

Exploring the “wonder” in IBM’s Software Support



IBM Software Support Handbook



Version 4.0.1

What's New . . .

Major Rewrite of the IBM Software Support Handbook

This represents a major revision of the IBM Software Support Handbook. We have revised the section on the IBM support portfolio to try to make it easier to read and understand. In addition, we documented IBM's new support lifecycle policy, and clarified the fact that we protect the data you send to us to help resolve problems you discover.

I would appreciate your feedback on what you like and what you think should be improved about this document. e-mail me at mcknight@us.ibm.com



Contents

<i>What's New</i>	2
<i>Overview of IBM Support</i>	4
<i>IBM Commitment</i>	4
<i>Software Support Organization</i>	4
<i>Software Support Portfolio</i>	5
<i>IBM Software Support</i>	5
<i>Support Foundation</i>	5
<i>Passport Advantage & IBM Software Maintenance</i>	6
<i>System z (S/390)</i>	7
<i>Support Line and SoftwareXcel</i>	7
<i>IBM Selected Support Offering</i>	8
<i>Premium Support</i>	8
<i>Enhanced Technical Support</i>	8
<i>Software Premium Support (middleware)</i>	9
<i>Advanced Support for System i & System p</i>	10
<i>Custom Requirements</i>	10
<i>Client Self Assist Tools</i>	11
<i>Contacting Software Support</i>	12
<i>Getting IBM Software Support</i>	13
<i>Electronic Access</i>	13
<i>Voice Access</i>	13
<i>Response Objectives</i>	14
<i>How your call is handled by IBM Software Support</i>	14
<i>How a Code Defect is Handled by Support</i>	15
<i>How Technical Questions (How-to/Install)</i> <i>are handled by Support</i>	16
<i>Your Responsibilities</i>	16
<i>Escalation Procedures</i>	17
<i>Reopening A PMR/Incident/Support Case</i>	17
<i>Submitting Software Requirements</i>	17
<i>Preventing Problems</i>	18
<i>Practices</i>	20
<i>Lifecycle and Support Extensions</i>	20
<i>Running on Unsupported Operating Systems</i>	20
<i>Third party and open source software</i>	21
<i>Additional Detail on Services</i>	22
<i>How To</i>	24
<i>Appendix A: Problem Identification Worksheet</i>	26
<i>Appendix B: Passport Advantage Site Technical Contact</i>	27
<i>Appendix C: Contact Information</i>	29
<i>Appendix D: Acquisitions (Ascental, Consul, Datapower, Filenet, Micromuse, U2 etc.)</i>	52
<i>Appendix E: Canadian Technical Support Offering</i>	59
<i>Appendix F: Acronyms & other terms</i>	60

Disclaimer: IBM reserves the right to make changes to the Software Support Guide and the policies within it at any time to improve or enhance the support provided to our customers. All changes will be posted to our Web version of this guide at <http://techsupport.services.ibm.com/guides/handbook.html> and will be included in future printed editions of this guide.

QUESTIONS: If you have any questions concerning this guide or the policies and procedures included within, please contact the author Roger McKnight at email: mcknight@us.ibm.com

Copyright © 2008 Roger McKnight and his licensors. All rights reserved.

Overview of Support

Welcome To IBM Software Support

The purpose of this document is to provide guidelines and reference materials that you may need when you require IBM service and support. Actual terms and conditions are found in the license materials for your software. We've produced this guide with the following objectives in mind:

- To introduce you to IBM Software Support, including our operating systems and middleware such as DB2, Lotus, Rational, Tivoli, and WebSphere
- Provide information on the support and services currently available from IBM, including definitions of programs, policies, and procedures
- Help you to effectively utilize IBM Software Support
- Explain how you can enhance your IBM Software Support with additional services to meet your needs
- Introduce you to the people of IBM Software Support

Please review this guide carefully as it contains important information regarding the service and support of your IBM products. Thank you for choosing IBM solutions!

The IBM Commitment

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that in order to enable

you to concentrate on your core business issues, it is crucial that we provide world class information technology services that complement our information system solutions.

The intent of software support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information.

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of IBM products. As your solutions partner, we are dedicated to enabling your success.

Software Support Organization

IBM's software support organization is a global network of centers with expertise across our broad product portfolio. The organization is made up of teams

of individuals that work together to provide you with the responsive software support that you require. Our worldwide centers are structured to provide you with local language access in most major countries and with the skills to help you identify the source of your problem amongst the products for which you have purchased support. For complex problems, we have specialized, skilled product teams with access to the experts in our Development Laboratories, as required. Therefore, you have access to the right level of IBM expertise when you need it – no matter where they are located.

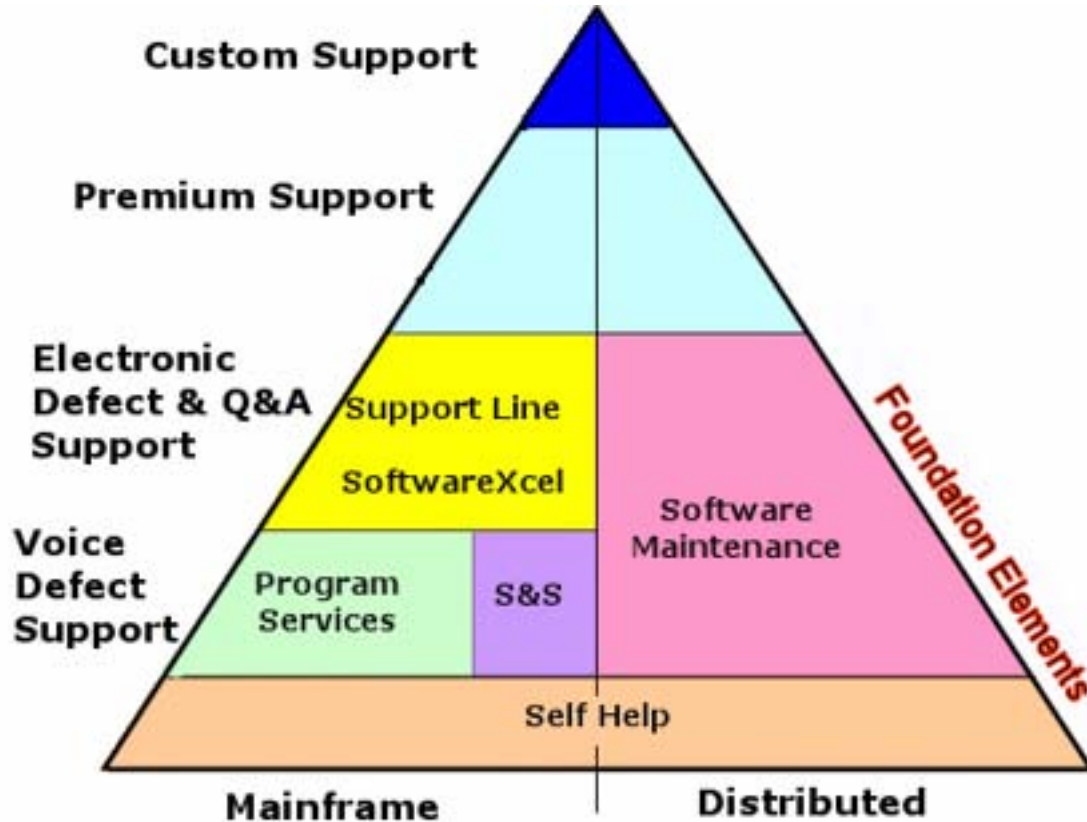
The people of our software support organizations are highly skilled, motivated, energetic, and are eager to solve your software problems or answer your questions. Our goal is to ensure your satisfaction each time you need to call on us for support by:

- responding to your calls within targeted guidelines
- providing ongoing communication regarding your problem status through problem resolution
- taking ownership of your call for support
- providing a defined escalation process when management assistance is needed
- maintaining our commitment to continuous improvement of our service processes



Software Support Portfolio

Currently there are several types of support available for the family of IBM Software Products. The pyramid below outlines the progression of support available.



Self Help:

All IBM customers are entitled to take advantage of the Self-Help services available at <http://www.ibm.com/software/support>. We offer a vast range of on-line service offerings designed to augment and enhance the value of your IT operation. With these resources and tools, our self-help software support Internet site will meet many of your support needs.

Self Help will be available for at least one year from when you acquire your product from IBM.

General Self-help Capabilities include features like:

- Basic search capability for the following:
 - IBM software defects, that is, closed APARs (Authorized Program Analysis Report)
 - Software fixes
 - Technotes for resolved issues.
- Information on how to purchase software support
- Marketing Information, such as product overviews, newsletters, RedBooks, White Papers, and Announcement Letters
- Technical information, such as RedBooks and White Papers
- Links to education and training information
- Links to this Software Support Handbook



Support Foundation

Support Foundation offerings provide comprehensive, high quality remote technical support to your IT organization. Remote technical support allows you to obtain assistance from IBM for suspected defects and product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. These offerings do not extend the announced end of service date (program services) and the remote technical support included in this offering will be provided until the end of service date for a product. Support Foundation offerings are not intended for end-user help desk support.

IBM Software Support

Support Foundation offerings supplement your support staff skills by providing telephone or electronic access to IBM's technical support knowledgebase(s) and technical product specialists.

Assistance provided by Support Foundation offerings

Support Foundation offerings provide:

- Remote problem analysis and assistance during normal country business hours in your time zone. For example, in North America, those hours would be Monday through Friday, 8:00A.M. to 5:00P.M., excluding national or statutory holidays.
- Assistance with identifying the failing product/component. (Performed for products covered by a support contract.)
- Assistance with remote problem determination and resolution.
- Provided in local language for most major countries.
- Voice and electronic access support for code-related problems.
- Support for routine, short duration installation and usage questions
- 7 day, 24 hour support for mission critical emergencies (Severity 1) during off-shift hours.
 - Provided by voice in most countries.
 - Provided in English, with the local language accommodated when possible.
- Telephone (voice) or electronic access via the Web, in countries where it is available.
- Response time objective of two hours during prime shift

for voice and electronic problem submissions.

- Response objective for critical/emergency problems during off-shift hours is two hours.
- Unlimited number of technical support incidents.

Support Foundation Offerings

Offerings include:

- Subscription and Support acquired through Passport Advantage and Passport Advantage Express
- Software Maintenance for System p and System i software (SWMA)
- Support Line
- SoftwareXcel for U.S. System z customers
- Selected Support for designated no-charge IBM and non-IBM products



Maintenance acquired through Passport Advantage or Passport Advantage Express

Passport Advantage and Passport Advantage Express are comprehensive IBM offerings that cover software license acquisition, product upgrades and technical support under a single, common set of agreements, processes and tools. To ensure our customers always have access to the latest version of their software and to remote technical support, Subscription and Support is included in the license acquisition for all distributed software products and is renewable on an annual basis.

Technical support offers customers an integrated technical support solution for IBM distributed software. In addition to the Support Foundation features, the following are also included:

- Access to registered Web site for enhanced electronic support features (except the operating system software):
 - Download interim fixes and fix packs.
 - Search for technotes, authorized

program analysis reports (APARs) and other product and technical information to help answer technical questions.

- Receive weekly e-mail updates for flashes and fixes that can be enabled through the My Support function.
- Submit and track Problem Management Records (PMRs) electronically by using the Electronic Service Request (ESR) tool.
- Ability to assign a Site Technical Contact (STC) who maintains the list of technical IS staff whom you authorize to submit/view problem records to IBM.
- There is no limit to the number of technical IS staff who can be authorized to submit problems to the IBM Support specialists.

Refer to the "Additional Detail on Services" chapter of this book and the Passport Advantage website for more information about Passport Advantage and Passport Advantage Express: <http://www.ibm.com/software/howtobuy/passportadvantage/>

IBM's Software Maintenance for System i and System p software

IBM Software Maintenance offerings for System i and System p provide comprehensive coverage for software license acquisition, product upgrades and technical support under a single, common set of agreements, processes and tools. To ensure our customers always have access to the latest version of their software and to remote technical support, Software Maintenance is included in the license acquisition for all System i and System p operating systems and associated software products, and is renewable on an annual basis.



Program Services

Program Services is a support element baked into some IBM products which allows you to report suspected IBM defects to IBM.

While Program Services is primarily the purview of System z, some non-System z products purchased before 2003 included some form of Program Services, such as the ability to report defects by fax or mail. Check your program license for details. Program Services do not supply all the elements of Foundation Support but provides a base for the services above.

IBM System z Software:

Program Services support for most System z (S/390, zSeries) products includes problem support for suspected defects in IBM code and publications via telephone (voice), and electronic access. This support is available until such time as it is withdrawn with at least 6 months notice via an IBM announcement letter. IBM will provide remote technical specialists necessary to resolve defects in the majority of our mainframe products at no additional cost to you. Support for critical suspected IBM defect problems is available 24 hours a day, 7 days a week.

IBM Subscription & Support Offering (S&S) for selected mainframe products



Some System z products are only sold as one time charge (unlike the recurring charge products

that predominate the platform). These products have a separate subscription and support offering which, if acquired, provides for the same level of support as described above. It also includes future releases and versions. Without the subscription & support offering, self help from the Internet is still available.

A third type of product on the System z platform are those which are intended to be installed and run on any platform. Those products carry the support characteristics of the distributed platforms (described below)

Discontinuance of Program Services

IBM provides program service for most of its software products, as assurance that failures to conform to specifications will be addressed. Thus, discontinuance of program service for the last release in a version of a software product is an indication of IBM's expectation that customers will not experience disruptions due to program defects. When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g., <http://www.ibm.com/software/support>) However support provided by the IBM Support Center will be discontinued. At discontinuance of program service, associated services terminate as well, e.g. IBM Support Line and SoftwareXcel. The IBM Customer Agreement (for monthly license charge products) provides information on notification requirements for discontinuance of program services.

IBM's Support Line (or equivalent services by country)



The Support Line offering provides support for those operating systems and associated products

that are not available with the Passport Advantage Subscription and Support and Software Maintenance offerings. Having Subscription Support, Software Maintenance and Support Line will ensure total support coverage for your

enterprise needs, including IBM and selected non-IBM products.

Refer to the Supported Products List for the Support Groups and products supported in your geography, at <http://www.ibm.com/services/sl/products>. More information is available at <http://www.ibm.com/services/us/index.wss/so/its/a1000030>. Please check with your local country representative to make sure Support is announced in your country. Changes are made periodically to reflect new products added and products that are no longer supported.

IBM's SoftwareXcel for System z customers in the United States

SoftwareXcel (enterprise edition) provides:

- Resolve for System z, which is the ability to report problems and routine installation and "how to" questions electronically.
- Alert for System z, which is the ability to be notified of high impact fixes.
- Electronic access to Frequently Asked Questions
- Ability to electronically submit routine installation and "how to" questions and receive responses during prime shift. (Voice and 24 x 7 options are available)
 - 24x7 fullshift voice uplift is required for an offshift response to "how to" questions
- Electronic download of fixes by linking to IBM's support database
- Premium response (usually less than 1 hour) during prime shift for suspected defect problems
- Remote Screen Viewing capability

Please refer to <http://www.ibm.com/services/us/index.wss/so/its/a1000185> for more information.



IBM Selected Support Offering

(Support-only offering for designated IBM no-charge and non-IBM products)

The Selected Support offering is available for designated no-charge IBM and non-IBM products. Often support-only offerings are made available for products or offering code that is developed and delivered through the open source community. The open source business model is built on the concept of free and frictionless access to technology with optional paid support. In the open source business model, the product is available at no charge to download and use so customers can begin development, testing and deployment at no cost. The offering code could be available from an IBM website, or from the applicable third party provider.

The Selected Support offerings are purchased via an annual subscription and are available for purchase through Passport Advantage or Passport Advantage Express.

Refer to the 'Additional Detail on Services' section for more information about IBM Selected Support Offering.

Designated Programs eligible for Selected Support are listed at: <http://www.ibm.com/software/lotus/passportadvantage/paselectedsupportprograms.html>.

These Programs currently include:

- Apache Software Foundation [ASF] Geronimo open source application server software
- IBM WebSphere Application Server Community Edition
- IBM Support for OmniFind Yahoo! Edition
- Eclipse Foundation Eclipse open source development platform

Premium Support

Premium Support offerings are services that provide both additional and specialized support on Operating Systems or middleware products. Premium Support offerings focus on the vertical depth of support, and feature a personalized relationship with our technical experts, on-site assistance and knowledge transfers as well as horizontal breadth for multi-product and multi-vendor IT environments to maximize IT infrastructure availability.



With Premium Support, you receive the following:

- Proactive problem prevention and knowledge transfer
- Situation management and reporting
- Escalations
- Account management
- Assigned technical analyst
- Optional or planned on-site days
- Emergency on-site days
- Remote technical advice hours
- Event-specific after-hours support for all severities

Premium Support offerings include:

- IBM Account Advocate (for U.S. customers)
- IBM Enhanced Technical Support (ETS) (for customers in the U.S., Canada and Europe)

- IBM Software Premium Support for middleware products
- IBM Advanced Support for System i and System p software (for customers in the U.S. and Europe)
- Further IBM Premium Support Services (for customers in Japan and the Asia Pacific region)

IBM Account Advocate, for U.S. customers

This optional fee feature provides you with remote telephone or electronic access to an account advocate team which will assist you with coordination and escalation of reported problems for products you have covered by Support Line. Account Advocate support extends to distributed middleware products supported on the operating systems covered by Account Advocate and covered by IBM Subscription and Support. This feature is available during prime shift only. Contact your IBM representative for additional information.

For more information on Account Advocate services and the products to which it applies, visit: <http://www.ibm.com/services/us/index.wss/offering/its/a1000147>

IBM Enhanced Technical Support (ETS) for U.S., Canadian and European customers

Enhanced Technical Support (ETS) offers an integrated approach for proactive, coordinated support for multi-product and multi-vendor IT



environments, including Hardware, Software, Middleware, Server and Storage platforms, on top of standard annuity support offerings, to meet the increasing needs for higher IT infrastructure availability at an effective cost.

ETS provides proactive recommendations and guidance to preempt problems, and enhanced problem management to improve availability across the whole hardware & software IT infrastructure.

ETS services are built around three value propositions:

- **Personalized enhanced support:** An assigned priority support team, known as an “Account Advocate Team” in some areas, learns the key strengths and weaknesses of your IT infrastructure to help you to increase the up-time & productivity of your Business Solution.
- **Proactive approach:** Your priority support team provides guidance and advice to help preempt problems and assuring highest availability of your IT infrastructure.
- **Integrated services:** Reduces the complexities of multi-product and multi-vendor environment with a fast and direct access to the Global IBM knowledge pool.

ETS covers common IT infrastructure support, including IBM Server and Storage platforms, IBM Middleware and strategic OEM products, like Linux and Microsoft.

ETS offers several enhanced priority support capabilities on top of the standard basic support offerings such as hardware & software Maintenance, Support Line, and Passport Advantage.

For more information on ETS and additional support services visit

EMEA http://www.ibm.com/services/europe/maintenance/tech_support.html

US & Canada: <http://www.ibm.com/services/us/index.wss/offering/its/a1009019>

IBM Software Premium Support for middleware

IBM Software Premium Support is a value-added customer support program that provides an integrated set of support services to help you sustain and optimize your IBM Software infrastructure. IBM Software Premium Support complements Subscription and Support and provides value to you through proactive support services, knowledge sharing, and problem management. This program has been designed with an approach to allow flexibility in the level of service needed to align with the Customer’s business goals.

Customers can purchase Premium support for most IBM middleware products. A list of the products covered can be found at: <http://www.ibm.com/software/lotus/support/offerings/productfamily.html>

A Premium Support Manager (PSM) is assigned as the account relationship manager with responsibilities for:

- Situation Management and reporting
- Escalations
- Proactive problem prevention and knowledge transfer
- Strategic Advice such as: coordination of support and planning activities for the customer’s environment

In accordance with the level at which the customer enters the program they may include other deliverables such as:

- Customized skills development / transfer plans
- Emergency Onsite days
- Onsite Days for planning / skills transfer
- Premium Support Analyst (PSA)

A PSA if purchased by the customer will be assigned to a specific area of technology chosen by the customer. The PSA will have responsibility for providing:

- a high level of remote or on-site technical expertise and direction for the customers environment
- diagnostic assistance and solutions to problems
- technical support person on team for assigned product technology

For more information on IBM Software Premium Support, contact the IBM Premium Support Business Leader for your region:

America, Canada and Latin America: Alex Lewis at: alex_lewis@us.ibm.com

AP: Guy Michel at gMichel@au1.ibm.com

Northeast Europe: Richard Voaden at voadenr@uk.ibm.com

SouthWest Europe: Angel Sagredo Manzaned at angel_sagredo@es.ibm.com



IBM Advanced Support for System i and System p operating system software

Advanced Support for System i and System p software provides customers with an additional specialized proactive support, enhanced problem management and performance reports, and an assigned Technical Solutions Manager on AIX and i5/OS Operation Systems. This service:

- Creates a technical support profile
- Performs an initial on-site review of customer environment
- Provides an escalated level of response
- Assists with upgrade and migration planning

Further IBM Premium Support Services for customers in Japan and the Asia Pacific region

Further Premium Support Services are available in Asia Pacific and Japan at an additional fee. Most of these offerings provide you with an integrated problem management approach, on-site assistance, faster response times and/or extended preventive/proactive services.

For more information on availability and additional support services contact the IBM representative for your region.

Custom Requirements

Custom Requirements services are optional services that are available to you for an additional fee. They can be customized to fit your individual needs. Designed to provide additional value, these offerings are aimed at clients who run business critical systems, need high availability and need to minimize system downtime. The offerings are focused on the client's environment, are often proactive so as to focus on problem avoidance and are tailored to meet the needs of

each client and their environment.

Complete information about IBM's Support Family of Services for most countries can be found on the Internet at:

<http://www.ibm.com/services>

Support without a Contract

Self help

The most basic form of support is to use IBM's Client Self-Assist tools provided via the Internet. We offer a vast range of on-line options and services designed to augment and enhance the value of your IT operation. With these resources and tools, our support sites are likely to meet most of your needs.

For self help on middleware, programming languages, and most application software the IBM Software Support homepage is available at <http://www.ibm.com/software/support>.

For self help on IBM operating systems, virtualization and clustering software, the IBM Systems Support home page is available at <http://www.ibm.com/systems/support>.

Product Warranty and Program Services Support

For most IBM Mainframe platform software products, you are entitled to report suspected IBM defects during normal business hours (and offshift for critical problems) by voice or electronic and will receive assistance in identifying the problem source,

as long as the product release is current. Should the problem turn out to be a defect in IBM code, we will issue defect correction information, a restriction, or a bypass per the IBM Customer Agreement (the document that defines support for IBM mainframe software). Beyond what is provided on the Internet, Installation support and support for Q&As is delivered as part of fee services. As long as the product is current, you are entitled to receive fixes for defects and release upgrades.

Most IBM Distributed (non-S/390) platform software is provided with the first year of Subscription and Support include, giving you the ability to report suspected defects by phone or electronically (where available), get installation and Q&A support, fixes for IBM defects, and product release and version upgrades. If you elect to not renew the Subscription and Support when it expires, your support is limited to self help from the internet.



Client self-assist tools

IBM has made and continues to make significant investments to provide information, education and tools that assist clients in installing, using and supporting our products and solutions. The information is being organized around tasks to make it easy for you to find information, when you need it. It is a good idea to review what is available and to refer back to it frequently. It is also the best place to start when you are having problems with IBM products or solutions.

General IBM Support Areas and Tools

Support Overview -- Your technical resource gateway. You can search, use the product selector, or navigate using the support task menu to find the information you need. You'll find it at <http://www.ibm.com/support>

Download -- Use our download search page to find and download items for IBM systems and software products, including updates, defect reports, utilities and device drivers for your IBM products. You'll find it at <http://www.ibm.com/products/finder/us/en/finders?pg=ddfinder>

Troubleshoot -- The troubleshoot page contains resources to help you diagnose and resolve any issues with your IBM systems and software products. You'll find it at

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

Search -- Use the search page to find information about IBM systems, software and services products. You can focus your search and limit results to specific content types, products or date ranges. You'll find it at

<http://www-1.ibm.com/support/advsrch.wss>

Documentation -- Browse our library to find information about IBM systems, software and services products, and find answers to your questions. You'll find it at

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

Forums & Communities -- Connect with IBM product users or check out new ideas and solutions from developers. You'll find it at

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

Plan -- Find the IBM systems, software products and services that match your company's unique requirements. Keep up-to-date with new products, releases, enhancements and product lifecycles. You'll find it at

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

Install -- Have questions about installing your IBM systems and software products? These resources can help lead you through the installation and setup of your product. You'll find it at

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

Use -- Make your IBM systems and software products work for you.

Learn how to use your IBM products to achieve your goals with Server Fix central, best practices, and other easy-to-use web-based tools. You'll find it at

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

Open service request -- The Open service request page contains links to the appropriate web-based tools for reporting problems to IBM Support. You'll find it at

<https://www.ibm.com/jct03004c/support/electronic/portal/upr>

Product Specific Support Areas and Tools

IBM Software Support Resources
This page contains links and information on support and tools primarily for IBM Software clients. You'll find it at

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



Before contacting IBM Software Support

To resolve your software support service request in the most expedient way possible, it is important that you take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the software support specialist. The following steps are an example of what is required:

Define the Problem:

If you can describe the problem and symptoms before contacting software support, you can expedite the problem solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists. Our specialists want to give you the right solution, so, the better they understand your specific problem, the better they are able to resolve it.

Gather Background Information:

To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Your ability to answer the following questions will help us to solve your software problem.

- What levels of software were you running when the problem occurred? Please include all relevant products, i.e. operating system as well as related products.
- Has the problem happened before, or is this an isolated problem?
- What steps led to the failure?
- Can the problem be recreated? If

so, what steps are required?

- Have any changes been made to the system (hardware, NetWare or software)?
- Were any messages or other diagnostic information produced? If so, what were they?
- It is often helpful to have a print-out of the message number(s) of any messages received when you place the call for support.
- Define your problem or question in specific terms and provide the version and release level of the product(s) involved.

Gather Relevant Diagnostic Information (if possible):

It is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. If you are unsure about what documentation is required, you can check out IBM Support Assistant (ISA) Version 3 (<http://www-306.ibm.com/software/support/isa/>), try searching on MustGather and the product with which you are having trouble. Not all products will have an ISA plug-in available but you may find additional information on the individual product support page under troubleshooting. You can always contact software support for assistance in gathering the needed diagnostic information.

Determine the Severity Level

You need to initially assign a severity level to the problem when you report it. After that, Severity Levels are de-

termined during a mutual discussion by you and the support analyst, based on the business impact of the issue. If you designated a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours. You can change the severity level of a problem if circumstances change from when it was first entered to match current business impact conditions.

A description of the severity levels is in the table on the next page.

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- you are under business deadline pressure
- your availability (i.e. when you will be able to work with IBM Software Support)
- Alternate ways to reach you, more than one phone number, pager, email address
- you can designate a knowledgeable alternate contact with whom we can speak
- you have other open problems (PMRs/Incidents) with IBM regarding this service request
- you are participating in an early support program
- you have researched this situation prior to calling IBM and have detailed information or documentation to provide for the problem.



Severity Level	Severity Definitions	Examples
Severity 1	<ul style="list-style-type: none"> - Critical situation/System Down - Business critical software component is inoperable - usually applies to production environment - Critical interface has failed 	<ul style="list-style-type: none"> - All users of Tivoli Problem Management are unable to register a call - The Lotus Notes mail server is down and affecting all users.
Severity 2	Severe Impact: A software component is severely restricted in its use, causing significant business impact	<ul style="list-style-type: none"> - All users of Tivoli Problem Management receive a database manager error while attempting to view open problems
Severity 3	Moderate impact: A non-critical software component is malfunctioning, causing moderate business impact	<ul style="list-style-type: none"> - A client cannot connect to a server
Severity 4	Minimal impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	<ul style="list-style-type: none"> - Documentation is incorrect. - Additional documentation requested

Accessing Software Support

When calling or submitting a problem to IBM Software Support about a particular service request, please have the following information ready:

- IBM Customer Number
- Product serial number or support access number, if available
- Machine type/model/serial number (SW Maintenance)
- Company name
- Contact name
- Preferred means of contact (voice or e-mail)
- Telephone number where you can be reached
- Related product and version information
- Related operating system and database information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your busi-

ness needs (per the above table).

Submitting problems electronically

Through services offerings or the electronic problem submission Web site(s), you may post support questions electronically to the same support specialists who staff IBM's telephone support lines. Prior to submitting a problem via the Internet you will need the same information as if you were placing a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time.

If you are submitting a severity one problem and it is outside of normal business hours in your country you should open your problem by voice or follow-up your web submission with a

call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call will be handled in the appropriate time frame.

Voice Access

IBM Voice Support is available for most System z platform software products and for distributed platform products to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling. Please refer to "Appendix C: Contact Information" in this guide for specific country phone

numbers.

RESPONSE OBJECTIVES

Distributed systems (with subscription and support or software maintenance) and Support Line:

When you call software support to report a problem, or update/gain status on a problem, your request will be routed to a technical specialist. IBM's goal is to return your

form the basis for determining what additional actions may be required to achieve technical resolution of your request.

System z response objectives:

For problems reported against Monthly License Charge (MLC) (i.e., System/390 or System z) software products, and the One Time Charge System z products for which you've acquired the S&S offering,

Distributed Platform Response Objectives

Severity	Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within two business hours
3	Some business impact	Within two business hours
4	Minimal business impact	Within two business hours

System z Platform Response Objectives

Severity	Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within four business hours
3	Some business impact	By the end of next business day
4	Minimal business impact	By the end of next business day

call within 2 business hours during prime shift, and within 2 hours during off-shift hours for critical problems.

Please note: IBM will use commercially reasonable efforts to respond to service calls from your authorized callers within two hours during normal country business hours. Our initial response may result in resolution of your request, or it will

IBM's response objectives continue to be based upon the severity of the request. The following table describes these objectives:

Offshift support

During Off shift hours we will use commercially reasonable efforts to respond, by telephone, within two hours to service calls which you specify to be Customer Critical problems (severity 1). Normal

country business hours are defined by your time zone and the prevailing business hours within your country, e.g.: 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Offshift hours are defined as all other hours outside of normal country business hours. Offshift support will be provided in English however, we will try to accommodate local language where possible. An appropriately skilled technical person from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours. IBM recommends that you use voice or place a follow-up call to the local support center with the electronic PMR/Incident/Support Case number. This action helps to ensure a prompt response.

Severity 2,3, and 4 problems reported offshift will be queued for the next business day.

How your call is handled by IBM Software Support

You may submit your request for assistance by using Web problem submission tool(s) or by contacting IBM directly by telephone. These requests are logged into the IBM problem management system.

Once logged, a unique problem management record (PMR) or Incident/Support Case is created. Please make note of this PMR number, Incident number, or Support Case number and use it in any future communication on this issue with the support center. Your PMR, Incident, or Support Case is routed to a resolution team for handling. A resolution team is simply a group of software support specialists. You may be transferred directly to the resolution team or your issue will be placed in a queue for call back.

In either case, the next person you speak with will be a specialist in the appropriate resolution team.

At the resolution team level your call is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, IBM may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Our software support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically.

Note: Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to provide support for IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required.

To send the documentation, you may be offered several options by the IBM support specialist:

- Mail the requested problem information or test cases to the address provided.
- Attach (not paste) the complete log, trace, or document (if small) to a problem record or e-mail
- If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM electronically via IBM Link (part of fee services available in most countries), via the Internet using FTP, or through other, country-specific, electronic means. When contemplating electronic submission, data transfer rates and information security become important considerations. For very large (normally System z) documents, there is a compression utility, TRSMMAIN, available from the z/OS Software Service Web site at: <http://techsupport.services.ibm.com/390/trsmmain.html> The IBM support specialist working with you can help you set up the transfer.
- Review the problem information or test cases on-line by setting up a remote session. This capability may be tailored to the capabilities of your country or your platform. Sometimes the capability is provided via a services offering such as RSVSF, OnTop, and AOS, which, in turn, may be included as part of other IBM service offerings. For more information, call the Support Family Information Center, Service Offering Inquiry number, or Services number for your country. See "Appendix C: Contact Information" for contact numbers.

How a Code Defect is Handled by Support

During this investigation process, the Resolution Team determines if your defect issue falls into one of three categories as described below.

A known defect-related issue in an IBM Product: If the Resolution Team determines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue
- If no workaround is available and it is determined that one is required, the Resolution Team will work with you to find the best feasible workaround
- The Resolution Team will advise you when the defect (APAR) is closed, assists in fix implementation and updates the customers problem record

A new defect: If the Resolution Team determines that the issue is the result of an IBM software defect that has not been reported before, we will work with you to create an Authorized Program Analysis Report (APAR) or Software Problem Report (SPR) to track the resolution of the defect. These APAR's and SPRs, along with any necessary documentation that you may be asked to provide are routed to the appropriate development teams.

The development teams analyze the APAR or SPR to determine how the defect will be addressed. One of a number of fix actions may result:

- The defect is determined to be of high impact, a code fix is created and delivered to you
- The defect is determined to be



of lower impact which does not require an immediate, permanent fix, we may defer the fix for a future release. APARs will reflect deferred fixes with a closing code of "FIN" (Fixed If there is a Next release) to designate plans for inclusion in a future release.

Because of the complexities of the environments supported, APARs and SPRs will often take several weeks, possibly months, to debug and to write, test, package and distribute a fix. For high impact problems, we will make every effort to develop a bypass or workaround that you can use until the APAR has been resolved and a Program Temporary Fix (PTF) has been created. Code fixes for IBM products may be distributed via software subscriptions, service packages or in a future release of the product.

Note: If the Resolution Team determines that the issue is not a software defect in supported IBM code, we will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

After you have received a program fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that the PMR/Incident/Support Case may be placed in a

resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while IBM support personnel continue to work on the problem. The PMR/Incident/Support Case will not be closed until the problem has been resolved to your satisfaction.

How technical questions (how-to/install) are handled

(For Clients with the appropriate services or support offerings)

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you with short duration problems involving:

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications,

such as redbooks or manuals

- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM database searches

Subscription and Support and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:

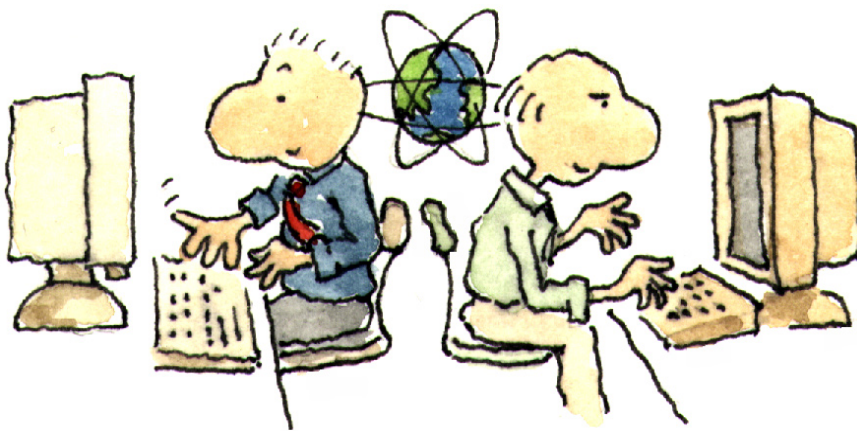
- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting

Most of these types of situations require some form of Advanced Support Offering. For further information about these services please contact your IBM Representative who can help direct you to resources who can discuss your needs.

Your Responsibilities

IBM does not warrant that our products are defect free, however we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you assistance and guidance, however we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to the remote support center. You are also respon-



sible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are not positioned to do the work, you can engage a services provider such as IBM Global Technical Services (GTS) or a business partner to assist you, for an additional fee. If you are already involved in a services engagement in which GTS or a Business Partner is designing and implementing an application for you, you should insist suggest the statement of work be very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

Problem handling Best Practices

We have found that the following practices, help us to ensure we can provide the most timely resolution to your question or problem:

- Submitting problems electronically, enables the resolution team to better understand the issue and be more prepared with the right skill and guidance to respond to your concern. It also allows you to make the best use of your time.
- Keeping the questions/issues separate (one problem per PMR/ Incident/Support Case) we can provide better service to our clients.
- Selecting the appropriate Severity and letting us know the business

impact will help to get the right focus on your problem

- Keeping IBM support informed of Major Upgrades/Implementations.
- Staying current on Product Release levels
- Providing timely feedback on recommendations and close the PMR/Incident/Support Case when you feel the problem has been resolved. If the problem reoccurs you may reopen the original PMR/Incident/Support Case by calling your local support center or resubmitting the problem electronically.

Escalation Procedures

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 this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative
2. Raise the Severity Level of the problem
3. Ask to speak to the person’s manager - Escalations to an IBM manager will receive prompt attention and management focus.
4. Ask for a “Duty Manager” - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
5. Escalate by opening a Complaint or nominate as a Critical Situation or (“Crit Sit”), if warranted .

Reopening A PMR/Incident/Support Case

If the recommendations that we provide you to resolve your problem fail to satisfy your requirements you may reopen the PMR/Incident/Support

Case by calling your local support center and referencing the original PMR/Incident or Support Case number. (Note: For IBM PMRs/Incidents this must be done within 28 days of original closing date).

Submitting Software Requirements

Sometimes what appeared to be a defect turns out to be “working as designed” (or “broken as designed” as some Customers phrase it). If that’s the case, the most effective vehicle available to provide IBM software development your software requirements is to attend one of IBM’s technical conferences. One of the primary objectives of user groups such as GUIDE, SHARE, COMMON, or the TECHNICAL INTERCHANGE is to collect user requirements for future releases of our software products. Technical conferences provide an excellent opportunity for you to discuss requirements directly with our development teams.

If you do not have the opportunity to attend user group meetings or would simply prefer not to wait until the next meeting, Your local sales team can input your requirements into our requirements database. From there, they go directly to our software development teams who are responsible for evaluating the requirements and prioritizing those accepted for inclusion into future product releases.



Preventing Problems

Regardless of what type of system you are running, from the largest mainframe to the smallest laptop, you want your system to be available when you need it to get your work done. The data should also be secure from loss or contamination, ensuring confidence in the accuracy of the results. IBM recommends the installation of Preventive Service Packages to proactively avoid impacting problems caused by software defects already known and corrected by IBM.

Preventive Service Packages

The delivery mechanism and media varies by operating system platform (see the table on the next page) and in some case by the software product, but the idea is the same: to install fixes for bugs (APARs) that may affect the stability of your system or the security of your data BEFORE you experience a problem.

Preventive Service Packages are updated frequently. If you have a stable environment where you never encounter problems, you do not need to install every package. However, we recommend periodic installation, since fixes are nearly always built at the latest maintenance level. Keeping fairly current with service will reduce the volume of change required should you need a fix for a problem you are experiencing. The frequency of these installations will be based on your operating environment. Before making major changes, such as adding new hardware, software or even major applications, you should consider installing maintenance. There is a chart on the next page with a summary of maintenance recommendations by software platform.

There are several types of maintenance. Typically, a fix is a resolution

for a specific product defect. A fix is also called a patch, program temporary fix (PTF) or update. A fix pack is a cumulative fix that resolves multiple product defects. It is also referred to as a patch, update or preventive service package. An upgrade is a new version of software with new functions added.”

Fix Central

Fix Central makes it simpler to find the fixes from IBM, you can search by product, operating system, release, or even by APAR ID or fix ID. IBM product teams are in the process of adopting this delivery option, so if the fix you want is not available through Fix Central, it will be available on the product support page. Fix Central can be found at <http://www.ibm.com/eserver/support/fixes/>

High Impact APARs

IBM also maintains a list of fixes for High Impact APARs that should be conscientiously installed between fix pack installations, depending on the applicability to your environment. These APARs are categorized as “HIPER” which means the problems they describe and fix are in one or more of the following categories:

- Problems that cause the destruction and/or contamination of customer data.
- Problems that cause the customer to re-IPL, reboot, recycle, or restart one or more systems or subsystems.
- Problems that cause a major loss of function.
- Problems that cause severe impact to system performance or throughput.

To locate more information, navigate to the support page for a product and search on “fix list.”

Stay Informed

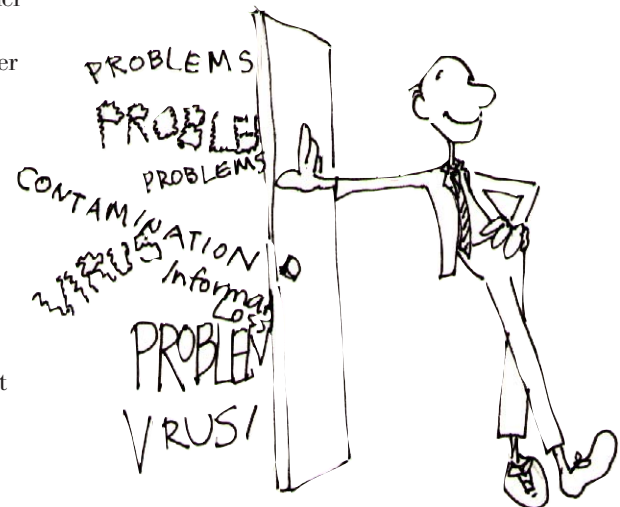
We know it’s hard to stay informed. That’s why we have a system that will e-mail you when new fixes or alerts come out. You create a profile indicating what kinds of information you’re interested in, so you only receive the information you’re looking for. There are different types of automated information:

[Support Subscriptions](#)

Allows you to receive security advisories and alerts that maintenance fixes are available. See the website for the complete list of what you can sign up for. The basic free service is extremely helpful, but you can also choose to expand the capabilities of this service.

[My Support](#)

My Support offers a weekly e-mail subscription capability. MySupport e-mail includes links to recently published knowledge content, for the products and document types you choose. Selecting Flashes will provide proactive notification of product problems that may affect you. (<http://www.ibm.com/software/support/mysupport>)



Operating System /Platform	Preventive Service Package	Method	Packaging	Frequency
System p / AIX	Technology Levels (TL) and Intermediate Service Packs (SP) See the IBM AIX OS Details and Best Practices at http://www14.software.ibm.com/webapp/set2/sas/f/best/aix_service_strategy_v3.pdf	Fix Central Service Strategy	TLs are accumulations of fixes, new device support and programming enhancements TLs will receive maintenance via SPs for 2 years starting with AIX 5.3 TL6 and AIX 6.1 An AIX SP is an accumulation of fixes on top of its TL	Approximately semi-annual for Technology levels Approximately 8-12 weeks for SPs
System i5OS & OS/400	CUM CD-ROM Group PTFs, Service Packs, HIPER PTFs	Fix Central	CD-ROM of recommended service	3 - 8 per year Depending on age of the release
OS/390, z/OS	Recommended Service Upgrade RSU	Customers use SMP/E Internet delivery system	All uninstalled PTFs applicable to the customer's selected SMP zone with IBM recommendations (RSU) and service information (Enhanced HOLDDATA). Delivered electronically or (if too large for electronic delivery) via tape. Installed using SMP/E.	HIPERs reviewed recommended weekly RSU Quarterly
VM	Recommended Service Upgrade RSU	Customer orders via ShopzSeries	Cumulative IBM Recommended service, preapp.ied and prebuilt. Installed using VMSES/E	2-4 times a year
VSE	Recommended Service Level (RSL)	Customer orders by phone or from VSE Home Page	complete system with all PTFs applied	every 2-3 months

Not all options are available in all geographies

System z Platform -- PSP and EnhancedHolddata

Lists of fixes for these HIPER APARs are available from IBM Software Support in Preventive Service Planning (PSP) information "buckets". (http://techsupport.services.ibm.com/390/psp_main.html) In addition, this information is available via Enhanced HOLDDATA. See <http://service.boulder.ibm.com/390holddata.html> for details. IBM also offers services to notify you of these High Impact APARs as soon as a bypass or fix is available, or Local support ser-

vices may also be available to help you select preventive service or a preventive service strategy to meet your specific needs. There is education on [IBM Education Assistant](#).

For the z/OS parallel sysplex environment, IBM has maintenance recommendations at <http://www.ibm.com/servers/eserver/zseries/library/whitepapers/psos390maint.html>. Preventive service takes a little time to do well, but the returns to, system stability and data integrity, make it worthwhile.

Plan upgrades more efficiently

Check the IBM Software Product Lifecycle link from <http://www.ibm.com/software/info/supportlifecycle> at least once every quarter for 12-month advance notification of End of Service dates or links to IBM announcement letters. With that information, you can be more proactive and efficient in planning product upgrades.

IBM Software Support Lifecycle policy

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. IBM software customers can track how long their version and release of a particular IBM software product will be supported and will be able to effectively plan their software investment, without any breaks in support.

Most system z software products have a three year support period and provide advance notice of withdrawal from support via an announcement letter. Discontinuance of program service for the last release in a version of a software product is an indication of IBM's expectation that customers will not experience a high level of trouble due to program defects. When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g, <http://www.ibm.com/software/support>) however support provided by the IBM Client Support representatives, will be discontinued. At discontinuance of program service, associated services terminate as well, e.g. IBM Support Line and SoftwareXcel. The IBM Customer Agreement (ICA) for monthly license charge products (mainframe) provides information on notification requirements for discontinuance of program services.

For distributed software products (IBM software that is licensed under

the International Program License Agreement, IPLA):

Products with a Standard Support Lifecycle policy provide support for all products for a minimum of three years, beginning at the date the product is available for purchase (general availability date).

Products with an Enhanced Support Lifecycle provide support for all products for a minimum of five years, beginning at the date the product is available for purchase (general availability date).

- Display information for bundled software, showing that all components of a product bundle are supported for the same period of time.
- Provide notice of End of Support (EOS) at least twelve months before product support is withdrawn, giving you a reasonable period of time to use the software before migrating to a new version or release Establish effective dates for withdrawal of product support in either April or September.
- Display all information on lifecycle dates in one location, enabling you to effectively plan your migration.

Note: Some IBM products may not adhere to this standard policy. Products not adhering to the standard policy include but are not limited to IBM Software that is sold "as is", products recently acquired by IBM, which may still adhere to legacy lifecycle agreements, and some operating system software (example AIX VXX on pSeries servers) which have their own policy. The AIX Best Practices for system maintenance have been consolidated into a single PDF document for your convenience. You can find this document at http://www14.software.ibm.com/webapp/set2/sas/f/best/aix_service_strategy_v3.pdf. To obtain the most accurate lifecycle information for your product, subscribe to RSS updates and view the lifecycle dates under the product lifecycle A-Z

list visit:

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

IBM may modify this policy at any time, and will communicate the modification and any exceptions via a product announcement letter, or in a general policy announcement.

Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided.

IBM will offer Support Extensions for the distributed platform middleware products and for the zSeries platform IPLA products with Standard Support Lifecycle policy for a minimum period of 2 years following the product's end of support date. IPLA products with an Enhanced Support Lifecycle policy for a minimum period of 3 years following the product's end of support date. [Support Extensions for the operating system (iSeries, pSeries, and zSeries) IPLA products will continue to be handled on an individual product basis.

To request support extension please contact your IBM Sales Representative.

IBM Middleware support on unsupported operating systems

IBM Software Support will provide support for IBM middleware, assuming that middleware is still within its support period. That support will continue normally until such time that the back-level operating system is identified as a probable cause of the problem or a contributing factor, at which time you may be asked to recreate the problem on a supported level of the operating system.

Third party software and Open Source software

Third party software or code is included or bundled with some of our IBM offerings. This code is included for your convenience, but is not considered part of the IBM program. These non-IBM programs are licensed directly by their providers. You agree to use the non-IBM programs under the provider's terms and conditions. These are provided in the IBM licensing agreement which accompanies the IBM offering at time of purchase.

Because this software is included or bundled with our IBM offerings, IBM does testing to ensure the Third Party products will work with IBM programs and function appropriately. Based on this, IBM Software support will diagnose problems concerning customer problems utilizing the knowledge of how our IBM offerings work with the Third Party software. Once we have concluded that the IBM program is working correctly, but the issue still exists, IBM must refer you, the customer, to the Third Party vendor for further diagnosis.

IBM provides these non-IBM programs without any warranties or representation, including, but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will IBM be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if IBM is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

IBM does not possess the in-depth technical skills to diagnose Third Party software problems. We must refer our customers to those Third Party software vendors for technical support when we diagnose the problem is not with IBM Software.

A special case of the above is open source software which may be included as part of the solutions IBM provides. Because this code is owned by the open source community and not by IBM, it will be identified in the license materials or in an attachment to the license materials as "unwarranted". Because the code is not IBM's, there are no expressed or implied warranties or indemnification. However, like the third party software described above, IBM does testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the Third Party software, IBM software support will attempt to diagnose suspected defects using our knowledge of the interaction of IBM code and the open source software. In some cases we may even have the source code and may be able to provide workarounds for reported problems, however the final arbiter over whether a supported fix can be provided may belong to the open source community (hence, the "unwarranted" designation).

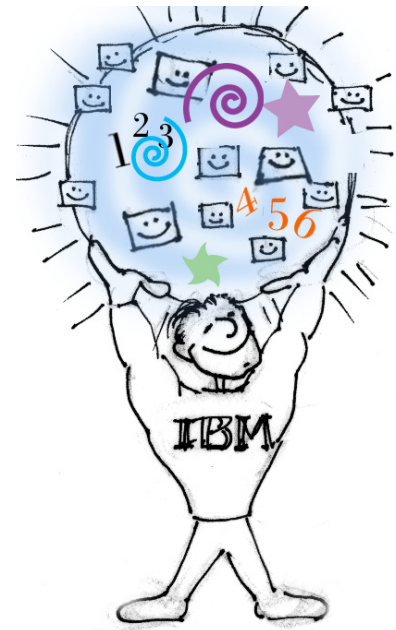
Exchanging data with IBM

Our software support specialists may request that you send IBM the problem information, systems data or test cases, etc., or that our support specialists be able to view it with you electronically. To accomplish this, you may be offered several options by the IBM support specialist. By the terms and conditions of the applicable support agreements, this information will be non-confidential (for example, not labeled "your company confidential").

You need to understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of Services. By sending us problem information, you warrant that none of the Customer Data exported to, or otherwise accessible by, IBM is controlled as a defense article under the U.S.

International Traffic in Arms Regulation (ITAR) or under any other country's laws or regulations.

Note: Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix IBM defects or to support IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required.



If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM. There are several approved methods and tools that can be used. Please refer to the document Exchanging Information with IBM Technical Support, for more information. The IBM support specialist working with you can help you set up the transfer.

<http://www-306.ibm.com/software/support/exchangeinfo.html>
<http://www-05.ibm.com/de/support/ecurep/>
<http://www-05.ibm.com/de/support/ecurep/service.html>

Passport Advantage and Passport Advantage Express Software Maintenance Coverage

- When you renew Software Maintenance for a product at a site, you should renew Software Maintenance for all copies/licenses of that program at that site, no matter how you acquired those copies, and you must renew Software Maintenance for all copies/licenses of that program for which you want technical support. (Note: To be authorized to upgrade you licenses or contact Technical Support with questions or issues, the license must be covered with current Software Maintenance.) Where applicable, Software Maintenance for both the host and the workstation licenses should be renewed.
- You are entitled to Software Maintenance only on the licenses covered.
- If you need technical support coverage or want to install a new version/release on one of the licenses with lapsed Software Maintenance coverage, you will need to acquire "Software Maintenance Reinstatement". This is the only way you will be able to reinstate your licenses in Software Maintenance.
- Support may be accessed by your technical support personnel who may or may not reside at your site

depending on the authorization your Site Technical Contact defined for them.

IBM Selected Support Offering (support-only offering for designated IBM no-charge and non-IBM products)

Remote Technical Support

IBM has implemented a tiered approach for the Selected Support offering. On a product by product basis, up to 3 tiers may be made available: IBM Entry Support, IBM Enhanced Support and IBM Elite Support. Support is delivered remotely via IBM's support teams, and includes:

- General usage and installation questions
- Product compatibility and interoperability questions
- Interpretation of product documentation
- Review of diagnostic information to help isolate the cause of a problem
- Basic configuration assistance and samples understanding
- IBM will make available to you Selected Program defect corrections, if any, that it develops. (non-IBM product fixes, if any, are provided by the third party provider)

For all tiers of support, there is no limit to the number of technical support incidents that can be reported through remote assistance.

Remote technical support problems are reported to IBM by phone (not available for IBM Entry Support) or by using the Electronic Service Request (ESR) tool, located at www.ibm.com/support Refer to the Contacting IBM section of this Handbook for more information. The Selected Support offerings are purchased via an annual subscription and are available for purchase through Passport Advantage or Passport Advantage Express.

Developer Assistance

IBM Selected Support offerings may also include remote Developer Assis-

tance Incidents. This assistance goes beyond the support provided through traditional remote technical support. Under this feature, developers may receive assistance with finding answers to specific programming questions, best practice usage of the product (i.e., the Application Programming Interface), etc. Developer Assistance Incidents are intended to cover specific and short duration questions. Professional services offerings should be used for questions that are best resolved with an extended program design review. Developer Assistance Incident coverage includes:

- Expert Development Assistance
- Application Design and Architecture Assistance
- Configuration Assistance
- Performance & Tuning Assistance

Unlike traditional remote technical support where the number of requests is unlimited, the number of Developer Assistance incidents that can be reported to IBM is fixed, determined by the Selected Support offering purchased and varies by supported product. Developer Assistance Incidents are reported to IBM in the same way as general product usage questions or problems: by phone or using the Electronic Service Request (ESR) tool, located at <http://www.ibm.com/support>. Each time you use one of your Developer Assistance Incidents, your available incident count will be decremented.

To gain maximum benefit from your Developer Assistance Incidents:

- Developer Assistance Incidents must be specifically requested during the initial call or electronic submission for support assistance
- If you access IBM Support via the phone, advise the IBM Representative that Developer Assistance is being requested
- If you access IBM support via ESR, ensure that the Developer Assistance Incident component is selected
- Your technical contact should understand that available Developer Assistance Incidents will be decre-

Support Only Offering	IBM Entry Support	IBM Enhanced Support	IBM Elite Support
Electronic Problem Submission	Yes	Yes	Yes
Voice Problem Submission	No	Yes	Yes
Number of electronic an/or voice problems	Unlimited	Unlimited	Unlimited
Support Hours*	8am-5PM Mon-Fri	8am-5PM Mon-Fri	8am-5PM Mon-Fri (24x7 for Sev 1)
Response Target **	8 bus hrs	4 bus. hrs	2 bus. hrs
Technical Contacts***	1	2	Unlimited
Developer Assistance Incidents ****	Not Avail	Variable	Variable
Availability	Worldwide	Worldwide	Worldwide

*Times listed are for the customer's time zone. Support is not available on public holidays for IBM Entry Support and IBM Enhanced Support. Severity 1 support is available on public holidays for IBM Elite Support

**Response target is IBM's objective to respond to your high severity support request. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

***The Technical Contact is the individual designated by the client as the person to contact IBM for support. All communication with IBM related to the IBM Support-only offering must be performed by Assistant Incidents included. (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and IBM Elite Support will offer 0, 1, 2, 3, 5 or 10 incidents)

**** The number of Developer Assistance Incidents will vary by supported product. Refer to the announcement letter for the number of Developer Assistant Incidents included. (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and IBM Elite Support will offer 0, 1, 2, 3, 5 or 10 incidents)

mented by one incident
Designated Programs eligible for Selected Support are listed at: <http://www.ibm.com/software/lotus/passportadvantage/paselectedsupportprograms.html>

The table at the top of the next page describes the features of Selected Support in more detail.

Additional information:

In addition to traditional remote support and Developer assistance, the following online support may also be available:

- Online documentation
- Access to technical articles on IBM Software Support web sites

- Access to technical forums on IBM developerWorks (<http://www-128.ibm.com/developerworks/>)
- Access to relevant IBM DeveloperWorks Newsletters and Articles
- Access to technical webcasts and events
- Professional services offerings (additional charge)

IBM Selected Support Offering Terms:

Consistent with the Selected Support tier purchased, IBM will provide support only for the copies of software covered under your agreement.

Site Technical Contact (STC) for Passport Advantage:

For products where Software Maintenance is acquired through Passport Advantage or other IBM sales channels (this is mostly the middleware on the distributed platforms), Site Technical Contacts (STCs) need to be identified. Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Software Maintenance offering at that site. More information about the PA Site Enrollment Form can be found on the PA Web site at: <http://www.ibm.com/software/passportadvantage>. This person will be responsible for:

- allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- keeping all access and caller overall compliance for the software products within their site

If you did not purchase your IBM middleware through Passport Advantage and do not have a Site Technical Contact or you do not know who your Site Technical Contact is send an email to

ESRHelpDesk@us.ibm.com

Site Technical Contact Process for Adding Authorized Callers:

The Site Technical Contact (STC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on IBM's Software Support Web site that includes web-based access to personalized features such as My Support, entitled content, and Electronic Service Request (ESR), you must first register with IBM by going to www.ibm.com/software/support and selecting "Register" that is located in the top right-hand corner. If you already have an IBM ID and password from another participating ibm.com web site such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Software Support Web site.

Electronic Service Request (ESR) is IBM's electronic problem submission tool that you can use to create Problem Management Records (PMRs) to report and manage issues you are having while installing or using IBM software. To access ESR, all users must 1) be registered with IBM and 2) be on your company's ESR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The information below applies to ESR.

The STC will be added as an Authorized Caller by IBM. The STC will then add Authorized Callers to ESR. After the STC is added, they will receive an e-mail Welcome Letter that is specifically designed for their access to ESR. The STC is to follow the instructions in the e-mail Welcome Letter. It is important that the STC use the link embedded in the e-mail and follows the instructions contained in the e-mail to ensure that their Authorized Caller record is set up correctly.

After the STC has used the URL in the e-mail Welcome Letter to access ESR the first time, they can then access ESR directly from the IBM Software Support Web site at www.ibm.com/software/support, by clicking on the "Submit/track problems" tab, then click on "ESR" and use their IBM ID and password to log in.

The STC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access ESR. SSTCs can add Authorized Callers and submit and create PMRs. Authorized

Callers can submit and create PMRs. To add Authorized Callers, users must have first registered with IBM and give the STC or SSTC their IBM ID. The STC then logs into ESR, selects “Site technical contact administration” from the left side of the page and then selects “Add caller”, which is also located on the left side of the page. After a user has been added as an SSTC or Authorized Caller in ESR, a welcome e-mail will be sent to the new user with instructions on how to access ESR. The new user can then electronically submit and track PMRs using ESR.

Users can also electronically request access to ESR by using the ESR Caller Self-Nomination form, which can be accessed by logging into ESR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log into ESR, select “My profile for Electronic Service Request” from the left side of the page, and then select “Request additional contracts” from the upper right side of the page. Complete and submit the form.

Each time a user requests access to ESR using the ESR Caller Self-Nomination form, the STC will receive an e-mail notifying them of the request. The STC or SSTC can approve or deny the request by logging into ESR, selecting “Site technical contact

administration” from the left side of the page and selecting “Manage nominations”, which is also located on the left side of the page. If the user is approved, an e-mail will be sent to the new user containing instructions on how to access ESR.

To access additional information on ESR:

- go to our Support Web site at <http://www.ibm.com/software/support/>, click the “Assistance” tab and then click “ESR Help”
- log into ESR then click “Help” or “ESR Help” located on the left side of the page

You can also access ESR Help directly at www.ibm.com/software/support/help.html.

Note: Adding and updating the Authorized Caller information in ESR applies only to ESR. You must update Passport Advantage Online (www.ibm.com/software/

[passportadvantage](http://www.ibm.com/software/passportadvantage) and choose the Passport Advantage Online tab and then “Customer sign in”) for any changes to your Passport Advantage program contacts, including the Site Technical Contact, to apply there.

Enhanced Electronic Capabilities

The enhanced electronic support features allows IBM to provide customers with “around-the-clock self-service” capabilities. The chart at the bottom of this page outlines the electronic support capabilities and their features.

Electronic support capabilities are found at url: www.ibm.com/software/support and provide the following:

For more information on the Software Maintenance Offering - a valuable option in our Passport Advantage program - please visit the <http://www.ibm.com/software/passportadvantage> web site and review the tutorial.

Advanced Search	Searching across multiple technical repositories to resolve a problem or answer a question you may have had
Fix Download	Download fixes to problems
Electronic Prob Submission	Report problems on line if you didn't find what you needed in your search. Establish real-time collaboration between you and our technicians, when appropriate
Personalization	Customizable web views of support content based on user preferences
Automatic Lang Translation	Dynamic web translation of technical content into one of several languages

Note: above services not available in all countries or for all products at this time

Complete this form before calling Technical Support

This form helps you identify problems and assists IBM Technical Support in finding solutions.

System Information

What is the failing product? _____
 What is the version and release number? _____
 What machine model, operating system, and version are running? _____

Problem Description

What are the expected results? _____
 What statement or command is being used? _____
 What are the exact symptoms and syntax? _____

What is or isn't happening, including exact error number and message text? _____

Is anyone else experiencing the problem? _____
 Is this the first time this operation has been attempted? _____
 Is this the first time this problem has occurred? _____

Environment

When did this activity work last?
 What has changed since the activity last worked?

- Hardware type/model
- Application
- Operating system/version
- Level of usage
- New product version/release
- Maintenance applied

If the problem does not occur every time, under what conditions does the problem not occur?

Is there any other software running on the system which may be conflicting with this product?

Problem Isolation

Identify the specific feature of the software causing the problem. _____

Can the problem be reproduced? If so, please provide a reproducible test case or instructions on how to reproduce the error condition

Appendix B: Passport Advantage Site Technical Contact Information

Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Software Maintenance offering at that site. More information about the PA Site Enrollment Form can be found on the PA Web site at: <http://www.ibm.com/software/passportadvantage>. This person will be responsible for:

- allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- keeping all access and caller information current
- overall compliance for the software products within their site

The STC will be authorized to:

- add/maintain the Caller List on the Electronic Incident Submission (EIS) Web site
- The STC is the only authorized caller to edit the Caller List for a site; Please note that the callers you enable for support should be technically capable of working problems with the products associated on their contract
- change the status of the technical caller, which will limit the caller's access to remote support.

There are 3 levels of technical caller status:

- Active - user can submit new Incidents/PMR's, as well as view/update existing problems
- Inactive - user is in view-only mode - and cannot create or update problem records/incidents
- Terminated - user is not authorized to access support at all

Once registered and authorized on this site, a caller is able to:

- submit incidents/PMR's through the EIS Web site.
- access registered electronic support provided in the support web site at: www.ibm.com/software/support

The following information will be provided in the support welcome letter that will be sent to the STC along with their Passport Advantage customer number which is your unique identifier when working with either voice or electronic problem submission.

Site Technical Contact Registration Activity:

In order to access our technical support Web site, you will be required to register with a current email address, IBM customer number, and name. You will be prompted to select your user name and password which will entitle you to access the site 24 hours a day, 7 days a week. Once registered, you will be able to enter any number of IS personnel to your authorized contact list. To simplify the management of your contact list, you will be able to set each authorized person to a status of "Active", "Inactive", or "Terminated". Please take the time to ensure that all of the authorized IS personnel within your site are added to this list. This will enable them to contact IBM on your behalf. Once you have added your IS personnel to your authorized contact list, each authorized contact must go to the website and register prior to using the electronic problem submission.

Please ensure that all authorized contacts have the information contained within the Support Welcome letter, links to this IBM Software Support Guide and URLs, and any other support notices you may receive during the period of your Software Maintenance coverage.

STC Process for Adding Authorized Callers:

The Primary Site Technical Contact (PSTC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on IBM's Software Support Web site that includes web-based access to personalized features such as My Support, entitled content, and Electronic Service Request (ESR), you must first register with IBM by going to www.ibm.com/software/support and selecting "Register" that is located in the top right-hand corner. If you already have an IBM ID and password from another participating ibm.com web site such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Software Support Web site.

Electronic Service Request (ESR) is IBM's electronic problem submission tool that you can use to create Problem Management Records (PMRs) to report and manage issues you are having while installing or using IBM software. To access ESR, all users must 1) be registered with IBM and 2) be on your company's ESR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The information below applies to ESR.

The PSTC will be added as an Authorized Caller by IBM. The PSTC will then add Authorized Callers to ESR. After the PSTC is added, they will receive an e-mail Welcome Letter that is specifically designed for their access to ESR. The PSTC is to follow the instructions in the e-mail Welcome Letter. It is important that the PSTC use the link embedded in the e-mail and follows the instructions contained in the e-mail to ensure that their Authorized Caller record is set up correctly.

After the PSTC has used the URL in the e-mail Welcome Letter to access ESR the first time, they can then access ESR directly from the IBM Software Support Web site at www.ibm.com/software/support, by clicking on the "Submit/track problems" tab, then click on "ESR" and use their IBM ID and password to log in.

The PSTC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access ESR. SSTCs can add Authorized Callers and submit and create PMRs. Authorized Callers can submit and create PMRs. To add Authorized Callers, users must have first registered with IBM and give the PSTC or SSTC their IBM ID. The PSTC then logs into ESR, selects "Site technical contact administration" from the left side of the page and then selects "Add caller", which is also located on the left side of the page. After a user has been added as an SSTC or Authorized Caller in ESR, a welcome e-mail will be sent to the new user with instructions on how to access ESR. The new user can then electronically submit and track PMRs using ESR.

Users can also electronically request

access to ESR by using the ESR Caller Self-Nomination form, which can be accessed by logging into ESR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log into ESR, select "My profile for Electronic Service Request" from the left side of the page, and then select "Request additional contracts" from the upper right side of the page. Complete and submit the form.

Each time a user requests access to ESR using the ESR Caller Self-Nomination form, the PSTC will receive an e-mail notifying them of the request. The PSTC or SSTC can approve or deny the request by logging into ESR, selecting "Site technical contact administration" from the left side of the page and selecting "Manage nominations", which is also located on the left side of the page. If the user is approved, an e-mail will be sent to the new user containing instructions on how to access ESR.

To access additional information on ESR:

- go to our Support Web site at <http://www.ibm.com/software/support/>, click the "Assistance" tab and then click "ESR Help"
- log into ESR then click "Help" "ESR Help" located on the left side of the page

You can also access ESR Help direct at www.ibm.com/software/support/help.html.

Note: Adding and updating the Authorized Caller information in ESR

applies only to ESR. You must update Passport Advantage Online (www.ibm.com/software/passportadvantage) and choose the Passport Advantage Online tab and then "Customer sign in" for any changes to your Passport Advantage program contacts, including the Site Technical Contact, to apply there.



Appendix C: Contacts

Contact via Web

[Open service requests](#) is a tool to help clients find the right place to open any problem, hardware or software, in any country where IBM does business. This is the starting place when it is not evident where to go to open a service request.

[Electronic Service Request \(ESR\)](#) tool offers Passport Advantage clients for distributed platforms online problem management to open, edit and track open and closed PMRs by customer number. Timesaving options: create new PMRs with prefilled demographic fields; describe problems yourself and choose severity; submit PMRs directly to correct support queue; attach troubleshooting files directly to PMR; receive alerts when IBM updates PMR; view reports on open and closed PMRs.

You can also find a directory of ESR Help Desk numbers by geography at the following location:

<http://www.ibm.com/software/support/help-contactus.html>

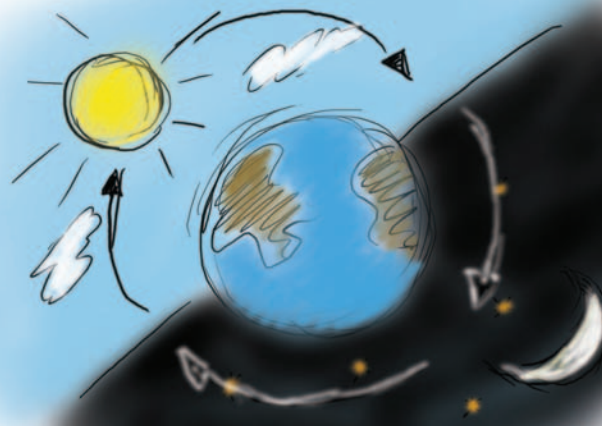
[System Service Request \(SSR\)](#) tool is similar to Electronic Service request in providing online problem management capability for clients with support offerings in place on System i, System p, System z, TotalStorage products, Linux, Windows, Dynix/PTX, Retail, OS/2, Isogon, Candle on OS/390 and Consul z/OS legacy products.

IBMLink - SoftwareXcel support contracts offer clients on the System z platform the IBMLink online problem management tool to open problem records and ask usage questions on System z software products. You can open, track, update, and close a defect or problem record; order corrective/preventive/toleration maintenance; search for known problems or technical support information; track applicable problem reports; receive alerts on high impact problems and fixes in error; and view planning information for new releases and preventive maintenance.

Contact via phone

If you have an active service contract maintenance agreement with IBM, or are covered by Program Services, you may contact customer support teams via telephone. The contact number(s) for your country should appear in the following pages.

To contact your local IBM Sales team, please also visit the IBM Directory of worldwide contacts at <http://www.ibm.com/planetwide/>.



North America

CANADA:

Platform	Mail Address:	Facsimile	Internet Email:
Personal Systems	IBM Canada Ltd. PS Program Services 3600 Steeles Avenue East C3/471/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. PS Program Services 905-316-2692	pcswfix@ca.ibm.com Subject PS Program Services INFORMIX Phone: 800-274-8184 Fax: 913-599-8590 tmail@us.ibm.com
Series p	IBM Canada Ltd. RS/6000 Customer Assist Centre 3600 Steeles Avenue East C3/N89/3600/MKM Markham, Ontario L3R9Z7	IBM Canada Ltd. RS/6000 Customer Assist Centre pSeries Program Services 905-316-2692	aixsupt@ca.ibm.com Subject: pSeries Program Services
iSeries i	IBM Canada Ltd. iSeries Support Group 3600 Steeles Avenue East C3/505/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. iSeries Support Group iSeries Program Services 905-316-2692	n/a
Networking	IBM Canada Ltd. Networking Program Services 3600 Steeles Avenue East E3/402/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. Networking Program Services 905-316-2535	n/a
Other Support S/390, Tivoli, Support Line, Passport Advantage (24 hours)		Phone numbers (voice) 800-IBM-SERV 506-646-4000	
Informix Support		Prime Shift: 800-IBM-SERV (800-426-7378) Off-Shift sev 1's: 1-888-876-9797 Fax: 913-599-8590 email: tmail@us.ibm.com	
IBM U2 Support		800-729-3553	
IBM Ascential Support		866-463-6669	
Support for Universal Access Programs		888-SUPPORT	
Hardware Service (24 hours)		800-IBM-SERV	
When you're not sure where to go with your Question		800-IBM-4YOU	
Duty Manager		800-IBM-SERV	
Support Family Information Center		888-426-4343 Option 3	

CONTACT INFORMATION

UNITED STATES:			
Platform	Mail Address:	Facsimile	Internet Email:
Personal Systems	IBM Corporation Solutions Managemnt Center Zip 30-01-0A 13800 Diplomat Drive Dallas, Texas 75234	800-426-8602	SSMC@us.ibm.com Subject: PS Program Services
Series p (RS/6000)	IBM Corporation Attn: Series p Program Services 13800 Diplomat Drive Internal ZIP: 30-01-1CE Dallas, Texas 75234	512-823-7634	http://techsupport.services.ibm.com/server/pserv
Series i	IBM Corporation 3605 Hwy 52 North Department LYJ Rochester, MN 55901	800-288-9584	via ECS
S/390 & Support Line (24 hours) Software Maintenance (all series) Passport Advantage System i and System p Software Maintenance		800-IBM-SERV (770-858-5079) (voice)	see email address for the particular platform
Retail Store Solutions		800-IBM-SERV	(8:00 AM - 5:00 PM Eastern)
Tivoli Support		800-IBM-SERV	
Informix Support		Prime Shift: 800-IBM-SERV Off Shift sev1's: 1-888-876-9797 Fax: 913-599-8590	email: tsmail@us.ibm.com
IBM U2 Support		800-729-3553 Fax: 303-773-5915 4700 South Syracuse St. Denver, CO. 80237	u2supp@us.ibm.com
IBM Ascential Support		866-463-6669	
Support for Universal Access Programs		888-SUPPORT	
Hardware Service (24 hours)		800-IBM-SERV	
When you're not sure where to go with your question		800-IBM-4YOU	
Duty Manager		800-IBM-SERV	
Support Family Information Center		888-426-4343 (option 3)	

CONTACT INFORMATION**Need a number that's not here or not right?
See: www.ibm.com/planetwide****CARIBBEAN:**

Location	Mail Address	Hardware & Software Support	Facsimile & Internet email
Anguilla		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus phone:978-988-2555 Informix Support: Prime Shift: 800-550-8184 AT&T Direct code: 1 800 872 2881 Off-shift sev1's: 888-876-9797	
Antigua		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (Note 1) Off-shift sev1's: 888-876-9797 email: latin-support@informix.com	
Aruba	IBM WTC Anasastraat 8	IBM, Tivoli 506-646-7441 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184; AT&T Direct code: (Note 1) Off-shift sev1's: 888-876-9797	SupportFax: 825-587
Bahamas		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: 1 800 872 2881 Off-shift sev1's:888-876-9797 Fax: 800-949-8184	
Barbados		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184; AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	Informix FAX: 800-949-8184 latin-support@informix.com

CONTACT INFORMATION**Need a number that's not here or not right?
See: www.ibm.com/planetwide****CARIBBEAN:**

Location	Mail Address	Hardware & Software Support	Facsimile & Internet email
Belize		IBM, Tivoli Phone: 54-11-4717-7200 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797 email: latin-support@informix.com	INFORMIX FAX: 800-949-8184 latin-support@informix.com Direct code: (NOTE 1)
Bermuda		IBM, Tivoli Phone: 506-646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) 1800 872 2881 Off-shift sev1's: 888-876-9797	INFORMIX Fax: 800-949-8184 latin-support@informix.com
Caribbean Islands		INFORMIX Prime Shift: 800-550-8184 latin-support@informix.com	
Cayman Islands		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Jamaica		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 1-800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Netherlands Antilles	IBM WTC Schottegatweg Oost 18 PO Box 3612 Curacao	IBM Tivoli Phone: 506-646-7441 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 808 82157 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	SupportFax: 736-2878 Email support@an.ibm.com INFORMIX FAX: 800-949-8184 latin-support@informix.com

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Location	Mail Address	Hardware & Software Support	Facsimile & Internet email
Saint Kits and Nevis		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Saint Vincent and the Grenadines		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
St. Lucia the Grenadines		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797 Lotus Phone: 978-988-2555	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Suriname	IBM WTC Van't Hogerhuysstraat 9-11 VSH Gebouw Paramaribo	IBM Tivoli Phone: 506-646-7441 Call Collect Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	SupportFax: 402032 INFORMIX FAX: 800-949-8184 latin-support@informix.com
Trinidad the Grenadines		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Phone: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com

For a complete list of Informix telephone numbers, please refer to the following web site:

<http://www-306.ibm.com/software/data/informix/support/contact.html>

NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:

http://www.consumer.att.com/global/english/access_codes.html

CONTACT INFORMATION *Need a number that's not here or not right?*
See: www.ibm.com/planetwide

Mexico, Central and South America:

Country	Mail Address	Hardware Support	Software Support
American Samoa			INFORMIX Prime Shift: 913-492-2086 AT&T Directo Code: (NOTE 1) Offshift Sev 1's 888-876-9797 Fax: 913-599-8590 tsmail@us.ibm.com
Argentina	IBM Argentina S.A. Ing. Enrique Butty 275 1300-BS.As Capital Federal	Buenos Aires: 005411-4717-7200 Outside Buenos Aires: 0810-999-4262 opc2	IBM, Tivoli Phone: 0810 999 4262 opc 2 0-800-3330299 Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 0-800-21-001 soporte-latino@informix.com
Ascential INFORMIX			
Lotus: call 001.800.222.1001, then BP ask operator for 800.595.63.81 0800-555-4288 or 0800-222-1288 to get a dial tone or get operators assistance then dial directly or ask the operator for 800-595-6381			
Bolivia	Av. Mariscal Sana Cruz esq. Yanacocha Edificio Hansa, Piso 14 LaPaz	Phone: 2-2406990 opc4 Free: 800-10-8007 Fax: 2-391388	IBM, Tivoli 2-2406990 opc4 Free 800-10-8007 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 0-800-1112 soporte-latino@informix.com
Brazil	IBM Brazil Ind. Maq. Serv. Ltda. Rua Tutoia, 1157 Sao Paulo - SP CEP 04007-900 Ascential Lotus	Sao Paulo 38859966 Phone: 0-800-728-7378 Fax: 011-2132-2753	Sao Paulo 38859966 Phone: 0-800-728-73-78 Fax: 011-2132-5329 0800 891 0289 0800-891-3274
Chile	IBM de Chile SAC Av. Providencia, POB 3630 Av. Providencia 655 Providencia Santiago de Chile Ascential	Free: 800-203007 Phone: 2-2006670 Fax Lines: 2-2006685 2-2006999	IBM, Tivoli Free: 800-203007 Lotus Phone: 123-00203612 INFORMIX Prime Shift: 1230-020-0545 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 1230-020-0591 soporte-atino@informix.comq 1230-020-3138

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Mail Address	Hardware Support	Software Support
Colombia	IBM de Colombia Transversal 38 #100-25 A.A. 90908 - Bogota Ascential	Phone: 1-628-2987 Free: 01-8000-917758 Fax: 1-2579839	IBM, Tivoli Free: 01-8000-917758 Phone: 1-628-2987 Lotus Phone: 01-800-912-0501 INFORMIX Prime Shift: 9809-12-1601 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 9809-12-1354 soporte-latino@informix.com 980.9155082
Costa Rica	GBM de Costa Rica Paseo Colon C 28-30 apdo 2033-1000 San Jose Ascential	Phones: 221-34-35 222-96-30 Fax: 233-23-52	IBM, Tivoli Phone: (506) 223-6222 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 0-800-0-114-114 soporte-latino@informix.com 0800.012.1020
Dominican Republic	 Ascential	Phones: 566-4755 566-5161, Extension 214 1-200-1929 (toll-free) Non-business hours, Prime Shift holidays weekends 566-5161	IBM, Tivoli Phone: 506-646-4400 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 1.888.156.182
Ecuador	IBM del Ecuador Almagro 2054 y Whimper Quito	Phone: 2-565100 opc4 Free: 1-800-492-911 Fax: 2-565145	IBM, Tivoli Phone 2-565-100 opc 4 Free: 1-800-426-911 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
El Salvador			IBM, Tivoli Phone: (503) 298-5011 Lotus Phones: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Mail Address	Hardware Support	Software Support
Guatemala			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Guyana			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Haiti			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Honduras	GBM of Honduras PO Box 310 Sonisa Building, Second Level Tegucigalpa	Phone: 324222 Fax: 391915	IBM, Tivoli Phone: (504) 232-2319 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

For a complete list of Informix telephone numbers, please refer to the following web site:

<http://www-306.ibm.com/software/data/informix/support/contact.html>

NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:

www.att.com/business_traveler/guides_and_access/international_dialing.html

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Mail Address	Hardware Support	Software Support
Mexico	IBM de Mexico, S.A Calzada Legara No 853. Col Irrigacion CP: 11500 Mexico, D.F.	Phone: 55-5270-5900 Free: 01-800-00-32500 Fax: 5-627-1228	Mexico City: IBM, Tivoli Phone: 55 270 59 00 Free: 01-800-00-32500 Lotus Phone: 5662.28.40 5270-5899 Outside Mexico City: IBM, Tivoli Phone: 01800 710 5817 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com Lotus: 01-800-710-5817 No Contract 5270-5900 001-8662155779
Nicaragua	Ascential	Phone: 266-4141	IBM, Tivoli Phone: 054 11 4898 4898 (ext. 2525) Lotus Phone: 512-838-4000 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Panama			IBM, Tivoli Phone: 054 11 4898 4898 (ext 2525) Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Paraguay	IBM Paraguay Pte. Franco Esq. Ayolas Edificio Ayfra Piso 9 Asuncion	Phone: 21-447234 Fax: 21-444094	IBM, Tivoli Phone: 595 21 219 7777 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Hardware Support	Phone/Fax/Email
Peru	IBM del Peru S.A. Av. Prol Javier Prado Este 540 La Molina Lima	Phone: 1-317-6055 Free: 0800-50-866 Fax: 1-3490235	Lima IBM, Tivoli Phone: 1-317-6050 Free: 0800-50-866 Lotus Phone: 512-838-4400 Outside Lima IBM, Tivoli Phone: 0-800-50005 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 0800-50960
	Ascential		
Puerto Rico			IBM, Tivoli Phone: 800-237-5511 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Uruguay	IBM Uruguay Plaza Independencia Montevideo CP 11000	Phone: 2-9023617 Fax: 2-921144	IBM, Tivoli Phone: 506-646-4000 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 000.413.598.2704
	Ascential		
Venezuela	Edificio IBM Piso 7 Availability Services Unit Av. Ernesto Blohm Chuao Caracas 1060	Phones: 0212-908-8811 Free: 0800-2255-347 (Provincias y DF) Fax: 2-908-8895	IBM, Tivoli Phone: 0212-908-8811 Lotus Phone: 800-1-2090 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-1-3596 soporte-latino@informix.com 8001.2545
	Ascential		

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Asia Pacific:

Country	Services	Phone/Fax/Email
Australia	Hardware & Software Support (all platforms) Lotus Service Offering Inquiry FileNet INFORMIX TIVOLI outside Australia Rational Ascential Support	131-426 1-800-257-373 132-426 0011-800-0880-8800 Sev 1 : AT&T Direct Code: (Note 1) then 888-876-9797 (Note 2) Fax: 612-9928-1666 Phone: 131-426 +61-7-55853280 Email: tivsupt@au1.ibm.com Toll Free: 1300-307005 +61 2 93549352 1800 336 553
Bangladesh	TIVOLI INFORMIX	880.2.889.783 x 31 Prime Shift: 91-22-284-3737 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ²
Burma/Mynamar	INFORMIX TIVOLI	Prime Shift: 65-64189720 AT&T Direct code (NOTE 1) Fax: 65-2986220 Sin-tech@informix.com Phone: 66-2-273-4333 66-2-273-4033
Cambodia	TIVOLI INFORMIX	84.8.289.8342 Prime Shift: 1-800-801-450 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ²
China	z Operating System, Printer, POS i/p Operating System, Websphere, DB2, Tivoli Service Offering Inquiry FileNet INFORMIX Lotus Rational Ascential Support	800-810-1818 #5858 800-810-1818 #5200 800-810-1818 #5019 800-810-5122 800-810-1818 #5266 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ² Fax: (010) 6849-2765 ji.zhang@informix.com 800-810-1818 #5175 Toll Free: 10-8006-100349 +61 2 93549427 10800 610 0210
China (Hong Kong S.A.R.)	All IBM Software Lotus Service Offering Inquiry Supported Languages: Cantonese (Primary) & English FileNet INFORMIX Rational Ascential	852-8205-8288 800-96-3367 852-2825-7878 800.96.3522 Prime Shift: 800-900-311 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ² Fax: 282-41863 Ji.zhang@informix.com Toll Free: +852-800966816 +61 2 93549427 800 901 182

Lotus Support: All other Asian countries not listed should contact (65) 6444 9335

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Country	Services	Phone/Fax/Email
Guam	INFORMIX	Phone: 913-492-2086 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ² Fax: 913-599-8590 ji.zhang@informix.com
India	For all Support Line, Answer Line, Passport Advantage, or other 1-800-425-6666 FEE Software Support offerings (except as noted below) Lotus Rational FileNet Informix	or +91-80-26788970 or mail to smcindia@in.ibm.com AT&T Direct Access 000117 then toll free 800-425-6666 Toll Free: 0008006-101010 +61 2 935 9352 0008006501333 AT&T Direct Access: 000 117 US Toll free: 800 972 5133 Prime Shift: 91-22-2843737 AT & T Direct Code: (NOTE1) Off-shift sev1's: 888-876-9797 ² infxtech@sg.ibm.com
Indonesia	Hardware & Software Support (all platforms except as noted below) FAX (all platforms) Service Offering Inquiry FileNet Informix Lotus Rational	tollfree : 800-1403-555 / 00-1803-0161-484 00 IDD : 603-8315 6804 / 603- 8686 6804 001 803 60 6257 021-251-2922 or 021-251-1222 (Inside Sales) 803.65.7415 Prime Shift 001 803 65 7217 AT&T Direct code: (Note 1) Off-shift sev1's 888-876-9797 (Note 2) infxtech@sg.ibm.com 001-803-65-6604
Japan	Software Maintenance (SWMA) IBM prime shift Tivoli prime shift all Off Shift with Severity 1 S/390 platform (Operating system & Middleware) iSeries, RS/6000,PC (purchased before 1 January, 2003) Lotus FileNet INFORMIX Rational Ascential	(BM Customer Number required leading with 0) 0120-557-971 0120-557-972 0120-557-985 0120-03-7777 Fax: 03-6220-6943 0120-057-123 001-010-800-0880-8800 (KDD) 0061-010-800-0880-8800 (JT-IDC) 0041-010-800-0880-8800 (JT) 0033-010-800-0880-8800 (NTT) 0120-068633 Local Toll Free 0120-426-737 Toll Free: 0053-161-0086 Pay Phone +61 2 9354- 9480 03-5459-6800
	Lotus Support: All other Asian countries not listed should contact (65) 6444 9335	

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Country	Services	Phone/Fax/Email
Korea	IBM Software (z/i/p Operating System, DB2, WebSphere, Informix, Lotus, Tivoli Rational Service Offering Inquiry Ascential FileNet	1588-5801 Toll Free: 007986115216 +61 2 935 9346 82-2-3781-4570 00308 610 061 001-800-0880-8800 (KT) 002-800-0880-8800 (Dacom)
Laos	INFORMIX TIVOLI	Prime Shift: 65-390-2864 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 84-8-829-8342
Malaysia	Hardware & Software Support Fax (all platforms) Service Offering Inquiry Informix Lotus Tivoli (English Only) Ascential FileNet Rational	tollfree : 1-800- 88- 8558 / 1800- 18- 8668 local call : 03- 8315- 6812 / 03- 8686- 6812 03-8315 6634 Fax 03 8315 6851 603-7727-4617 PrimeShift: 1800 80 1450 AT&T Direct Code (Note 1) offshift sev 1 888-876-9797 (Note 2) 1-800-80-1106 1-800-80-7735 1-800-80-4656 1-800-80-3533 Toll Free: 0-800-4260-001 +61 2 93549427 Offering Inquiry
Marshall Islands	INFORMIX	Prime Shift: 913-492-2086 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 913-599-8590 tmail@us.ibm.com
Nepal	INFORMIX TIVOLI	Prime Shift: 1-800-707-703 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Phone: 880-25-889-783 x31
New Guinea	INFORMIX	Prime Shift: 1-800-707-703 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 612-9928-1666

Lotus Support: All other Asian countries not listed should contact (65) 6444 9335

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Country	Services	Phone/Fax/Email
New Zealand	Software and Hardware support (all platforms) INFORMIX Lotus Rational FileNet Ascential	0800 733 222 Severity 1 use AT&T Direct Code: (Note 1) then 888-876-9797 (Note 2) 0800 445 402 Toll Free: 0800-724835 +61 2 9354 9352 0011-800-0880-8800 +(86)1 0827 845 32) 0800 441 915
Northern Mariana	INFORMIX	Prime Shift: 913-492-2086 AT & T Direct Code: (NOTE 1) Offshift ev 1's: 888-876-9797 tsmall@us.ibm.com
Pago Pago	INFORMIX	Prime Shift: 1-800-707-703 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 612-9928-1666
Philippines	Hardware & Software Support (all platforms except as noted below) FAX (all platforms) Lotus Service Offering Inquiry Informix Lotus FileNet Rational	tollfree : 1800-1888-1426 / 1800- 111- 00- 711 IDD : 603- 8686 6805 / 603- 8315 6805 1800 1 601 0716 1027 1800 6507304 (Fillcom) or 1-800-1651-0191 (PLDT) 63-2-9952225 / 63-2-995-8243 Prime Shift: 1 800 1651 0093 AT&T Direct code (Note1) Off-shft sev 1: 888-876-9797 (Note 2) 1027 1800 6507304 (Fillcom) 1-800-1651 0191 (PLDT) 800-1862-0003 +61 2 93549352 Toll Free: 001-800-4260-001
Singapore	Hardware & Software Support (all platforms except as noted below) Fax (all platforms) Informix Lotus Rational Ascential FileNet Tivoli (English Only)	Tollfree : 1 800- 3172- 888 / 800 - 6012- 022 IDD: 603-8315 6904 / 603-8686 6904 800 601 1212 Prime Shift: 1800-418-9720 Off-shift sev 1: 888-876-9797 (Note 2) infxtech@sg.ibm.com 1800 444 9356 +61 2 93549427 Toll Free: 800-616-1903 800-616-1769 001.800.0880.8800 800-616-1850

Lotus Support: All other Asian countries not listed should contact (65) 6444 9335

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Phone/Fax/Email
Taiwan	IBM Software (i/p/z Series Operating System, DB2, WebSphere, Tivoli Lotus Service Offering Inquiry INFORMIX Supported Languages: Mandarin (Primary) & English Rational FileNet Ascential	886-2-8725-2288#23 800-823-123 #5175 800-016-888#1 Prime Shift: 0080 65 1506 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 +61 2 93549427 Toll Free: 0080-161-1434 00801.861.035 0800 161 1383
Thailand	Hardware & Software Support (all platforms except as noted below) Fax (all platforms) Service Offering Inquiry Informix Lotus Ascential FileNet Rational	Tollfree : 1800-299-229 / 1800-060-074 IDD: 603-8686 6905 / 603 8315 6905 1-800-06-0068 Fax 2-273-0434 / 02-273-4000 Prime Shift 0080 65 1506 AT&T Direct code: (Note 1) Offshift Sev1's: 888-876-9797 (Note 2) infxtech@sg.ibm.com 800-823-123 #5175 0080-161-1383 00801.861.035 +61 2 93549427 Toll Free: 0080-161-1434
Vietnam	All IBM Software except as noted below Ho Chi Minh City Hanoi INFORMIX Rational Lotus	+ 84-8 829 5160 email: services@vn.ibm.com +84 4 946 2000 email: helpdesk@vn.ibm.com Prime Shift: 65-390-2864 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 infxtech@sg.ibm.com +61 2 935 9352 +65 64449335
Virgin Islands	INFORMIX	Prime Shift: 800-550-8184 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 latin-support@informix.com

For a complete list of Informix telephone numbers, please refer to the following web site:

<http://www-306.ibm.com/software/data/informix/support/contact.html>

NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:

http://www.consumer.att.com/global/english/access_codes.html

²NOTE 2: This is an US toll free number. Please dial the current AT&T Direct codes (Note 1) then the given number

Lotus Support: All other Asian countries not listed should contact (65) 6444 9335

CONTACT INFORMATION**Need a number that's not here or not right?****See: www.ibm.com/planetwide****Europe, Middle East, Africa (EMEA):**

Country	Services	Phone/Fax/Email
United Arab Emirates Abu Dhabi	MLC & Services OTC Passport Advantage	8004563 Fax: (+9714)-3433232 Toll Free 8004704
Africa (Central)	OS/390, VM, VSE, Support Line, Passport Advantage	27 11 302-8888
Albania Bosnia-Herzegovina FYRMacedonia Moldova Montenegro	OS/390, VM, VSE, & Services All platforms (fax) All platforms (email) IBM (all other products / contracts)	+386 1 4796 699 +386 1 4796 811 ssclju@si.ibm.com +386 1 4796 699
Amenia Azerbaijan Belarus Georgia Kazakhstan Kirgizia Tajikistan Ukraine Uzbekistan	OS/390, VM, VSE, TIVOLI & Services All Platforms (fax) All platforms (email) IBM (all other products / contracts)	+386 1 4796 699+7095-2586300 Fax: +386 1 4796 815 Fax: +7095-2586300 Ssclju@si.ibm.com IBMservice@ru.ibm.com +386 1 4796 699 +7095- 2586300
Austria	System z (z/OS, VM, VSE) System i System p System x (INTEL) PC / Lotus / Cisco / Checkpoint Lotus Smartsuite & Lotus Organizer (180 day startup) RATIONAL System x 180 day startup support	+43 - (0) 1-21145-4960 +43 - (0) 1-21145-4711 +43 - (0) 1-21145-6000 +43 - (0) 1-21145-7800 +43 - (0) 1-21145-7800 +43 - (0) 1-79567- 265 +43 - (0) 810/206073 +43 - (0) 24592-5943
Bahrain	Support Line and System z OTC (fax) IBM Passport Advantage	Phone (+973) 1758 4348 Fax: +9714-3433232 +9714-3907277 or 749 5 258 6300
	The "IBM" number is for IBM, Candle, CIMS, DoranaLotus, Rational, and Tivoli products unless otherwise noted Ascential support is available at WDISupport@us.ibm.com	

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Phone/Fax/Email
Belgium	All platforms (fax) All Platforms & Services Ascential xSeries 180 day startup support	Fax: 2.718.4339 70 23.33.92 Dispatch@be.ibm.com 33 1 49 31 59 20 02-210-9800 (French) 02-210-9820 (Dutch)
Bhutan	TIVOLI	Phone: 880-2-889-783 x31
Brunei	TIVOLI	Phone: 0800-787378
Bulgaria	MLC & Services All platforms (fax) All platforms (email) IBM (all other products & contracts)	+359-2-9733199 +359-2-9733200 Supportline@bg.ibm.com +359-2-969 3650
Croatia	Software and Hardware Support (all platforms) All platforms (fax) All platforms (email) IBM (all other products & contracts)	0800-0426 +385-1-611-1119 swhelp@hr.ibm.com Phone: +385-1-630-8 100 Fax: +385-1-611-1119
Cyprus	All Support	Tel: +35722841111 Fax +#5722666372 e-mail services@cy.ibm.com
Czech Republic	OS/390,VM, VSE, services All platforms (fax) All platforms (email) IBM Passport Advantage	+420-2-7213-1316 Fax: +420-2-7213-1144 sw.services@cz.ibm.com +420-2-7213-1316
Denmark	IBM Software Support (all products) iSeries, RS/6000, and PC (fax) xSeries 180 day startup support	+45 7010 5150 non-contract Customers, use fax number supplied with your product 45-20-8200
United Arab Emirates Dubai	MLC & Services OTC Passport Advantage	8004563 Fax:(+9714)-3433232 Toll Free 8004704 eMail: SWSUPPORT@ru.ibm.com
Egypt	MLC & Services Users OTC (fax) IBM (all other products & contracts) TIVOLI	2-3492655 2-3492533 Call fax number supplied with your product (202) 7492 655 Phone: 20-2-349-2655 Fax: 20-2-349-2533 Email: elfeky@eg.ibm.com

CONTACT INFORMATION

Need a number that's not here or not right?

See: www.ibm.com/planetwide

Country	Services	Phone/Fax/Email
Estonia	IBM Passport Advantage	+44 (0)870 333 4445
Finland	zSeries (OS/390,VM VSE iSeries(AS/400), pSeries, (AIX) OS/2 IBM (all other products & contracts) xSeries 180 day startup support	08001-4260 9-4595388 8001-4260 08001-4260 09-459-6960
France Tunisie, Maroc, Algeria, Ivory coast, Togo Burkina Faso, Benin Niger, Cameroon, Congo, DR Congo, Tchad, Central A.Rep, Equitorial Guinea, Senegal, Mauritania, Guinea, Gambia, Mali, Gabon, Guinea bissau, Djibouti	zSeries (S/390) Software Defect Support Support Line IBM (for all other products / contracts) iSeries pSeries Ascential U2 / UniVerse xSeries 180 day startup support	+33 (0) 810 63 10 20 / +33 238 557 752 +33 (0) 810 63 1020 / +33 238 557 752 +33 (0) 810 63 10 20 (or number indicated on your support contract) or 33 238 557 752 +33 (0) 810 63 10 20 / +33 238 557 752 +33 (0) 810 63 10 20 / +33 238 557 752 0800 125 521 WDISupport@us.ibm.com Phone: 00800 25 35 25 35 or +33 (0) 1 49 05 78 17 Fax: (+33)-(0) 49 31 45 58 u2support@fr.ibm.com 02-3855-7450
Germany	IBM License Support Phone OTC products ("cashfax") Support for System Service Contracts System z System i System p System x, Cisco, Checkpoint, Linux System Storage Passport Advantage products and all other IBM products Catia Products Ascential RATIONAL xSeries 180 day startup support	0180-5001242 Fax: 0180-5223392 (0800) 426-6201 (0800) 426-6204 (0800) 426-6208 (0800) 426-6209 (0800) 426-6200 primeshift 01805-116217 Offshift (0800) 1008 - 300 (0800) 426-6207 +800 0700 0867 01805/116-399 +49 7032-15-49225
Greece	MLC & Services Users OTC (fax) IBM (all other products / contracts)	+30 210 6801700 +30 210 6801303 +30 210 6801700
Greenland	IBM Software Support (all products)	+45 7010 5150
Hungary	General Machine Failure (call dispatch 24 x 7) PC support (prime shift) IBM Telephone Center (prime shift) All platforms (fax) All platforms (email) IBM (all other products & contracts)	+36 1 382-5720 +36 1 382-5716 +36 1 382-5885 +36 1 382-5500 +36 1 382-5501 szerviz@hu.ibm.com +36 1 382-5720
Ireland	ALL SERVICES IBM (all other products & contracts) xSeries 180 day startup support	(01) 4597473 353 1 815 4491 01-815-9202
The "IBM" number is for IBM, Candle, Lotus, Rational, and Tivoli products unless otherwise noted		

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Phone/Fax/Email
Israel	All Platforms (Fax)	(972)-3-9142800 (972)-3-9188935
Italy	S/390 & Services Users iSeries, RS/6000, PC IBM Direct IBM (all other products / contracts) xSeries 180 day startup support	800820094 Fax number supplied with your product 800017001 800820094 02-7031-6101
Jordan	IBM Passport Advantage	+749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com
Kuwait	MLC & Services Users OTC (fax) IBM (all other products & contracts)	(+965) 2439900 ext 555 Fax: 9714-3433232 2426548 / 2426538 +749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com
Latvia	z/OS, VM, VSE, and Services	+386-61-1796-699 +7-095-258-6300
Lebanon	IBM Passport Advantage	+749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com
Luxembourg	All Platforms & Services Ascential xSeries 180 day startup support	+360 385 222 Fax: +32 2 718 4339 dispatch@be.ibm.com 33 1 49 31 59 20 298-977-5063
Middle East	Ascential TIVOLI	+44 208 818 0702 Phone: 97-16-535-333
Malta	IBM Software Support	+34 91 274 0424
Morocco	TIVOLI	Phone: 33-2-38-55-7752
Netherlands	MLC & Services Users OTC (fax) IBM (all other products & contracts) Ascential xSeries 180 day startup support	020-5133939 Fax: 020-5133936 +31 (0) 205 133 939 +44 208 818 0702 020-514-5770
Norway	All IBM (all other products & contracts) xSeries 180 day startup support	47-815-21-550 Fax 47-66-998770 +47 815 21550 +4766998056 serverteam@uk.ibm.com
The "IBM" number is for IBM, Candle, Lotus, Rational, and Tivoli products unless otherwise noted		

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Phone/Fax/Email
Oman	MLC & Services Users IBM Software Support (Lotus & Tivoli) OTC (fax) Passport Advantage	Phone (+9714) 3431975 749 5 258 6300 Fax: 9714-3433232 +971-4-3907277 eMail: SWSUPPORT@ru.ibm.com
Pakistan	Software Support (all platforms)	+92-21-2799255
Poland	OS/390, VM, VSE, Tivoli, services All platforms (fax) All platforms (email) IBM (all other products & contract)	+48-22-878 6999 Fax: +48-22-878 6799 dispatch@pl.ibm.com call_dispatch_poland@pl.ibm.com +48 22 878 6999
Portugal	All Ascential xSeries 180 day startup support	(+351) 21 8927115 33 1 49 31 59 20 (+351) 21 892 7147
Qatar	MLC & Services Users OTC (fax) Passport Advantage	Phone (+9714) 3431975 Fax: 9714-3433232 +971-4-3907277 or +749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com
Romania	z/OS, VM, VSE, Tivoli, services All platforms (fax) Offshift (5:30 PM - 9:00 AM) All platforms (email) IBM (all other products & contracts)	+40 21 224 4015 Fax: +40 21 224 4044 +40 745 340 848 (mobile phone) rossoft@ro.ibm.com +40 21 224 40.15
Russia	Software Support Toll Free Russia z/OS, VM, VSE, Tivoli, services All platforms (fax) All platforms (email) All Passport Advantage	+7 800 200 6300 +7 495-2586300 Fax: +7 495-2586304 swsupport@ru.ibm.com +7 495 2586300
Saudi Arabia	MLC & Services Users OTC (fax) IBM Passport Advantage	800-1240-888 Fax number supplied with your product +749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com

The "IBM" number is for IBM, Candle, Lotus, Rational, and Tivoli products unless otherwise noted

CONTACT INFORMATION

**Need a number that's not here or not right?
See: www.ibm.com/planetwide**

Country	Services	Phone/Fax/Email
Serbia	All platforms	+ 381 11 2013 578 (e-mail) support@rs.ibm.com
Slovakia	All Platforms All platforms (fax) All platforms (email)	+421-2-4954-5555 +421-2-4954-1348 maint@sk.ibm.com
Slovenia	OS/390, VM, VSE, & Services All platforms (fax) All platforms (email)	+386 1 4796 699 Fax: +386 1 4796 815 Ssclju@si.ibm.com
South Africa	Non Contracted customers (Defect Support) Support Line Contracted Customers IBM/Lotus/Tivoli (all other products & contracts) Ascential U2 / Universe	0800-11-0756 27 11 301 5656 0800 11 0756 +44 208 818 0702 +27 11 654 6008 email address "support@utwo.co.za"
Spain	MLC & Services OTC (fax) IBM/Lotus/Tivoli (all other products / contracts) Ascential	9 01 100 000 Fax number supplied with your product 901 100 000 +34 900902925
Sweden	S/390 & Services iSeries, RS6000, PC (non-contract) iSeries, RS6000, PC (contract) IBM (all other products & contracts) xSeries 180 day startup support	46 771 171040 Fax number supplied with your product 46 771 171040 46 (0) 77 11 71040 08-477-4420
Switzerland	OS/390, VM, VSE, iSeries, RS/6000, Intel IBM (all other products / contracts) Ascential RATIONAL (all languages) xSeries 180 day startup support	0800 55 54 54 0800 55 54 54 33 1 49 31 59 20 +41 58 333 09 34 +41-58-333-0158
Tunisia	All	+33 810 63 10 20
Turkey	IBM (all products / contracts)	0090 212 444 0426 ifmxsup@uk.ibm.com

CONTACT INFORMATION **Need a number that's not here or not right?**
See: www.ibm.com/planetwide

Country	Services	Phone/Fax/Email
United Kingdom	Defect Support Hardware OS/390, VM, VSE Services Support Line, Software Maintenance, Passport Advantage Networking Assist CATIA Assist Ascential U2 xSeries 180 day startup support Sales IBM.com GRS Sales	08705 500900 08457 151516 0870 0101952 08457 125621 0870 9010458 +800 0700 0876 email: WDISupport@us.ibm.com 0800 773771 email: u2support@uk.ibm.com 01475-555055 0870 0102525
United Arab Emirates	MLC & Services OTC IBM Passport Advantage	Toll Free 8004563 Fax (+9714)-3433232 Toll free: 8004704 or 749 5 258 6300
Yemen	IBM Software Support	749 5 258 6300 eMail: SWSUPPORT@ru.ibm.com
Zimbabwe	Non Contracted customers (Defect Support) Support Line Contracted Customers IBM/Lotus/Tivoli (all other products & contracts) Ascential U2 / Universe	0800-11-0756 27 11 301 5656 0800 11 0756 +44 208 818 0702 +27 11 654 6008 email address "support@utwo.co.za"
<p>NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes: http://www.consumer.att.com/global/english/access_codes.html</p> <p>NOTE 2: This is an US toll free number. Please dial the current AT&T Direct codes (Note 1) then the given number</p>		
<p>The "IBM" number is for IBM, Candle, CIMS, Lotus, Rational, and Tivoli products unless otherwise noted</p>		

Appendix D: IBM Acquisitions

Welcome, clients and customers of acquired software companies. We will be working over the coming months to integrate the support for acquired product support organizations into IBM.

With most IBM Software acquisitions, IBM strives to deliver a consistent integration of the acquired company's technology within an IBM product portfolio. However, there is a transition period during which existing client contracts and support delivery may be available to you based on current legacy support contracts, or using existing support infrastructure and contact methods. The information on these pages is intended to give you a starting point on what to expect for support through this transition from your legacy support to the IBM Support Offerings described earlier in this book.

To lend continuity to customers of acquired companies, IBM uses a system called Flexible Contract Terms (FCT). FCT allows customers to temporarily continue most support terms negotiated while product was under the Legacy Company's branding. Customers will be provided information on how to move from FCT to the enterprise-hardened IBM support offerings. These IBM offerings carry many benefits our customers have come to expect from IBM branded products.

Acsential	Consul	DataPower
FileNet	MicroMuse	
MRO	U2	Vallent

The annual, renewable subscription support offering is priced per Server.

IBM SUPPORT FOR ASCENTIAL PRODUCTS

Ascential's software is used to build enterprise data warehouses, power business intelligence systems, consolidate enterprise applications, create and manage master repositories of critical business information, and enable on demand data access.

Effective April 2005, Ascential products and support were integrated into IBM.

With the transfer of Ascential Software into IBM Support, standard Software Maintenance will be provided for future Ascential support contracts. For more details see [Support portfolio](#).

For clients still participating in the former Ascential Offerings (e.Support, Premier, Premier Anytime or Premier Elite) through flexible contract terms, please refer to <http://techsupport.services.ibm.com/guides/AscentialAgreement.pdf#IBM%20U2%20Offerings> for more details.

e.Service

Provides Customer access to Ascential's private Web-based technical resource center whereby you are able to search Ascential's knowledge database, open and update cases, order (as available) Rapid Releases, Product Releases and Maintenance Releases, and view Product notices. Please visit <https://www.ibm.com/software/data/support/iis/eservice/> to learn more about e.Service.

IBM SUPPORT FOR COGNOS PRODUCTS

Cognos, an IBM company, is the world leader in [business intelligence \(BI\)](#) and [performance management solu-](#)

[tions](#) - providing world-class enterprise BI, [planning and consolidation](#) software and services to help companies plan, understand and manage financial and operational performance. Cognos provides an open and adaptive solution that leverages an organization's ERP, packaged applications, and database investments.

Effective January 31, 2008, the acquisition of Cognos by IBM was complete. At that time Cognos became the Business Intelligence and Performance Management segment within IBM's Software Group's Information Management unit.

Transfer of business from Cognos into IBM occurs on January 1, 2009 and after that date Cognos products will be integrated into IBM.

After January 1, 2009, the following will remain the same for support of Cognos product:

- Receive support per existing Cognos Support Agreements outlined in the [Cognos Support Guide](#)
- Access Cognos Support through the existing channels
- Receive hot sites and service packs through the existing download mechanism
- Log support cases on-line via the [Cognos website](#)

For information regarding the Cognos acquisition, including Support FAQs, important links and customer communications please see the Cognos Support [IBM Acquisition Information](#) page.

IBM SUPPORT FOR CONSUL PRODUCTS

Consul's enterprise security auditing and compliance solutions collect and analyze vast quantities of user and system activity to monitor, report and investigate both malicious and accidental violations of information use.

Effective July 2007, Consul products and support were integrated into IBM.

As part of the transition of Consul Legacy Software products into IBM Support, the Terms & Conditions (T&C's) documented in existing Consul contracts will be honored through the remaining length of the agreement, at which point, a mutually beneficial IBM service agreement may be negotiated.

For more details on IBM Support, . For more details see IBM Software Maintenance under Enhanced Support.

For information regarding the Consul acquisition, including Support FAQs, Important links, and Education opportunities, please see the Consul support resources.

IBM SUPPORT FOR DATA-POWER PRODUCTS

IBM WebSphere DataPower SOA Appliances are purpose-built, easy-to-deploy network devices that simplify, help secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. These new appliances offer an innovative, pragmatic approach to harness the power of SOA while simultaneously

enabling you to leverage the value of your existing application, security, and networking infrastructure investments.

Effective November 1, 2005, DataPower appliances and support were integrated into IBM.

Support for WebSphere DataPower appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware. Customers with 7x24 contracts will continue to get the off-shift support to which they are entitled. Additional information regarding DataPower support offerings and self-help is available at: <http://www.ibm.com/support/docview.wss?rs=2362&uid=swg21260903>. This information covers a range of support topics including:

- WebSphere DataPower extended maintenance and support services
- Specifics for customers with valid support contracts on how to contact IBM WebSphere DataPower Technical Support
- WebSphere DataPower SOA Appliances Support page
- Firmware and documentation downloads including a download wizard
- My Support weekly custom e-mail with important news about the IBM products you select
- IBM WebSphere DataPower SOA Appliance forum on developer-Works

IBM RATIONAL SUPPORT FOR ELITE PRODUCTS

IBM Rational Elite Support for Eclipse provides expert remote technical support,

as defined in the section above, for Eclipse. IBM Rational Elite Support for Eclipse provides the support you need to confidently develop in the Eclipse environment.

Since the IBM Rational Elite Support for Eclipse offering is for an open source software project, all fixes and code are provided through the official Eclipse.org web site and organization, found here. IBM will deliver all fixes to the open source project. There is no guarantee that all fixes will be incorporated into the official Eclipse code stream, as such decisions are made by the Eclipse community. Although IBM does not deliver the fix directly to you, nor can IBM guarantee that the fixes submitted to the Eclipse Foundation will be accepted and distributed, IBM does intend to help provide you with timely resolutions for problems you experience.

IBM will provide a list of Eclipse projects, versions, releases or modifications on the IBM Rational Elite Support for Eclipse web support page for which IBM will provide support for 2 years from the date of release at Eclipse.org.

The annual, renewable subscription support offering is priced per user.



IBM Support for Encentuate

Encentuate’s enterprise single sign-on product set helps enterprises simplify access to corporate assets, strengthen security, track compliance at the user desktop and reduce operating expenses. On March 12, 2008, IBM [announced this acquisition](#) and it’s integration into SWG Tivoli division.

Effective September 1, 2008, Encentuate products and support were integrated into IBM.

As part of the transition of Encentuate Software products, IBM will be your primary support provider. The Terms & Conditions (T&C’s) documented in existing Encentuate contracts will be honored through the remaining length of the agreement, at which point, a mutually beneficial IBM service agreement may be negotiated. For more information on the applicable IBM support terms, see [Support Portfolio](#) and Support Foundation sections of this handbook.

IBM SUPPORT FOR FILENET PRODUCTS

IBM® software support for Enterprise Content Management (ECM) is represented by a network of people, systems and services provides you with a single point of contact for 24/7 remote technical assistance. Software support also includes a subscription to code corrections and fixes, plus updates and enhancements to stay current with your investment. Whether your ECM software is installed at a single location or in multiple sites around the world, our technical specialists will work closely with

your support staff to:

- Maintain bottom-line productivity
- Maximize system availability
- Save you time
- Reduce your risk

Effective, October 1, 2007, FileNet products and support were integrated into IBM, under Information Management | Enterprise Content Management (ECM). There are few specific changes to the FileNet Support offerings or deliverables provided to our FileNet customers. The Customer Support team is focused on continuing to deliver world-class support to the FileNet customer base.

The following are processes specific to the FileNet software environment.

Transitional Response Objectives for FileNet Products

As the case is opened, an appropriate severity level is assigned. Severity levels are detailed in the following chart. In those cases where a support operator opens the case, the case is routed to the appropriate group queue. The first available FileNet systems engineer will

accept the call from this queue and call the Customer or Partner back to start working the case. For a high priority (Severity 1) case, the support operator will also alert a supervisor or Manager for priority response. The case response time is determined by the time elapsed between the time the initial call is answered and the time at which the frontline systems engineer contacts the customer and starts working the case. The FileNet support response team have defined and documented target response objectives that are based on the severity of the problem and the priority of the case. The table at the bottom of the prior page lists the target response objectives for each severity level.

Install/Upgrade support; the recommendation of having a qualified professional handle it and/or use our UI team

For the IBM ECM FileNet product line upgrades and installations can be complex. Therefore it is recommended that customers utilize IBM ECM upgrade and installation services. Please be

FileNet Response Objectives

Severity	Impact	Response Goal
1	Critical business impact Business Critical software component is inoperable or critical interface has failed	Within two hours
2	Significant business impact Component severely restricted	Within 8 business hours
3	Moderate business impact A non-critical component is malfunctioning	Within 24 business hours
4	Minimal business impact A non-critical software component is malfunctioning or non-technical request	Within 24 business hours

aware that upgrade and installation support issues encountered using non-IBM services are not covered by the IBM maintenance agreement. For information about IBM's upgrade and installation services contact your account representative.

Accessing older FileNet software versions

IBM only makes the current version of its software available for download. Because of the differences in product lifecycle management between FileNet's legacy approach and IBM's processes, existing FileNet customers may have a legitimate need to obtain older versions of FileNet software. By policy, these versions are not available via the IBM software download site. The following describes the conditions under which an old version of software can be obtained and the process to follow in order to obtain it.

- Versions of software that are not the current version but that are still supported by IBM FileNet's development organization

As a general policy; this software is available without restrictions. In order to obtain a specific software version, customers should open an incident with the FileNet support organization through ESR process

<http://www.ibm.com/software/data/support/probsub.html>. The following information is required.

Customer contact name:
Customer company name:

Customer contact phone:
Customer contact e-mail:
Customer address:
Customer ICN:
Product required (include version and OS):
IBM will make the requested product available for download to the customer and will contact the customer to communicate the URL and process for download. This request may take 7 to 10 business days to complete.

- Versions of software that are no longer supported by IBM FileNet's development organization

Versions of software that are no longer supported by IBM FileNet's development organization are not available for distribution. Exceptions can be made for products that are a technical requirement for completing an upgrade to the current release of the product. In other words, planning to upgrade to the current version will be able to receive these products that are required for the upgrade process. Note that IBM may impose restrictions to the availability of certain products (up to and including a mandatory, fee based installation by FileNet technical staff) if legal restrictions around expired OEM contracts and distribution rights mandate this.

For requests of this nature, customers should open an incident with the FileNet support organization through ESR process

<http://www.ibm.com/software/data/support/probsub.html>. The following information is required.

Customer contact name:

Customer company name:
Customer contact phone:
Customer contact e-mail:
Customer address:
Customer ICN:
Product required (include version and OS):

IBM will make the requested product available for download to the customer and will contact the customer to communicate the URL and process for download. This request may take 7 to 10 business days to complete.

- Accessing older FileNet software documentation

To request product documentation for older versions of IBM FileNet software please open a PMR using the ESR tool <http://www-306.ibm.com/software/data/support/probsub.html>. Your support representative will contact you and facilitate access to documentations.

- Accessing older FileNet software fix packs

To request access for older fix packs of IBM FileNet software please open a PMR using the ESR tool <http://www.ibm.com/>



software/data/support/probsub.html. Your support representative will contact you and facilitate access older fix packs.

IBM SUPPORT FOR MICRO-MUSE PRODUCTS

Micomuse specialized in network management programs that manage complex systems that carry phone calls, Internet traffic, video and other communications. Its flagship product – Netcool – diagnoses and fixes network outages and other performance problems

Effective July 2006, Micromuse products and support were integrated into IBM.

Support for Micromuse Legacy Software products under existing Micromuse agreements will be provided by IBM Support. As part of the transfer of Micromuse Software into IBM Support, standard Software Maintenance is being provided for Micromuse support contracts which are still in effect. For more details see Support Foundation sections on Assistance Provided and Maintenance Acquired through Passport Advantage. Customers with 7x24 contracts will continue to get the off-shift support to which they are entitled.

In the event maintenance is no longer in effect, IBM will provide access to IBM databases containing information on known Program defects, defect corrections, restrictions, and bypasses at no additional charge. IBM will maintain this information for at least one year after the original licensee acquires the Program.

Customers with support through Micromuse Business Partners should continue to contact their Business

Partner to open a problem

For information regarding the Micromuse acquisition, including Support FAQs, important links, and Education opportunities, please see the Micromuse support resources.

IBM SUPPORT FOR MRO (Maximo) PRODUCTS

MRO was the leading provider of asset and service management software and consulting, used by many of the world's top companies to efficiently manage how they buy, maintain and retire assets - such as production equipment, facilities, transportation and information technology (IT) hardware and software - in a wide variety of industries including utilities, manufacturing, energy, pharmaceutical, and telecommunications.

Effective April 2007, MRO products and support were integrated into IBM.

Software IBM Support will provide support for Maximo Software products under end users' existing agreements with MRO Software for the remainder of their current terms. For more details on IBM Support, see Support Foundation sections on Assistance Provided and Maintenance Acquired through Passport Advantage. Maximo Software users who purchased support from a MRO Software business partner should continue to contact that same business partner to report a problem with the Maximo Software.

IBM Support will provide maintenance and support to an end user in line with the terms of any agreement with such end user to provide MRO Software's

Premium Support for the remainder of the term of such agreement.

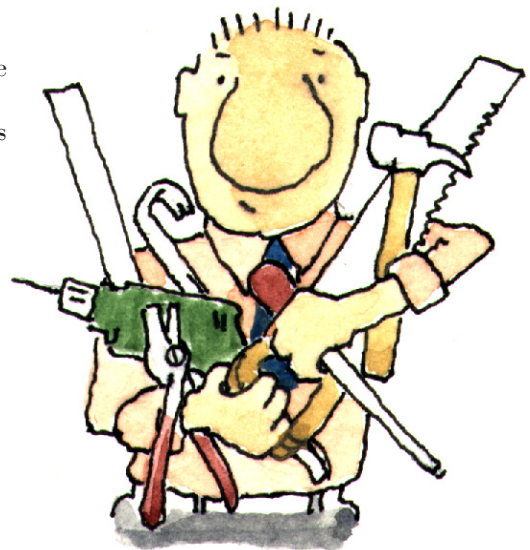
For information regarding the MRO acquisition, including Support FAQs, important links, and Education opportunities, please see the [MRO support resources](#).

IBM SUPPORT FOR VALLENT PRODUCTS

Vallent's software helps service providers manage the performance of their network infrastructure through monitoring and reporting problem areas such as dropped telephone calls and traffic bottlenecks. The software also helps service providers improve service quality and identify network problems before they impact a customer's experience.

Effective October 2007, Vallent products and support were integrated into IBM.

Support for Vallent Legacy Software products under existing Vallent agreements will be provided by IBM Support. As part of the transfer of Vallent Software into IBM Support, standard



Software Maintenance is being provided for Vallent support contracts which are still in effect. For more details see Support Foundation sections on Assistance Provided and Maintenance Acquired through Passport Advantage. Customers with 7x24 contracts will continue to get the off-shift support to which they are entitled.

For more information regarding the support for Vallent products, please refer to the [Vallent support FAQ](#).

IBM SUPPORT FOR TELELOGIC PRODUCTS

On April 3, 2008, IBM announced the completion of its acquisition of Telelogic.

Telelogic® is a leading global provider of solutions for automating and supporting best practices across the enterprise – from powerful modeling of business processes and enterprise architectures to requirements-driven development of advanced systems and software. Telelogic's solutions enable organizations to align product, systems, and software development lifecycles with business objectives and customer needs to dramatically improve quality and predictability, while significantly reducing time-to-market and overall costs.

Until notified otherwise, Telelogic support services are delivered according to Telelogic Software Support Agreement as ordered by the licensee of Telelogic software, and as amended from time-to-time by Telelogic. Clients with active maintenance and support subscriptions for any of the [Telelogic products](#) shall submit requests for technical support directly to the [Telelogic Global Support Centers](#)

IBM SUPPORT FOR U2 PRODUCTS

IBM offers support programs for IBM U2 products that are specifically designed for business partners and end users. Additional offerings for developers, database administrators, and system administrators are available through IBM U2 Lab Services. This range of worldwide services enables customers and partners to use IBM U2 products effectively.

Effective July, 2001, U2 products and support were integrated into IBM within Information Management | Data & Information Management.

Business partners and IBM U2 direct end users, with valid maintenance agreements, have direct access to IBM U2 Technical Support. The offerings and level of support for IBM U2 products are consistent worldwide, although pricing may vary from region to region.

U2TechConnect

U2TechConnect, the customer support web site for IBM U2 products, is designed to provide instant access to the most up-to-date information about IBM U2 products, programs, and services. Visit:

<https://www.ibm.com/software/data/u2/support/u2techconnect/>

You always have vital product and support information at your fingertips, including:

- Product availability information including current and past readm files
- Electronic case submission and query
- U2 Connection newsletter
- Knowledge Base (FAQ) access

IBM U2 Technical Support

If you're in an environment where you

need prompt, responsive support, IBM U2 Technical Support is a terrific resource. IBM U2 Technical Support is available through a variety of options:

- web-submission support request
- e-mail-submission support request
- telephone
- self-service Knowledge Base search

Web-submission support request

All IBM U2 Technical Support customers are entitled to access U2TechConnect from:

<https://www.ibm.com/software/data/u2/support/u2techconnect/>

Support requests can be submitted electronically by IBM U2 partners and IBM U2 direct end users, with current maintenance contracts.

E-mail submission support request

Support requests can be submitted to IBM U2 Technical Support via e-mail to u2supp@us.ibm.com. The following information is required:

- Customer name



- Customer contact information
- U2 product serial number and version
- Operating system type and version
- Description of problem

Telephone

IBM U2 direct-to-analyst technical support is available M-F, 7am-6pm local time. IBM U2 partners and IBM U2 direct users can call the IBM U2 Support Center in your geographic area. Visit U2TechConnect,

<https://www.ibm.com/software/data/u2/support/u2techconnect/>

and select Get contact details to locate the support center nearest to you.

In addition to toll-free, in-bound telephone support, out-of-hours (24x7) support for down systems is available to you as an IBM U2 Technical Support customer with a current maintenance contract. An IBM U2 Support Analyst will respond within 2 hours of your call.

Self-service Knowledge Base support

Just want problem-solving help or examples but prefer to do your own search? The IBM Knowledge Base contains tens of thousands of articles on a variety of technical topics to help you find solutions to your problems fast.

To get started, visit U2TechConnect:

<https://www.ibm.com/software/data/u2/support/u2techconnect/>

and select Register for U2TechConnect. Logins are processed M-F, 8am-5pm MDT.

Select Accessing U2 Entitled Documents to download the complete instructions for registering for and using the IBM Knowledge Base.

IBM SUPPORT FOR WATCHFIRE PRODUCTS

Watchfire provides Web application security testing and compliance management software and services that help clients evaluate, understand and resolve issues impacting their online businesses. More than 800 enterprises and government agencies-including global financial services, communications and high-tech companies-rely on Watchfire products to help them identify, report and remediate security vulnerabilities and compliance requirements.

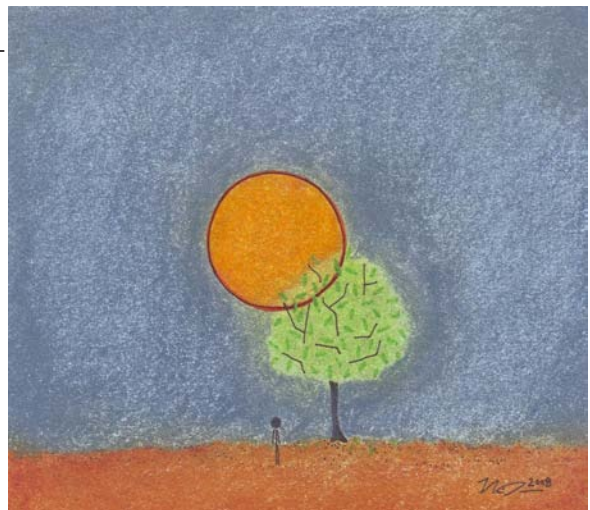
Effective April 2008, Watchfire product support was integrated into IBM.

The IBM Software Support organization will provide support for Watchfire products under the end users' existing agreements with Watchfire

for the remainder of their contract terms. For more details on IBM Support, please see Support Foundation, sections on Assistance Provided and Maintenance Acquired through Passport Advantage

Watchfire users who purchased support from a Watchfire business partner should continue to contact that same business partner to report an issue with Watchfire software.

For information regarding the Watchfire acquisition, including Support communications, FAQs and important links, please see the Watchfire Support resources at <http://www.ibm.com/support/docview.wss?rs=1090&uid=swg27011627>.



Appendix E: IBM Canada's Remote Technical Support Offering

Base or Program Services Tasks	Base or Foundation Offerings Tasks	Premium Offerings Task (perform)	Custom Offerings (perform)
<ul style="list-style-type: none"> • Individual reported errors during a product install • How to diagnose reported problems • Problem determination, problem source identification, dump trace analysis • Assist with diagnosing interfaces between IBM Code and application • Assist with diagnosing the interfaces between IBM Code and User Exit programs • Assist with incorrect publications via a reporting error • Questions / recommendation on maintenance level, PTFs, APARs • No trouble found, problems, or errors (error not re-producible) • Provide guidance on collection of documentation to resolve problems • (Customer documents may be required by Defect Support Group) 	<ul style="list-style-type: none"> • Installation assistance (i.e. clarification of a single step in a process) • General guidance for product installation. Assist with general questions on product usage and operation • Interpret manuals regarding IBM Code and application interface • Interpret publications on the use or purpose of a User Exit. Provide a sample if one exists. • Provide available configuration samples • Interpret and clarify publications • General questions on maintenance philosophy • Short duration, general usage assistance questions • Provide instructions on how to collect necessary documentation (Customer documents or data may be required) 	<ul style="list-style-type: none"> • Outline exact steps to add a new device • Analyze system reports (e.g. Traces) and provide recommendations • Interface with third party to assist in resolving network connectivity problems (may be via dial-in or voice) • More complex or detailed questions than those covered by a foundation offering • Provide instructions on how to collect necessary documentation (for non-IBM problems) • Review configuration and recommend corrective actions • Basic review, recommendations or configuration of parameters • In-depth review, recommendations or configuration of parameters in a complex environment • Review performance data sent in for analysis. In-depth performance analysis/tuning. • Upgrade planning, capacity planning or review of customer plan • Diagnose or review the user application code without a specific reported IBM error • Diagnose or review user exit code or write it (excluding the interfaces within the scope of defect support) • Write samples (e.g. Application programming) • Perform or provide step-by-step Assistance (e.g. Recover a database, catalogue, data, or network configuration) • Guide through or analyze requirement for application of system maintenance (beyond short duration how-to) (Customer documents or data may be required) 	<ul style="list-style-type: none"> • In addition to selected tasks premium offerings: • Customized service plans • Purpose built tools and reports • Service Level Objectives • Service Level Agreements • Account advocacy with structured problem management reviews

The following terms and acronyms are used frequently in the course of solving your problems.

APAR

Authorized Program Analysis Report. A formal report to IBM development, of a problem caused by a suspected defect in a current unaltered release of an IBM program. An APAR may be used by development to document new function delivered in the maintenance stream

ALC

Annual License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

CALL

A single telephone call from the Customer Authorized Caller to the Support Center. An incident may involve one or many telephone calls

CBPDO

Custom Built Product Delivery Option. OS/390 deliverable which can include product and service, but is used by many Customers as a vehicle for preventive service

CCC

Call Center Coordinator. CCC is a term within Lotus for people who will dispatch or triage all customer incidents

CONSOLE

A Lotus Support function which routes phone messages, handles expired Support ID's and answers support entitlement questions

CSD

Corrective Service Delivery. Means by which some products deliver their service.

CUSTOMER CRITICAL PROBLEM

Means a problem for which you have no known work around resulting in a critical disruption in your business operations.

EMEA

IBM Geographic unit consisting of Europe, Middle East, and Africa

END OF SERVICE DATE

The date when IBM will no longer support, update, patch or maintain a product.

ESO

Expanded Service Options. OS/390 service deliverable used by many Customers for preventive service

ESP

Early Support Program. A program where customers get a pre release level of a product in order to help IBM evaluate the fitness of the product and the readiness of IBM support

FIN

Fixed-If-Next. An APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

FIX PACK

A cumulative collection of all fixes available to registered customers since the last release of the product. It can include fixes that have not been previously released and can span multiple products

or components. A fix pack can be applied on top of any previously shipped maintenance to bring the system up to the current fix pack level.

FSS

Field Support Services provided by a Lotus Support Field representative who engage in short term technical projects for customers

FSU

Fast Service Upgrade. A process for upgrading an installed VSE release level with a newer one.

FTP

File Transfer Protocol. Method for transferring files to or from IBM and Lotus and their Web sites

FULLSHIFT

Means 24 hours a day, seven days a week, including national holidays.

GTS

Global Technical Service. Organization within IBM specializing in delivering the highest quality services to our Customers.

HIPER

Literally, "High Impact Pervasive". An APAR that describes a serious problem and may be one that has a wide spread impact. The APAR should be reviewed and if applicable, the PTF should be installed as soon as possible.

Acronyms & other terms

IBM

International Business Machines. Undisputedly the largest software developer, anywhere in the world.

ICA

IBM Customer Agreement. An agreement under which IBM software products are licensed. The ICA is signed by the Customer and by IBM.

INTERIM FIX

A tested and verified fix available to registered customers. It can contain fixes for one or more product defects (APARs). The associated APARs are closed

IPLA

International Program License Agreement. An agreement under which IBM software products are licensed. The IPLA is shipped with the product and does not require signatures.

System i

Integrated Series from IBM, based on the AS400 technology

Lotus Knowledge Base

An interactive, web-based support tool allowing a Customer to search for specific support information

MLC

Monthly License Charge. Pricing methodology for some software products, primarily mainframe, which uses monthly payments

MR

Maintenance Release - Each time a new feature release for a Lotus product is introduced to the market, a subsequent trail of regularly scheduled bug fix releases are typically provided. At Lotus this is called a maintenance release. A maintenance release is denoted by the use of a third digit in the release number

MU

Maintenance Update. An MU is a Lotus term for a small release, with only a few fixes, or perhaps just one fix. An MU is represented by an additional letter. For example, the MU for R5.04 was R5.04a

OFF-SHIFT

Means all hours outside of Prime Shift
(please see Prime Shift definition)

OS/390

Mainframe server platform built on the MVS family of products

OTC

One Time Charge. Pricing methodology for most software products which are purchased by a single payment at the time the product is acquired.

PD

Problem Determination. The process of isolating the source of a suspected problem to hardware or software.

Pervasive

Designation of an APAR which has the potential to affect many Customers

PLC

Primary License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

PMP

Preventive Management Planning.

PMR

Problem Management Record. A record of the activities performed during the course of resolving a customer reported problem. Customers with access to IBMLink can view their PMRs.

PRIME SHIFT

Means standard IBM business hours in the local time zone where you receive the Service (for example, 8 a.m. To 5 p.m. Monday through Friday), excluding national holidays.

System p

Performance Series from IBM, based on the RS6000 technology

PSI

Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.

PSLC

Parallel Sysplex License Charge. A special software pricing methodology for mainframe Customers receiving the benefits of the parallel Sysplex technology.

Acronyms & other terms

PSP

Preventive Service Planning. A facility that contains information concerning a product's installation or service. A PSP entry consists of upgrades and subsets.

PSP

Personal Software Products. The software platform including the OS/2 family of products

PTF

Programming Temporary Fix. A fix to a reported defect that can consist of documentation and/or code. A PTF is temporary only in the sense that it disappears with the next release of the product, when the patch is integrated into the base product code

REFRESH PACK

A cumulative collection of all of the function and fixes that are available to registered customers since the last release of the product. The function and fixes may not have been previously released, and can span multiple products or components. A refresh pack can be applied on top of any previously-shipped maintenance to bring the system up to the current refresh pack level.

RLC

Recurring License Charge. A method of paying for some IBM software products.

RMP

Recommended Maintenance Package. Service deliverable for RS/6000 which allows the preventive installation of a set of IBM recommended fixes between maintenance levels

RSU

Recommended Service Upgrade. Service deliverable for OS/390 and VM which allows the preventive installation of a set of IBM recommended fixes

SID

Support ID. A unique number that identifies a Designated Caller or set of callers. This ID is used by the Lotus telephone system to automatically verify entitlement.

SMP/E

Systems Maintenance Program Extended. Program to manage function and maintenance in a z/OS system. With the new Internet Delivery Service, it will even download the latest maintenance for your z/OS platform products on the schedule you determine.

SPECIAL ATTENTION

Special Attention APARs, while not as critical as HIPER APARs, do require special Customer consideration as they can represent pervasive problems, cross-system (sysplex) problems, new function, installability or serviceability improvements, or other, key product specific considerations.

SPOC

Single Point of Contact

SPR

Software Problem Report. A record in the Lotus software problem reporting system that is used to track an identified software problem – similar to IBM's APAR, however an SPR may also be used within the incident tracking database to classify an incident's status.

SSA

System Support Agreement. An expanded maintenance agreement which

includes some level of enhanced software support services, normally replaced with Service Suite

STATUS

The most recent assessment of an incident's/PMR's current place in the resolution process

SUF

Service Upgrade Facility. An OS/390, VM, and VSE tool announced in 1997 which uses the Internet to help automate preventive and corrective service application. It was replaced by the SMP/E Internet Service Retrieval function in 2006

SVP

Suggested Volume Price. A letter between C and H which gives the Customer's discount level in the Passport Advantage program

UR1

Unable to be reproduced on the next product release. Like "FIN", this APAR closing code is also used for an APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

TEST FIX

A temporary or uncertified fix with limited IBM testing that is provided to one or more customers for testing purposes. It is not available to all registered customers. The associated APAR is not closed.



© International Business Machines Corporation 2002

IBM Corporation
Department W4BA M/D P301
522 South Road
Poughkeepsie, NY 12601
USA

Printed in the United States of America
6-02

All Rights Reserved

IBM SystemView, RISC System/6000,
RS/6000, AIX, OS/2, AS/400, CICS, VTAM, System/390,
S/390, RACF, IBMLink, NCP, IMS, Communications
Manager/2, DB2, VisualGen, VisualAge, DFSMS,
DFSPRT, BookManager, MQSeries are trademarks of
International Business Machines Corporation.

Other company, product, and service names may be
trademarks or service marks of others.



Printed on recycled paper



G221-9002-01