

# Your Quick Guide to IBM Technical Support

## Technical Support at IBM

Whether buying new IBM systems and software or upgrading existing solutions, you benefit from IBM's unique depth of technical experience and expertise. You will get support from people dedicated to developing systems solutions for your business, and you can access to a wide variety of technical support -- much of it free of charge.

### BEFORE YOU BUY . . . <http://www.ibm.com/products/>

Before you decide on any purchase, browse our wealth of web-based technical sales support information. We first want to ensure that IBM solutions and offerings address your business requirements. To help you learn about our products and make purchase decisions, we offer these aids:

- Technical information about our products -- white papers, model comparisons, and specifications
- Trial software downloads
- Product and solution seminars (including "webinars")
- Guidance on identifying and choosing the most appropriate solutions, including:
  - ✓ Complex solution design
  - ✓ Product configurations
  - ✓ Basic capacity plans
  - ✓ Education and education planning assistance

### AFTER YOU BUY . . . <http://www.ibm.com/support/>

Once you have decided on the optimum solution for your business, continue to exploit the significant technical support IBM offers to help install and implement your solution, including:

- Web self-service --hints and tips, usage info, fixes and downloads
- Installation planning assistance for new software
- Physical planning and installation
- Warranty support
- Defect repair
- Base software support included in your software license
  - ✓ Base software support for most S/390™ offerings includes problem support for suspected defects in IBM® code and publications. Support by fax, mail, telephone, and web.
  - ✓ Base software support for IBM and Lotus® iSeries™, pSeries™, and desktop platform products includes reporting and defect resolution for IBM code and publications. Support is by fax, mail, and web where available.
  - ✓ Find a complete discussion of IBM/Lotus/Tivoli® software support at <http://techsupport.services.ibm.com/guides/handbook.html>

## WHY IBM SERVICE?

IBM is uniquely qualified to deliver a caliber of service and support that allows your company to concentrate on doing business.

- ✓ 116,000 people worldwide deliver IBM support and service in 164 countries.
- ✓ 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from nine HelpCenters around the world.
- ✓ Maintenance parts are available from 145 parts-stocking locations in the US and 479 locations worldwide.

## Online Information

**iSource**  
E-news from IBM

[ibm.com/isource](http://ibm.com/isource)

*Automated sales information via e-mail*

Sign up to automatically receive e-mail notification of sales and marketing related information from IBM. The e-mails include product announcements, press releases, conferences, events, education, etc.

  
[ibm.com/redbooks](http://ibm.com/redbooks)

*The ultimate "how to" technical guide*

IBM Redbooks™ are technical manuals that provide installation and implementation tips, typical solution scenarios, and step-by-step "how-to" guidelines. Download free in Adobe Acrobat® (PDF) format; or order in hardcopy for a small fee.

## Problem Resolution Codes

The following severity codes determine how IBM escalates hardware and software issues. Report the severity code when placing the initial service request call to the IBM HelpCenter®.

### Severity 1 - Crisis

- The system goes down, critically impacting a customer's ability to do acceptable business.
- No bypass alternatives are available.
- Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.

### Severity 2 - Major

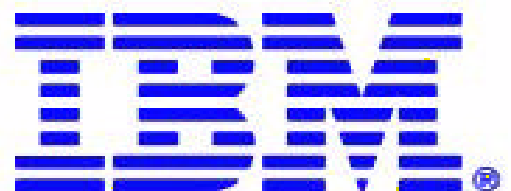
- A problem that causes a severe operational impact.
- Bypassing the problem is possible but not feasible.
- Severity 2 requires that the failing system or component be made available for problem determination or repair.

### Severity 3 - Minor

- Any problem causing restricted function or minor impact on performance.
- Bypassing the problem is both possible and feasible.
- Deferred problem determination or maintenance may be acceptable.

### Severity 4 - Bypassed

- A circumvented problem.
- The problem impact is non-critical and does not affect operation.
- Deferred maintenance is acceptable.



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## Problem Resolution

**If you don't find what you need with e-Support, call 1-800-IBM-SERV for hardware support.**

Your first call will connect you with your IBM Remote Technical Support Representative who will help diagnose your hardware problem, and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. The Service Delivery Manager or Duty Manager can assist you with any service issues that you are uncomfortable with.



**If you need software support, call (US) 1-800-237-5511 or (CAN) 1-800-IBM-SERV.**

Your call to Software Support lets us consistently meet your expectations by providing:

- ▶ Rapid response to your requests
- ▶ Timely problem resolution
- ▶ Fast relief for high impact problems
- ▶ High quality fixes and information

*If for any reason we are not meeting your expectations, please ask to speak to the Duty Manager.*

**To enable us to help you more quickly, please have the machine type and serial number of your system available.**

You will need your Software Support entitlement number and Passport entitlement number when you call for support. Keep it here for easy access when you need it.

**When you are not sure who to call, dial 1-800-IBM-4YOU.**

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers above or call our general information number -- 1-800-IBM-4YOU -- between 8AM - 7PM EST.

## IBM Technical Support Phone Numbers and URLs

**IBM e-Support: Your first stop -- available any time you need it**

Corporate Home	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
Administrative Support	<a href="http://www.ibm.com/support/operations/">http://www.ibm.com/support/operations/</a>
Hardware (eServer) Support	<a href="http://techsupport.services.ibm.com/server/support/">http://techsupport.services.ibm.com/server/support/</a>
iSource	<a href="http://isource.ibm.com/world/subscribe.shtml">http://isource.ibm.com/world/subscribe.shtml</a>
PC (Intel-based Server) Support	<a href="http://ibm.com/pc/support/">http://ibm.com/pc/support/</a>
Redbooks	<a href="http://www.redbooks.ibm.com">http://www.redbooks.ibm.com</a>
Services Offerings	<a href="http://www.ibm.com/services/">http://www.ibm.com/services/</a>
Software Support Handbook	<a href="http://techsupport.services.ibm.com/guides/handbook.html">http://techsupport.services.ibm.com/guides/handbook.html</a>
Storage Hardware Support	<a href="http://www.storage.ibm.com/techsup.htm">http://www.storage.ibm.com/techsup.htm</a>
Storage Software Support	<a href="http://ssddom02.storage.ibm.com/techsup/webnav.nsf/support/storsw">http://ssddom02.storage.ibm.com/techsup/webnav.nsf/support/storsw</a>
Support Home	<a href="http://www.ibm.com/support/">http://www.ibm.com/support/</a>

**What can you find on IBM e-Support?**

- ✓ Fixes, drivers, updates, tools
- ✓ Installation planning
- ✓ Performance tuning, monitoring
- ✓ Forums
- ✓ Education
- ✓ Service requests
- ✓ Service solutions
- ✓ Subscriptions, alerts
- ✓ Technical documents

**IBM Phone Numbers: Access to knowledgeable IBM assistance**

Hardware Technical Support	1-800-IBM-SERV
Software Technical Support	(US) 1-800-237-5511; (Canada) 1-800-IBM-SERV
Integrated Technology Services Sales	(US) 1-888-426-4343; (Canada) 1-800-426-2255
PC Help Center	1-800-772-2227
Learning Services	1-800-IBM-TEACH (426-8322)
Publication Orders and SLSS	(US) 1-800-879-2755; (Canada) 1-800-IBM-4YOU
Administrative Support	1-800-426-6006; Federal Govt. Customers 1-800-333-6705
Not Sure?	1-800-IBM-4YOU (426-4968)

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