

IBM Service Request (SR) Information Pack

-By Rational Client Support Asia Pacific



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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



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[Support handbooks](#)

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[Current site availability](#)



[+] Feedback

SR – How to Access

IBM Site map

Service requests and PMRs

Recent acquisitions

Coremetrics ▾ >

Related links

- [View troubleshoot before submitting a request](#)
- [Contact IBM support](#)
- [Lenovo PC support site](#)

The IBM Service Request (SR) application is used to open and update service requests (formerly called Problem Management Records or PMRs) online.

→ [Sign in](#)

SR – How to Access



Search



Sign in to IBM

Enter your IBM id

[Forgot IBM ID?](#)

Password

[Forgot password?](#)

Sign in

New? [Create an IBM id.](#)

[Help and FAQ](#)



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

Service requests & PMRs

Email verification

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

Your email address is:

You must verify ownership of your e-mail account to complete your registration for IBM software support services.

Send verification email

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 efu2000@hotmail.com to complete the registration process.

Registration code:

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


Problems with the registration code? Contact the [SR Help Desk](#) for assistance.

SR - Registration

Service requests & PMRs

Email verification

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

 Your email was successfully verified. Please continue by pressing button below.

[Continue](#)

SR - Registration

Service requests >

New service request

New service request

What kind of problem do you have?

→ I am having a problem with software

→ I am having a problem with hardware

→ I am having a problem with an appliance

→ As a Partnerworld business partner, my customer is having a problem with software

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

Industries & solutions Services Products Support & downloads My IBM Search

Software registration

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

By customer **By machine type and serial number**

Please enter your customer information below. If you dont know this information, your organizations contracting or purchasing office may be able to help you.

IBM customer number*

Country/region *

If you do not see your country/region in the list, please contact [IBM country/regional support](#) to determine which country/region you should choose.

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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 ▼ : [Select country](#) 🔍

Quick search:

[New service request](#)

Enter your keyword(s) [Cant find your product?](#)

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
1600654 B.I. (2 of 1) Caste 1

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

SR – Export and Customise Report

Search criteria

- Search all service requests
- Show open and closed service requests
- Show service requests up to today's 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		
24205.999.000	Unable to login to Rational Asset Manag .	2	Open	9/5/14		
99670.560.000	ICSW test pmr for queue entered in lower .	3	Open	7/1/13		
 99026.160.000	inefficient code for connect	2	Closed	4/26/13		
 97581.160.000	Using firefox version 25 and above, web .	3	Open	11/14/13		
 37459.160.000	export hangs from cmd line 0303, 0302 an	2	Open	11/13/13		

SR - Notifications

- Configure Notifications from **Preferences**

Preferences

Contact **Notification** Display Preferred products Saved searches DAC

My language

Please indicate the language in which you wish to receive notifications and e-mails. (Note: application web pages are always supported language you have specified in your browser's language settings.)

Language ▼

I am also willing to work in English

By checking the box above, you are indicating that you are willing to get responses to service requests in English, if that supports your region.

For service request changes

Please indicate whether you want to be notified when your service requests at each severity level are updated or closed.

Severity	Notify on update	Notify on closure
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SR – Upgrade Access Level

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Justification

[Request additional access](#)

Existing access (3) Pending access requests (0)

IBM customer number	Offerings	Access level	Status
120005 [0...]	Passport Advantage	Administrator	Current, upgrade not available
000000 [0...]	Passport Advantage Software Maintenance (SWMA) Not System Entitled SupportLine System Entitled	Basic	→ Upgrade to full access

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

[? Help](#)

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 assistance, 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