IBM Service Request (SR) Information Pack

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Why Choose Service Request (SR)

- **Faster creation of PMRs** – the SR tool allows user to maintain a user profile that simplifies and shortens the PMRs creation process. The profile will include:

  - ◦ Contact information (email, work and/or mobile phone numbers)

  - ◦ Preferred method of contact (telephone, email or via the SR tool)

  - ◦ A customized list of products the user normally support

- **Better problem descriptions** – User enters detailed problem descriptions using own words, ensuring that IBM's technical support representatives are able to quickly begin resolving the problem or question.

- **Shorter communication path to the experts** – Attach all relevant documentation (logs, configuration and other diagnostic files) when create the PMRs – done in one step, saving time and ensuring IBM specialists have the information they need.

- **Real time PMR management** – Online access to your PMRs means you can view updates made by IBM, provide updates and responses when required and access easy-to-use self-assist resources.

- **Easier collaboration on PMRs** across your department or company (or backing up a colleague) – with secure and fully authorized access to SR you'll be able to view and/or update all of your site's service requests online.

- **Useful reports** – SR has comprehensive reporting capabilities. Sort and filter your report to your liking and even download it to a spreadsheet to allow further customization.

IBM Service Request (SR) – How to Access

Support Portal

Product finder:

⊖ Share your list of recently viewed products

Search support:

My support programs

✎ Sign in to access:

Accelerated Value Program
IBM Call Home Web
Maintenance and technical support
My contracts
My inventory

▣ Learn more about my support programs

▣ Browse for a product

▣ My products

▣ Tips

Common support links

✎ Sign in

⬇ Download fixes & PTFs (Fix Central)

⊕ Service requests for hardware and software (PMRs)

⊕ Support handbooks

⊖ Support notifications

✎ Support registrations

◕ Directory of worldwide contacts

▣ Site assistance

⚠ Current site availability

Feedback

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SR – How to Access

SR – How to Access

SR – Registration

- Register an IBM ID first
- Then login to SR to continue registration

Service requests and PMRs

User registration

* ❌ Your email is not validated with IBM Service Request

Please click below to validate your email address

Continue

SR – Registration

SR – Registration

Email verification

1. Verify email address   **2. Enter registration code**   3. Registration success

Please enter the code provided in the verification email that was sent to efeu2000@hotmail.com to complete the registration process.

Registration code:

PCJhdv

Submit

If you are experiencing problem with the email click the Resend verification email button below to receive the verification email.

Resend verification email

Problems with the registration code? Contact the SR Help Desk for assistance.

SR - Registration

SR - Registration

SR -Registration

Service requests >

New service request

New service request

No associated ICN found

You are not registered with any IBM Customer numbers. Please click 🖳 Software registration to register with an IBM customer number.

SR -Registration

SR

Service requests

☐ Software registration
☐ User administration
☐ Partner administration
☐ Preferences

Search by software request number ▾ : [ ] [ ] [ ] ☐ Select country 🔍

Quick search: Click here to choose a quick search ▾

New service request

❓ Help

→ Open a new service request

SR – Submit New Service Request (PMR)

Service requests >

New service request

Search [by software request number ▼] : [   ] [   ] [   ]   ⬚ <u>Select country</u> 🔍

Quick search: [Click here to choose a quick search   ▼]

[**New service request**]

Enter your keyword(s)   ⬚ Cant find your product?

[Start typing here to display products   ]

☑ Show entitled products only

Search results

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

SR - Search

Filter list content

◉ Search my service requests submitted online only

○ Search all service requests

☐ Include archived service requests
Note: Searching the archive will take longer to return results. Please be patient.

IBM Customer number*

All

Enter keywords to refine your search

○ Service request number [ ] [ ] [ ] ⊐ Select country

◉ Show service requests up to todays date

○ Show service requests by date range ⊐ Help

◉ Created within range
○ Updated within range
○ Closed within range
Note: this option is valid only when you have selected the Show closed service requests option below.

From [ ] To [ ] M/d/yyyy format

Filter service requests by criteria below
Completed fields will be used as additional filter criteria; blank fields will not be used.

☑ Show open service requests

☐ Show closed service requests

Component ID [ ]

Severity ◉ All ○ 1 ○ 2 ○ 3 ○ 4

[Search]

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SR – Export and Customise Report

Search criteria

- Search all service requests
- Show open and closed service requests
- Show service requests up to todays date
- Severity: All

IBM Customer number

- All

Search for keywords

← Change search criteria

↻ Start a new search

Save my search as

Please note the following items before continuing:

- Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

⌨ Customize result table   🖨 Printable report   ⬇ Export report

•: Unread   !: Needs your attention   🖨 : Print details of this service request   ✉ : Email this service request

Results per page: 20 | 50 | 100

270 items found: displaying items 1 - 100. [First/Prev] 1, 2, 3 [Next/Last]

!•	Service request #	Title	Severity	Status	Date submitted		
	34305.999.000	Unable to loging to Rational Asset Manag .	2	Open	9/5/14	🖨	✉
	89570.550.000	ICSW test pmr for queue entered in lower .	3	Open	7/1/13	🖨	✉
•	98026.L6O.900	inefficient code for moroset	2	Closed	4/26/13	🖨	✉
•	37581.L6O.000	Using firefox version 25 and above, not .	3	Open	11/14/13	🖨	✉
•	37456.L6O.000	export hangs from cmd line 8303, 8302 an .	2	Open	11/13/13	🖨	✉

SR - Notifications

- Configure Notifications from **Preferences**

SR – Upgrade Access Level

SR – Access Levels

Function	Reader	Basic	Full	Admin/STC
Create a service request		X	X	X
Update a service request that I create		X	X	X
Update a service request that my coworkers create			X	X
Associate other people with service requests that I create			X	X
Simple and advanced search	X		X	X
View/read a service request	X	X	X	X
Add and manage user access to SR for others in my company				X
Approve user access requests				X

SR - Help

IBM Service Request Help

| Welcome | Accessing SR | Using SR | Administration | Software Business Partners | Help Desk |

Welcome to IBM Service Request Help

Select a tab to view help documentation and the related sub-tabs that contain additional documentation. Frequently asked questions (FAQs) are located in the Using SR tab. If you need further assistace, please see the Help Desk tab.

Note to Lenovo customers: please visit the following URL for more information about obtaining support for Lenovo products: https://ibm.biz/BdEgkh

Translate my page

Select Language ▼