



IBM WW Customer Support

IBM Maximo Support

Sina Whiston

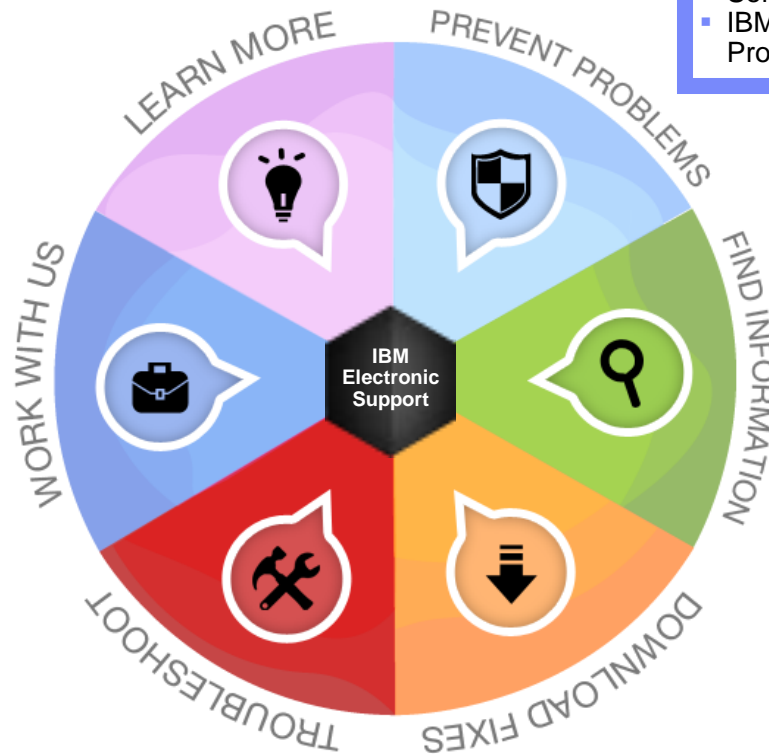
EMEA Maximo L2 Support Manager

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Mobile: 0779 506 1555

IBM Electronic Support – easy, fast, smart

- My Notifications
- Software Support Lifecycle
- IBM Systems Automated Problem Reporting



Prevent problems & Stay current

My notifications

www.ibm.com/support/mynotifications

- Create customizable subscriptions
 - Create multiple subscriptions based on product family and products
 - Choose the topics and document types you want to know about
 - Set up the frequency and deliverable method to suit your needs
- Use the quick subscribe link to add new subscriptions based on preferences set up in My Notifications
- Additional information in My notifications [video](#)

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
- 👤 Forums, blogs and social media

Prevent problems & Stay current

Product Support Lifecycle

www.ibm.com/software/support/lifecycle/

- Consolidated – includes software lifecycle information for software, System i®, System p® and System z®
- Policy Type for each product displays. Detailed information available through the link on the page.
- A minimum 12 months notice to clients for product support withdrawal through announcement letters. Subscribe:
 - <http://bit.ly/j4P7jJ>
- April and September are the only two months of the year for products to be withdrawn from support
- All components in a product or solution bundle are supported until the bundle is withdrawn from support

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](#)

→ [Forums, blogs](#)

Support Lifecycle

Find detailed information about the available IBM Software Support Lifecycle Policies to help you realize the full value of your IBM software products.

Note: The Software Lifecycle pages are best viewed with the most current browser version.

Use the search form, or browse by software family or product name, to find the software lifecycle details you need. To stay up to date, subscribe to the lifecycle news feed, or download lifecycle data in XML format to import into your spreadsheet program or custom data processing application.

Search software lifecycle

in products

Sort results by

[Help with searching](#)

Browse all software lifecycle information

→ Information Management	→ IBM i	→ Software A to Z
→ Lotus	→ AIX	
→ Rational	→ System z	
→ Tivoli	→ System storage	
→ WebSphere	→ Point of sale and self service	

Prevent problems & Stay current

Software Product Compatibility Reports

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp>

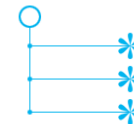
- In addition to the Software Product Lifecycle page, this provides more in-depth information
- Generate custom reports about a product's compatibility
 - operating systems
 - prerequisite software
 - virtualization environments
 - end of service dates
- Highlights common service window for selected products
- Identifies support gaps that exist in the solution
- Can view sample reports to see results

Software Product Compatibility Reports

Find out what is supported, compatible, available.

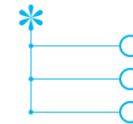
High-level reports
about products
related to

- ☒ Operating systems
- ☐ Prerequisites
- ☐ Hypervisors
- ☐ National languages



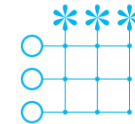
Select a product. Get the list of the operating systems that it supports.

→ Create a report
→ Sample report



Select an operating system. Get the list of products that run on it.

→ Create a report
→ Sample report



Select products. Select operating systems. Explore supported combinations.

→ Create a report
→ Sample report

In-depth reports

Detailed system requirements:
Operating systems and prerequisites, component details and restrictions.

→ Create a report
→ Sample report

Hardware requirements:
Find out the required hardware for a product on one or more operating system families.

→ Create report
→ Sample report

End of service:
Find out the end of service dates for the products you have in mind.

→ Create report
→ Sample report

IBM Electronic Support – easy, fast, smart



- IBM Support Portal
- Knowledge Centers
- IBM Redbooks
- Whitepapers and more

IBM Support Portal

<http://www-947.ibm.com/support/entry/portal>



Support Portal



Product finder:

[Share your list of recently viewed products](#)

- [Browse for a product](#)
- [My products](#)

Search support:



[Tips](#)

My support programs

[Sign in](#) to access:

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

[Learn more about my support programs](#)

Common support links

- [Sign in](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Support registrations](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Current site availability](#)

IBM Support Portal

The screenshot shows the IBM Support Portal for Maximo Asset Management. The top navigation bar includes the IBM logo, links for Industries & solutions, Services, Products, Support & downloads, and My IBM, along with a search bar. A yellow banner below the navigation bar contains a 'Translate this page' button. The main content area is titled 'Maximo Asset Management' and features a 'Product lookup' section with a text input field for product names, part numbers, or machine types, and buttons for 'Browse for a product' and 'My products'. Below this is a 'Search support and downloads' section with a search bar and a 'Search only Maximo Asset Management' checkbox. The page is divided into four columns of links: Downloads (view all), Product support content, Tools and resources, and Featured links (view all). Each column lists various resources such as fixes, documentation, and training materials.

IBM Industries & solutions Services Products Support & downloads My IBM Search

Translate this page

Support Portal >

Maximo Asset Management

Product lookup: Lookup another product name, part number or machine type/model [Browse for a product](#)
[Share your list of recently viewed products](#) [My products](#)

Search support and downloads

Search: [Tips](#)
☐ Search only Maximo Asset Management

Downloads ([view all](#))

- Downloads (fixes & PTFs)
- Search results: Fixes by version
- Recommended fixes
- IBM Fix Central - Maximo 7.1.1.11 Hot Fix 012
- Prerequisite Scanner Version 1.2.0.9 Readme

Product support content

- Product documentation (manuals)
- Plan and install documentation
- Flashes, alerts and bulletins
- Troubleshooting documentation
- All product support content

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
- Forums, blogs and social media

Featured links ([view all](#))


- Maximo Support Resources
- Support technical exchanges
- Featured documents
- Detailed system requirements
- Software handbooks

Knowledge Centre:

<http://www-01.ibm.com/support/knowledgecenter/>


 IBM Knowledge Center


Sign InEnglish

 Search

Save Search

Search Filters: [Maximo Asset Management 7.5.0.5](#) ☒ Auto-select | [Clear All](#) | [Add Products...](#)



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Maximo Asset Management 7.5.0.5

☒ Welcome

[Product overview](#)

[Planning for multiple sites](#)

[Planning for deployment](#)


[Installing Maximo Asset Management](#)

[Administering Maximo Asset Management](#)



[Security](#)

[Getting started with Maximo Asset Management](#)

[Developing applications](#)

 My Collections

Maximo Asset Management 7.5.0.5

 [Share](#) [Add to Collection](#) 

IBM Maximo Asset Management V7.5.0.5 documentation

Welcome to the IBM Maximo Asset Management V7.5.0.5 documentation, where you can find information about how to install, maintain, and use IBM Maximo Asset Management.

Getting started

[Product overview](#)[What's new](#)[Planning for deployment](#)[System requirements](#)[PDF documentation](#)

Common tasks

[Creating assets](#)[Creating locations](#)[Creating work orders](#)[Creating preventive maintenance records](#)[Creating purchase orders](#)

Troubleshooting and support

[Troubleshooting and support documentation](#)[IBM support portal](#)[Support resources](#)[IBM Support Assistant](#)[Release notes](#)

More information

[Asset Management community \(wikis, blogs, forums\)](#)[Tivoli training and education](#)[Education assistant](#)[Search Redbooks](#)

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IBM Electronic Support – easy, fast, smart



- Software and device drivers
- Recommended fixes
- Fix Central
- Fix Level Recommendation Tool

Download fixes and upgrades

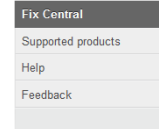
<http://www-933.ibm.com/support/fixcentral/>

Finding fixes

Downloads

- The Downloads module provides links to resources that help you find and acquire updates for your product
- Each product with downloads includes a link to Fix Central or another repository for product fixes and upgrades
- Fix Central lets you search by:
 - APAR or SPR identifier
 - Fix ID
 - Arbitrary text
 - Search for recommended groups
 - Filter search results by category, product, release, and platform
 - Include prerequisite and corequisite fixes

[← Return to IBM Support Portal](#)



[→ Go to Fix Central mobile](#)

Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system. Not looking for fixes or updates? Please visit [Passport Advantage](#) to download purchased products.

For additional information, click on the following link.

[Getting started with Fix Central](#)

Type the product name to access a list of product choices.

When using the keyboard to navigate the page, use the **Tab** or **down arrow** keys to navigate the results list.

Product selector*

Fix Central Machine Code updates are available only for IBM machines that are under warranty or an IBM hardware maintenance service agreement. Some exceptions apply. For more information, please click [here](#).

Code for operating systems or other software products is available only where entitled under the applicable software warranty or IBM software maintenance agreement. Some exceptions apply.

Search Fix Central

My product history

→ Maximo Asset Management (7.5.0.5, All)

→ Maximo Asset Management (7.1.1.5, Windows)

→ Maximo Asset Management (7.5.0.4, Windows)

→ Maximo Asset Management (7.5.0.3, Windows)

My download history

→ Maximo Asset Management (7.5.0.5, All) May 2, 2014


IBM Electronic Support – easy, fast, smart



- Troubleshooting documents
- IBM Support Assistant
- Support tools for IBM Systems

IBM Support Landing Page

<http://www-01.ibm.com/support/docview.wss?uid=swg21418666>

 Industries & solutions Services Products Support & downloads My IBM

Search

[Return to IBM Support Portal](#)

Maximo Support Resources (Home)

Tags
Add a tag | Search all tags
Add a tag >
My tags | All tags
View as cloud | list
More Less
[Landing](#) [Max Resource ce...](#)
[Maximo Resources Support](#)
[chart of account...](#) [field info](#)
[linenums](#) [print attachmen...](#)
[setpswt](#)

Preventive Service Planning
Abstract
This is your first stop when looking for help on Maximo. Select the tab that best matches the information you are looking for and click a topic button for a targeted list of popular documents on the subject.
Content
Support Resources Home Application Module Help Architecture / Configuration Help Associated Product Help Self Help Map
Welcome to the support resources page for Maximo. This is a page dedicated to Maximo support where you can find more information related to Maximo and quickly perform searches on subjects that are commonly asked about by our clients. The links below provide a quick reference areas of the IBM web that support your product. The tabs across the top offer one-button searching for commonly requested information.
Links to Other Smarter Infrastructure Offering Resources
[SmartCloud Control Desk](#) - Integrated Service Desk product with IT Asset Management, Service Request Management and Change and Configuration Management.
[TRIRIGA](#) - Integrated Workplace Management product with Real Estate, Facilities, Capital Project, Energy Management, and Maintenance.
Links to Support Resources
[IBM Support Portal for Maximo](#)
The IBM Support Portal is a central entry point into all support offerings and provides information and support resources for your products. Visit the Support Portal to review and access **Tech Alerts**, **Downloads**, **Tools**, **Support Content** and other resources.
[IBM Service Management Connect \(SMC\) Resources for Maximo Asset Management](#)
Service Management Connect (SMC) is an interactive social media environment where you can post and read **Blogs**, access **Wikis**, participate in **Forums** interact with developers and clients and link to other resources. SMC is a great place to get questions answered by experts and people who have already solved similar challenges.
[IBM Information Center for Maximo](#)
The IBM Maximo Information Center (Documentation Central) contains all of the product documentation, including quick start guides, product user guides, release notes, and installation guides.

Rate this page:
★★★★★
Average rating (1)
Add comments
Document informa
More support for:
[IBM Maximo Asset Management](#)
Software version:
Version Independent
Operating system(s):
AIX, HP-UX, Linux, Sc Windows
Reference #:
1418666
Modified date:
2013-11-25
Translate my page
Select Language

IBM Support Assistant

<http://www-01.ibm.com/software/support/isa/>

- Problem diagnosis and analysis tools
- Team Server 5.0 provides a rich set of problem determination tools
- Team server includes tools such as memory and heap analyzers

IBM Support Assistant

Solve application and software problems

IBM Support Assistant offerings provide rich problem determination tools and functions to assist you in quickly troubleshooting complex software problems or automatically gathering diagnostic data. Watch the overview video below to learn more about these free offerings.

Team Server

- Diagnose problems with specialized tools
- Quickly organize data files
- Collaborate with team members
- Automate data analysis
- Manage available tools

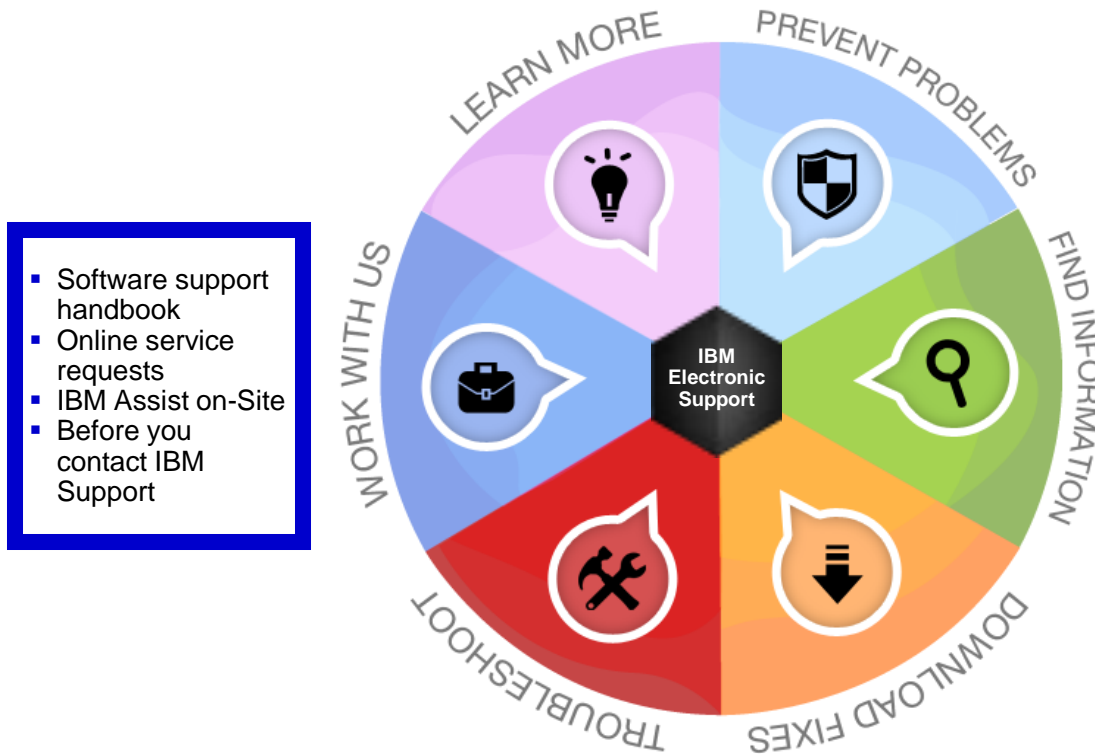
[Learn more...](#)

Data Collectors

- Product-specific collectors
- Reliably gather the correct files
- Symptom-based scripts
- Save time

[Learn more...](#)

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Work with IBM Support

Software Support Handbook

[http://www-](http://www-304.ibm.com/support/customer-care/sas/f/handbook/home.html)

[304.ibm.com/support/customer-care/sas/f/handbook/home.html](http://www-304.ibm.com/support/customer-care/sas/f/handbook/home.html)

- Consolidated – includes support information for software and hardware
- Includes electronic support information
- Detailed description of support at IBM
- Support contact information

Software Support Handbook

Overview of support

[Overview](#) | [Support portfolio](#) | [Electronic Support](#) | [Getting IBM support](#) | [Contacts](#) | [Preventing problems](#) | [Practices](#) | [Acquisitions](#)

This overview explains IBM's commitment to supporting clients and its software support organization.

The IBM commitment

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that to enable you to concentrate on your core business issues, it is crucial that we provide world class information technology services that complement our information system solutions.

The intent of software support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing:



• Rapid response to your requests

Support terms

Test fix EMEA
Fix Pack
IBM PTF
APAR SPOC
PD

→ Acronyms A-Z

Abbreviations, acronyms and other terms often used in the course of solving problems.

Additional references

→ **Appendix A**
Additional support offering information

→ **Appendix B**
Site Technical Contact information for Passport Advantage

What is covered by IBM Support?

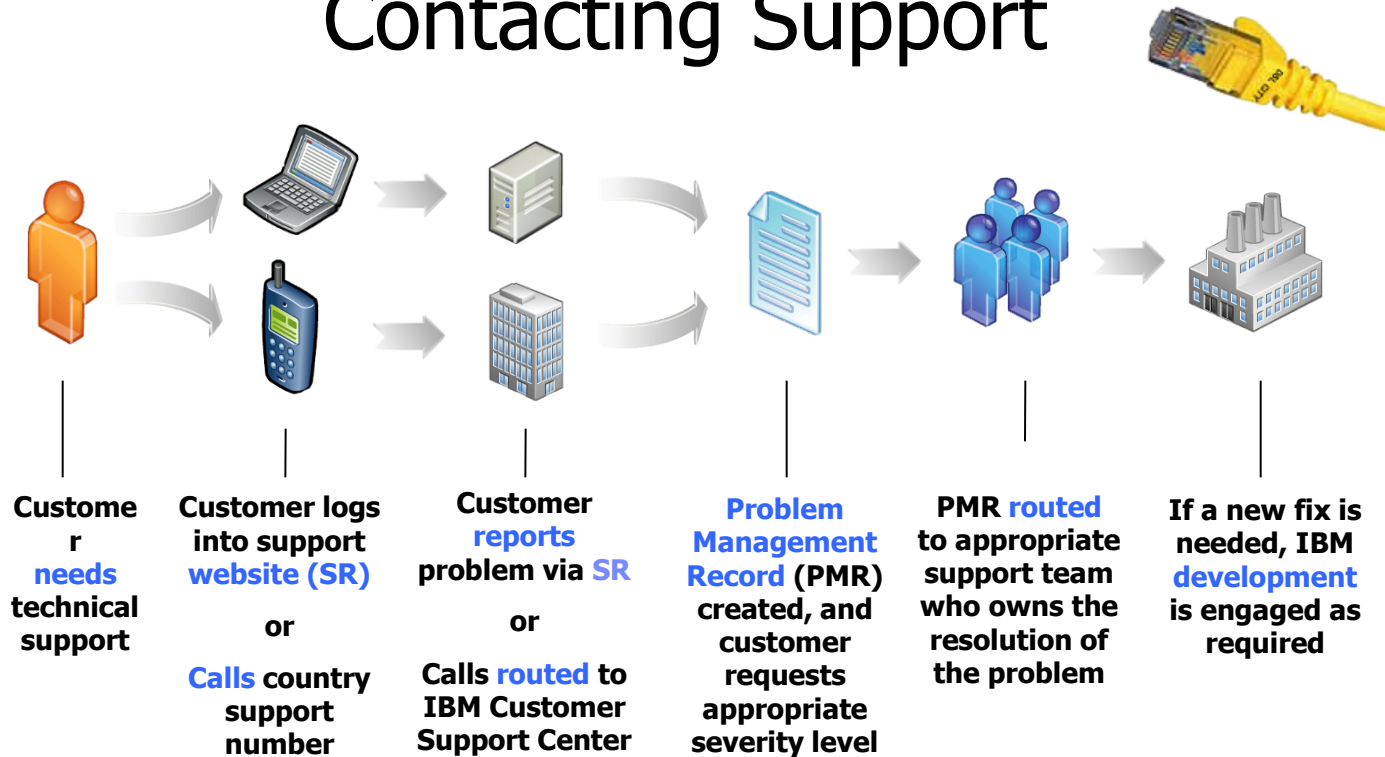
- Core Product Code
- No Support for Customizations
 - This is handled through a client funded Services Engagement
- Suggest customers have basic test environments!
If problems can be recreated by customer in an out of the box environment, it will speed up time to resolution
Important for testing fixes before deploying to production

Severity and Responsiveness

Severity level situations and examples		
Level	Definition	Examples
Severity 1	Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This usually applies to a production environment and indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.	<ul style="list-style-type: none">• All users of Tivoli Problem Mgmt are unable to register a call.• The Lotus Notes mail server is down and affecting all users.
Severity 2	Significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.	All users of Tivoli Problem Management receive a database manager error while attempting to view open problems.
Severity 3	Some business impact: Indicates the program is usable with less significant features (not critical to operations) unavailable.	A client cannot connect to a server
Severity 4	Minimal business impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	<ul style="list-style-type: none">• Documentation is incorrect.• Additional documentation requested

Severity	Impact	Response goal
1	Critical business impact	Within two hours
2	Significant business impact	Within two business hours
3	Some business impact	Within two business hours
4	Minimum business impact	Within two business hours
Not a misprint, two hours on all severities		

Contacting Support



Opening a Problem Management Record



- BEST: Electronically - via SR:
- www.ibm.com/support/servicerequest
 - Self-managed interface to IBM support
 - Simple registration and authorization
 - Open, update and manage PMRs
 - SR Help available, including demos and step-by-step instructions


SR Helpdesk:

<https://www-946.ibm.com/sr/help/>

By Phone – country specific phone numbers can be found here
(best for out of hours support): <http://www.ibm.com/planetwide/>

Work with IBM Support

What you need to include

- ✓ Your IBM customer number
 - ✓ Define the problem – be specific
 - ✓ Define business impact this issue is causing
 - ✓ Assign severity
 - ✓ Gather background information – provide all relevant information
 - ✓ What level of software was / is running?
 - ✓ What operating system version? Have patches been installed?
 - ✓ Has this happened before? Is it repeatable?
 - ✓ What, if anything, recently changed in the environment?
 - ✓ Consult Collecting data/Read first documents, if available, to find out which files (such as dumps or traces) to collect.
- 

What can I do to speed things up?

- Include as much detail as possible when you open a PMR
- Ensure you have your complete environment information in the PMR
 - Maximo Version and release, IFIXes and LA Fixes, Add-ons, Industry Solutions; DB, OS and Webserver information
- Clear steps to reproduce the problem – screenshots help clarify
- View the Must Gather documents online
 - Go to www.ibm.com and enter MustGather Maximo into the Search Field – this search will return all existing Must Gather documents
- NOTE: If you are going through an upgrade / a deployment, please let us know

PMR Escalation

http://www.ibm.com/software/sysmgmt/products/support/Tivoli_Escalation_Process.html



➤ When should I escalate a PMR?

- The situation is getting worse
- The problem has been persisting without resolution for a “long” time
- When you are not happy with the response or assistance you are receiving

➤ How do I escalate a PMR?

- Raise the severity
- Contact the L2 Support Manager
- Out of hours: Call the local Software Support Number (www.ibm.com/planetwide) and ask to “speak with a duty Manager”

1. If you are still not satisfied, contact the IBM account team to request a complaint or request a higher level “Critical Situation” if:

- Multiple Service Requests or multiple products are involved
- There appears to be a lack of coordination from product support teams
- You can actively participate in the increased meetings, email and telephone calls

Note: Now you can be proactive. If your team plans production work for an installation, deployment, or migration, contact your IBM account team and ask to open a Support Alert to inform the support team to be prepared for possible Service Requests

➤ Our goal is to provide **superior customer service**

Fixpacks, IFIX, LA Fix

Fixpacks:

are deliveries of product defect fixes that are put through a full development release cycle and the largest amount of QA testing of all maintenance. Fixpacks are also sometimes used to deliver minor functional enhancements and changes to add or update supported platforms/browsers/databases/middleware.

Interim Fix – IFIX:

The next level of maintenance for Maximo. They go by many names like; Hotfix, Cumulative Hotfix, IFIX, and Limited Availability Interim Fix. They all relate to the same type of deliverable and are releases on fixpack levels for critical and high priority issues

Limited Availability Fix - LA Fix:

is an unofficial way to deliver emergency fixes for severe product issues that can not wait for the next publishing of regular maintenance. LA Fixes also go by the names "1-off" or "1-off Hotfix" but they all mean a single APAR fix delivered directly to a customer from support.

More details can be found here:

What you always wanted to know about hotfixes: <http://ibm.co/1oZ0e92>

What are fixpacks, interim fixes and Limited Availability fixes: <http://ibm.co/1ulQc1z>

IBM Electronic Support – easy, fast,

- Training & Certification
- IBM Education Assistant
- Technical Exchange webcasts
- Online Communities



Learn more

IBM Professional Certification

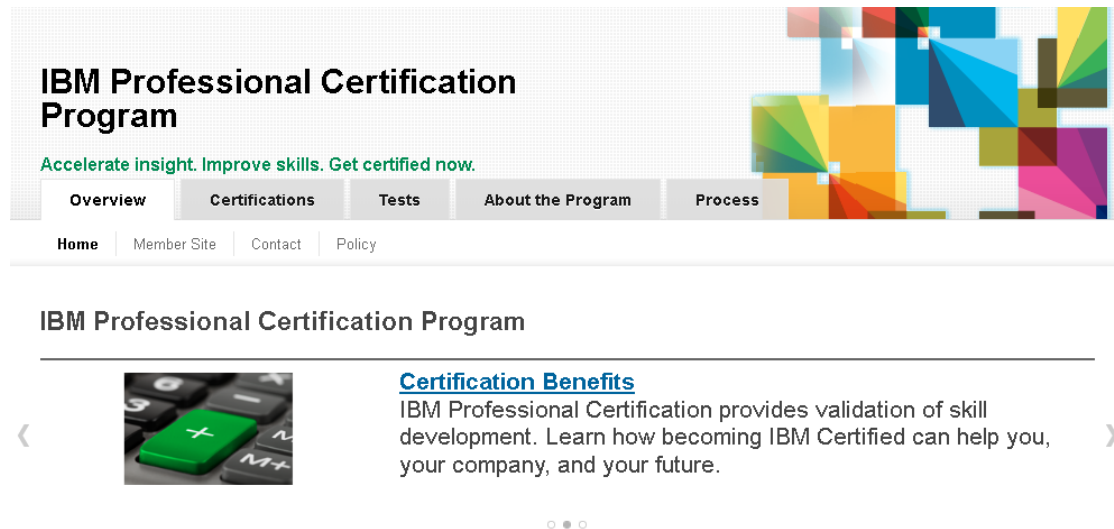
<http://www.ibm.com/training>

Product education is key to successful project deployments

IBM Education offers worldwide classes in over 55 countries

Hundreds of courses in over two dozen curriculum areas

Certification preparation and testing to improve expertise



IBM Professional Certification Program

Accelerate insight. Improve skills. Get certified now.

Overview Certifications Tests About the Program Process

Home Member Site Contact Policy

IBM Professional Certification Program

Certification Benefits

IBM Professional Certification provides validation of skill development. Learn how becoming IBM Certified can help you, your company, and your future.

Learn more IBM Certifications

http://www-03.ibm.com/certify/certs/tv_index.shtml

- Providing Certification Facilities at future MUGs?
- Note: Each TUC member may take 1 C&SI (Tivoli) certification exam for free per year. Any subsequent C&SI exams can be taken at 50% off
- Available certifications:
 - IBM Certified Advanced Deployment Professional
 - IBM Certified Associate
 - IBM Certified Deployment Professional
 - IBM Certified Solution Advisor

Learn more

IBM Education Assistant

<http://www.ibm.com/software/info/education/assistant/>

IBM Education Assistant

Country/region [select]

Home Business solutions IT services Products Support & downloads My IBM

Search [] GO Search scope: All topics

Contents

- IBM Education Assistant
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- Content Classification
- Content Manager OnDemand for Multiplatforms
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- DB2 Database for Linux, UNIX and Windows
- DB2 Everyplace
- FileNet
- iCluster
- Informix Client Software Development Kit
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 - V8.0.1 to V9.1
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 - DataStage and QualityStage
 - Information Analyzer
 - Metadata Asset Manager
 - Business Glossary
- InfoSphere Master Data Management Collaboration Server
- InfoSphere Master Data Management Server for Product Info
- InfoSphere Master Data Service (Initiate)
- InfoSphere MashupHub
- InfoSphere Optim Data Masking Solution
- LanguageWare Resource Workbench
- OmniFind Enterprise Edition
- Sterling B2B Integrator
- Sterling Configure, Price, Quote

InfoSphere Information Server

IBM Education Assistant

IBM InfoSphere Information Server
Version: V8.0.1, 8.1, 8.5, 8.7, 9.1
Problem determination

Provide feedback on this material

Icon key

Problem determination

- [Installation and configuration for IBM Support Assistant Lite](#) 8 min 267K
- [How to use logging components](#) 8 min 663K
- [DataStage client login failures](#) 7 min 392K
- [Monitoring memory consumption of DataStage processes](#) 5 min 231K
- [Troubleshooting LDAP configuration issues with Information Server version 8](#) 11 min 743K
- [Troubleshooting Information Server version 8 LDAP authentication](#) 11 min 499K

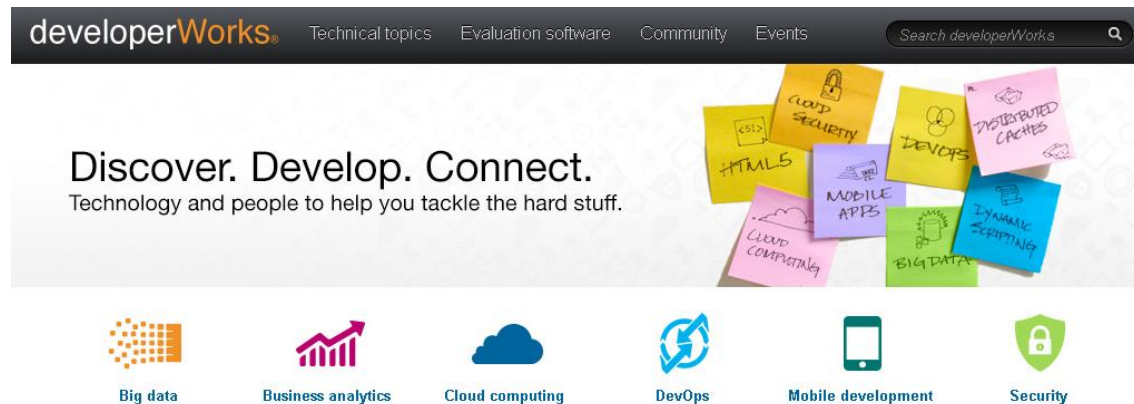
Self-study modules are complimentary for many products

Learn more

IBM developerWorks

ibm.com/developerworks/community

- In-depth technical information for developers and administrators
- New technology introductions
- Technical tutorials and training
- Downloads
- Communities and forums
- Events



Learn more

Forums, blogs and social media

Tools and resources

developerWorks > Technical topics > Service Management Connect >

Asset Management

Connect. Learn. Try. Share.

Welcome to the **Asset Management** community, where you can connect, learn, and share with the Asset Management experts.

Join the **Asset Management group** and connect with other members who have an interest in Asset Management. You can also collaborate with the experts by accessing blogs, forums, and wikis listed below.

Access self-help and other product support information at the **Maximo Asset Management Support Resources portal**.

Check out Asset Management on IBM Service Engage if you are interested in a SaaS offering!

IBM Service Engage

IBM Service Engage



Simple



Fast



Cost Effective

Don't wait! Live Demos & Free Trials

Stop lollygagging and get started!

IBM Service Engage delivers integrated service management solutions when you need them – at your fingertips, [a click away...](#)

Communities

- Application Performance Management
- Asset Management
- Business Service Management
- Cloud/Virtualization Management

