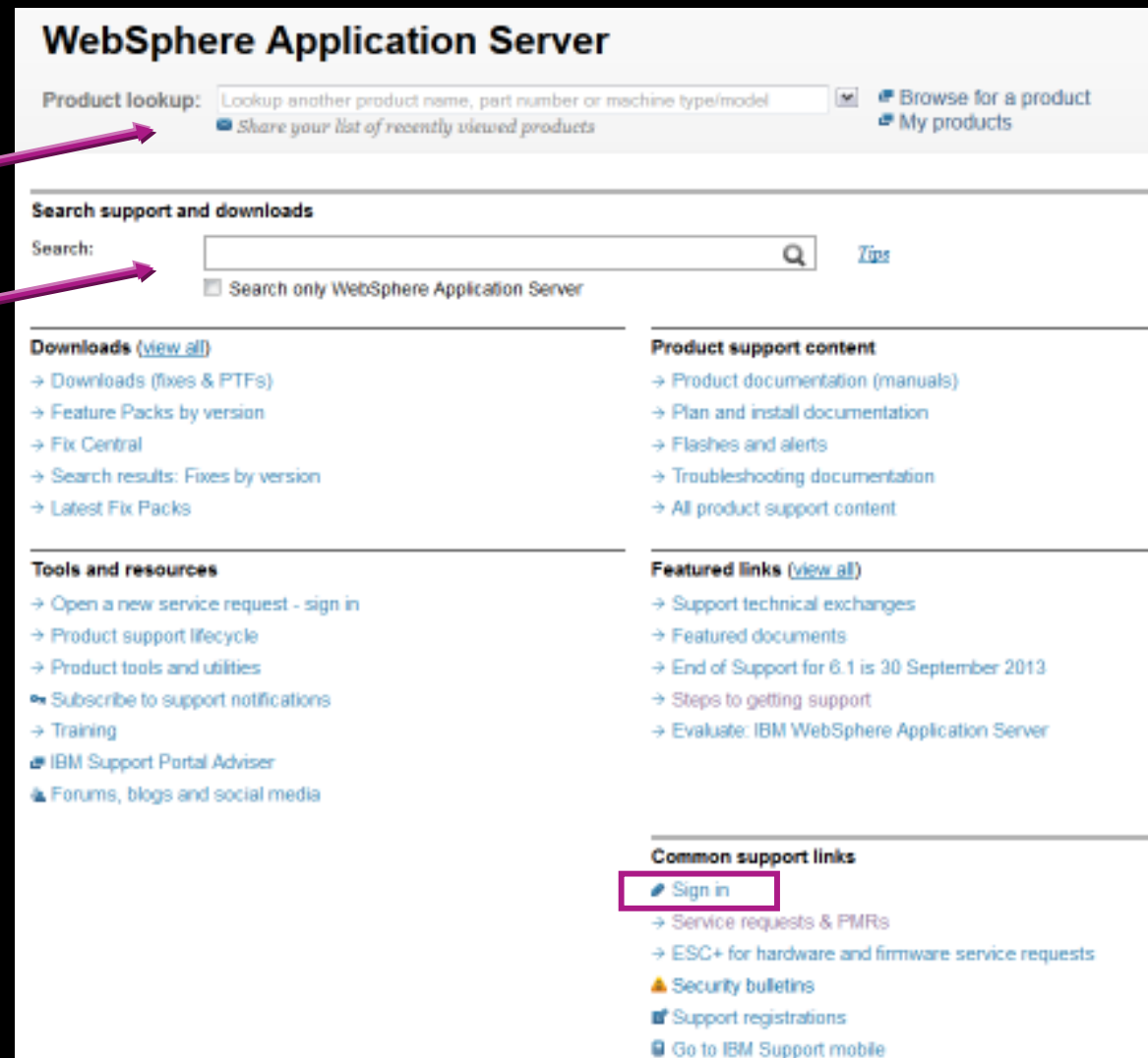
IBM Support Portal – Gateway to IBM technical support

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/electronicssupport>



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](#)

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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 WEBSHERE 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+Application+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.

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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+Application+Server&fixids=8.5.0.1-WS-WASND-OS390-IFPM76935&source=myna&myns=swgws&mynp=OCSSEQTP&mync=E

```

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

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](#)

Search software lifecycle

in **WebSphere** products

Sort results by **Product name**

[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
<input type="checkbox"/>	Adapter for JD Edwards EnterpriseOne on WebSphere Application Server	6.2.x	E	5724-T75	16 Jan 2009	
<input type="checkbox"/>	Adapter for JD Edwards EnterpriseOne on	6.1.x	E	5724-T75	04 Feb 2008	30 Sep 2013

Lifecycle feeds & data

- [Subscribe to the lifecycle news feed](#)
- [Download lifecycle data](#)

Support feedback

- [Help us improve online support](#)
- [Surveys and studies](#)

Translate my page

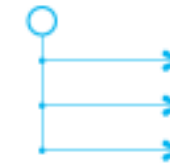

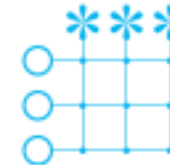
Select Language

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

Software Product Compatibility Reports

Find out what is supported, compatible, available.

<p>High-level reports about products related to</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Operating systems <input type="radio"/> Prerequisites <input type="radio"/> Hypervisors <input type="radio"/> National languages 	 <p>Select a product. Get the list of the operating systems that it supports.</p> <p>→ Create a report → Sample report</p>	 <p>Select an operating system. Get the list of products that run on it.</p> <p>→ Create a report → Sample report</p>	 <p>Select products. Select operating systems. Explore supported combinations.</p> <p>→ Create a report → Sample report</p>
<p>In-depth reports</p>	<p>Detailed system requirements: Operating systems and prerequisites, component details and restrictions.</p> <p>→ Create a report → Sample report</p>	<p>Hardware requirements: Find out the required hardware for a product on one or more operating system families.</p> <p>→ Create report → Sample report</p>	<p>End of service: Find out the end of service dates for the products you have in mind.</p> <p>→ Create report → Sample report</p>

<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: [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

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 & FMRs
- ESC+ for hardware and firmware service requests
- Security bulletins
- Support registrations
- Go to IBM Support mobile

Product support content

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

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: [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](#)

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](#)

Product support content

- [Product documentation \(manuals\)](#)
- [Plan and install documentation](#)
- [Flashes and alerts](#)
- [Troubleshooting documentation](#)
- [All product support content](#)

Featured links ([view all](#))

- [Support technical exchanges](#)
- [Featured documents](#)
- [End of Support for 6.1 is 30 September 2013](#)
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- [Evaluate: IBM WebSphere Application Server](#)

Common support links

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- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Security bulletins](#)
- [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

1-30 of 1732 results | Next →

Search within results:

Choose content filters

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

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

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

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](#)

The screenshot displays the IBM Support Assistant interface. At the top, it shows the title 'IBM Support Assistant' and a status message 'The Scan Status has changed.' Below this, there are navigation tabs for 'Files', 'Tools', 'Reports', 'Overview', 'Symptoms', 'Global Knowledge Base Matches', and 'Data Collector'. The 'Symptoms' tab is active, showing a table of symptoms with columns for 'Global ID', 'Type', 'Symptom', 'Symptom Occ', 'Knowledge Bk', 'First Occuren', 'Last Occuren', and 'ID'. The table lists several error messages, such as 'SRVE0255E: A WebGroup/Virtual Host to handle /favicon.ico has not been defined' and 'HMR0028E: A duplicate OCS_UNICAST_ADDRESS port has been detected'. Below the table, there are tabs for 'Knowledge Base Matches', 'Symptom Occurrences', 'Symptom Details', and 'Containing Files'. The 'Knowledge Base Matches' tab is active, showing a list of APARs (e.g., 'APAR: PK85685: THE ERROR MESSAGE SRVE0255E RETURNS TO A CLIENT BROWSER IF THE APPLICATION IS DOWN') with a search function.

Work with IBM support – Software Support Handbook

<http://ibm.com/support/handbook>

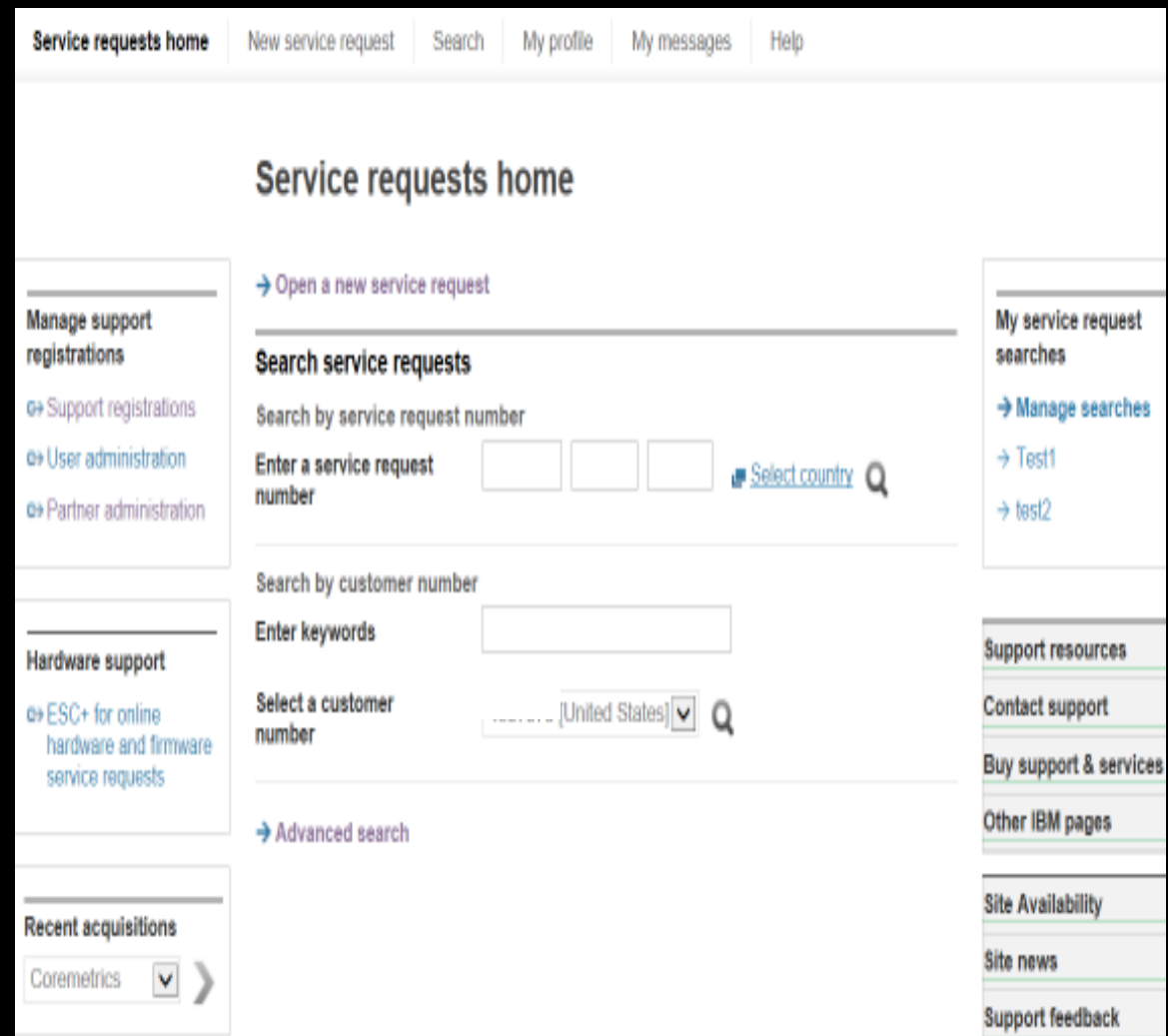
- Consolidated, detailed support reference for software and hardware
- Software Support Handbook displays in easy-to-view format
- Includes electronic support information
- Detailed description of support at IBM and includes support contact information
- If you use an IBM Appliance, refer to the [IBM Appliance Support Handbook](#)

The screenshot displays the 'Software Support Handbook' page, specifically the 'Electronic Support' section. The page features a navigation menu with links for Overview, Support portfolio, Electronic Support (highlighted), Getting IBM support, Contacts, Preventing problems, Practices, and Acquisitions. The main content area describes the IBM Electronic Support portfolio, which provides comprehensive technical information for diagnosing and resolving problems. It lists five critical areas of support: simplifying support, delivering intelligent resources, providing proactive capabilities, thriving collaborative communities, and enabling seamless transitions between online and live support teams. A sidebar on the right contains sections for 'Support terms' (listing acronyms like EMEA, Fix Pack, PTF, SPOC, APAR, PD), 'Additional references' (pointing to Appendix A and B), and 'Handbook in PDF format'.

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	<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.

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 ^{4th} [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.
[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.
[View video](#)

Learn more – IBM Education Assistant

<http://ibm.com/software/info/education/assistant>

Self-study modules for many products

WebSphere Process Server Version 7

IBM Education Assistant

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

Provide feedback on this material

Icon key

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

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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[IBM Electronic Support blog](#)

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>

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