

IBM Electronic Services : mode d'emploi

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

Introduction

Cet article a pour but de vous faire découvrir et de vous familiariser avec notre portail Internet : "*IBM Electronic Services*".

Avec ce site vous allez avoir la possibilité de :

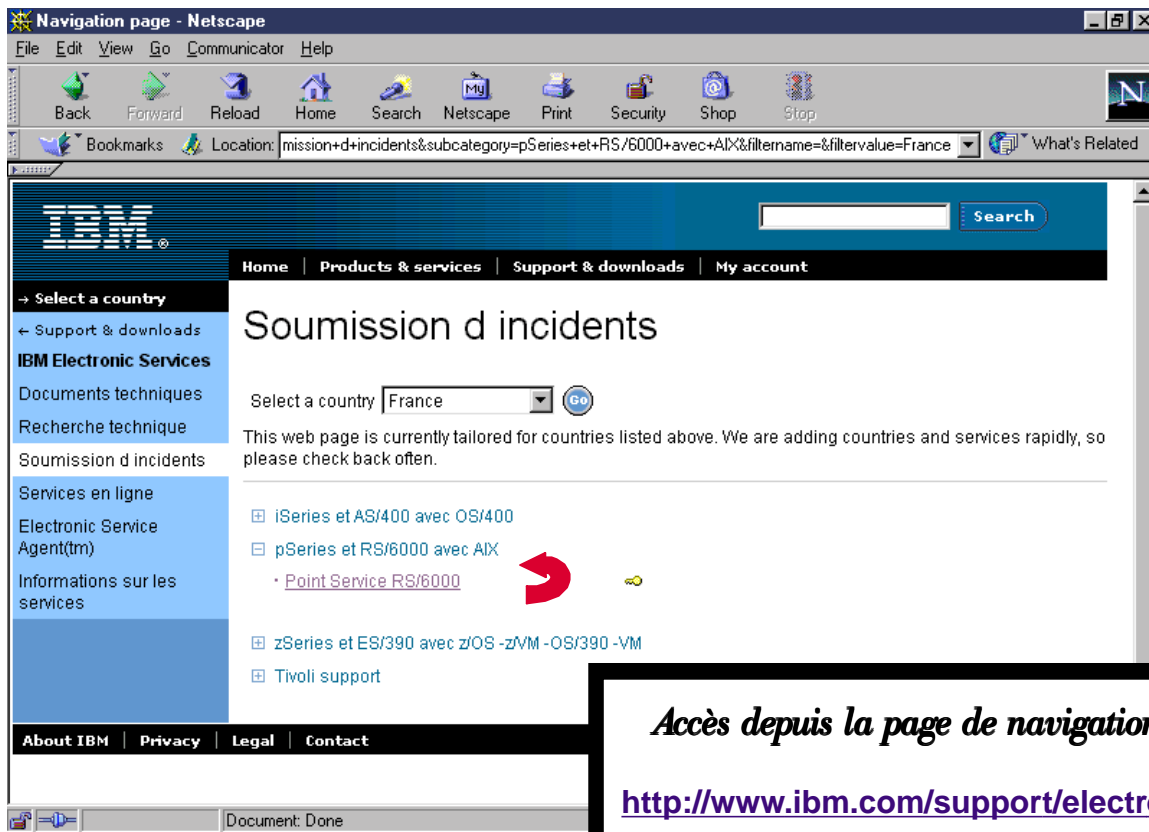
- Interroger, de manière personnalisée, les bases de données IBM (*PTE, APAR, PSP, FAQ..*)
- Soumettre de nouveaux problèmes logiciels, ou poser des questions au Point Service RS/6000.
- Suivre le traitement des incidents en ligne.
- Télécharger des correctifs.
- Commander, sur le support de votre choix, les derniers niveaux de maintenance et les correctifs.
- Consulter les diverses offres de services IBM.

La soumission d'incident par électronique présente de nombreux avantages :

- Elle vous offre une plus grande souplesse d'utilisation et vous permet de gagner du temps.
- Lors de la soumission, vous décrivez vous-même le problème et vous pouvez inclure des exemples et les messages d'erreur.
- Enfin, vous allez pouvoir suivre vos incidents, visualiser leur contenu et les mettre à jour en ajoutant des commentaires .

Voici, en quelques copies d'écran *non exhaustives*, les différentes étapes pour créer, suivre et mettre à jour un incident.

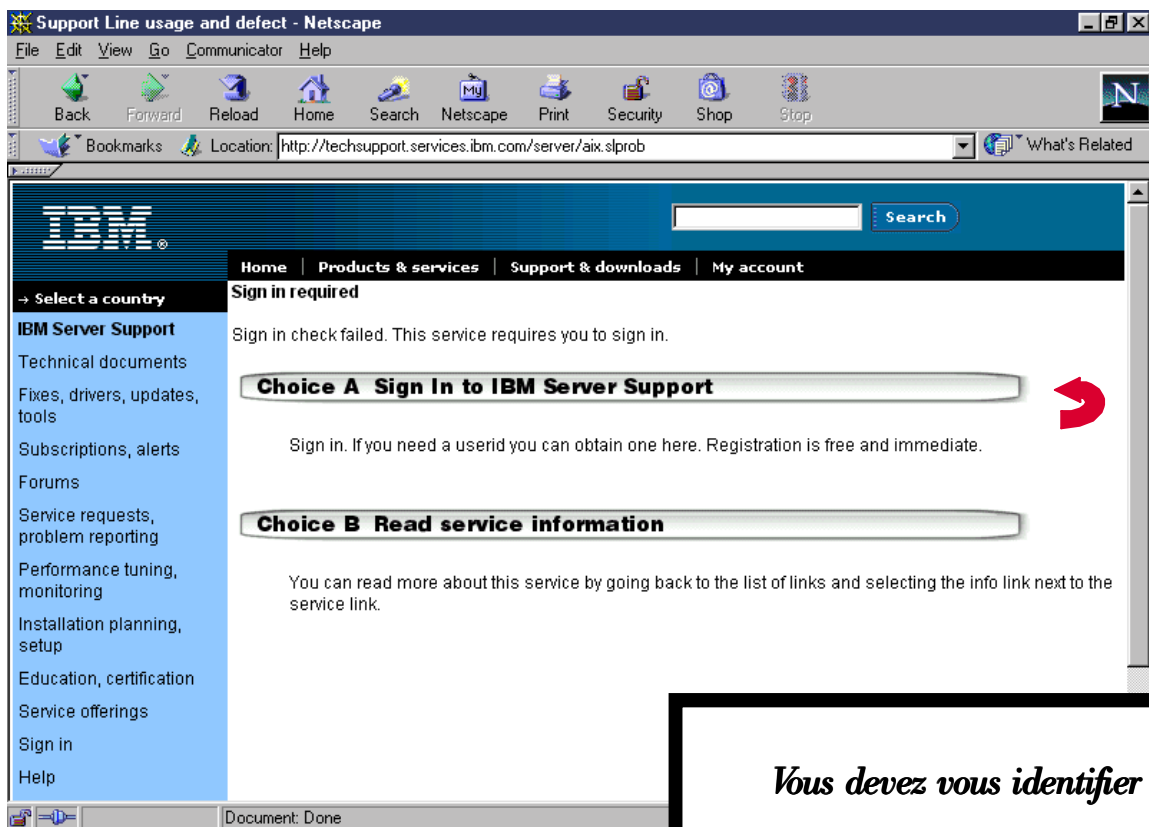
Création de votre "user id"



The screenshot shows a Netscape browser window displaying the IBM support website. The page title is "Soumission d incidents". The navigation menu includes "Home", "Products & services", "Support & downloads", and "My account". The left sidebar lists various support options like "Select a country", "Support & downloads", "IBM Electronic Services", "Documents techniques", "Recherche technique", "Soumission d incidents", "Services en ligne", "Electronic Service Agent(tm)", and "Informations sur les services". The main content area has a "Select a country" dropdown menu set to "France" and a "Go" button. Below this, there is a message: "This web page is currently tailored for countries listed above. We are adding countries and services rapidly, so please check back often." A list of links is provided, including "iSeries et AS/400 avec OS/400", "pSeries et RS/6000 avec AIX" (with a red arrow pointing to "Point Service RS/6000"), "zSeries et ES/390 avec z/OS -z/VM -OS/390 -VM", and "Tivoli support". At the bottom, there are links for "About IBM", "Privacy", "Legal", and "Contact".

Accès depuis la page de navigation :

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

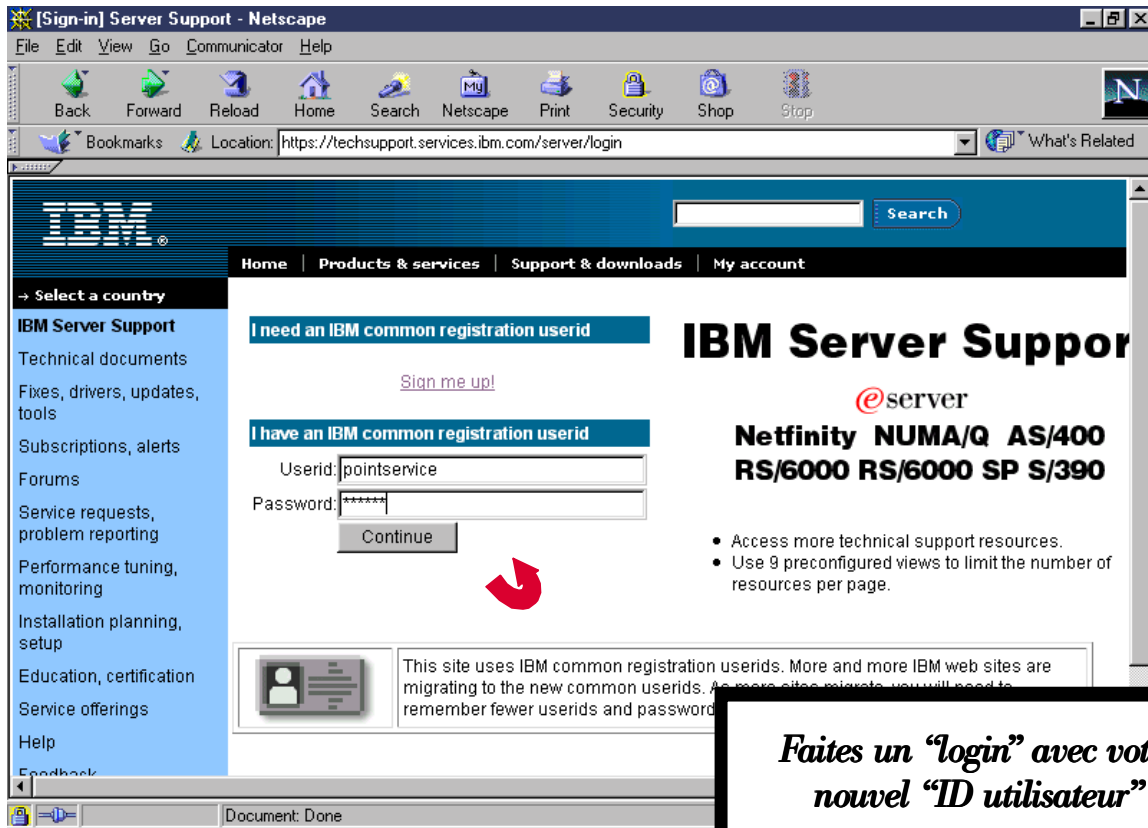


The screenshot shows a Netscape browser window displaying the IBM support website. The page title is "Sign in required". The navigation menu is the same as in the previous screenshot. The left sidebar lists various support options like "Select a country", "IBM Server Support", "Technical documents", "Fixes, drivers, updates, tools", "Subscriptions, alerts", "Forums", "Service requests, problem reporting", "Performance tuning, monitoring", "Installation planning, setup", "Education, certification", "Service offerings", "Sign in", and "Help". The main content area has a message: "Sign in check failed. This service requires you to sign in." Below this, there are two choices: "Choice A Sign In to IBM Server Support" (with a red arrow pointing to the right) and "Choice B Read service information". Below "Choice B", there is a message: "You can read more about this service by going back to the list of links and selecting the info link next to the service link."

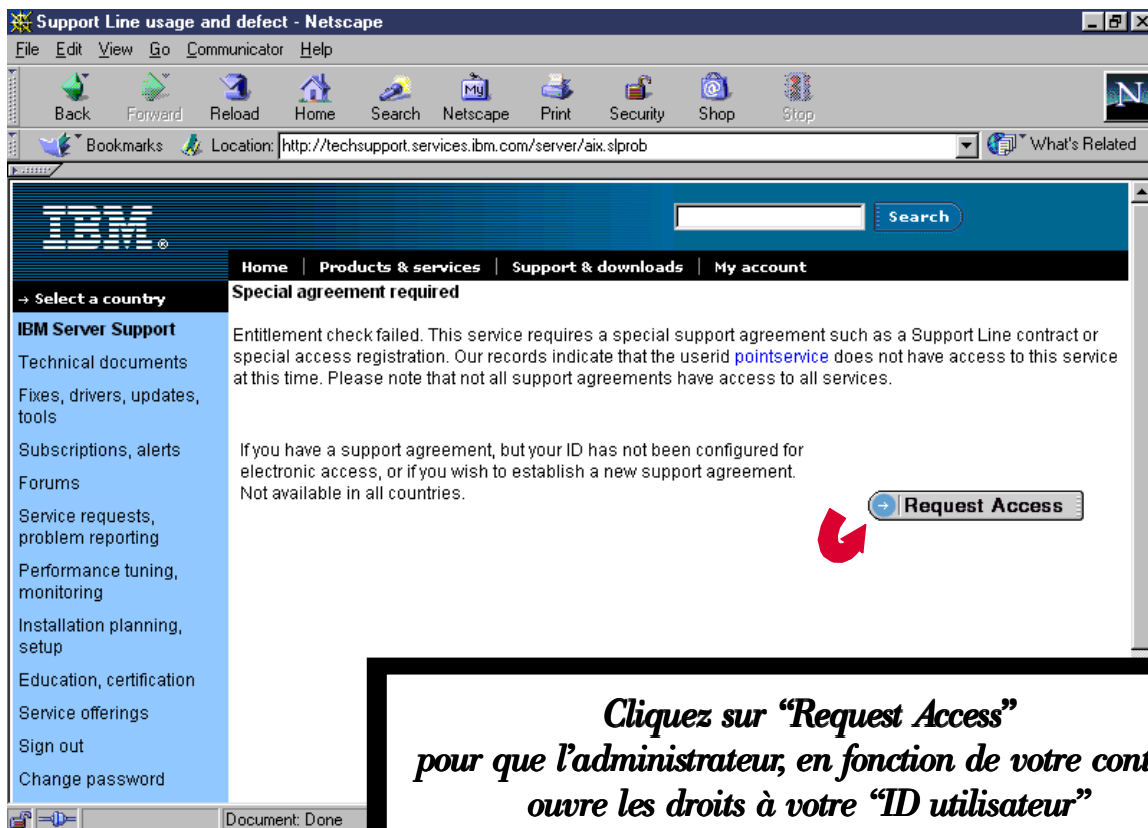
Vous devez vous identifier

La première étape consiste à créer un "IBM Common Registration userid"
(note : cet utilisateur sera commun à toutes les plates-formes : iSeries, pSeries, zSeries et xSeries)

Choisissez vos "ID utilisateur" et "Mot de passe"



*Faites un "login" avec votre
nouvel "ID utilisateur"*



*Cliquez sur "Request Access"
pour que l'administrateur, en fonction de votre contrat,
ouvre les droits à votre "ID utilisateur"*

Enable electronic access - Netscape

Please enter the requested information below (* denotes a required field). You will receive email confirmation when your userid and password are authorized to use this web site

Name*:

Company*:

Street Address*:

City*:

State/Province:

Postal Code*:

Country*:

Telephone*:

Email*:

Customer No*:

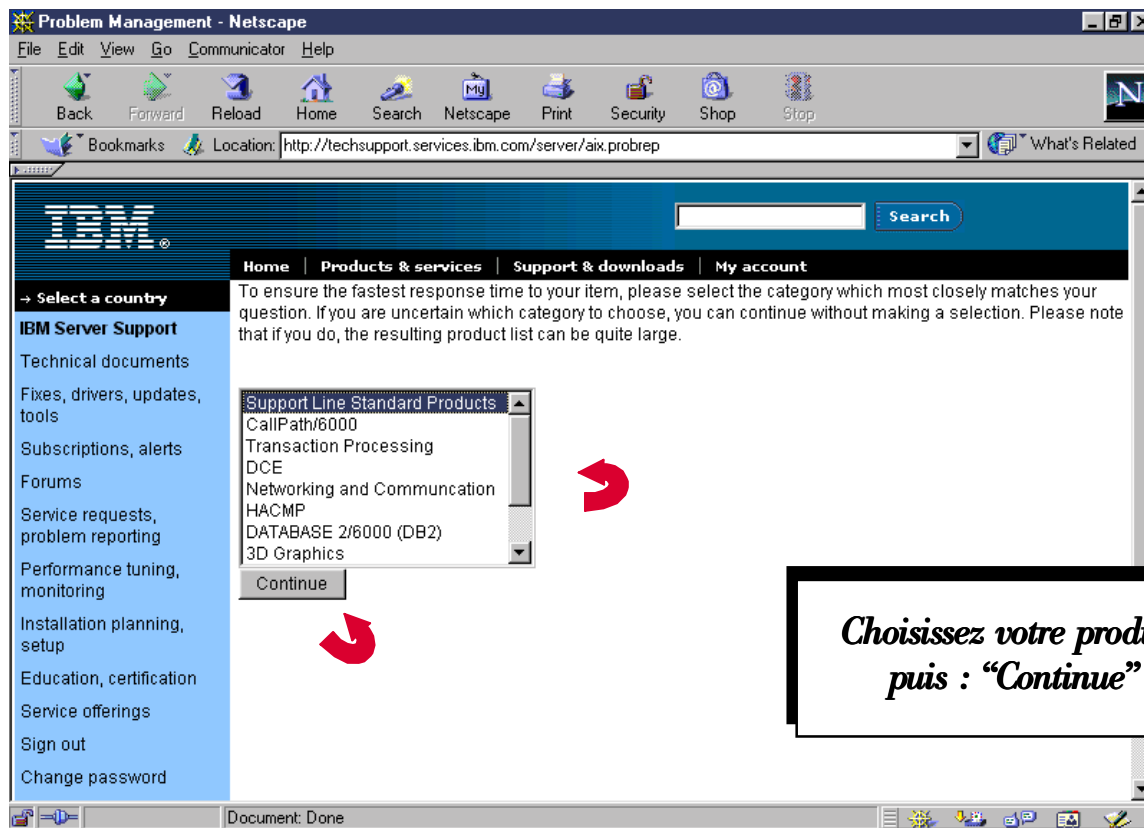
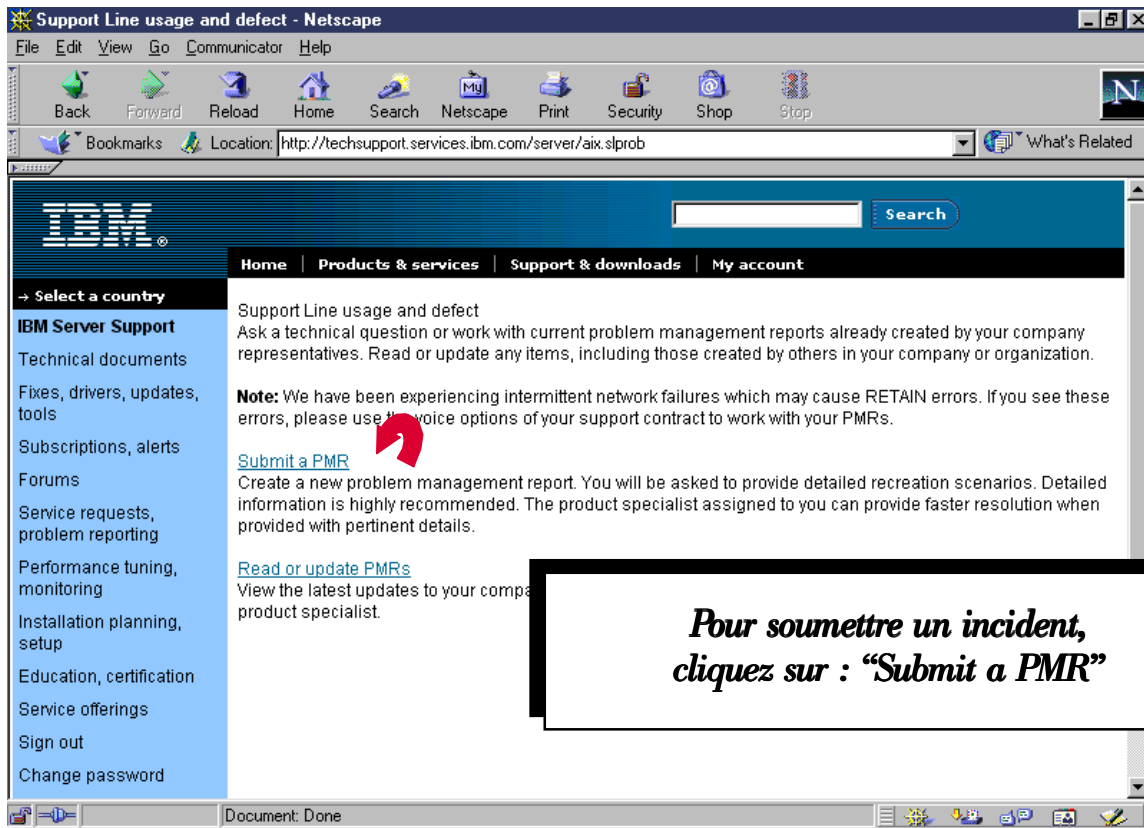
Platform*:

Comments:

Un e-mail de confirmation vous sera envoyé

Document: Done Support Line usage and defect - Netscape

Soumission d'un incident



Contact Information:

Contact Name: Jean-Philippe JPC CRAVEA

Contact Phone Number: pointservice

Alternate Phone Number: [Empty]

Contact email address: pointservice@ibm.fr

Contact Fax Number: [Empty]

Hardware Information (Optional):

System Type (ie, 7013): 7013

System Model (ie, RS/6000): SP2

System Serial Number: 44-12345

Other related devices: [Empty]

Problem Description

Brief Description: ouverture dossier

Select the most appropriate operating system: AIX V4.3

Please select a product/product group. The following products are available under your contract.

- AIX V3.2 Operating System
- AIX V4.1 Operating System
- AIX V4.2 Operating System
- AIX V4.3 Operating System
- Backup & Availability

Le dossier pouvant être transmis à nos laboratoires des USA, il est vivement recommandé de décrire votre incident en anglais.

Set the initial severity of the problem you are having.

This will help us prioritize this problem. Note that higher priorities may necessitate more commitment on your part. In highly critical situations, you may be required to be available 24 hours a day to help us in the problem determination.

Severity 3 - Does not critically impact product operation

(To create Severity 1 items, call the support center at UPPORT_PHONE)

Would you prefer to be contacted electronically or by phone?

Please set the preferred response method. We will take your preference into consideration but we reserve the option to contact you via any means specified in the list.

Electronically

By Phone

This web service will allow you to create or update a PMR at any time. IBM will respond under the terms and conditions of your support contract. If you do not have a 24x7 contract and you are submitting your input near the end of the business day or later, you should expect a response during the morning of the next business day.

Note: Sometimes the nature of a problem will require several sets of correspondence to adequately define the problem. This may extend the problem determination time. In some cases, please consider using the voice options available when submitting this issue.

Submit Item Reset

Définissez la priorité et le mode de réponse du support, puis : "Submit Item"

Do not bookmark - PMR create/update - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Location: http://techsupport.services.ibm.com/server/aix.probxecute


PMR Create PMR Search

IBM Server Support

- Technical documents
- Fixes, drivers, updates, tools
- Subscriptions, alerts
- Forums
- Service requests, problem reporting
- Performance tuning, monitoring
- Installation planning, setup
- Education, certification
- Service offerings
- Sign out
- Change password
- Help
- Feedback

Please wait while we create your problem record. If this is the final message you see on this page, this most likely means there were internal network problems, and the create process has timed out. In that case, your problem record was probably not created.

Your problem report has been successfully created. Please jot down the following problem number for future reference.

PMR 05275 
ouverture dossier

<u>Status</u>	Open
<u>Contact Name</u>	pointservice
<u>Contact Phone Number</u>	0102030405
<u>Alternate Phone Number</u>	33 92115830
<u>Last Updated</u>	01/09/10
<u>Severity</u>	3
<u>Created</u>	01/09/10
<u>Branch</u>	641
<u>Country</u>	706
<u>Customer Number</u>	0999999
<u>APAR Number</u>	

Document: Done

*Le dossier est ouvert,
il porte le n° 05275*

Suivi d'un incident

Support Line usage and defect - Netscape

Location: <http://techsupport.services.ibm.com/server/aix.sprob>

IBM

Home | Products & services | Support & downloads | My account

→ Select a country

IBM Server Support

- Technical documents
- Fixes, drivers, updates, tools
- Subscriptions, alerts
- Forums
- Service requests, problem reporting
- Performance tuning, monitoring
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- Service offerings
- Sign out
- Change password

Support Line usage and defect

Ask a technical question or work with current problem management reports already created by your company representatives. Read or update any items, including those created by others in your company or organization.

Note: We have been experiencing intermittent network failures which may cause RETAIN errors. If you see these errors, please use the voice options of your support contract to work with your PMRs.

[Submit a PMR](#)

Create a new problem management report. You will be asked to provide detailed recreation scenarios. Detailed information is highly recommended. The product specialist assigned to you can provide faster resolution when provided with pertinent details.

[Read or update PMRs](#)

View the latest updates to your company's problem management reports or provide additional information to your product specialist.

Document: Done

Consulter ou Mettre à jour votre dossier

Problem Search - Netscape

Location: <http://techsupport.services.ibm.com/server/aix.probssearch>

IBM

Home | Products & services | Support & downloads | My account

→ Select a country

IBM Server Support

- Technical documents
- Fixes, drivers, updates, tools
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- Service requests, problem reporting
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- Change password

Found 18 PMRs.

Search the PMR listing below. All searching is done against the g

Search Reset

Click to review and update PMR. Some will be in a working state while others may have already been resolved.
 Click to view a printable copy of the PMR.
 [The PMR will be presented without any additional navigation for better printing. Please use your browser's back button after viewing/printing the PMR.]
 Click on a column heading to sort by that field.

PMR	B/O	Sev	OpenDate	LastUpdate	Status	Contact	Brief Description
05275	641	S3	01/09/10	01/09/10	Open		ouverture dossier
05274	641	S3	01/09/06	01/09/10	Open		TEST CALL
05269	641	S3	01/08/28	01/09/10	Open		
05260	641	S2	01/07/31	01/09/10	Closed		
05272	641	S3	01/09/03	01/09/07	Open		
05273	641	S3	01/09/04	01/09/05	Closed		
05261	641	S2	01/07/31	01/09/04	Open		

Document: Done

Sélectionnez le dossier que vous souhaitez visualiser

Do not bookmark - PMR view/update - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: http://techsupport.services.ibm.com/server/aix.probbrowse

Technical documents

- Fixes, drivers, updates, tools
- Subscriptions, alerts
- Forums
- Service requests, problem reporting
- Performance tuning, monitoring
- Installation planning, setup
- Education, certification
- Service offerings
- Sign out
- Change password
- Help
- Feedback

Status	Open
Contact Name	pointservice
Contact Phone Number	0102030405
Alternate Phone Number	33 92115830
Last Updated	01/09/10
Severity	3
Created	01/09/10
Branch	641
Country	706
Customer Number	0999999
APAR Number	

PMR Content (Display only - Do Not Update)

To search through the PMR, view the printable copy and use your browser's search facility.

Note: All times are Universal Time (GMT).

```
+AIXSERV - -L22H/WFEAIX-P3S3-01/09/10-15:33 -CE
*** RS/6000 SUPPORT LINE ENTITLED R1S2S3L4
*** Electronic creation by customer jpcravea
*** Please contact customer by EMAIL
***
```

View Printable Copy

Document: Done

*Vous pouvez
imprimer ou lire
le contenu du dossier*



Do not bookmark - PMR view/update - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop

Bookmarks Location: http://techsupport.services.ibm.com/server/aix.probbrowse

update test

Change Severity

Note that higher priorities may necessitate more commitment on your part. In highly critical situations, you may be available 24 hours a day to help us in the problem determination.

Severity 3 - Does not critically impact product operation

Severity 2 - Severely restricts product operation

Severity 3 - Does not critically impact product operation

Severity 4 - Causes little impact to product operation

NEW Contact Phone Number

NEW Contact Email address

NEW Alternate Phone Number

NEW Brief Description

NEW Fax Number

Just Updating

Updating and Requesting Close

Reset

Document: Done

*Vous pouvez
Mettre à jour le dossier
et/ou
demander sa Fermeture*