



## **IBM Software Subscription and Support delivers two core benefits:**

1. Access to new software releases for your licensed products covered by active Subscription and Support
2. Electronic support and access to a range of Support offerings and tools

Use the index below to view a collection of frequently asked questions and answers

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## **Subscription and Support questions**

### **1. What is subscription and support?**

**Answer** – [IBM Software Subscription and Support](#) [S&S] is a comprehensive product upgrade and Technical Support solution available through IBM Passport Advantage® and Passport Advantage Express. Delivered with each new IBM Program licensed under the IBM Program License Agreement [IPLA] including Fixed Term Licenses, S&S provides you with 12 months of entitled access to:

- product upgrades—new releases and new versions—at your convenience
- phone and online Technical Support—when, where, and how you choose

S&S is renewed annually.

### **2. How do I access my IBM Software Subscription and Support benefits?**

**Answer** – Start by visiting [IBM Software Subscription and Support](#). From there you can click to information and links organized within 4 distinct tabs

- Overview
- Maximizing value and ROI
- Upgrading your software
- Renewing S&S

Right nav links let you choose the activities and resources best suited to your current interest area and needs. For example, you can explore Passport Advantage Online [PAO] resources to review quotes, download product upgrades and manage access and contacts for your Passport Advantage and Passport Advantage Express customer Site. If you are looking for technical support, explore the Support Essentials links.

### **3. When and how do I renew my S&S?**

**Answer** – S&S renewal quotes are relayed to your Site's 'Renewal' contact or, in some instances, to your Site's 'Primary' contact approximately 75-90 days in advance of your renewal anniversary or due date to allow time for quote review. To complete the renewal process, you may choose to:

- Contact an authorized IBM Business Partner for final pricing and fulfillment
- Contact your IBM S&S renewal Rep listed on your quote
- Sign in to Passport Advantage Online and renew

## General Support questions

### 1. What are IBM's Support Response Times?

**Answer** - Service Request's have 4 severity levels. Sev 1 SR has a 2 hour response time. Sev 2-4 have a 2 business hours response times. These are IBM response objectives.

### 2. How can I escalate a support issue?

**Answer** - You can raise the Severity level of your support request at any time. We believe IBM Support is "Best of Breed." If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in the [Software Support handbook](#)), you may call our attention to this problem by doing one or all of the following:

- Explain the business impact of your problem to the service representative
- Raise the Severity Level of the problem

### 3. How should I raise a support issue?

**Answer** – Begin by exploring all of the options available to you from [IBM Electronic Support](#). A portfolio of online support tools and resources, IBM Electronic Support provides comprehensive technical information to diagnose and resolve problems and offers many smart online tools and proactive features that can help you prevent problems from occurring in the first place.

Sign in to [IBM Support](#). There you will find a wealth of support information specific to individual products and links to a number of Support resources and tools including downloads, troubleshooting, Service requests & PMRs.

### 4. Where can I get fixes and patches?

**Answer** - Fixes and patches are available from the [IBM Support](#) portal and from [IBM Fix Central](#). Both require that you sign in with your IBM ID and password.

### 5. How does IBM let me know that a fix or patch is available or required?

**Answer** – the best way to ensure that you are alerted when fixes and patches are available for download, is to use the 'Notifications' capabilities available from within the [IBM Support](#) portal. Simply subscribe based on your product and interest areas.

### 6. What other types of support are available?

**Answer** - IBM also offers the IBM [Software Accelerated Value Program](#) [AVP], a premium support offering for Passport Advantage customers who need a more pro-active approach to support. AVP requires that your S&S is current.

### 7. What is IBM's Support Lifecycle Policy?

**Answer** - The [IBM Software Support Lifecycle policy](#) specifies the length of time support will be available for IBM software from when the product is available for purchase to the time the product is no longer supported.

**8. How can I find out if my licensed software is supported?**

**Answer:** The [IBM Support Lifecycle](#) site makes it easy to search for product lifecycle information. You have the option to view lifecycle information by Brand or alphabetically from A-Z. If you prefer you can enter a product name and search for specifics.

**9. Who will IBM notify me if my products are end-of-life or end-of-support?**

**Answer:** You have a few options. You may

- choose to search IBM Offering Information and the IBM Support Lifecycle sites on your own for End of life announcements
- request eNotifications from within Passport Advantage Online based on your specific product and license investments.
- request [IBM software support lifecycle RSS feeds](#). You can request End of marketing and End of support notifications as well as General availability product announcements. Feeds are delivered as often as daily. You decide the frequency.

**10. Where can I locate more detailed support information?**

**Answer** – The best place to start is with the IBM Support Handbook.

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

## Service Request [SR] questions

### 1. What is the Service Request Website (SR)?

**Answer** - The [IBM Service Request \(SR\) application](#) is used to open and update service requests (formerly called Problem Management Records or PMRs) online.

You can use SR to report problems on nearly all IBM supported software products.

SR access is available from with the Support Portal.

### 2. Can anyone submit a Service Request.

**Answer:** No. Use of the SR application require two things:

Your organization / Site must have active S&S in place

Your Site Technical Contact must grant individuals SR tool access.

### 3. How do I request SR access?

**Answer:** Sign in to the IBM Support Portal and select 'Service requests & PMRs'. If you have been granted authorization by your Site Technical Contact [STC], you can enter a SR or check PMR status. If you have not been granted SR access, click the 'IBM Service Request self-nomination link' and complete the online form.

Your request will be relayed to the STC [or designated Secondary Site Technical Contact (SSTC) for approval. If your request is approved, an e-mail will be sent to you with instructions on how to access SR.

### 4. What is the process to add additional named callers to the Service Request ( SR ) access list?

**Answer:** The Primary Site Technical Contact (STC) and, in some instances, the Secondary Site Technical Contact may add users to the SR access list by:

1. Signing into IBM Support
2. Selecting the Service Requests / PMRs tab
3. Click Site Technical Contact Administration
4. Choose Add caller
  - Choose to add a caller to all of your contracts
  - or
  - Add a caller to selected contracts (use Ctrl to select multiple contracts)
5. Add the new caller's IBM Registration ID
6. Select type of access and role for user

### 5. Where can I get more information about access, SR features and instructions on how to use the SR tool?

**Answer** – Visit the [Service Request assistance](#) page within the Support Portal. You may also view a series of short videos available on the [IBM Electronic Support Channel](#) on Youtube including:

- [IBM Service Request](#)

- [How to Subscribe to My Notifications](#)
- [Finding downloads, fixes and device drivers](#)

**6. How can I get help if I have a problem accessing or using the SR application?**

**Answer** – Please complete and submit a Customer assistance form. Available via the web, the [Software support customer assistance form](#) let's you ask a question or report trouble with IBM Service Request (SR) or problems you are experiencing when trying to access entitled documents in the IBM technical support knowledge base.

## Registration and ID questions

### 1. What is an IBM ID?

**Answer** – An IBM ID sometimes called an IBM Registration or Reg ID is an ID that you create. It provides you with a single point of access to all IBM Registration based application.

### 2. How do I get an IBM ID?

**Answer** – To obtain your IBM Registration ID, simply complete a short registration form available from a number of Web sites including:

- [www.ibm.com](http://www.ibm.com)
- [www.ibm.com/software](http://www.ibm.com/software)
- [www.ibm.com/software](http://www.ibm.com/software) passportadvantage
- [www.ibm.com/support](http://www.ibm.com/support)

Look for the 'Register' link near the top of the page. Click register and enter your name and your email address. Then create a password. That's all there is to it.

**Note:** If you see your name, instead of a 'Register link', you already have an IBM ID and passport and you can 'sign in' to update your profile or request help if you have forgotten your password.

### 3. Can I use my IBM ID to access Passport Advantage Online and other IBM Web applications and tools?

**Answer:** Yes, in some instances, however, access and tool privileges are granted and managed by one or more individuals within you organization. If you have been granted access privileges, your IBM ID and password are all you will need to sign into Passport Advantage Online and the SR tool, for example.

If you have not been granted access privileges to:

- Passport Advantage Online, you will be asked to complete a 'Self-Nomination'. Your request for PAO access will then be relayed to your Sites Primary Contact for approval.
- the SR tool, you will be prompted to submit a 'Service request self-nomination'. Access to the SR tool is granted by your Site's Site Technical Contact. For more information on SR tool access and use, please go to [Service Request assistance](#).