

Step up to simpler IBM® software support



Quick Start Guide

Welcome to IBM software support.

IBM software purchases come with a one-year subscription and support agreement. It includes product upgrades and enhanced product support, at no additional charge – and that includes tools referenced in this guide. Renewal occurs at the end of the first year.

IBM's global technical support teams are available 24X7 for Severity 1 problems.

IBM Subscription & Support includes an unlimited number of support incidents, an unlimited number of contacts, native language support, troubleshooting tools, and severity 1 escalation for mission critical systems.

Electronic support tools help you find fixes, answers to questions, solutions to known problems, troubleshooting guidance, product training and online problem submission.

Consider the Accelerated Value Program for personalized support: <https://ibm.biz/BdFFFb>

Getting started with IBM Electronic Support

- Your IBM Customer Number (ICN) Need help with ICN? Contact eCustomer Care <https://ibm.biz/BdFFF8>
- Register your IBM ID (your company email address) and password. Register if you don't already have an IBM ID <https://ibm.biz/BdFFFg>
- Associate your ICN with your IBM ID on the Get Access page: <https://ibm.biz/BdFFFh>
- Access Support Portal: ibm.com/support and sign in to access any tools requiring sign in
- Support Portal is your one-stop shop for IBM technical support information
- Choose a product to display a page with relevant links

Installing software

- Full software versions are available on Passport Advantage Online: <https://ibm.biz/BdFdag>

- Usage of PAOnline requires an active support agreement and approval
- Sign in with IBM ID, request access for your ICN <https://ibm.biz/BdFFFV>
- Download software
 - PAOnline video <https://ibm.biz/BdFFFJ>
- PAOnline help: paonline@us.ibm.com
- Find installation instructions on the Support Portal ibm.com/support
- Use the Lifecycle page: <https://ibm.biz/BdFFFA> to stay informed about end of support dates
- Run Compatibility Reports: <https://ibm.biz/BdFFFu> for your products when installing or migrating to ensure compatibility with your environment

Using software

- Refer to the “Product Documentation” links on a Support Portal product page
- Find IBM Redbooks, Redpapers in this section
- Use Search on Support Portal for questions

Staying informed

- Subscribe to My Notifications to stay informed of critical technical support updates about your products <https://ibm.biz/BdFFFL>
- Choose frequency (daily or weekly) and type of notification – email/RSS

- Choose Document types such as Security Bulletins, Fixes, Technotes, Flashes etc.

Troubleshooting problems

- Use Support Portal Search
ibm.com/support
- Refer to the “Troubleshooting Documentation” links on a Support Portal product page
- Use “Collect Troubleshooting Data” documents to know what troubleshooting files to collect
- Consult [IBM developerWorks®](http://ibm.biz/BdFFF9):
<https://ibm.biz/BdFFF9> for in-depth technical articles
- Use [IBM Support Assistant](https://ibm.biz/BdFFFC):
<https://ibm.biz/BdFFFC> (ISA) to troubleshoot problems.
 - Diagnostic tools help you quickly review troubleshooting files
 - Automated diagnostic capabilities are available for some products

Downloading fixes and fix packs

- Refer to the “Downloads” link on a Support Portal product page
- Some Support Portal download links direct you to [Fix Central](https://ibm.biz/BdFFFT)
<https://ibm.biz/BdFFFT>
- Sign in with IBM ID
- Download interim fixes for many IBM software products using this one-stop platform
- Search for fixes, fix packs or APARs
- Search by version and platform

- Check for requisite fixes automatically
- Upload an inventory file to display fixes for your product, eliminating the need to search

Working with Support Online

- Access “Service Request” (SR) tool from Service Requests & PMRs link on Support Portal
- Valid support agreement required
- Sign in with IBM ID
- First time users, register using this SR [Quick Start](https://ibm.biz/BdFFFt):
<https://ibm.biz/BdFFFt> for Basic access
- Request Full access to see all service requests for a customer number
- Open, edit and manage service requests online
- Attach troubleshooting files
- Receive update email notifications
- Run reports on open, closed and archived service requests
- For SR tool problems contact srhelp@us.ibm.com

Phone

- If you cannot access the Web or if you have a Severity 1, in the U.S. and Canada call 1-800-426-7378, option 2. Other geographic areas use [Planetwide](https://ibm.biz/BdFFF6):
<https://ibm.biz/BdFFF6> to find your local IBM support phone number

Social Media

- Access forums, blogs, Twitter, and Facebook for technical support information from a Support Portal product page
- IBM Electronic Support blog
<https://ibm.biz/BdFFFU>
- IBM Electronic support tool videos
<https://ibm.biz/BdFFR9>

Building skills

- [IBM Education Assistant](https://ibm.biz/BdFFFN):
<https://ibm.biz/BdFFFN> offers free task-based self-study modules for IBM software products
- Formal [IBM Education](https://ibm.biz/BdFFF7):
<https://ibm.biz/BdFFF7> courses are available worldwide (fee-based)
- Support Technical Exchange webcasts offer free live technical presentations. They are available on many Support Portal product pages.

Get Started Now

To learn about tools, resources, and basic registration, see “Get Started with IBM Support” section on the [Electronic Support page](https://ibm.biz/BdFFEc):
<https://ibm.biz/BdFFEc>

[IBM Support Handbooks](https://ibm.biz/BdFFEB)
<https://ibm.biz/BdFFEB>

