

Introducing the new IBM Support site

Powered by the Cognitive Support Platform (CSP)

Summer 2019



Problem Reporting – Moving to a more simplified, modern approach

- **Service Request (SR) has been IBM's problem reporting system for 25+ years.**
 - It has been a solid system and has served its purpose.
 - As IBM works to improve and modernize the client experience, we have outgrown the capabilities of the current system.
- **The new IBM Support site provides a next generation support experience, which includes a new problem reporting system.**
 - Modern look and feel
 - Simplified experience
 - Positions IBM to further enhance our Support capability

Introducing our new IBM Support site

Cognitive Support Platform (CSP)

- Single application to bring multiple support functions together
- Improved interface to simplify case creation and content searches
- Consistent experience across all products, including hardware and software
- Chat with Support
- Deployment in stages

Simplified case creation

- Case fields are specific to product
- Description field provides feedback on what diagnosis details are needed to help expedite resolution

Integrated view of all cases

- Ability to see all entitled cases together regardless of whether they were opened over the web, phone or call home
- All software, hardware, appliance cases look and function the same way
- Ability to see all entitled cases associated directly to you and to your customer numbers with approved access
- Simplified registration process to associate you to your customer numbers; maintains all current SR registrations
- Capability to sort, filter and export case data with ease

Notification and sharing flexibility

- Add more registered users to cases at any time
- Decide when and how you want to receive notifications

What's changing for our clients?

Key changes for our clients

- Switch from Service Request to the new IBM Support site:
 - Improved ease of opening a case
 - Simplified product taxonomy
 - Ability to add machine serial number to a case
 - Watson Question Assistant
 - Chat with Support

Need to Call in to open a case?

<https://www.ibm.com/planetwide/>

Change management support for our clients

- Notification banners on the Support site
- [How to videos](#) for clients:
 - [IBM Support Community: Open and manage cases](#)
 - [Introducing the IBM Support Community: Search](#)
 - [Introducing the IBM Support Community: Forums](#)
 - [Requesting access to your company's IBM Support Account](#)
 - [Managing your IBM Customer Number \(ICN\)](#)
- Automatic redirection to the new IBM Support site if clients try to open a Service Request after migration
- “Call Home” technology automatically routes a case to the appropriate Remote Support Professional
- Voice remains the same. TSS L0 agents will open a case on the new platform

Rollout process and communications

— **Rollout process**

- Started in June 2017 for early adopters
- Rolled out by product for distributed software through 2018
- Rolled out by country for hardware started in second half of 2018 - 2020
- Rolled out by product for IBM Z and IBM i software starting in Q3 2019

Easy Migration to the new IBM Support site

- Existing SR IDs will automatically move over to new IBM Support site
- Existing PMRs will automatically move over to the new IBM Support site and become Cases
- Any requests to open a new SR for IBM i products on existing SR website will cause an automatic redirect to new IBM Support site
- Any requests to view existing SRs will cause an automatic redirect to the Case on the new IBM Support site
- Migration weekend:
 - Begins Saturday morning – completes Monday 4am Eastern
 - Focus on existing Sev 1 PMRs
 - All open PMRs and any closed PMRs that are still in the system (closed 30 days or less or closed with a 90 day retention) will be converted to cases
 - New PMRs will immediately be converted to cases
 - If a client opens a new PMR or requests support for an existing PMR through SR during the migration weekend, they may be forwarded to the new IBM Support site depending on where the IBM team is in the migration process
 - Yes, clients can still call IBM support, they will open the case

Accessing the new IBM Support site

- You can access the new IBM Support site now
- Current products supported include most distributed software, cloud products and AIX/Power software
- You will be automatically redirected to the new IBM Support site when your products have been migrated and you open a case for these products

Current IBM Support site	New IBM Support site
ibm.com/support	ibm.com/mysupport
ibm.com/support/servicerequest	ibm.com/mysupport

[Registration information if you haven't accessed Service Request previously](#)

Need to Call in to open a case?

<https://www.ibm.com/planetwide/>

Useful resources

— Stay up-to-date with the IBM Support Insider

- <http://www.ibm.com/support/insider>
- Get information about IBM Support first

— Help shape how IBM is transforming Support

- <http://www.ibm.com/support/docview.wss?uid=ibm10870040>
- Join our Client Support Council or Sponsor User Program

— Learn how to set up and use IBM Support with the IBM Support Guide

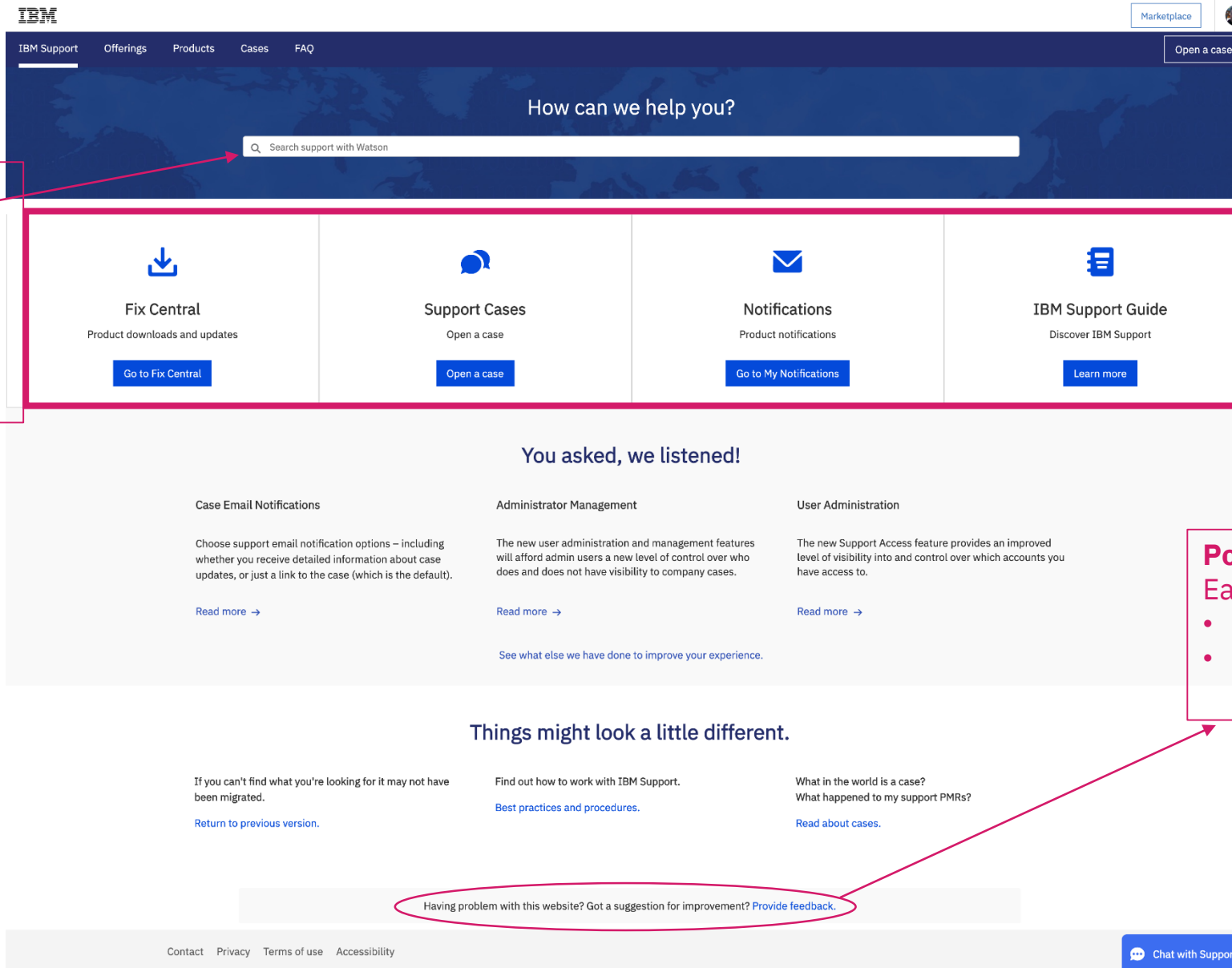
- <http://www.ibm.com/support/guide>

— Engage, earn points and get rewards with IBM VIP Rewards*

- <http://ibm.biz/vip-rewards>
- Provide feedback about support or participate in learning challenges
- Earn points to redeem rewards

* Some rewards not available in all countries

New IBM Support site



Simpler!
Search bar
4 most common links

- FixCentral/Shopz
- My Cases
- My Notifications
- IBM Support Guide

Need to Call in to open a case?

<https://www.ibm.com/planetwide/>

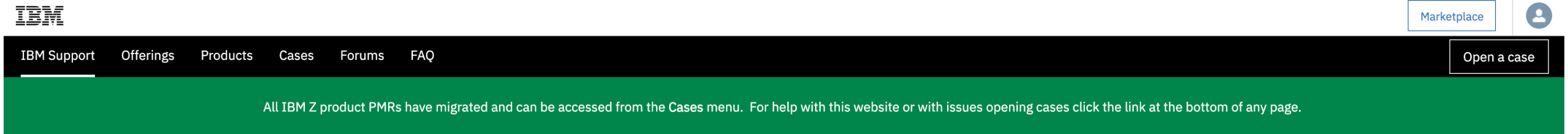
Portal problems?
Easy to find Help

- Email 7x24
- Online Chat during business hours

Having problem with this website? Got a suggestion for improvement? [Provide feedback.](#)

Getting Help

Use link on the Support Portal:



Things might look a little different.

If you can't find what you're looking for it may not have been migrated.

[Return to previous version.](#)

Stay up-to-date on how IBM is transforming your support experience.

[Read the IBM Support Insider.](#)

What in the world is a case?
What happened to my support PMRs?

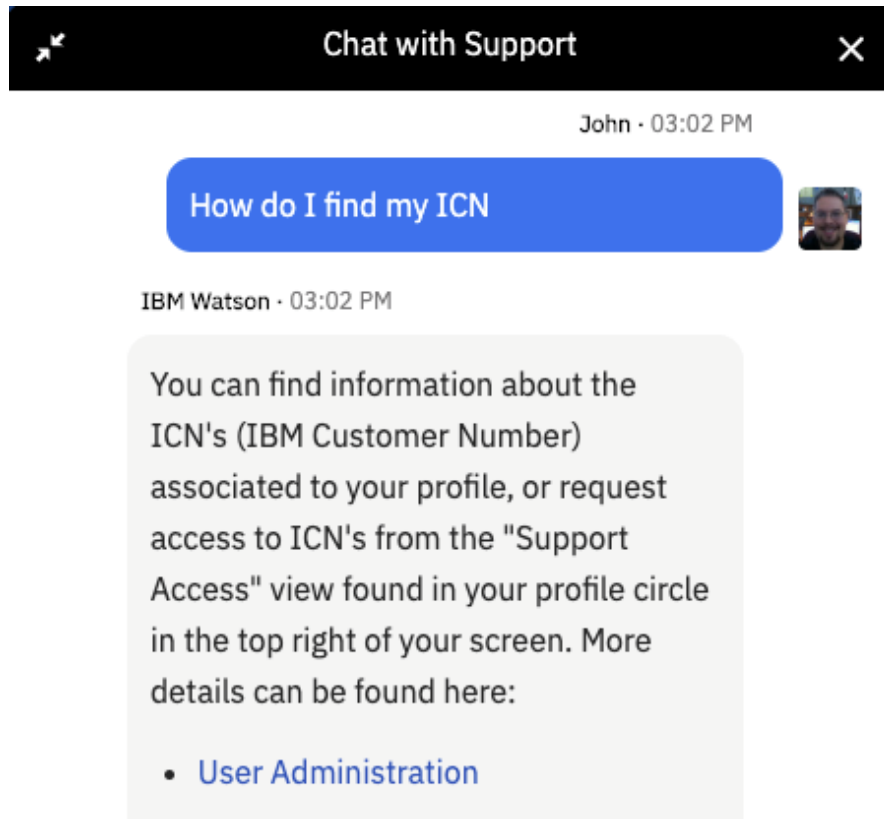
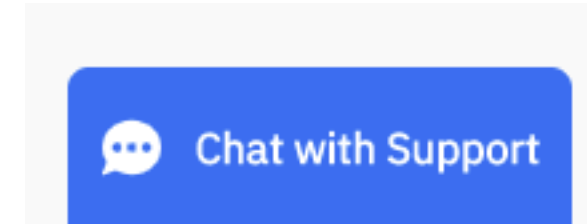
[Read about cases.](#)

[Suggest an improvement or report a problem with this website.](#)

Includes email support 7x24 and live chat when available

Getting Help

— =You can also ask Watson for help using the new Portal



Support Search with Watson

How can we help you?

🔍 high cpu websphere

Searches IBM technical content

- APARS
- Technotes
- Knowledge Center
- IBM Forums
- IBM Resources

Search result – easy to read



Marketplace



IBM Support

Offerings

Products

Cases

FAQ

Q high cpu websphere

Open a case

Show filters

Sort by Relevance

1 - 25 of 1,070,240 results [Next >](#)

Showing results for high cpu websphere

[IBM Collecting Data: Performance, hang, or high CPU issues for WebSphere Portal - United States](#)

<http://www.ibm.com/support/docview.wss?uid=swg21316528>

, high CPU utilization, network delays, or deadlocks with IBM WebSphere Portal expedites time to resolution by enabling IBM Support to provide informed problem analysis.,Multiplatform * Collecting Dat...

Created: 2011-02-24 · Updated: 2011-02-24 · WebSphere Portal

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on AIX](#)

<http://www.ibm.com/support/docview.wss?uid=swg21052641>

uid=swg21222456] to diagnose high CPU issues.,MustGather;MustGather;MustGather;hang;AIX;hung;isa;collector;autopd;auto pd;MustGatherDocument;ProblemDeterminationTool;MustGatherEnable...

Created: 2019-04-02 · Updated: 2019-04-02 · WebSphere Application Server

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on Linux - United States](#)

<http://www.ibm.com/support/docview.wss?uid=swg21115785>

RESOLVING THE PROBLEM If you are experiencing performance, hang, or high CPU issues with WebSphere Application Server on Linux, this MustGather will assist you in collecting the data necessary to ...

Created: 2012-05-29 · Updated: 2012-05-29 · WebSphere Application Server

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Commerce - United States](#)

<http://www.ibm.com/support/docview.wss?uid=swg21984621>

uid=swg21115785] MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on AIX [<http://www.ibm.com/support/docview.wss?RESOLVING THE PROBLEM Use the WebS...>

Created: 2016-06-14 · Updated: 2016-06-14 · WebSphere Commerce Enterprise

[IBM How to interpret tprof data for WebSphere Application Server on AIX - United States](#)

<http://www.ibm.com/support/docview.wss?uid=swg21210870>

aix; tprof; high cpu; WASSDK; analysis; ProblemDeterminationDocument TECHNNOTE (TROUBLESHOOTING) PROBLEM(ABSTRACT) Diagnosing high CPU utilization issues with WebSphere Application Ser...

Created: 2007-02-01 · Updated: 2007-02-01 · WebSphere Application Server

[High CPU usage](#)

http://www-01.ibm.com/support/knowledgecenter/SS33RN_7.2.1/com.ibm.omegamon.mes_dist.doc_7.1/pd-c_high-cpu.html

IBM WebSphere Message Broker Monitoring, WebSphere MQ Monitoring, and WebSphere MQ Configuration agents, Version 7.1 HIGH CPU USAGE The following problems might occur: * High CPU activity ...

Created: 2015-03-19 · Updated: 2016-06-17 · Tivoli Composite Application Manager for Applications 7.2.1

[IBM MustGather: Performance, Hang, or High CPU Issues on HP-UX - United States](#)

<http://www.ibm.com/support/docview.wss?uid=swg21127574>

For high CPU issues only: .This MustGather will assist you in collecting critical data when IBM WebSphere Application Server is experiencing performance or high CPU issues on the HP-UX platform.,* Ho...

Created: 2012-04-15 · Updated: 2012-04-15 · WebSphere Application Server

Sort by
Relevance,
Date or add
filters

Search
keywords
highlighted

Managing accounts and contacts

All existing account information will be migrated

Support access

Select the product you would like to request access for:

I consent to share my name and email address with the account administrator via email communication.

*Product

Search...

Let's get started!

Cancel Submit

Easy process to add new users and accounts

Administrative functions built in to new IBM Support site

Edit user

Administrator: Full access with the ability to manage user access levels

Full access: Can create, search, view and update all cases associated with account, as well as the associate account teammates to cases

Basic access: Can only create, search, view and update one's own cases on account

No access: Cannot create, search, view or update any cases on the account

ACCOUNT	ADMINISTRATOR	FULL ACCESS	BASIC ACCESS	NO ACCESS
Select all items in column	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCOUNT - Product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACCOUNT - Service	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Requested

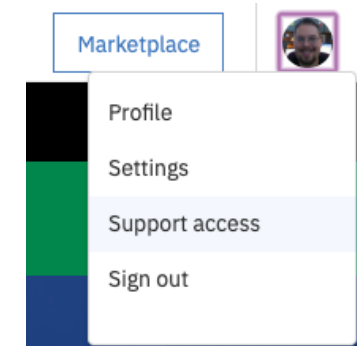
Cancel Save

More information is available in this document on [Administrator and User Management](#)

Adding accounts

View your list of accounts by selecting Support Access:

View existing accounts, access level and pending requests



Support access

What is support access? ⓘ

All [dropdown arrow] [search icon] [input field]

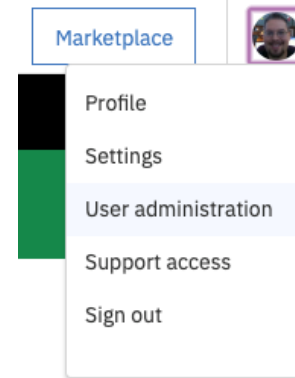
ACCOUNT	COUNTRY / REGION	ACCESS LEVEL	STATUS	ADMINISTRATOR	ACTIONS
7777777 DSW_PA_CUSTOMER	United States	Full user ⓘ	Approved	> Gregory Bender benderg@us.ibm.com	Change access
1112222 CITY OF BOZEMAN	United States	Full user ⓘ	Approved	None ⓘ	Contact help desk
IBM - IBM-CHQ18	United States	Full user ⓘ	Approved	None ⓘ	Contact help desk
4607824 IBM - WPLC IT Services and Security	United States	Full user ⓘ	Approved	SUNDAR SRINIVASAN ssriniv@us.ibm.com	Change access

Request access

Migration tip:
Click request access to add additional accounts. Note that some SR account relationships did not migrate.

Account and user administration

Administrators have an User Administration option:



View and act on pending access requests, add users and modify user roles:

User administration

What is user administration? ⓘ

I consent to share my name and email address with users who are requesting access to support via email communication. ⓘ

Number per page 20 ▾ [Add user](#)

[USERS](#) [PENDING REQUESTS \(0\)](#)

All users ▾ All accounts ▾

NAME	EMAIL	DISPLAY NAME	ACCESS LEVEL	DATE ADDED	LAST ACCESSED	ACTIONS
Abhijit Gadekar	abhijit.gadekar@in.ibm.com	-	View access	24 Jun 2017	Not yet accessed	Edit 🗑️
ABUL BARI	abulbari@ie.ibm.com	ABULBARI	View access	24 Jun 2017	24 Jun 2018	Edit 🗑️

Migration tip:
Domain based registration coming very soon

Product pages – helpful support at a product level

WebSphere Application Server

WELCOME!

IBM WebSphere® Application Server provides flexible and secure runtimes for Java enterprise applications, lightweight web applications and microservices. You can create new applications, and enhance and optimize existing application infrastructure to save costs and speed time to market. It is available on premises or across any public, private or hybrid cloud.

Manage

- My Notifications
- Download fixes, drivers and firmware
- Support Handbook

Resources

- Knowledge Center
- LifeCycle Page
- V7.0 & V8.0 End of Support Notice
- Flashes and Alerts
- System Requirements

Where is that page?
Common links to help with product support

Quick question?
See if Watson has the answer

 Chat with Support

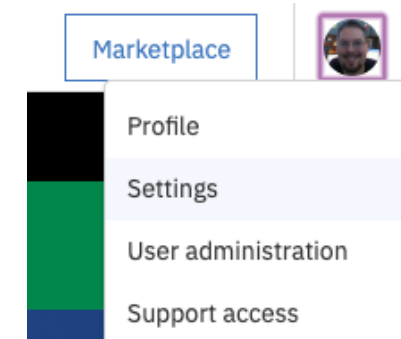
Communication preferences

Update your communication preferences in settings:

Select the case notification settings

Make sure to enable sending updates via email

(your explicit consent is required):



Delivery preferences

Email

john_goodson@us.ibm.com

[Edit your email address.](#) 

Changes to your email address made at IBM.com will not be reflected here until you have verified your new email address and refreshed this page.

- HTML
- Plain text

Select the content you would like included in the case emails:
By default, all emails will include the case number, case status, and a link to the case.

- Case title
- Latest case update

Migration tip: The email address for communications has changed. If you are not receiving emails, please ensure it is not marled as spam.

Case open – product selection

Open a case

Search for product area

* Title

* Product

- z/OS
- JES2 (Job Entry Subsystem 2)
- JES3 (Job Entry Subsystem 3)
- JES Common Coupling

Open a case

* Title

* Product

Product area

Open a case

* Title

* Product

Product area

- JES Common Coupling
- JES Services
- JES/328X
- JES2 (Job Entry Subsystem 2)
- JES3 (Job Entry Subsystem 3)

Select product then product area

Select product only. Cognitive routing engine will choose product area based on description

Case open - simplified

Open a case

* Title

* Product

Product area

Version

* System status

* Severity

- 1 Critical business impact
- 2 Significant impact
- 3 Minor business impact
- 4 Minimal impact

Fewer questions to submit problems faster

Product Version becomes a pulldown

* Product Version ⓘ

- ✓ --None--
- 1.12.0 (EOS)
- 1.13.0 (EOS)
- 2.1.0 (EOS - Sept 2018)
- 2.2.0
- 2.3.0

Only ask for the operating System when it makes sense

Cognitive assistant to help with problem description

*Description

DB2 instance won't start

Can you tell me how to start it?

Fill in the description and click Submit

31942 characters remaining

Question Assistant guides you through the details that the support teams need to get started on your issue

Tips to enhance your description

- Software component or hardware part number
- Problem symptom
 - example: "won't boot"
- Steps taken during/after troubleshooting
 - example: "tried rebooting"
- Suggestions/Answers you seek
 - example: "help", "advise", "let me know", "how to"
- Expected outcome
 - example: "send replacement part"

Adding team members to cases

When you create or edit a case, you can add team members to the case.


Team members will get notifications of case updates

Your commonly added team members are automatically available


Migration tip: Team members must be associated with the account on the case in order to be added.

Customer
IBM - WPLC IT Services and Security

IBM customer number
4607824

Client reference number 

Geography
US

Add team members 

Team
John Goodson (case owner)

Migration tip:
Existing interested party records on migrated cases did not transfer. Please re-add interested users.

Chat with Support

[← Back to all cases](#)

Actions ▾

JES2 Error Code SEC5

Case number

TS001842784

Description

\$HASP095 JES2 CATASTROPHIC ABEND CODE=SEC5 (RC = 000004). JES2 suffered a catastrophic failure and was required to restart.

Require assist [\[More\]](#)

Case history

B I U S ☰ ☱

Add a comment

Post comment

⌵ ⌶ 🔍 Search case history

16 Apr 2019 9:21 PM
John Goodson (Customer) created this case

Status
New Case

Close case

Product
z/OS

Product Area [✎](#)

Serial number [✎](#)

PK34567

Severity [✎](#)

2 - Significant impact (any system is down)

Created

16 Apr 2019 (0 days old)
9:21 PM

Upload files

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

Customer

DSW_PA_CUSTOMER

IBM customer number

7777777

Client reference number [✎](#)

Geography

US


Quick question about your case?

Chat with Support


Case view

Cases

Filtered to 18 of 1505 cases

Number per page   

Search all cases

TITLE	STATUS	CASE NUMBER	SEVERITY	AGE	OWNER	UPDATED	PRODUCT
System down must gather test please ignore	 Awaiting your feedback	TS000841947	3	354 days	John Goodson	24 Jan 2019 11:02 AM	IBM Q (Quantum computing)
Adding my own serial	New Case	TS001842566	2	7 days	John Goodson	9 Apr 2019 10:11 AM	AIX
ESS must gather	New Case	TS000827964	2	357 days	John Goodson	29 Nov 2018 12:34 PM	IBM Q (Quantum computing)
JES2 Error Code SEC5	New Case	TS001842784	2	0 days	John Goodson	16 Apr 2019 9:21 PM	z/OS
New case w invalid serial	New Case	TS001842729	2	4 days	John Goodson	12 Apr 2019 1:37 PM	AIX
	New Case	TS001842733	2	4 days	John Goodson	12 Apr 2019 1:56 PM	AIX
	New Case	TS001842732	2	4 days	John Goodson	12 Apr 2019 12:11 PM	AIX
	New Case	TS001842704	2	5 days	John Goodson	11 Apr 2019 2:26 PM	AIX
	New Case	TS001842564	2	7 days	John Goodson	9 Apr 2019 10:00 AM	AIX
	New Case	TS001842565	2	7 days	John Goodson	9 Apr 2019 10:11 AM	AIX
	New Case	TS001842728	2	4 days	John Goodson	12 Apr 2019 11:36 AM	AIX

Export, print, and choose columns

Filter by owner, account, and product

- Cases I own
 - All (22)
 - Open (8)**
 - Closed (14)
- Cases I'm invited to
 - All (0)
 - Open (0)
 - Closed (0)
- My team's cases
 - All (1321)
 - Open (209)
 - Closed (1112)

 Chat with Support

Making the most of case views


Use filters in case views to get to the cases you want

Cases

Filtered to 14 of 1659 cases

Open (14) - Cases I own All accounts (14) All products (14)

Edit the client reference number to add any additional tags or filters

Client reference number 

Use the search filter to find cases by your custom tags

Filtered to 1 of 1659 cases

Open (14) - Cases I own All accounts (14) All products (14)

TITLE	STATUS	CASE NUMBER	SEVERITY	AGE	OWNER
test migration PMR no owner	New Case	TS002523830 Reference: AustinTeam	1	7 days	John Goodson

Migration tip:
When more than 2000 cases are displayed, filtering is required.

Questions?