



## IBMLINK/ServiceLink

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### Did you know that ...

- you can electronically open, track, update, and close a defect or problem record?
- you can order corrective/preventive/toleration/Hiper tailored to your SMP/E CSI (Consolidated Software Inventory) and have it sent electronically in hours?
- you can search, browse, and track your maintenance?
- you can receive alerts according to specified FMIDS?
- you can view PSP buckets and easily reference desired buckets without remembering all the names?
- you can get a total package of support services for your zSeries system?

SHARE August 2004

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**All this and more is available in the electronic functions  
provided by IBMLink/ServiceLink applications via  
SoftwareXcel Enterprise Edition for zSeries**

ServiceLink (hosted on IBMLINK) provides the applications to enable you to:

- SIS – search for service and support information
- ETR – communicate with IBM support service (Defects and How-to)
- SRD – order fixes or PTFs (customized and non-customized)
- ASAP – receive critical service notifications
- PSP – view preventive service planning information
- AST – track APARs and PTFs
- PCR – view product cross reference information

([www.ibm.com/ibmlink/link2](http://www.ibm.com/ibmlink/link2))

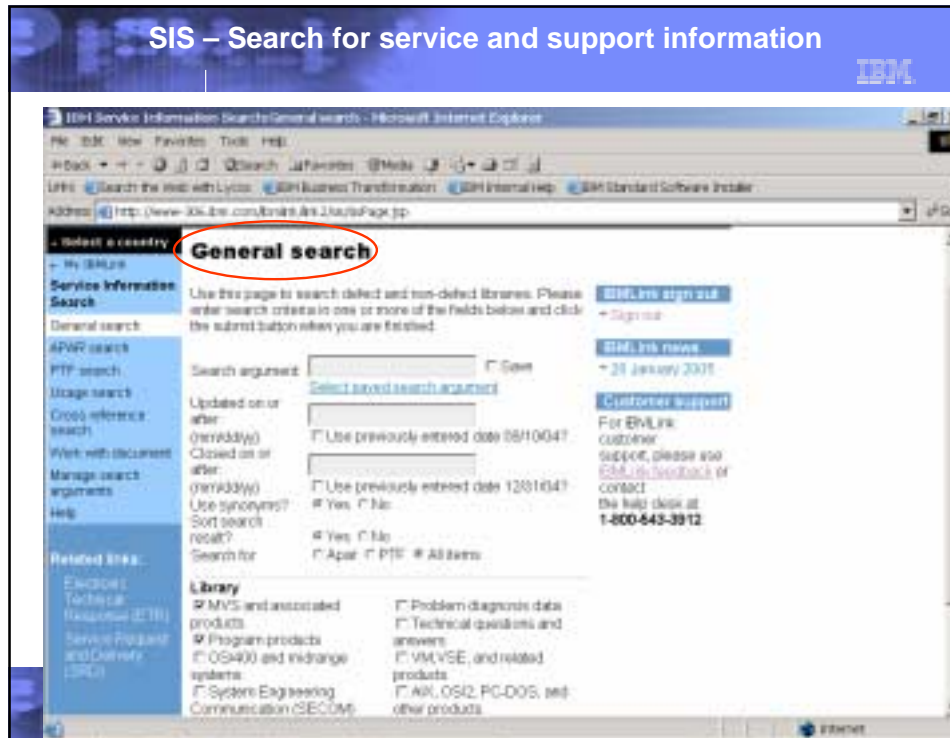
### **SIS – Service Information Search**

Provides access to a wide variety of services and support information about IBM products.

#### **Assists in Problem Resolution**

- **Search for known problems by specifying one or more keywords in**
  - Usage and defect data bases
  - Frequently asked questions
  - System center flashes and bulletins
  - Nondefect data bases
- **General search – used to search usage and defect data simultaneously**
- **APAR search – used to search for APAR**
- **PTF search – used to search for PTF**
- **Usage search – used to search for non-defect related problems**
- **Work with document – used to browse a specific item (APAR, PTF)**

## SIS – Search for service and support information



## ETR – Electronic Technical Response

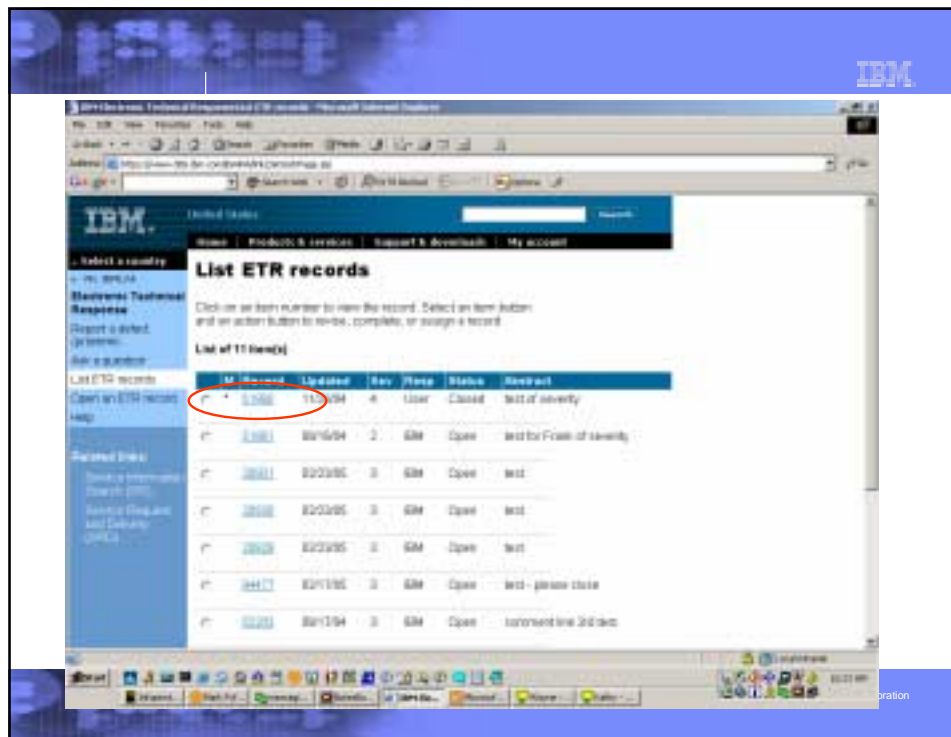
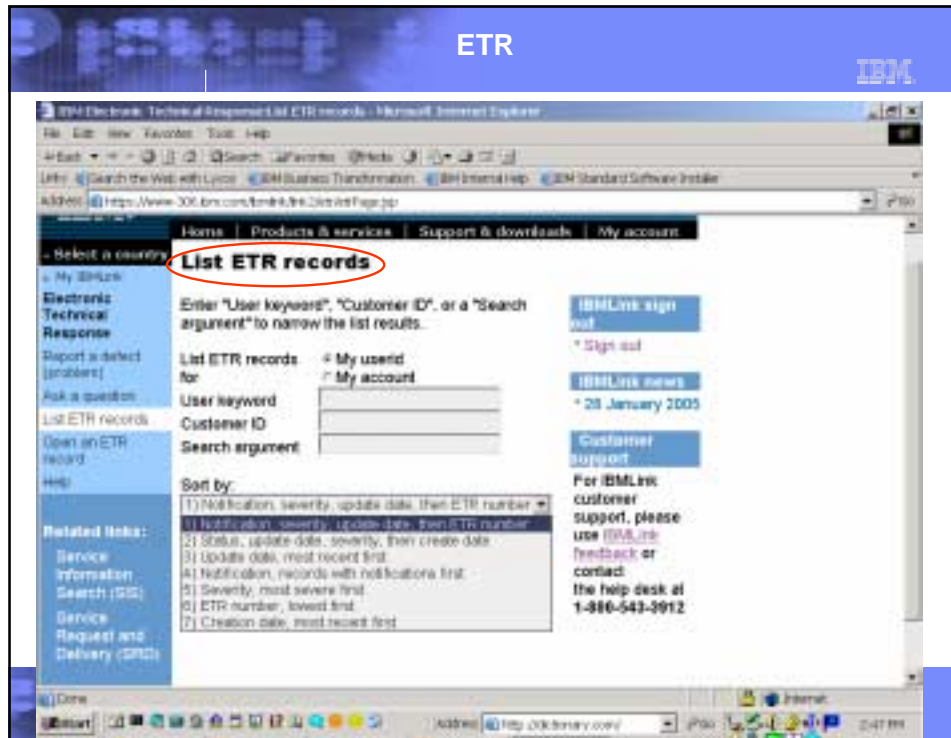
Allows you to electronically report a problem to IBM for:

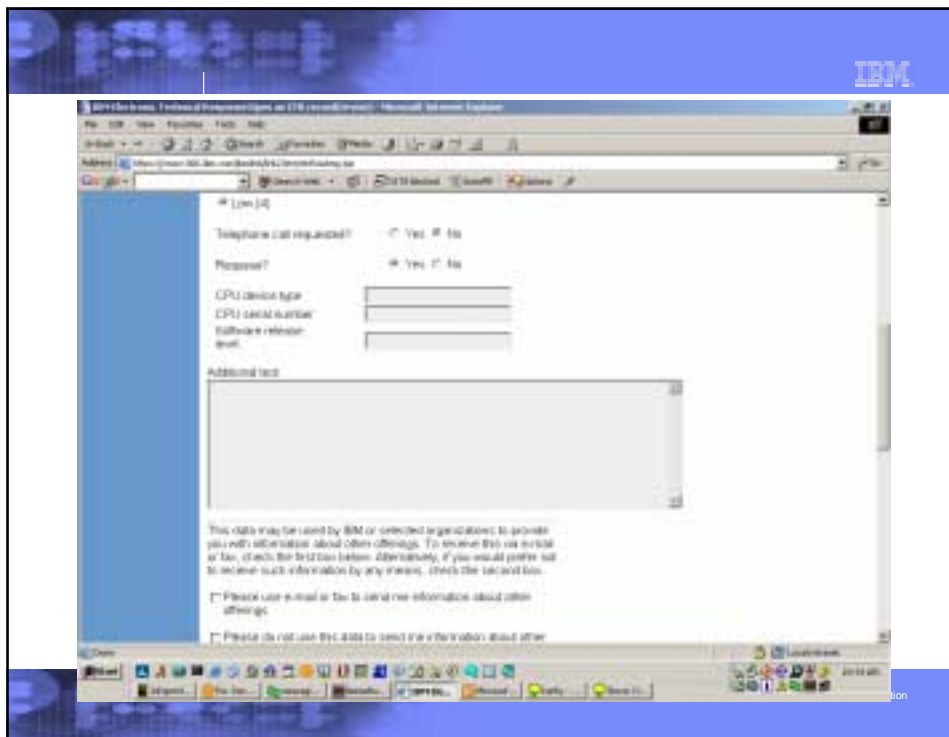
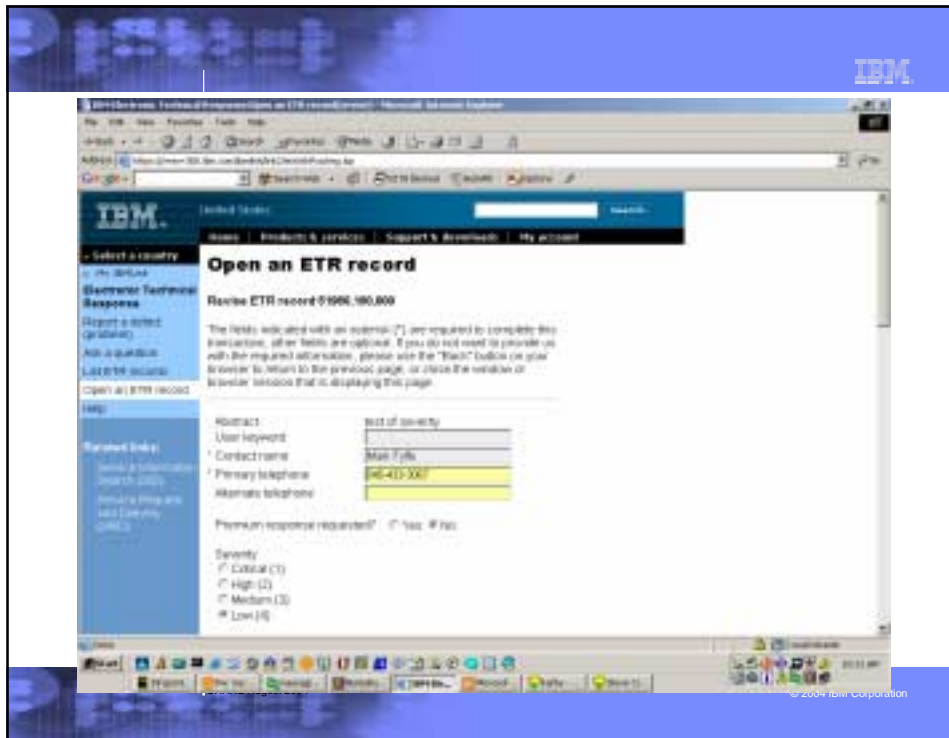
- defects
- how-to's: usage, installation, and non-defect support

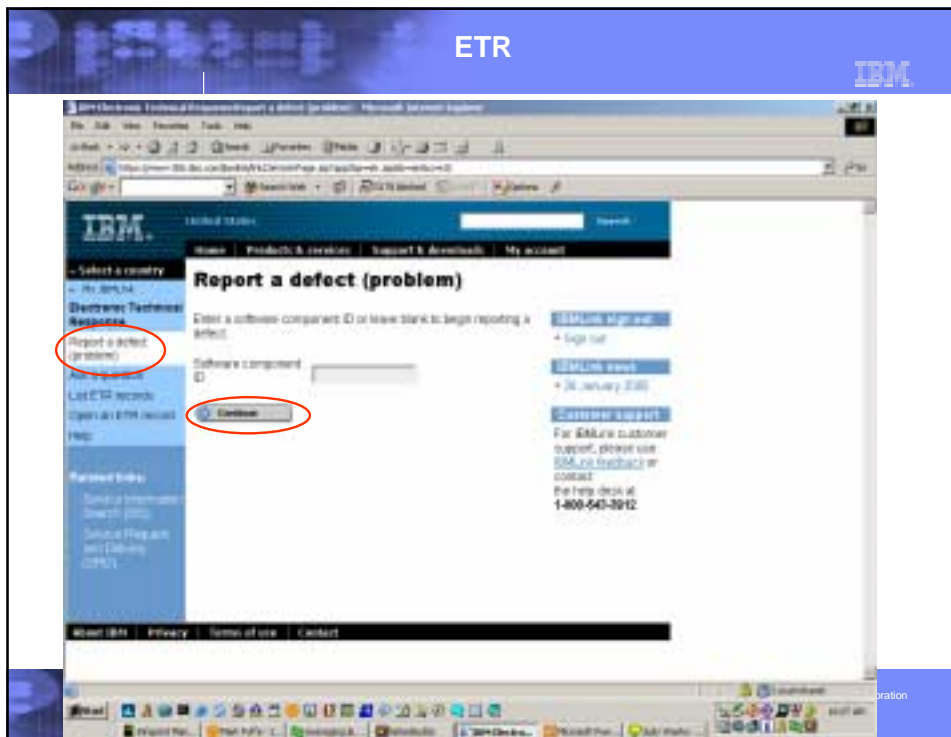
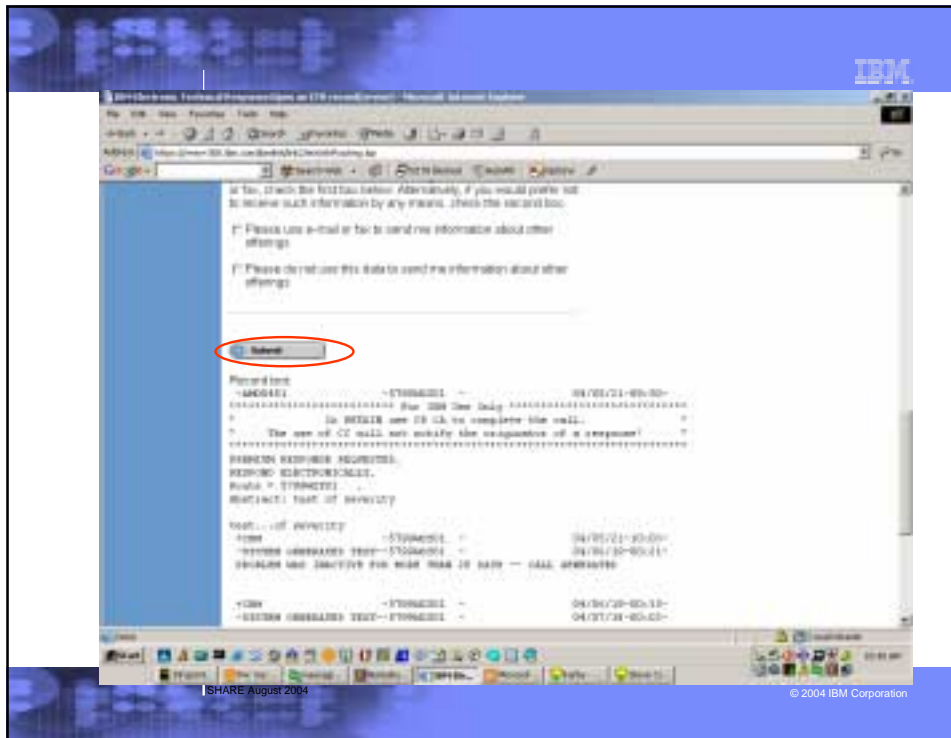
Assists in problem resolution

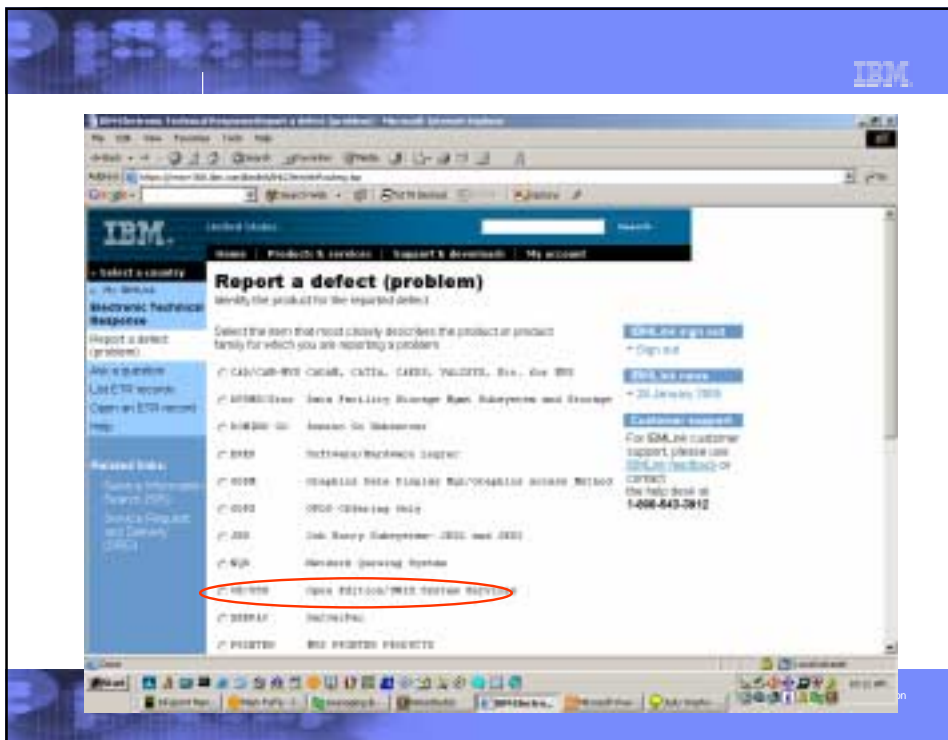
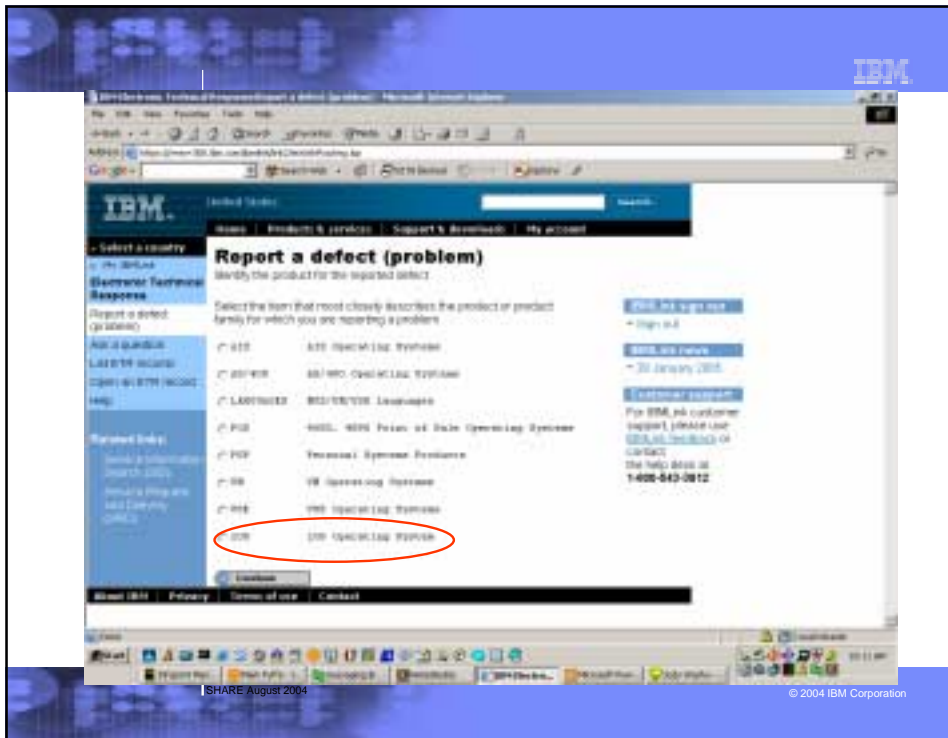
- Responses received either electronically or by phone
- Problem lists by user, account, or specific subset
  - Viewed
  - Updated
  - Completed
  - Printed
  - Reassigned
  - Tailored

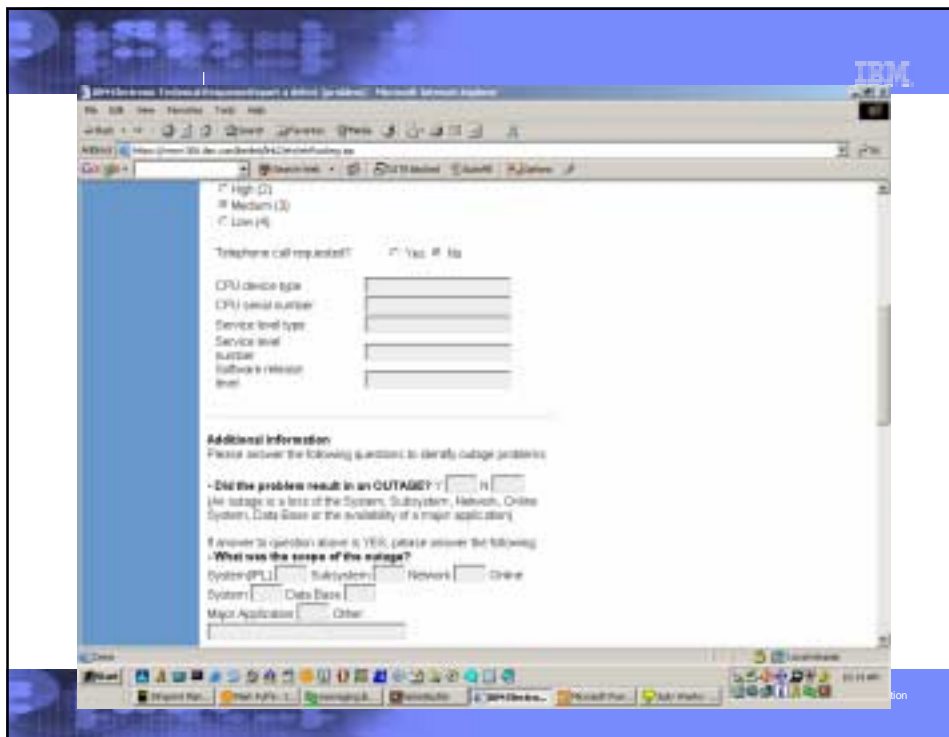
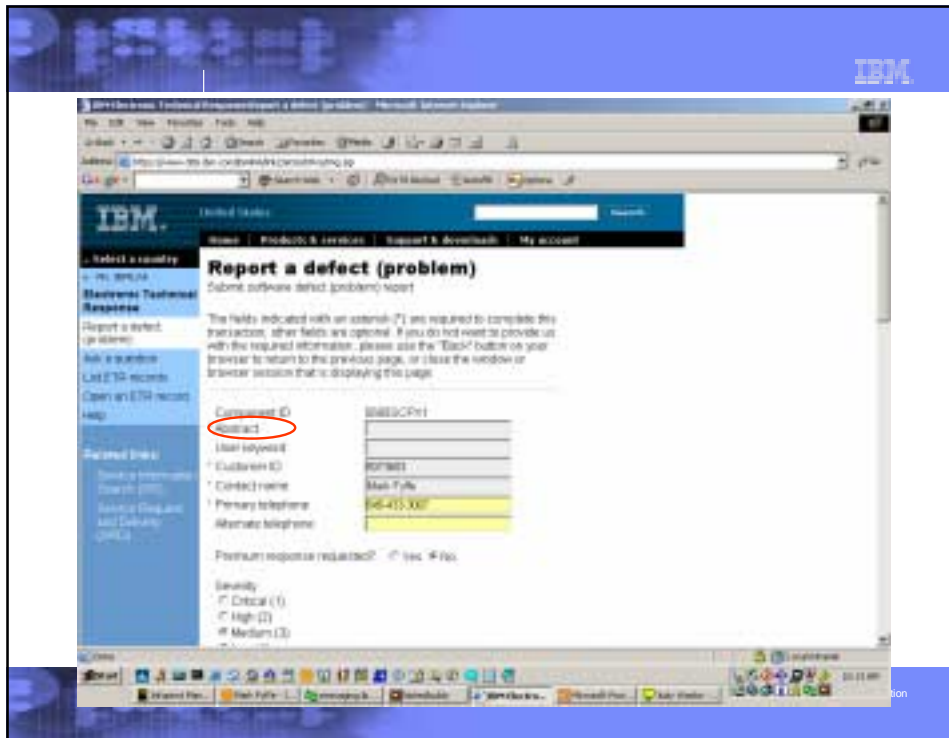
# ETR



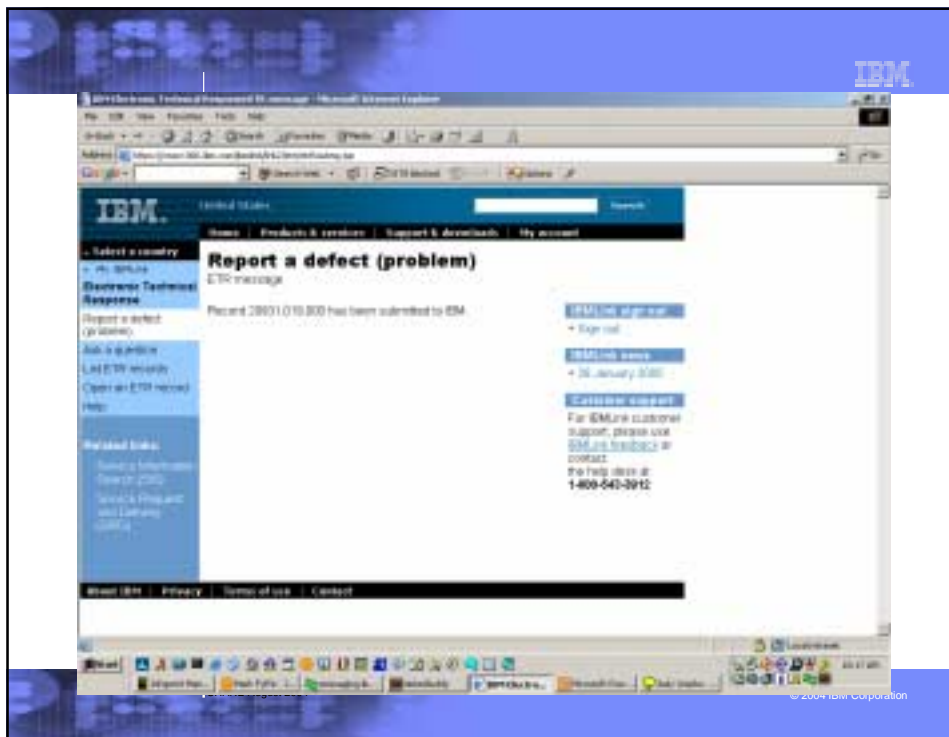
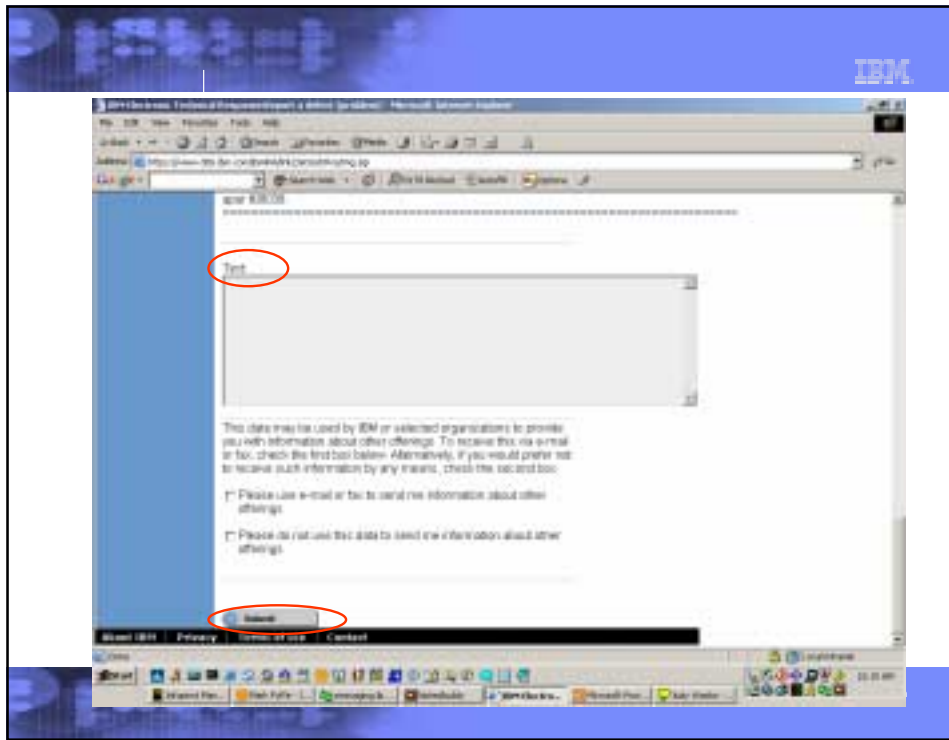












## SRD – Service Request and Delivery

Provides electronic ordering of corrective, preventive, toleration/coexistence, and HIPER/PE maintenance packages.

Assists in problem resolution

- Electronic order and receipt of PTF(s) or listing of PTF(s) that can include requisites, superseded PTF(s), PE fixes
- Customized options:
  - corrective service customized to your installed inventory
  - Preventive service customized to your installed inventory
  - Hiper/PEs (actual ptf's or reports) customized to your installed inventory
  - Toleration/coexistence maintenance customized to your installed inventory
- Shipped electronically
- Updated SMP/E CSI is maintained by IBM for use with subsequent orders

## SRD – Order fixes or PTFs (non-customized)

The screenshot shows the IBM Service Request and Delivery (SRD) web application interface. The browser window title is "IBM Service Request and Delivery - Order PTF(s)". The page header includes the IBM logo and navigation links: Home, Products & services, Support & downloads, and My account. The main content area is titled "Order PTF(s)" and contains the following text:

Welcome to Service Request and Delivery. This page is used to begin your request for corrective service. Enter the PTF numbers you want to order, separated by a blank, then press Continue.

Required fields are marked with an asterisk ( \* ) and must be filled in to complete the form.

PTF numbers

Continue

On the right side of the page, there are several links and information:

- IBMLink sign out
- Sign out
- IBMLink news
- 28 January 2005
- Customer support
- For IBMLink customer support, please use IBMLink feedback or contact the help desk at 1-800-543-3913

The left sidebar contains a "Select a country" dropdown menu and a list of links: Service Request and Delivery, Order PTF(s), Order OS/360 z/OS, Order IS, Order VM/ESA, Order VM/RSJ, Order OS/2 Warp, Work with orders, Work with profiles, and Help. Below these links is a "Related links" section with links for Service information and Events (PDF).

## SRD – Order fixes or PTFs (customized)

The screenshot shows the IBM Service Request and Delivery Order OS/390 z/OS page. The main heading is "Order OS/390 z/OS" with a red arrow pointing to it. The page content includes a navigation menu on the left, a main text area with ordering options, and a right-hand sidebar with links for IBMLink sign out, IBMLink news, Customer support, and CSI profiles. A red circle highlights the "Order OS/390 z/OS" link in the left navigation menu.

**Order OS/390 z/OS**

Ordering options

This page contains OS/390 z/OS ordering options. Orders that are built based on your installed service inventory profile require you to have an existing CSI profile with IBM. The installed Service inventory is a copy of your SMP/E CSI (Consolidated Systems Inventory) which has been updated to IBM. If you do not have an existing CSI profile, select "Upload CSI profile". If you have previously uploaded copies of your installed service inventory (SMP/E CSI), but have forgotten their numbers, select "Request CSI profiles" to request a list of all your existing profiles.

- Order corrective service PTF(s) based on CSI profile
- Order HPER/PE fixes or rejects based on CSI profile
- Order Isolation/Coexistence maintenance based on CSI profile
- Order preventive service based on CSI profile
- Order MVS expanded service option (ESO)

IBMLink sign out  
Sign out  
IBMLink news  
13 May 2004  
Customer support  
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CSI profiles  
Upload CSI profile  
Request CSI profiles

## SRD (cont'd)

The screenshot shows the same IBM Service Request and Delivery Order OS/390 z/OS page. The main heading is "Order OS/390 z/OS". The page content is identical to the first screenshot. A red circle highlights the "Upload CSI profile" link in the right-hand sidebar under the "CSI profiles" section.

**Order OS/390 z/OS**

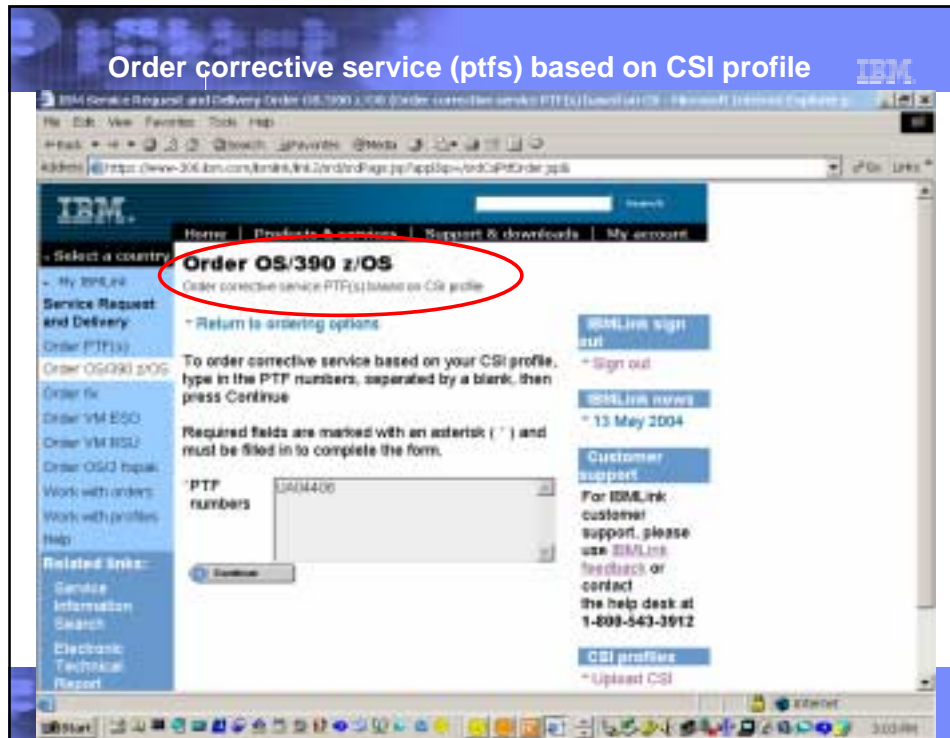
Ordering options

This page contains OS/390 z/OS ordering options. Orders that are built based on your installed service inventory profile require you to have an existing CSI profile with IBM. The installed Service inventory is a copy of your SMP/E CSI (Consolidated Systems Inventory) which has been updated to IBM. If you do not have an existing CSI profile, select "Upload CSI profile". If you have previously uploaded copies of your installed service inventory (SMP/E CSI), but have forgotten their numbers, select "Request CSI profiles" to request a list of all your existing profiles.

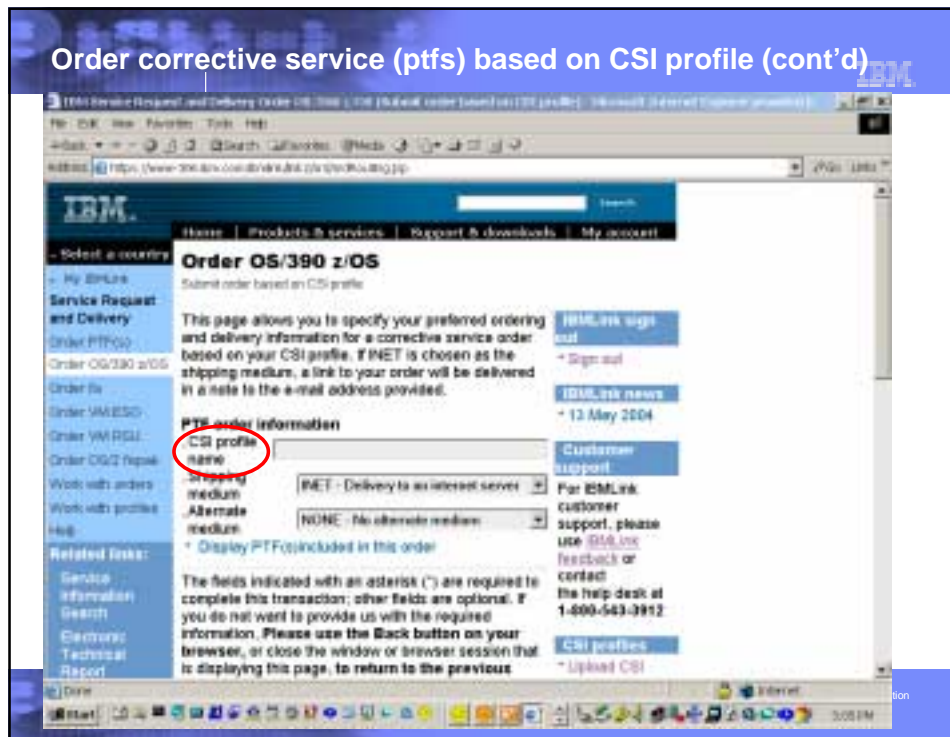
- Order corrective service PTF(s) based on CSI profile
- Order HPER/PE fixes or rejects based on CSI profile
- Order Isolation/Coexistence maintenance based on CSI profile
- Order preventive service based on CSI profile
- Order MVS expanded service option (ESO)

IBMLink sign out  
Sign out  
IBMLink news  
13 May 2004  
Customer support  
For IBMLink customer support, please use IBMLink feedback or contact the help desk at 1-800-543-3912  
CSI profiles  
Upload CSI profile  
Request CSI profiles

## Order corrective service (ptfs) based on CSI profile



## Order corrective service (ptfs) based on CSI profile (cont'd)



## Order Hiper / PE (fixes or report), based on CSI profile

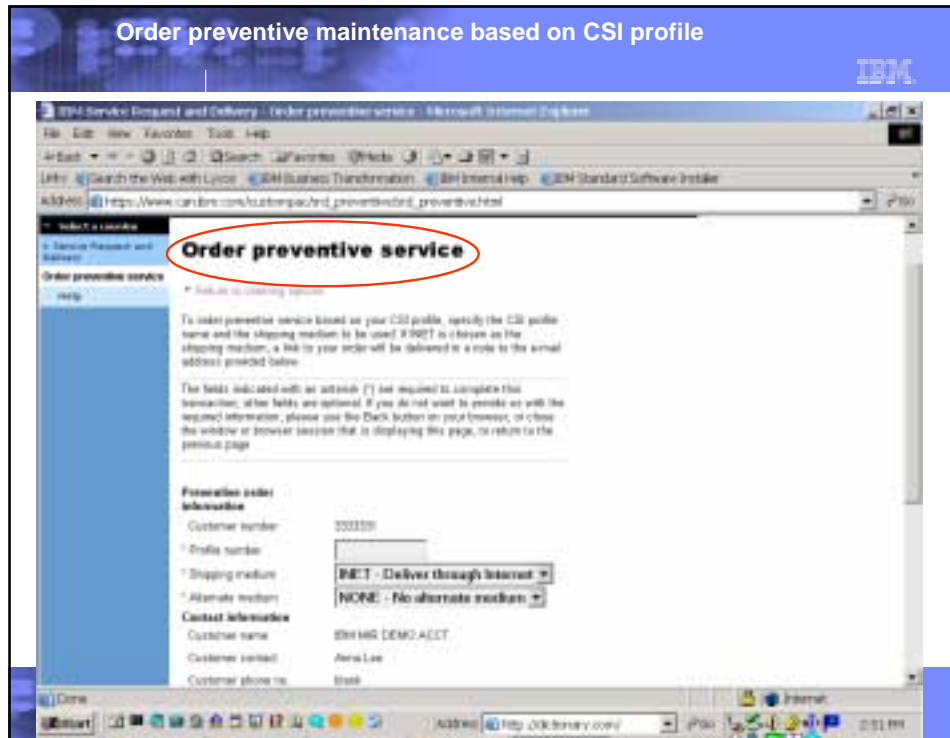
The screenshot shows the IBM Service Request and Delivery Order OS/390 z/OS page. The main heading is "Order OS/390 z/OS" with the sub-heading "Order HPER/PE fixes or report, based on CSI profile". A red circle highlights this heading. Below the heading, there is a "Return to shopping options" link. The page contains a description of the order type, required fields, and a form for "HPER/PE order information". The form includes fields for "Order report only" (with radio buttons for "No" and "Yes"), "CSI profile name", "Shipping medium" (set to "NET - Delivery to an internet server"), and "Alternate medium" (set to "NONE - No alternate medium"). A red circle also highlights the "Order report only" field. On the right side, there are links for "IBMLink sign out", "Sign out", "IBMLink news", "Customer support", and "CSI profiles".

## Order toleration/coexistence maintenance based on CSI profile

The screenshot shows the IBM Service Request and Delivery Order OS/390 z/OS page for toleration/coexistence maintenance. The main heading is "Order OS/390 z/OS" with the sub-heading "Order toleration/coexistence maintenance based on CSI profile". A red circle highlights this heading. Below the heading, there is a "Return to shopping options" link. The page contains a description of the order type, required fields, and a form for "Toleration/coexistence maintenance information". The form includes fields for "CSI profile name", "Type of service" (set to "2088DEVICE"), "Shipping medium" (set to "NET - Delivery to an internet server"), and "Alternate medium" (set to "NONE - No alternate medium"). A red circle also highlights the "CSI profile name" field. On the right side, there are links for "IBMLink sign out", "Sign out", "IBMLink news", "Customer support", and "CSI profiles".

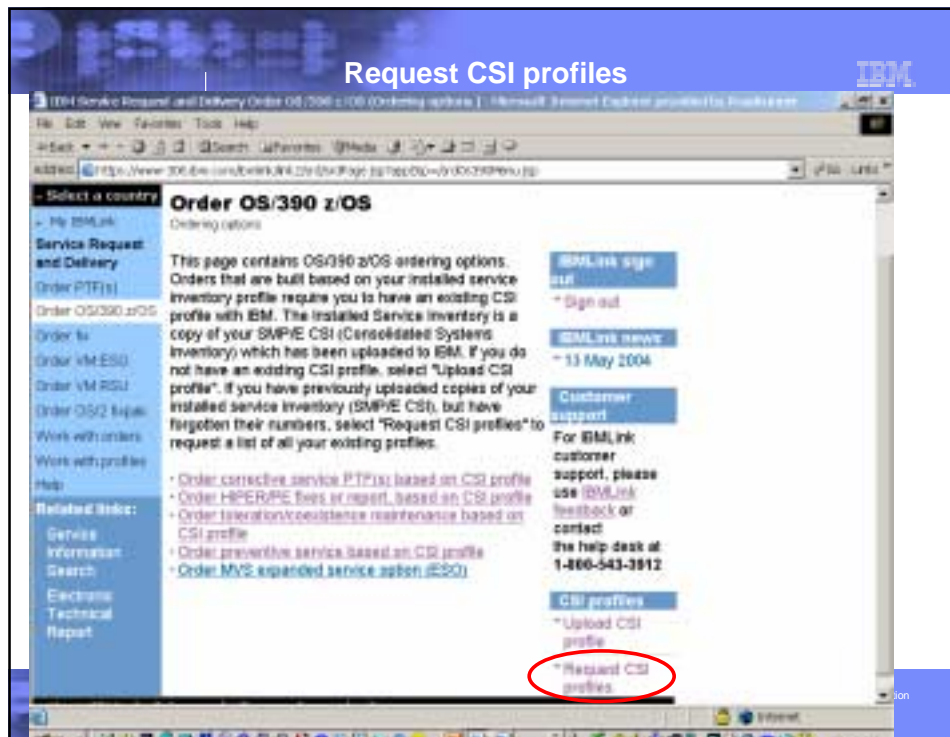
## Order preventive maintenance based on CSI profile

IBM

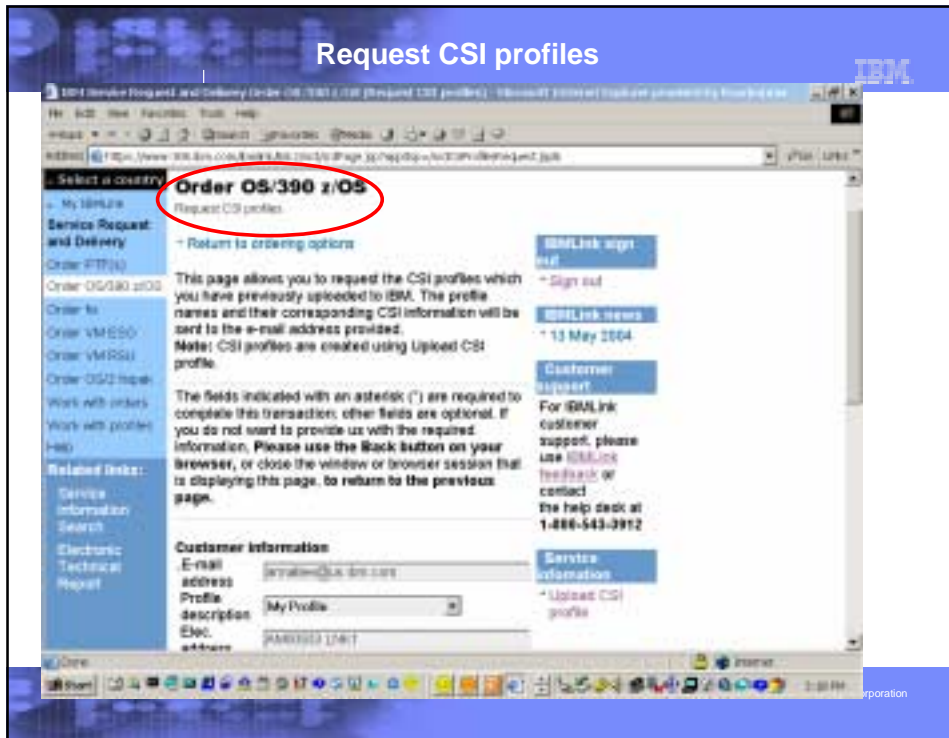


## Request CSI profiles

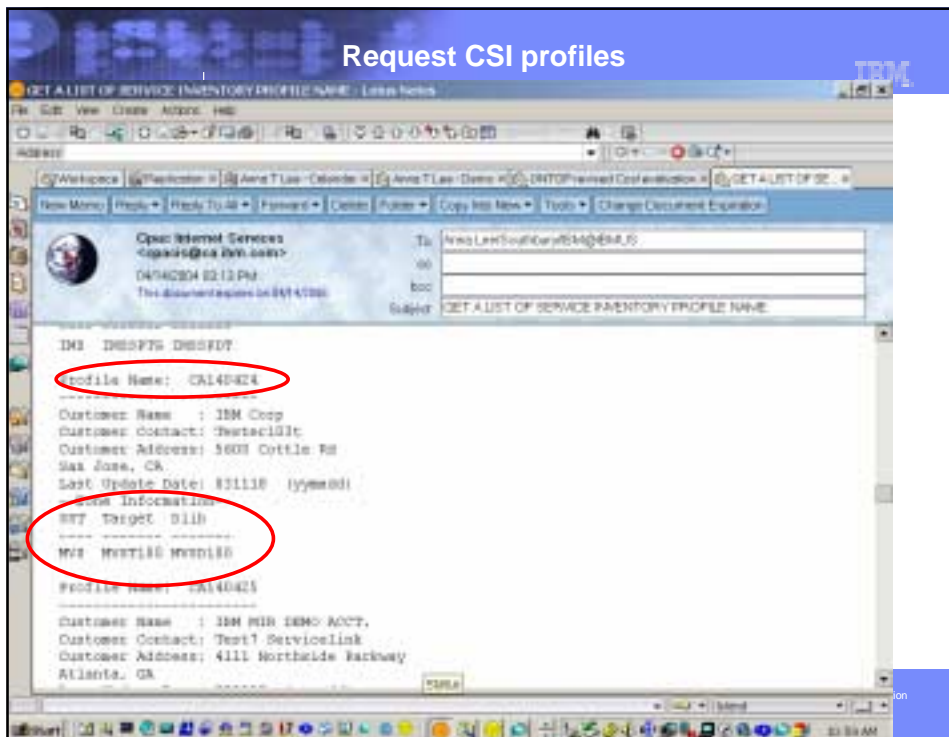
IBM



## Request CSI profiles



## Request CSI profiles



## ASAP – Automatic Software Alert Process

Allows you to receive automatic notifications when there are changes to critical service information about your products.

Assists in Problem Prevention

- While in ASAP, you can:
  - Work with notification list
  - Setup notification types
  - Work with profiles to display the products contained in the profile
  - Display tracking reports indexed by user or by product
  - Request holddata history
    - order ++HOLD and ++RELEASE cards for FMIDs in either your MVS profile or in your account
- Prevent service problems before there is an outage

Select a country

**Setup notification types**

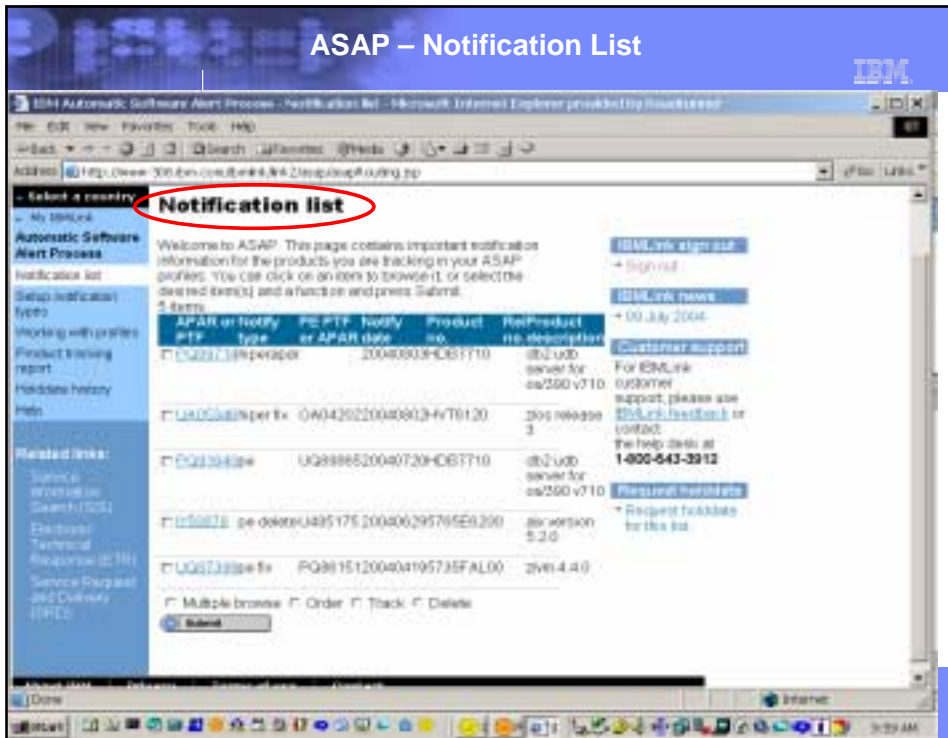
This page allows you to select the types of ASAP notifications you wish to receive.

Notification type	Description
<input type="checkbox"/> PE	PTF in error
<input type="checkbox"/> PE FIX	PTF that fixes PTF in error
<input type="checkbox"/> PE DELETE	Removes PTF in error
<input type="checkbox"/> HPER APAR	High-impact pervasive APAR
<input type="checkbox"/> HPER FIX	PTF that fixes HPER APAR
<input type="checkbox"/> HPER UPD	HPER APAR flags are updated
<input type="checkbox"/> ZE APAR	Temporary fix in error
<input type="checkbox"/> HPER DEL	Removes HPER APAR
<input type="checkbox"/> ATTENTION	Special attention APAR
<input type="checkbox"/> ATTN FIX	PE that fixes special attention APAR
<input type="checkbox"/> ATTN DEL	Removes special attention APAR
<input type="checkbox"/> Ai ADD	Additional information added to a PTF
	Artificial information

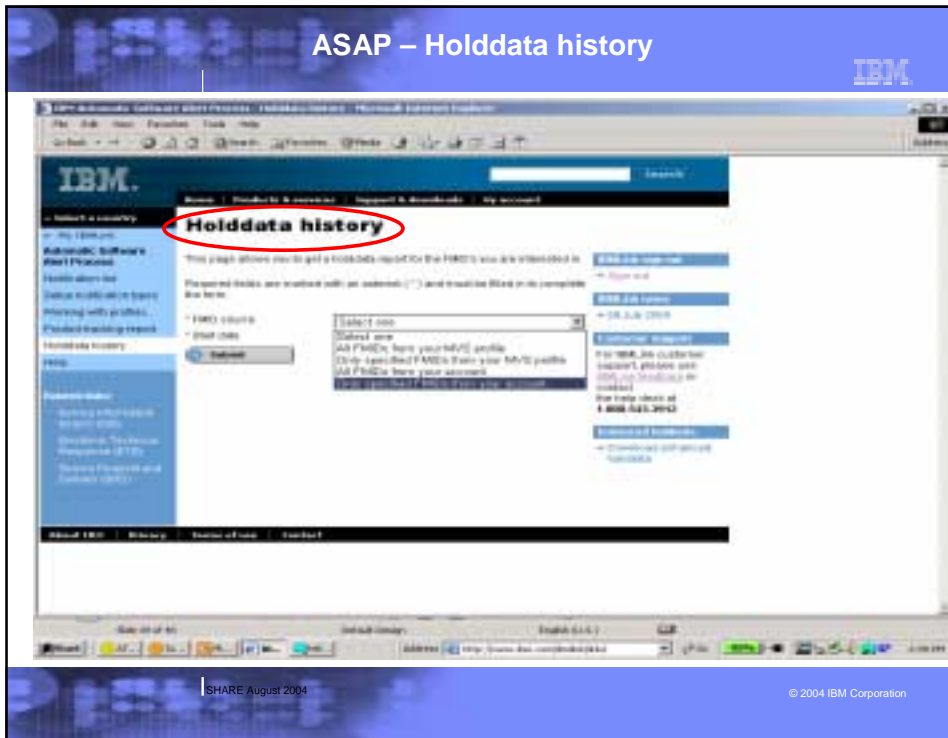
IBMLink sign out  
Sign out  
IBMLink news  
20 January 2005  
Customer support  
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## ASAP – Notification List



## ASAP – Holddata history



## ASAP – Product tracking report

**Product tracking report**

This page lets you select a report of the products being tracked by users with this customer number. Select the type of tracking report, then press submit.

Required fields are marked with an asterisk ( \* ) and must be filled in to complete the form.

Report

Indexed by user  
 Indexed by product

[IBMLink sign out](#)  
\* Sign out

[IBMLink news](#)  
- 28 January 2005

[Customer support](#)  
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## ASAP – Product tracking report (cont'd)

**Product tracking report indexed by product, created on 2005-02-17**  
671 items

Product ID	Product description	User ID	User name
540119001400	68RU025	AP000174	LDR1 PECHARLE
540120201	TOP/P 3.2 CDS SCKT	AP000063	ART PARMLER
540120201	THE 10 REVIEW FOR 05/290	AP000327	LUS DELMAR30
540120201121	US RASGAL V120 LBU/CONF/DRUG	AP000365	ROBBI SMITH-D/CTU
540125101	TOP/P 3.2 CDS SCKT	AP000063	ART PARMLER

[IBMLink sign out](#)  
\* Sign out

[IBMLink news](#)  
- 28 January 2005

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## PSP – View preventive service planning information

Provides information regarding the installation of software products, new product releases, hardware products, and preventive service packages. The information is organized into upgrades and subsets.

- Assists in problem prevention
- Once the information is found, you can:
  - View the upgrades and subsets
  - Order PTFs from a subset's PTF Include List
  - Download Hold/Release Cards for a subset's Include/Exclude Lists
  - Create profiles that will allow you to view the same subsets periodically.
  - Find the exact upgrade or subset that is needed using online indices

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PSP Open

IBM

IBM Preventive Service Planning - Open - Microsoft Internet Explorer

Home | Products & services | Support & downloads | My account

Select a country

+ My IBMLink

Preventive Service Planning

Open

Installation search

Maintenance search

Hardware search

Work with profiles

Help

Related links:

Service Information Search (SIS)

Electronic Technical Response

### Open

Open an upgrade or subset.

The open function allows you to specify a PSP upgrade, and optionally a subset, when you already know the name of the one you need.

Upgrade name:  (ex. WVES4200)

Subset name:  (ex. WVES)

Updated:  (yyyy/mm/dd)

Profile:

IBMLink sign out

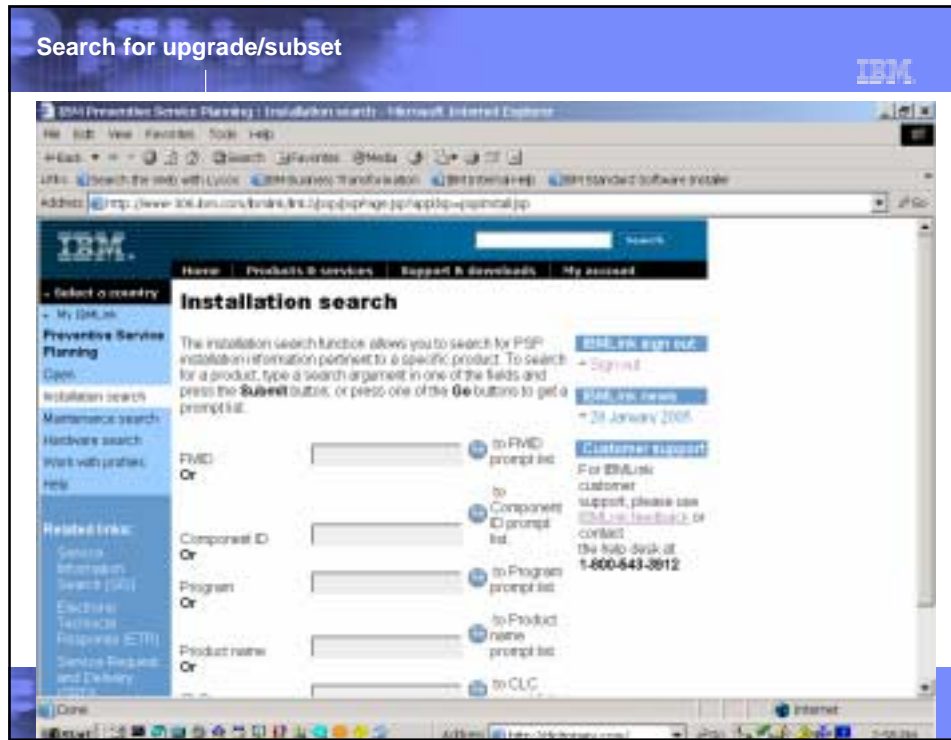
+ Sign out

IBMLink news

\* 25 January 2005

Customer support

For IBMLink customer support, please use IBMLink feedback or contact the help desk at 1-800-543-3912



## AST – Automatic Status Tracking

- **Notifies you when the status of an APAR or PTF changes.**
  - helpful when an APAR is for an unsolved problem
  - track PTFs for availability
- **Assists in problem resolution**
  - Add APARs or PTFs to the AST tracking list
  - Viewing your AST tracking list – for browsing, deleting, or ordering

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## AST – Track APARs and PTFs

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**Tracking list**

The Tracking list displays pertinent information for all the APARs and PTFs you are currently tracking. Click on the hyperlink to browse an item. You may also select multiple items to browse, order or delete. Select one or more items from the list, choose an action and press the Submit button.

APAR or PTF	Issue status	CC	Component Abstract
<input type="checkbox"/> I56485	CLOSED PER 565527484		PTF 56490 IS NOW AVAILABLE -----
<input type="checkbox"/> I56246	CLOSED PER 565585636		PTF 56245 IS NOW AVAILABLE -----
<input type="checkbox"/> I56284	CLOSED PER 565528328		PTF 56283 IS NOW AVAILABLE -----
<input type="checkbox"/> I56282	CLOSED PER 565588862		PTF 56212 IS NOW AVAILABLE -----

Action:  Multiple browse  Delete  Order

Submit

## PCR – Product Cross Reference

IBM

- Assists in problem resolution and problem prevention
- View the Product Cross Reference Lists which cross references IBM software by:
  - Component name
  - Product name
  - FMID
  - Component ID
  - Program number
  - Release
- Useful when using other service applications

# PCR




The screenshot shows the IBM Search page. The search field contains the text "4150", which is circled in red. Below the search field, there are several input fields for refining the search: Company name, Product name, Part number, P/N, P/C, Program number, Component ID, and Release. To the right of these fields are buttons for "IBM site search" and "IBM site search". Below the search fields is a "Search" button. The page also features a navigation menu at the top and a footer with the text "SHARE August 2004" and "© 2004 IBM Corporation".

# PCR (cont'd)



The screenshot shows the IBM Search page with search results for "4150". The search field contains "4150", which is circled in red. Below the search field, there is a message: "The products that matched your search criteria are listed on this page." Below this message, there is a list of search results. The first result is circled in red and reads: "4150 IBM 4150 PART 4150". The page also features a navigation menu at the top and a footer with the text "SHARE August 2004" and "© 2004 IBM Corporation".

## PCR (cont'd)



The screenshot shows the IBM website's search interface. The word "Search" is circled in red. Below it, a search result is displayed with a table of specifications:

COMPID:	31400000
Component Name:	IBM POWER ENT 200
Product Name:	IBM 100 SERVER FOR OS/390 601
FRACID:	HE4010
Partno:	507000
BU:	010
CU/D:	
Est:	400
RTG:	0
WGT:	20000
Lot:	14
Mfg:	00
FILLP:	010
STG:	010

At the bottom of the slide, the text "SHARE August 2004" is on the left and "© 2004 IBM Corporation" is on the right.

## Summary

SoftwareXcel Enterprise Edition for zSeries provides a total integrated package with the software services you need for your zSeries software

- Provides service quality, delivery, and ease of installation
- Takes the risk out of putting maintenance on your system
- Increases the stability of your system by providing accurate and rapid electronic maintenance
- Easy to use electronic tools for proactive problem prevention and management
- Easy to use electronic tools for rapid problem resolution
- Electronic submission of installation, usage questions and non-defect problems
- Includes customized preventive and customized fix packages
- Access to higher technical support center skills
- Continually enhanced by providing the latest product support

Visit: <http://www-1.ibm.com/services/us/index.wss/so/its/a1000185>  
<http://www.ibm.com/services/sl/swxcel> (products supported)

## Where to go for more information

- **IBMLink help desk – 1-800-543-3912**
- **Sales assistance – 1-888-426-4343 Option 1**
- **Mark Fyffe**
  - **US SoftwareXcel program manager**
  - **1-845-433-3067 or [fyffe@us.ibm.com](mailto:fyffe@us.ibm.com)**