



IBM Software Group

Client Self-Assist and Technical Support for IBM PureApplication (System, Service, Software)

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WebSphere® Support Technical Exchange



Agenda

- Section 1: Self-help resources:
 - ▶ My notifications subscription service
 - ▶ dwAnswers, blogs, videos
 - ▶ PureSystems Centre
 - Access to system fix packs
 - Details about patterns
 - ▶ Cloud marketplace
 - ▶ Social Media
 - ▶ Education Assistant
- Section 2: Prep work and using SR tool
 - ▶ Engaging with PureApplication Support
 - ▶ MustGather blog article and Read first content
 - ▶ Java™ utility for uploading files/logs
 - ▶ Call home content
 - ▶ Service request tool
- Summary
- Backup



Section 1: Self-help resources

- ▶ My notifications subscription service
- ▶ dwAnswers, blogs, videos
- ▶ PureSystems Centre
 - Access to system fix packs
 - Details about patterns
- ▶ Cloud marketplace
- ▶ Social Media
- ▶ Education Assistant



My notifications subscription . . . keeps you proactively informed

- Consolidated – complimentary subscription includes software and hardware products.
- Proactive – Subscribe and information is sent to you to stay informed about the products you use.
- Customize – choose a product family, then select:
 - ▶ Products
 - ▶ Daily or weekly updates
 - ▶ Delivery method: email, RSS
 - ▶ Document types: i.e., fixes, technotes
- Create multiple subscriptions.
- Sample email to the right.
- [More information here.](#)

Dear Subscriber [REDACTED],

Here are your bulletin email notifications for your subscriptions at IBM My notifications.

Visit the recently updated IBM Electronic Support site to get connected with our powerful online tools, tips, resources.

- <http://ibm.co/MyNeSupport>

Your support notifications display in English by default. Machine translation based on your IBM profile language setting is added if you specify this option in My defaults within My notifications.

(Note: Not all languages are available at this time, and the English version always takes precedence over the machine translated version.)

1. PureApplication System: Security bulletin

- TITLE: Security Bulletin: Vulnerabilities in OpenSSL affect IBM Image Construction and Composition Tool (CVE-2014-3513, CVE-2014-3567, CVE-2014-3568)

- URL:

http://www.ibm.com/support/docview.wss?uid=swg21699200&myms=swgws&mymp=OCSSM8NY&mync=E&cm_sp=swgws-_-OCSSM8NY-


- ABSTRACT: OpenSSL vulnerabilities along with SSL 3 Fallback protection (TLS_FALLBACK_SCSV) were disclosed by OpenSSL Project on October 15, 2014. OpenSSL is used by IBM Image Construction and Composition Tool. IBM Image Construction and Composition Tool has addressed the applicable CVEs and included the SSL 3.0 Fallback protection (TLS_FALLBACK_SCSV) provided by OpenSSL.

dwAnswers


- Forum on IBM developerWorks.
- Ask questions, get assistance and engage with the community.
- Follow the “pureapp” tag.
- Please “like” a question if it was useful.
- [Use this link](#) to access the forum. You’ll need to sign-in to the developerWorks site to post questions and participate.

Questions tagged with "pureapp"

Following

PureApplication System and Service 

All | Unanswered | Unresolved

Sort by: Active | Newest | Likes 

1
Answer

0
Likes

11
Views

How do I confirm whether the deployment I tried is using a specific OPM pattern type version and foundation pattern type version with IBM PureApplication System?

PUREAPP

DorineYelton answered | yesterday

1
Answer

1
Likes

152
Views

websphere vsys next cluster configuration

WEBSHERE | PUREAPP | WEBSHERE-8

TimElwood edited | 2 days ago

1
Answer

0
Likes

29
Views

How to resolve this error: "CWZIP6257W The RMC state of virtual machine (VM), with the vms_id, is 'none'."

PUREAPP | PUREAPPLICATION | PURE | PUREA | POWER

David_Roland edited | 3 days ago

Support blog

- Application Integration Middleware Support Blog.
- Technical support knowledge for a range of IBM products including PureApplication.
- Please “like” an article if it was helpful.
- [Use this link](#) to access the blog.

The screenshot shows the IBM developerWorks website interface. At the top, there is a navigation bar with links for 'Technical topics', 'Evaluation software', 'Community', and 'Events'. Below this, a secondary navigation bar includes 'My home', 'Forums', 'Blogs', 'Communities', 'Profiles', 'Podcasts', 'Wikis', and 'Activities'. A third navigation bar has 'My Blogs', 'Public Blogs', and 'My Updates'. The main content area features a large blue banner with a circuit board theme. The banner includes the text 'Application Integration Middleware Support Blog (WebSphere and CICS)' and 'Join Our Social Circuit!'. The circuit board is populated with various IBM product names: DataPower, WebSphere, ILOG/ODM, WMB/IIB, BPM, Mobile, Portal, CICS, MQ, Appliances, and WAS. Below the banner, there is a section for 'Posts by search' with a dropdown menu for 'Date' and links for 'Likes' and 'Comments'. A specific post is visible with the title 'Save time reporting problems to IBM using our "MustGather" documents' by user 'RHBIBML2', dated 'Yesterday 2:23 PM', with 'Visit (1)' and a small icon.

Videos on YouTube

- Learn more about features and functions in PureApplication System.
- [Use this link](#) to access the videos.
- Additional support-focused videos coming later this year. [See this video](#), for example, on collecting trace logs and files.

The screenshot shows the YouTube channel page for IBM Expert Integrated Systems. The channel banner features the IBM PureSystems logo and a colorful brain icon. The channel name is "IBM Expert Integrated Systems" with a subscriber count of 17. The page displays a video titled "IBM PureApplication System Learning" with 977 views. Below this, two video thumbnails are visible, both titled "Creating and Deploying Patterns with Docker Containers in IBM PureApplication" and "Creating and Deploying Patterns with Chef in IBM PureApplication", both from the channel IBM Expert Integrated Systems.

Support Portal

- PMR avoidance content is available on the PureApplication Support Portal.
- Instances available for each offering (System, Service, Software).
- Provides access to
 - ▶ [“Welcome to PureApplication System Support”](#) technote
 - ▶ [Knowledge Center](#)
 - ▶ [Social Media material](#)
 - ▶ [Release notes for fix packs](#)
 - ▶ [Recommended fixes](#)
- Go to ibm.com/support and key in “pureapplication system”

Enter “pureapplication system” here.

Industries & solutions Services Products Support & downloads My IBM

Support Portal

Product lookup: ▼ [Browse for a product](#)
[Share your list of recently viewed products](#) [My products](#)

Search support and downloads

Search: [Tips](#)

My support programs

[Sign In](#) to access your support programs.

Common support links

- [Sign in](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Security bulletins](#)
- [Support registrations](#)
- [Go to IBM Support mobile](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Feedback](#)
- [Electronic Support forum](#)
- [Current site availability](#)

PureSystems Centre

- Consolidated location for finding information about the family of products (PureApplication, PureFlex, PureData).
- [From this site](#), access details about:
 - ▶ [Patterns](#) – IBM and Business Partner solutions.
 - ▶ [System updates](#) – fix packs on Fix Central.
 - ▶ Ask an Expert – link to [dwAnswers](#)
 - ▶ [Library](#) – access to product docs and more.
- Transition underway to move to the [Cloud marketplace](#).

IBM PureSystems >

PureSystems Centre

Extending the value of IBM PureSystems

Welcome Patterns System updates Ask an expert Library

PureApplication Patterns are now available for deployment on SoftLayer
[Click here for details](#)

IBM PureSystems Centre

Welcome to the IBM PureSystems Centre highlighting our first-ever family of integrated systems with built in expertise! On the PureSystems Centre, you can access patterns from IBM and IBM Business Partners, updates to systems and patterns, and expertise for maximizing the benefit of systems and patterns. PureSystems patterns are part of a broad portfolio of [solutions](#) that accelerate deployment and simplify management for cloud, business, and infrastructure applications.

Bookmark the IBM PureSystems Centre and visit it frequently to discover new ways to leverage your organization's investment in PureSystems.

Cloud marketplace

The screenshot shows the top navigation bar of the IBM Cloud Marketplace website. It features the IBM logo on the left, followed by the text "IBM Cloud". To the right are navigation links: "About" with a dropdown arrow, "Marketplace" (which is underlined), "Solutions" with a dropdown arrow, "Capabilities" with a dropdown arrow, and "Partners".

Below the navigation bar, the text "IBM Cloud marketplace" is displayed in a smaller font. The main headline reads "Over 500 IBM and Partner services to explore and try." in large, bold white letters.

Underneath the headline is a button with a right-pointing arrow icon and the text "Explore the marketplace".

At the bottom of the section is a search bar with the placeholder text "Search the marketplace" and a magnifying glass icon on the right side.



Social Media

- Follow us on Twitter
- Stay informed about the latest support news related to:
 - ▶ Fix packs and new releases
 - ▶ New Q&A content on dwAnswers
- Regular tweets also include links to
 - ▶ New support blog articles
 - ▶ Videos
 - ▶ IBM Education Assistant training modules
 - ▶ Knowledge Center
 - ▶ And more
- Handle = PureApplication
- See <http://twitter.com/PureApplication>



Social Media

[Home](#)
[99+ Notifications](#)
[Messages](#)
[# Discover](#)
[Search Twitter](#)



TWEETS **993**

FOLLOWING **148**

FOLLOWERS **322**

IBM PureApp Support
@PureApplication

Official IBM PureApplication Support Twitter account. Managed by Bill Carey and Kim McCall. We're following IBM Social Computing Guidelines.

ibm.co/RhDyeA

Joined March 2012

Tweets Tweets & replies Photos & videos

 **IBM PureApp Support** @PureApplication · 4h
More info in this blog article about saving time when engaging with PureApplication Support [#pureapp](#) > ibm.co/199zb40

[↩](#)
[↻](#)
[★](#)
[|](#)
[⋮](#)

 **IBM PureApp Support** @PureApplication · Mar 19
See this doc on how to download and assemble PureApplication Software on Azure Version 2.1 components [#pureapp](#) > ibm.co/1LvQf6P

[↩](#)
[↻](#)
[★](#)
[|](#)
[⋮](#)

 **IBM PureApp Support** @PureApplication · Mar 18
Details here on how to download and assemble PureApplication Software Version 2.1 components [#pureapp](#) > ibm.co/1Ewtf0X

[↩](#)
[↻](#)
[★](#)
[|](#)
[⋮](#)



IBM Education Assistant

- A collection of multimedia educational modules designed to help you gain a better understanding of IBM products.
- Modules are available for [PureApplication System](#).
- Topics include:
 - ▶ Image creation and customization
 - ▶ Management and monitoring
 - ▶ Included workload patterns
 - ▶ Failover and recovery
 - ▶ Problem determination
 - ▶ Security



IBM Education Assistant

The screenshot displays the IBM Education Assistant web application. At the top, there is a navigation bar with links for Home, Business solutions, IT services, Products, Support & downloads, and My IBM. A search bar is located below the navigation bar, with a 'GO' button and a search scope set to 'All topics'. The main content area is titled 'IBM PureSystems' and contains a table of links to various topics. A left-hand sidebar lists other content categories such as CICS Deployment, CICS Performance, CICS Transactional, CICS VSAM Recovery, Communication, Distributed Computing, z/OS Communication, Debug Tool for, Fault Analyzer, File Manager for, Session Management, Multi-site World, IBM PureSystem, IBM PureA, and TPF Toolkit.

IBM PureSystems	
Overview	Product overview
Image creation and customization	Image creation and customization
Management and monitoring	Management and monitoring
Included workload patterns	Patterns
Failover and recovery	Failover and recovery
Problem determination	Problem determination

Section 2 : Prep work and using SR tool

- Engaging with PureApplication System Support
- MustGather blog article
- Read first technote
- Java utility
- Call home blog article
- Service request tool



Engaging with PureApplication Support

- Support for your IBM PureApplication System, both software and hardware, is delivered through a single point of entry to our world-class technical support organization.
- PureApplication System provides support for the patterns provided within the PureApplication System product. For products/patterns purchased separately and not provided within PureApplication System, work directly with that product support team.
- Your product/pattern is entitled through Passport Advantage so use the appropriate IBM customer number under which it was purchased when opening a service request.
- If you need help determining the point of failure, contact PureApplication System product support.
- See this [Customer Support Plan](#).



MustGather blog article

- Technical support knowledge for a range of IBM products including PureApplication.
- Use this content when preparing to engage with PureApplication Support.
- Please “like” an article if it was helpful.
- [Use this link](#) to access the article.

Save time reporting problems to IBM using our "MustGather" documents

RHBIBML2 | Yesterday 2:23 PM | Visits (205) 1



Save time using
MustGather
documents



Gathering information is essential for proper problem diagnosis and *knowing up front what information to collect* can help save you time and expedite your problem to faster resolution. In IBM Support, we have created "MustGather" documents that are designed specifically to help you organize and gather this relevant information with ease. Our IBM PureApplication Support team especially wants you to learn how to use our MustGather documents as we know you're very busy and want a fast and efficient client experience.

In general, the word "MustGather" to us translates to "please gather this information for IBM Support if you see this problem." Specifically, I would like to highlight how you can use these documents to quickly describe a problem, capture relevant diagnostic information from a PureApplication environment, and then upload this information to our team fast and efficiently. Hopefully, you will find this information more beneficial than if you

Read first technote

[Industries & solutions](#)
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[← Return to IBM Support Portal](#)

MustGather: Read first for PureApplication System

Tags

[Add a tag](#) | [Search all tags](#)

[➤](#)

[My tags](#) | [All tags](#)

View as [cloud](#) | [list](#)

Technote (troubleshooting)

Problem(Abstract)

MustGather documents aid in problem determination and save time resolving service requests. These documents contain a list of the documentation you should gather so IBM PureApplication System Support can diagnose your specific problem. These documents might also include diagnostic tips that will aid in diagnosing and solving problems.

Diagnosing the problem

First Step:

Check these resources for known problems.

[Check these known problems first](#) [+](#)

Resolving the problem

Rate this page

★★★★★

Average rating

Document info

[More support for PureApplication S](#)

Software version

1.0, 1.0.0.1, 1.0.0.1.0.0.4, 1.1.0.0, 1.1.1.0.2, 1.1.0.3, 1.1.1.0.5, 2.0, 2.0.0

Operating system

W1500, W1700

Reference #:

1610259

Modified date:

2015-03-20



Java utility

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Search

Enhanced Customer Data Repository (ECuRep)

[Overview](#)
[Prepare data](#)
[Send data](#)
[Terms of use](#)
[Help](#)

- [Introduction](#)
[FTP](#)
[HTTP](#)
[Java utility](#)
[z/OS utility](#)
[Email](#)

ECuRep supports several methods for sending data to IBM. The file size of your data largely determines the methods available for use.


[Faster data transfer with large files](#)

Available methods	If your file size is...		
	Greater than 2 gigabytes	Less than 2 gigabytes	Less than 20 megabytes
FTP	Yes, both regular and secure FTP methods are supported. Faster	Yes, both regular and secure FTP methods are supported. Faster	Yes, both regular and secure FTP methods are supported.
HTTP	No.	Yes, both regular and secure HTTP methods are supported, but we strongly encourage a file limit of 200 megabytes when transmitting data via HTTP .	Yes, both regular and secure HTTP methods are supported.
Java utility	Yes, all data is transmitted securely using the Java utility . Faster	Yes, all data is transmitted securely using the Java utility . Faster	Yes, all data is transmitted securely using the Java utility .
z/OS utility	Yes, all data is transmitted securely using the z/OS utility . Faster	Yes, all data is transmitted securely using the z/OS utility . Faster	Yes, all data is transmitted securely using the z/OS utility .
Email	No.	No.	Yes, both regular and secure emails are supported.



Call home blog article

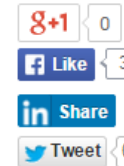
The NEW Call Home Feature offered in IBM PureApplication System V2.0 and You

RonLee | Feb 19 | Visits (520)  3



The NEW Call Home Feature

IBM PureApplication System



If you are like most clients, you are excited about the NEW Call Home Feature (aka Service and Support Manager) in IBM PureApplication System V2.0. The feature allows the system to not only monitor for events that occur, but also has the ability to create a Service Request (SR) - the new term for Problem Management Record (PMR) - automatically based on a generated event and upload the relevant logs to the SR for you. This allows the Technical Support Representative (TSR) the ability to immediately begin troubleshooting the cause of the event. In earlier versions, the TSR would have to request the required logs based on the problem description included after the SR is manually opened by the client; this had the potential to delay the SR from being worked effectively. The new feature can also assist when a Hardware Component needs to be repaired or replaced by providing Data Center Info that in turn can be used by the responding System Services Representative (SSR).

With that said, there are a couple of steps that need to be followed to ensure Call Home is setup correctly and to avoid any false positives from being generated when the feature is first enabled.

First, ensure that the necessary info is provided through the console at *System Console > System > Settings > Service and Support Manager*, see screen image below:



Open a Service Request using Service Request tool

- Online problem management tool to open, edit and monitor Service Requests or PMRs
- Once registered, users are entitled
- Governed by Site Technical Contact, up to 9 Administrators, unlimited number of users
- Attach troubleshooting files to service requests
- Monitor SR activity with downloadable customized reports
- Need assistance when using SR?
[More information here.](#)

Downloads ([view all](#))

- Downloads (fixes & PTFs)
- PureSystems Centre
- IBM Fix Central - ifix_icct_2.2.1.1_976
- IBM PureApplication System Version 1.1.0.1
- IBM PureApplication System Version 1.0.0.1

Tools and resources

- [Open a new service request - sign in](#)
- Product support lifecycle
- Product tools and utilities
- ✦ [Subscribe to support notifications](#)
- Training
- IBM Support Portal Adviser

Click Open a new service request to access the SR tool.

[Register](#) as 'Basic' user and request promotion to 'Full' user

SR Tool – sign in with ID/pw created during registration



One key, many possibilities.

Your IBM id provides access to services, communities, support, online purchasing, and much more.

Create IBM id

Sign in

[Forgot password?](#)

Sign in

[Help and FAQ](#)

IBM Employees:
[Sign in with your intranet ID.](#)

[Link your Intranet ID and IBM id](#)



SR Tool welcome page

Service requests

- Software r
- User adm
- Partner ac
- Preference

Search by software request number : [Select country](#) 

Quick search: Click here to choose a quick search

[New service request](#)

[← Return to the IBM Support Portal](#)

IBM Service Request news

05 Mar 2015

Support for hardware

IBM Service Request now includes the ability to submit problems for IBM hardware products. [ESC+](#) users have been migrated over to S sign in today to submit hardware service requests.

Toshiba and Lenovo PC customers have the option to continue to use [ESC+](#) until further notice.

For more information about SR support for hardware, [read SR News](#).

SR Tool

Service requests >

New service request

Search by software request number ▾ : [Select country](#) 🔍

Quick search:

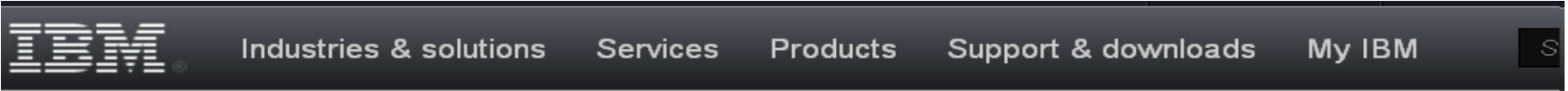
[New service request](#)

[← Return to the IBM Support Portal](#)

What kind of problem do you have?

- [My customer is having a problem with software](#)
- [I am having a problem with software](#)
- [I am having a problem with hardware](#)
- [I am having a problem with an appliance](#)

SR Tool – Select product and component

[Service requests home](#)[New service request](#)[Search](#)[My profile](#)[My messages](#)[Help](#)

New service request

Select product and component

Enter your keyword(s)

[Can't 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.

Preferred products

You don't have any saved products. Please see the Supported products tab to select a product.

Enter
"pureapplication"
in this keyword
field

SR Tool – Select product and component

New service request

← Return to the IBM Support Portal

Enter your keyword(s)

Can't find your product?

pureapplication

Show entitled products only

Products (13 matches) Components (10 matches)

Search results

Add selection to Preferred Products

- ▶ [Accelerated Value Program for IBM PureApplication System V1.0](#)
- ▶ [PureApplication Service Infrastructure V1.0](#)
- ▶ [PureApplication Service Platform V1.0](#)
- ▶ [PureApplication Software V1.1](#)
- ▶ [PureApplication Software V2.0](#)
- ▶ [PureApplication System W1500 V1.0](#)
- ▶ [PureApplication System W1500 V1.1](#)
- ▶ [PureApplication System W1700 V1.0](#)
- ▶ [PureApplication System W1700 V1.1](#)
- ▶ [PureApplication System W2500/W1500 V1.1.0.4](#)
- ▶ [PureApplication System W2500/W1700 V2.0](#)
- ▶ [PureApplication System W2700/W1700 V1.1.0.4](#)

SR Tool – Select Machine Type and Serial Number

[Service requests home](#)[New service request](#)[Search](#)[My profile](#)[My messages](#)[Help](#)

New service request

Select an agreement

Status *Not saved*

Product

← PureApplication System
W1500 V1.1

Component

← PureApplication System
W1500 1.1.0

Start typing in a machine type and serial number (minimum 2 characters), then select a machine type/serial number from the resulted drop down to bring IBM Customer Number (ICN) with the matching machine type/serial number to the top of the list below.

Machine type / Serial number : (e.g. XXXX/YYYYYYY)

Choose an IBM Customer Number (ICN) and, if applicable, machine type/Serial number.

[United States]

Continue

Enter relevant machine type.
For example
"8283" for
W1500.

SR Tool – Select Machine Type and Serial Number

Service requests home

New service request

Search

My profile

My messages

Help

New service request

Select an agreement

Status *Not saved*

Product

← PureApplication System
W1500 V1.1

Component

← PureApplication System
W1500 1.1.0

Start typing in a machine type and serial number (minimum 2 characters), then select a machine type/serial number from the resulted drop down to bring IBM Customer Number (ICN) with the matching machine type/serial number to the top of the list below.

Machine type / Serial number : 8283 / | (e.g. XXXX/YYYYYYY)

- 8283 / [redacted]
- 8283 / [redacted]
- 8283 / [redacted]

Choose an IBM Customer Number (ICN) with the matching machine type/Serial number.

IBM Customer number(ICN)) with the matching machine type/Serial number

[redacted] [United States]

Continue



SR Tool

[Service requests home](#)[New service request](#)[Search](#)[My profile](#)[My messages](#)[Help](#)

New service request

Select an agreement

Status *Not saved*

Product

← PureApplication System
W1500 V1.1

Component

← PureApplication System
W1500 1.1.0

Start typing in a machine type and serial number (minimum 2 characters), then select a machine type/serial number from the resulted drop down to bring IBM Customer Number (ICN) with the matching machine type/serial number to the top of the list below.

Machine type / Serial number : (e.g. XXXX/YYYYYYY)

Choose an IBM Customer Number (ICN) and, if applicable, a Machine type/Serial number.

IBM Customer number(ICN)) with matching Machine type / Serial number: 8283 / [REDACTED]

[REDACTED] [United States]

Continue

When the Machine type / Serial number values are correct, click **Continue**

SR Tool – problem description form

[Industries & solutions](#)
[Services](#)
[Products](#)
[Support & downloads](#)
[My IBM](#)

[Support home](#)
[Downloads](#)
[Troubleshoot](#)
[Plan & install](#)
[Service requests & PMRs](#)
[Documentation](#)
[Communities](#)
[?](#)

[Service requests home](#)
[New service request](#)
[Search](#)
[My profile](#)
[My messages](#)
[Help](#)

New service request

Complete problem description

Status *Not saved*

Product

← [PureApplication System W1500 V1.1](#)

Component

← [PureApplication System W1500 1.1.0](#)

Agreement

Interested users

- William Carey

[Update interested users](#)

Business partners

No business partners are associated with this service request.

[Associate business partners](#)

Problem description

Please complete the problem description information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

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

Problem information

Title*

(256 character limit)

Problem description*

Testing - |

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support Assistant](#) collector files.)

Service request qualifiers

Severity*

1 2 3 4 5 6 7 8 9 10



SR Tool- problem description form

Service request qualifiers

Severity*

1 2 3 4 [Severity levels](#)

Select the appropriate severity level. See **Severity levels** help text if needed.

How is this problem impacting your business?*

[What is business impact?](#)

(256 character limit)

System is down

Request type*

[Help](#)
 Software Defect Support
 Software Usage Support

Provide information about business impact.

Please select your operating system which will ensure the proper routing of your service request.

Operating system*

Select an operating system ▼

Additional information

Customer tracking ID

[Help](#)
(20 character limit)

Attach additional files

Select file to attach

(2 GB limit per file)



SR tool

Summary

Contact information

Your contact information, including your name, email address, and phone numbers, are required information to complete this transaction. If you do not want to provide us with the required information, please use the Cancel button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

The information you provide will be used to validate your entitlement and communicate with you about your service requests.

Name William Carey
E-mail address wjcarey@us.ibm.com

How should customer support contact you about this service request?

- Don't contact me, I will check the status online
 Email me
 Call my daytime number: 916-100-8887 Ext.:

Product and component → [Edit](#)

Verify contact information on this Summary page and then click **Create request** at bottom of page

Summary

- My notifications subscription service to stay informed and be proactive.
- dwAnswers provides forum to engage with like-minded clients and subject matter experts.
- Blogs and videos for building skills.
- PureSystems Center for accessing patterns and fix packs.
- Social media to stay informed about system news and support content.
- Education Assistant training modules about PureApplication System.
- SR tool to create and monitor service requests.



Things to do – be proactive and use IBM client self-assist resources

- [Register on ibm.com](#)
- Use [My Notifications](#) subscription service
- Follow [pureapp tag](#) on dwAnswers
- Follow IBM PureApp Support on [Twitter](#)
- Use [Service Request tool](#) to create and monitor PMRs



Reference material

- [MustGather: Read first](#)
- [Welcome to PureApplication System Support](#)
- [Java utility for uploading large files](#)
- [Release notes](#)
- [Knowledge Center](#) (and see the “PureSystems” section.)
- [Call home blog article](#)



Connect with us!

1. Get notified on upcoming webcasts

Send an e-mail to wsehelp@us.ibm.com with subject line “wste subscribe” to get a list of mailing lists and to subscribe

2. Tell us what you want to learn

Send us suggestions for future topics or improvements about our webcasts to wsehelp@us.ibm.com



Questions and Answers



Additional WebSphere Product Resources

- Learn about upcoming WebSphere Support Technical Exchange webcasts, and access previously recorded presentations at:
http://www.ibm.com/software/websphere/support/supp_tech.html
- Discover the latest trends in WebSphere Technology and implementation, participate in technically-focused briefings, webcasts and podcasts at:
<http://www.ibm.com/developerworks/websphere/community/>
- Join the Global WebSphere Community:
<http://www.websphereusergroup.org>
- Access key product show-me demos and tutorials by visiting IBM Education Assistant:
<http://www.ibm.com/software/info/education/assistant>
- View a webcast replay with step-by-step instructions for using the Service Request (SR) tool for submitting problems electronically:
<http://www.ibm.com/software/websphere/support/d2w.html>
- Sign up to receive weekly technical My Notifications emails:
<http://www.ibm.com/software/support/einfo.html>