

iSeries Important Support Information

1-800-962-4262	McKesson Technical Support Line
1-800-237-5511	IBM Software Technical Services and Support.
1-800-IBM-SERV	IBM Hardware Technical Services and Support.
1-800-879-2755	Ordering IBM Publications and Media.

iSeries Information Center:

<http://publib.boulder.ibm.com/html/as400/infocenter.html>

iSeries Technical Studio:

<http://www.iseries.ibm.com/tstudio/>

iSeries Knowledge Base:

<http://www-912.ibm.com/supporthome.nsf/document/20300257>



iSeries Support Line (*Basic Software Support Overview*)

What kind of support comes with my software?

Program Services are those services available to you at no additional charge when you purchase your software from IBM. Program Services are used if you suspect an error in IBM software. Our iSeries specialists will help you determine and solve the software problems and assist you in ordering software fixes (called PTFs, Program Temporary Fixes) from IBM.

How do I report a problem under Program Services?

Software defect support is available via ECS (Electronic Customer Support which is the OS/400 function that allows electronic communications between your iSeries and IBM), facsimile, or US Mail.

When reporting a problem, additional documentation may be required. Please obtain a code defect reporting form by calling 1-800-IBM-4FAX. Request document 3116, complete it and send it in with your letter or fax.

Program Services Access Methods

FAX: 1-800-288-9584

US Mail:

IBM Corporation
3605 Highway 52 North
Dept. 909/Bldg. 002-2
Rochester, MN 55901

MCKESSON
Authorized Business Partner

Can I report a defect over the phone?

If you have purchased an IBM Support Line contract, you can receive Program Services support over the telephone.

Support Line Overview

Where does Support Line come in?

Support Line is the service offering through which IBM delivers telephone support. This service is provided to new IBM Version 4 customers at no charge for their first three months. Thereafter, this is an optional service available for a fee through a Support Line Monthly or Hourly contract.

When and how do I contact Support Line?

If, after reviewing your iSeries documentation, you have a question on how to use your iSeries, Support Line specialists are available to help, up to 24 hours a day - seven days a week. Contact Support Line by calling 1-800-237-5511.

What should I expect when I call?

When you call Support Line, your call will be answered through a Voice Response Unit (VRU), which provides a method for touch-tone or voice menu selections. An operator will then verify information about you and your system before connecting you to the appropriate AS/400 product area.

An important option on the VRU allows you to enter a Direct Access Code. These four digit codes quickly connect you to the appropriate AS/400 product area. If you are unsure of the specific product area code, the operator can provide routing assistance. To obtain the most recent version of the Direct Access Codes, simply dial 1-800-IBM-4FAX and request document 1866. The codes are also available by fax from the VRU menus and the iSeries Service Home Page on the Web: <http://www-912.ibm.com>

Will my call automatically be routed to a technical specialist?

Your call will be answered by an operator who will briefly verify some information. The operator will then confirm your Direct Access Code (if you entered one) or assist in routing your call to a technical specialist. At times when call volumes are especially high and the expected hold time is longer than usual, the operator will make every effort to immediately engage a technical specialist if appropriate.

What if my call is really urgent?

We understand there are times when you have an urgent call. In these cases, use the option to go directly to an operator by pressing the zero key (if using a rotary phone, hold). Inform the operator of the urgency of your call. If you are still concerned, ask for the duty manager in the appropriate product area.

What should I have available when I report a problem or make a call?

Please have your IBM customer number and the applicable system's machine type and serial number readily available when you call. Support Line Hourly contract customers will also need to provide their Support Line Access code (sometimes referred to as a password). Depending on the purpose of your call, additional information may be required. See the Checklist included below.

Response and Satisfaction

When is Support Line available to me?

Both Support Line Monthly and Hourly contract customers are provided support during their Prime Shift (8:00 AM - 5:00 PM, Monday - Friday, excluding national holidays). Support provided outside of Prime Shift may be available based on the terms and conditions of your individual contract.



How fast will you respond to me?

Response times depend on how you report the problem to us:

Support Line Response

A technical specialist will return your initial call within two hours during Prime Shift and within four hours during Off Shift.

Program Services Response

ECS: A technical specialist will provide a response electronically in two days or less. IBM Version 4 customers may view their electronic response by issuing the Query Problem Status (QRYPRBSTS) command. You will not receive a phone call providing status unless you have a Support Line Monthly or Hourly contract AND request a telephone call in your electronic entry.

FAX: The initial response, via fax, will be within two days of receipt of the problem.

US Mail: The initial response, via mail, will be within seven days of receipt of the problem.

How do you assure my satisfaction?

If you are not satisfied with the Support Line service, notify us in writing within one month of the time you first became dissatisfied. We will work to resolve the problem to your satisfaction.

To improve the service we provide, we frequently conduct satisfaction surveys. If you are randomly selected to participate in this survey, please do so. Thank you, in advance, for helping us meet your needs today and in the future.

Tips and Techniques for Getting the Most Out of Support Line

Peak hours in the iSeries Support Center are 10 AM - 2 PM Central Time, Monday through Friday. Call response is typically quicker outside of these hours.

Your iSeries comes preloaded with a bookshelf of commonly used books (System Operation). The CD-ROM or tape will come with a booklet that will help you load the softcopy information you want onto your iSeries. After you have installed your softcopy information, look at the booklet called "Getting Started with InfoSeeker," SC41-3001. This booklet is packaged with OS/400 software and will show you how to use softcopy information. Many of your service and support related questions can be easily answered by reviewing your documentation.

The Voice Response Unit Direct Access Codes are frequently updated to reflect customer input and new product offerings. Please ensure you are working with the most recent version by dialing 1-800-IBM-4FAX and requesting document number 1866.

Voice access to Support Line is available to people who you designate as your contacts. These contacts should be knowledgeable of the software and your operations. You will save considerable time by ensuring that problems are reported through your designated contacts.

Answers to many frequently asked questions, as well as other tips and recommendations related to AS/400 service and support, are available through AS/400 Knowledge Base on the Web:

<http://www-912.ibm.com/supporthome.nsf/document/20300257>



Checklist

The following information is required when using Support Line:

- ◆ IBM Customer Number
- ◆ iSeries Machine Type
- ◆ iSeries Serial Number
- ◆ Support Line Access Number (Support Line Hourly customers only)



To streamline your call, when reporting a problem, please have the following information available:

- ◆ Failing software product name, version and release
- ◆ Current installed cumulative PTF tape number
- ◆ Problem Symptom
- ◆ Message Number, message text and return codes
- ◆ Steps needed to recreate the problem
- ◆ Actions already taken
- ◆ Job log
- ◆ Your assigned problem number (if you are calling on an existing problem)
- ◆ Telephone Reference Numbers

Tips and Techniques for Getting the Most Out of IBM Maintenance Service

Checklist

To streamline your call, when reporting a problem, please have the following information available:

- ◆ IBM Customer Number
- ◆ AS/400 Machine Type
- ◆ AS/400 Serial Number
- ◆ Maintenance welcome letter or Call Own Log#
- ◆ Problem Symptom
- ◆ Message Number, message text and return codes
- ◆ Job log
- ◆ Your assigned problem number (if you are calling on an existing problem)
- ◆ Telephone Reference Numbers

Series VAR, LLC

3168 Mercer University Dr.

Suite #100

Chamblee, GA 30341

info@seriesvar.com

770.216.4444