



IBM Software Maintenance Renewal

IBM
S/W MA Renewal

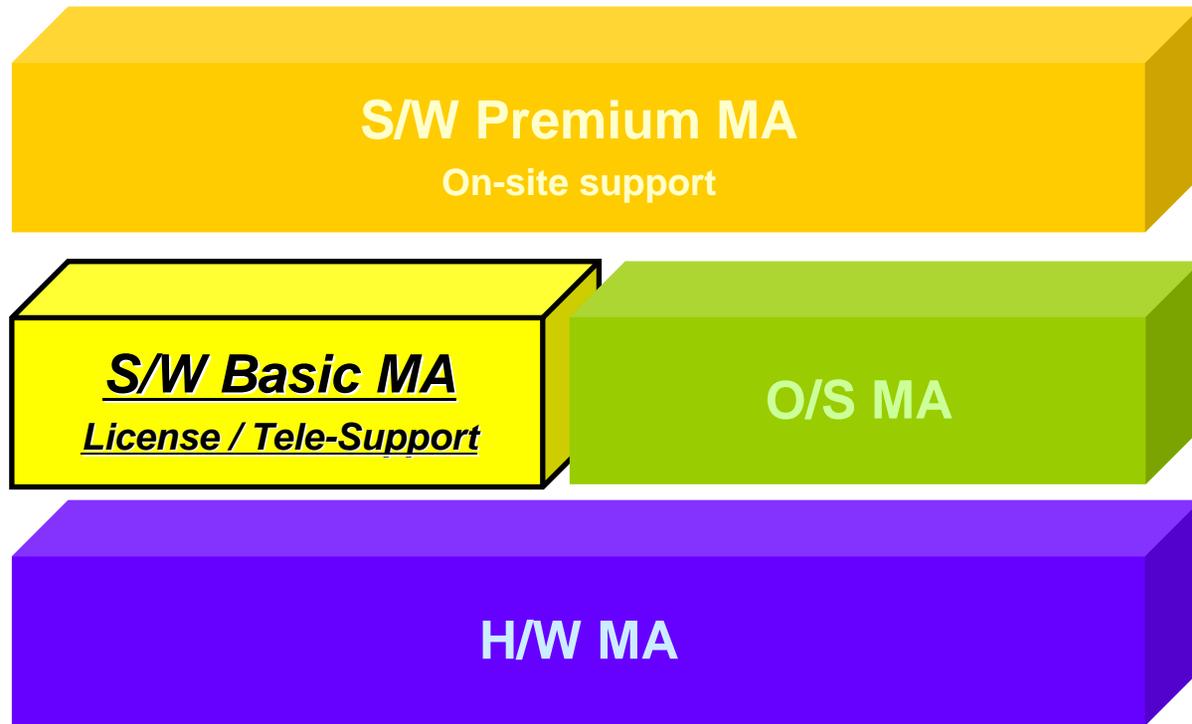
IBM
02-3781-7114

❖ IBM

❖ IBM S/W Basic MA Service

- S/W Basic MA
- Anniversary Date
- (/)
- e-Care center/ PA Online Service
- IBM S/W

❖ IBM S/W MA





S/W

- MA

License

S/W

, 가



-Tele-support / e-Care center / PA Online Service

❖ IBM S/W License

- License with Software Maintenance 12 Month :

+ 1 Anniversary

- Software Maintenance Renewal :

MA

- Software Maintenance Reinstatement :

MA

❖ S/W Basic MA () 가 MA MA Renewal (Basic MA)

- IBM MA (Anniversary Date) 가 , MA 가
- MA Anniversary Date 1 MA

❖ Premium MA (SMA: On-site support)

- Premium MA ON-Site Support가 , Basic MA Service
- SMA : On-Site Support Basic MA

❖ Anniversary Date ,

IBM Anniversary Date 13 1 ,
1 1 , 2 1 , 가 IBM 12 3
2 1 ...Anniversary Date가 .

❖ Anniversary Date .

(/)

❖ , e-mail, FAX (~ , 09 ~ 18)

❖ Severity 1 24X7

❖ S/W

❖

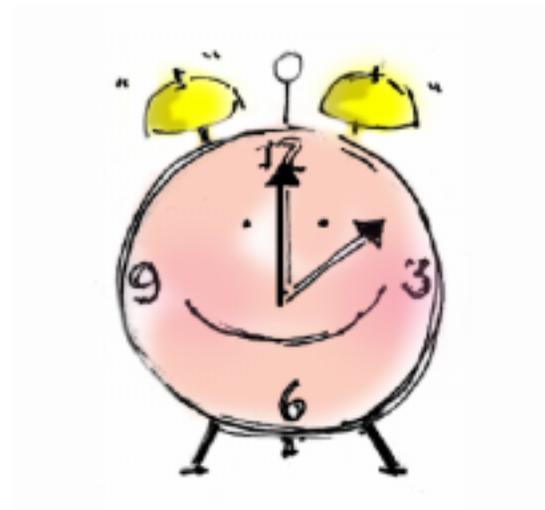
1.

- (, End Of Service 가)

2. (How-To)

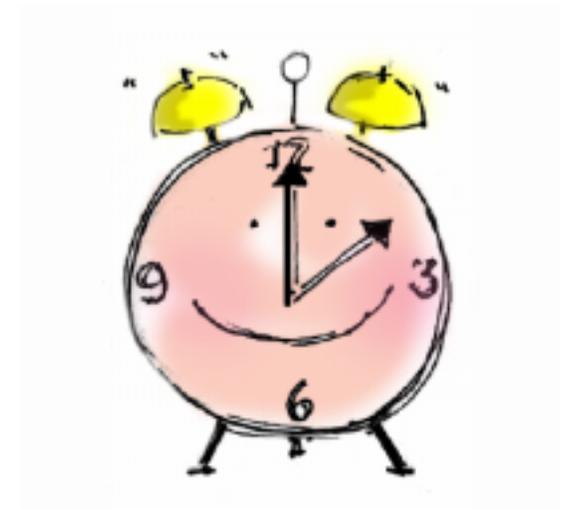
- (How-to)
(, ,)

-
-
- IBM World-wide (e-Care Center)
- IBM





-
- EOS (End Of Service)
- (Exit,)
- /
- Non-IBM
- ()
- Performance Tuning
- Customized Service
- On-site



+ e-Care center

- , Redbook ()
-
- FAQ Q&A

<http://www.ibm.com/software/support>

+ PA Online

- PA
-
- MA
- S/W
-
- MA

<http://query.lotus.com/passport>

+ PA Online ID Password

PA online site access ID Password

apecare@sg.ibm.com

, SAP ID Site Name
IBM PA (02-3781-8012)

Mail Title: [Request] PA Online ID & PASSWORD

SAP ID: XXXX-XXXXXXXX

Site Name: FASTPASS

Address:

City:

Tel : 82 - -

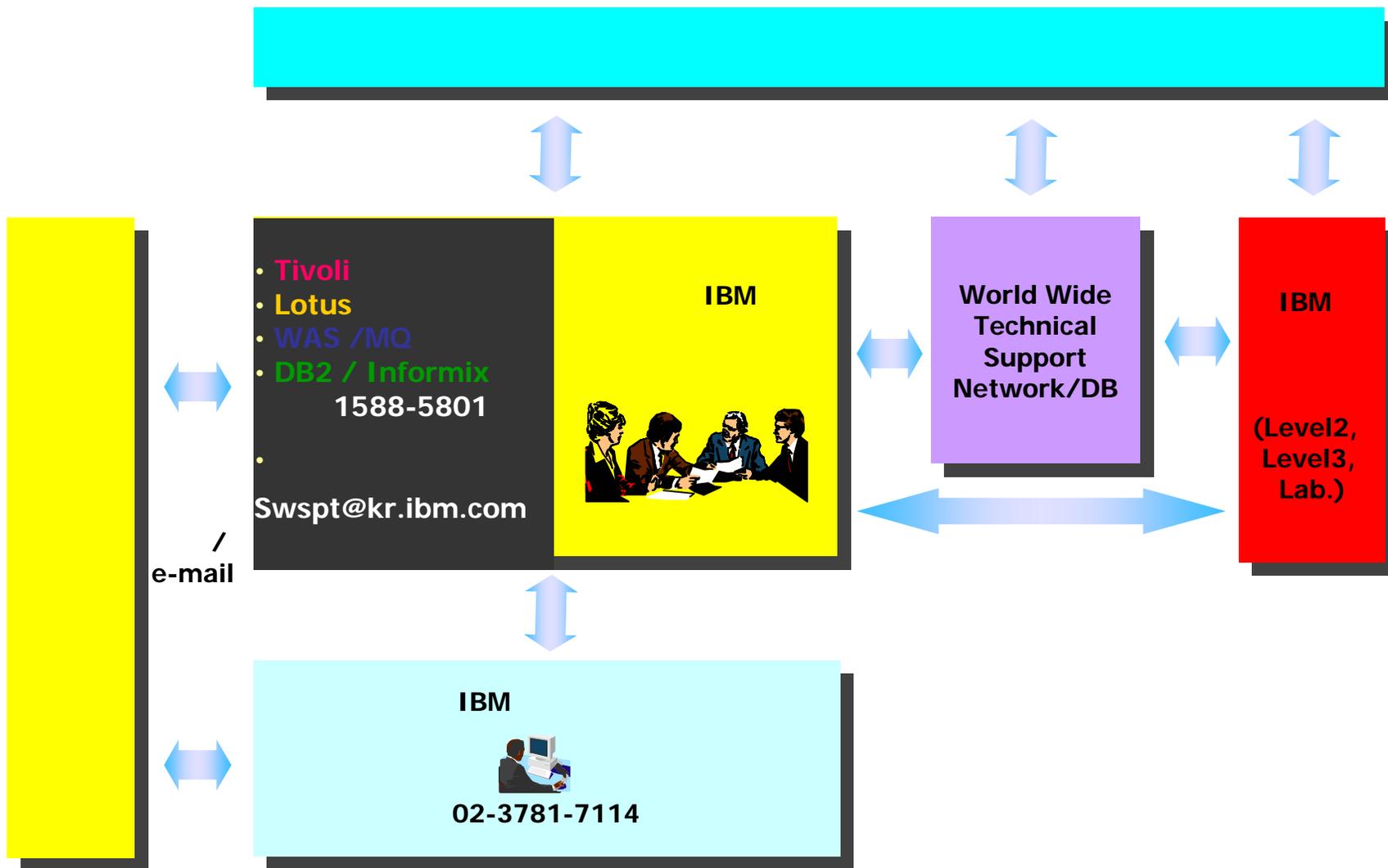
ATTN : MA

E-mail :

I am the S/W maintenance main contact of the above company.

I need the above company's PA Online ID & PASSWORD.

Please, send it to my email, thanks.



 **IBM**

Websphere, DB2, MQ, Lotus , Tivoli ,
Informix , Rational 1588-5801
swspt@kr.ibm.com

CATIA 02-3781-5412



02-3781-7114

 **Passport Advantage**

02-3781-8012

<http://www.ibm.com/kr/sw/pa>

