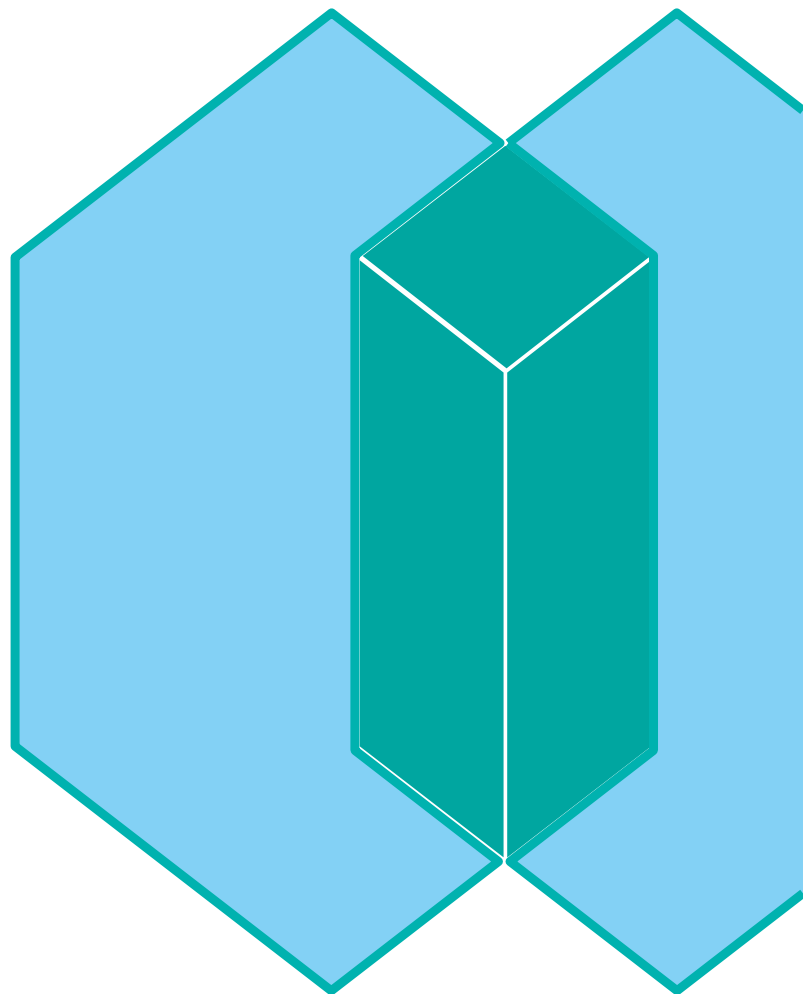




IBM Spectrum Computing Support

Support Welcome Package



Glossary

ICN : IBM Customer Number of your account

Site #: IBM Site number for your entitlement

Primary Site Contact : Your Account's primary contact for IBM Passport Advantage access management

Administrative Contact: Your Account's designated contact for all administrative documents

Site Technical Contact: Your Account's technical contact for IBM support case access management

AM: IBM Account Manager for your account

CTS : IBM Customer Technical Specialist for you account

TSS : IBM Technical Sales Specialist for your account

IBM Support Community: the main IBM Support portal for case management which also contains links to other IBM sites

IBM Passport Advantage (PA): site to download product file packages and entitlement keys for your entitled IBM products

IBM Fix Central: site to download patches and service packs for your entitled IBM products

IBM Support Essentials: Know Your Account

(To be filled by client and IBM account team)

ICN	
Site #	
Primary Site Contact	Name: Email:
Administrative Contact	Name: Email:
Site Technical Contact	Name: Email:
IBM Account Manager	Name: Email:
IBM CTS (Customer Technical Specialist)/ TSS (Technical Sales Specialist)	Name: Email:
Entitled products and versions	

IBM Support Essentials: Know Your Roles

Onboarding New Accounts

IBM Support Community:

Step-by-Step Guide for Client Users

Step-by-Step Guide for Client Administrators

IBM Passport Advantage:

Online Contacts Guide

IBM Support Essentials: Understand IBM Support

➤ IBM Support Guide

- Support process and scope
- Case severity
- Response Goals (response time and time to solution)

➤ **Prepare for opening case**

Your IBM customer number (ICN)

Define the problem – be specific

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?

Define business impact & assign severity

Visit www.ibm.com/mysupport or make phone a call 1800-IBM-SERV

You will be given a case number and contacted by IBM Support

IBM Support Essentials: Ready To Work With Support Through Case

Steps to take before working with IBM Support

[IBM Support Account Setup Instructions for New Clients](#), including

1. [Create IBM ID](#) (Your IBM ID is used to login to IBM websites)
2. Access [IBM Support Community](#) and pages for product knowledge
 - Set up and get approval (By your [Site Technical Contact](#)) of your access level to cases
 - For first time users, link your IBM ID to your ICN # or Site Number to complete your Support registration
3. [Register for Passport Advantage](#) (PA)
 - Download files for entitled IBM products and entitlement keys (details in Appendix). To be approved by your [Primary Site Contact](#)
4. Access [IBM Fix Central](#)
 - Set up your account using [these details](#)

Work on product support

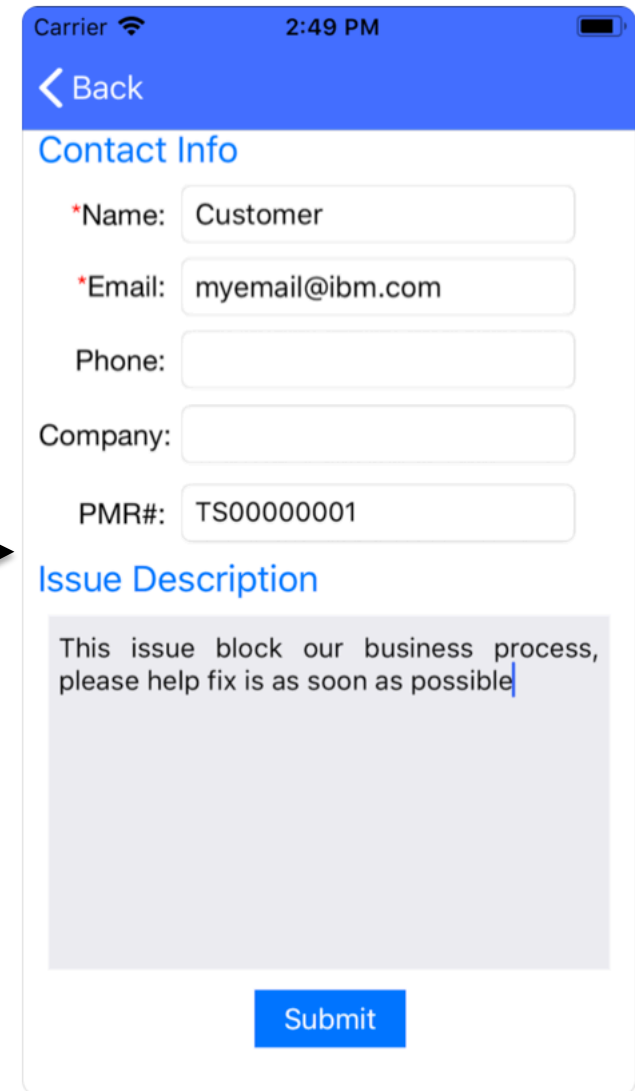
1. Support case
 - Create case through [IBM Support Community](#) (examples in Appendix) for any severity
 - [Click here for help](#)
 - Call Support line (1800-IBM-SERV or find phone # in [IBM Support Directory](#)) for severity 1 case is recommended
 - Get ICN and Product Info ready
 - Request warm transfer** (to talk to level 2 Support directly) (see [severity definition](#))
 - Get you your case # and you will be contacted
2. [Register for “My Support Notification”](#)
 - Receive important product update info, such as, release, patch, training, technote, webinar or webcast, etc. (details in Appendix)
3. Download fixes and patches from [Fix Central](#)
4. Request For Enhancement of Product (RFE) ([click here for video](#))
 - [Landing page for RFE](#)
 - Submit a new Request for Enhancement (examples in Appendix)
 - Voting for existing cases

IBM Support Essentials: Escalation

Take following orders for escalation

1. Raise the case [severity](#) on the case page
2. Request talk to Support Team Leader
3. Request talk to Regional Support Manager
4. Using [Support Mobile App](#) to raise concern to global Support Management Team
5. Call your IBM account team (Find your account team info in the 2nd slide)

(**NOTE: Recommend to use [Callhome](#) tool to prevent situation escalation**)



The screenshot shows the IBM Support Mobile App interface. At the top, there's a status bar with 'Carrier', signal strength, '2:49 PM', and battery level. Below that is a blue header with a back arrow and the word 'Back'. The main content area is titled 'Contact Info' in blue. It contains several input fields: '*Name:' with 'Customer', '*Email:' with 'myemail@ibm.com', 'Phone:', 'Company:', and 'PMR#' with 'TS00000001'. Below this is the 'Issue Description' section, which has a text area containing the text 'This issue block our business process, please help fix is as soon as possible'. At the bottom right of the form is a blue 'Submit' button.

IBM Support Essentials: Enhanced Spectrum Computing Support Service

Annual Support Options (what is your existing service level?)

Remote Mission Critical Support (RMCS)

(Premium paid service – includes RAES & TAM)

Remote Assigned Engineer Support (RAES)

▪ (Premium paid service – Standard Support Add-on)

Standard Support Service

(NOT a separately paid service – included in Annual Subscription & Support Fees)

- Technical Account Manager (TAM)
- Technical Critical Care
- Migration Planning Assistance
- Investigate client-specific Issues
- Direct Access to R&D & Product Management
- Quarterly TAM Report
- Remote Assigned Engineer (RAE)
- Regular Status Update and Ticket Review
- Maintain Client Profile / Environment
- Multi-site Co-ordination
- Remote Health Monitoring
- Application Developer Support
- Software Q&A and Usage Assistance
- Software Upgrade and Patches
- Online Case Submission and Status
- Knowledge Base Articles
- Unlimited tickets
- Local Business Hour Support
- Severity One 24X7 Hotline

Additional Resources To Help Find The Solution

More About Support And Solution

1. Use [Live Chat and IBM Forums](#)
2. Use [Callhome](#) tool
 - Critical issue auto detection
 - Real-time data auto collection
 - Support case auto generation
 - Home grown monitoring tool easy extension (embedded mode support)
3. [Download Patch from IBM Fix Central](#)
4. More [IBM Spectrum Computing Support Tools](#)
5. [LSF Support Mobile App -- video \(iOS, Android\)](#)
6. [Access online product manual through IBM Knowledge Center](#)
7. [IBM Redbook](#)
8. [dWA](#) (forum to interact with other users and Support in general)
9. [DeveloperWorks](#)
Deep dive in IBM Products (Wikis, Blogs, and Forums)
10. [IBM Spectrum Computing Support Webinar Series](#)
11. [Blue Diamond Enhanced Secure Support](#) (targeting healthcare clients)

IBM Spectrum LSF Family Useful Links

1. [IBM Support Forums](#) (select IBM Spectrum LSF product)
2. [dW](#) (forum to interact with other users and IBM Spectrum LSF teams)
3. [Blogs](#) (with LSF tags)
4. [Product public Wiki](#) (Best Practices Guide)
5. [GitHub](#) (for LSF API open source)
6. [Introduction to IBM Spectrum Computing MPI](#)
7. Follow IBM Spectrum Computing LSF support on [LinkedIn](#)
8. Follow IBM Spectrum Computing support on [Twitter](#)
9. Spectrum LSF RTM
[Configuring DB Maintenance](#)
10. Bookmark monthly [LSF Support News Letter](#)

IBM Spectrum Symphony Useful Links

1. Try IBM Spectrum Symphony:

Download a free evaluation trial of [IBM Spectrum Symphony](#)

Download a free trial of [IBM Spectrum Symphony Developer Edition](#)

2. Symphony Support Resources

[Support Portal for IBM Spectrum Computing Symphony](#)

[IBM Knowledge Center for IBM Spectrum Symphony](#)

[Best Practices for IBM Spectrum Symphony](#)

[Legacy Documentation for IBM Platform Symphony](#)

[IBM Spectrum Computing Tools](#)

[Fix Central for IBM Spectrum Computing Symphony](#)

[Electronic Live Chat for IBM Platform Computing Product offerings](#)

[YouTube training videos for IBM Spectrum Computing products](#)

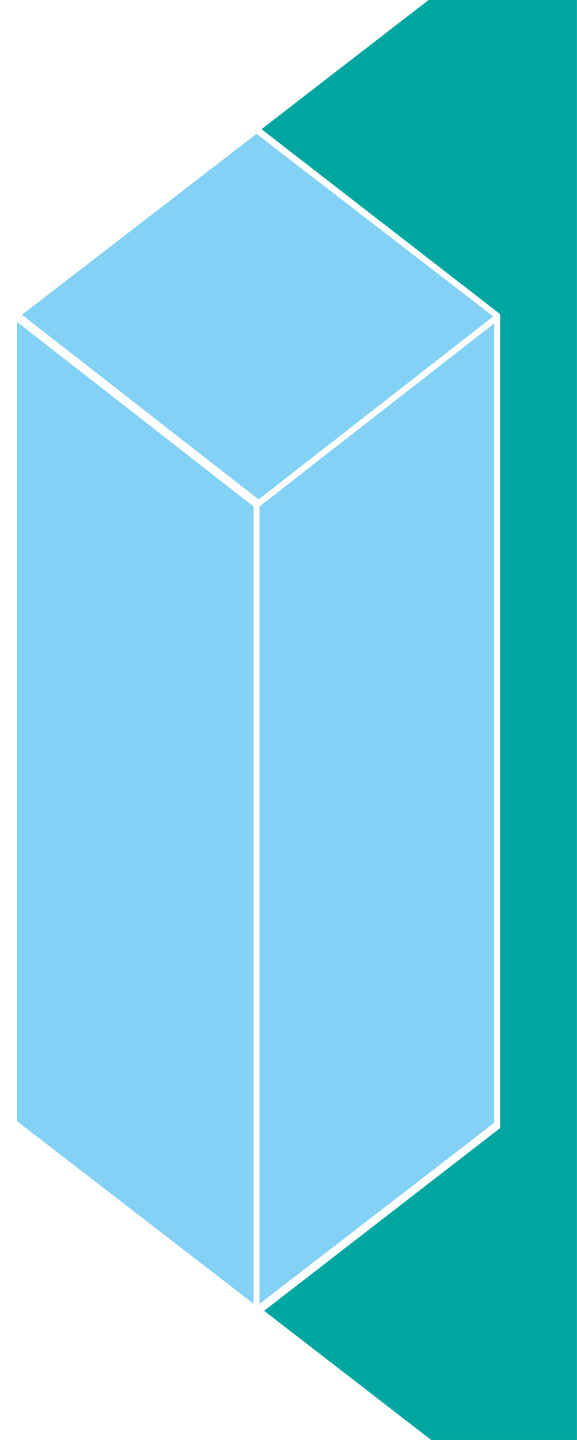
3. Subscribe for up-to-date information:

Follow [IBM Spectrum Symphony Group on LinkedIn](#)





Subscribe to [IBM Spectrum Symphony Blog](#)

Bookmark monthly [Symphony Support Newsletter](#)

Appendix



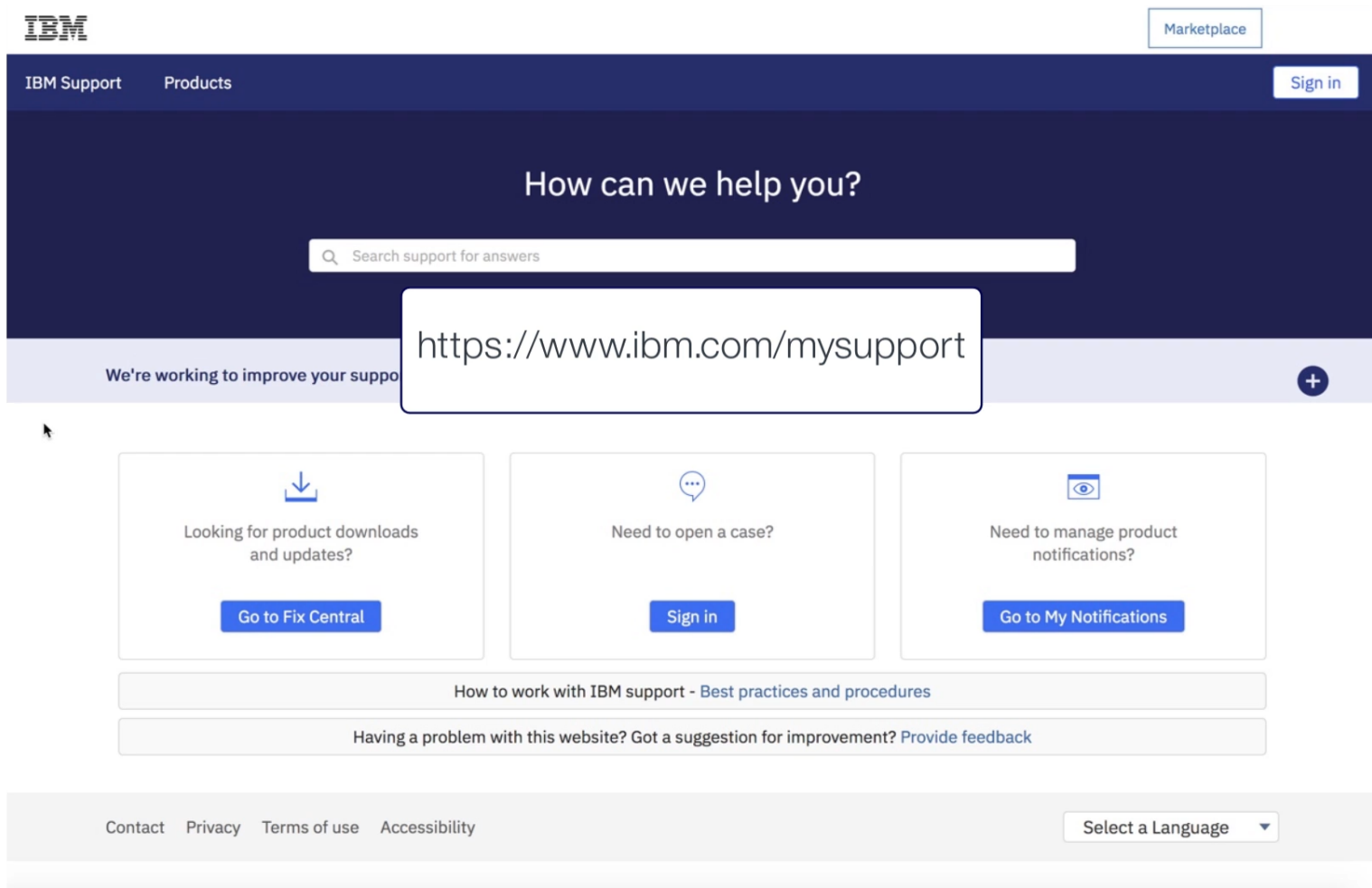
IBM Support Community

1. [IBM Support Community](#) is the place of **case** management for **IBM Spectrum Computing Products**
 - Use IBM ID to log on
 - For new users, using following steps to request access
 - Go through step 1 to Step 4 on slides 4
 - Logon to [IBM Support Community](#)
2. Find more information [here](#) including 4 highly recommended short videos:
 -  [IBM Support: Introducing a New Customer Portal](#) (1:21 min)
 -  [Introducing the IBM Support Community: Open and manage cases](#) (1:42 min)
 -  [Introducing the IBM Support Community: Search](#) (1:34 min)
 -  [Introducing the IBM Support Community: Forums](#) (1:13 min)
3. Support demo for New IBM Support Community
 - <https://ibm.ent.box.com/s/i10wzu1ri61lq123oylh3awr8hjgaxs7/folder/48055014619>

Appendix - Create Case

Create Case

- Logon to IBM Support Community



Appendix - Create Case

Create Case

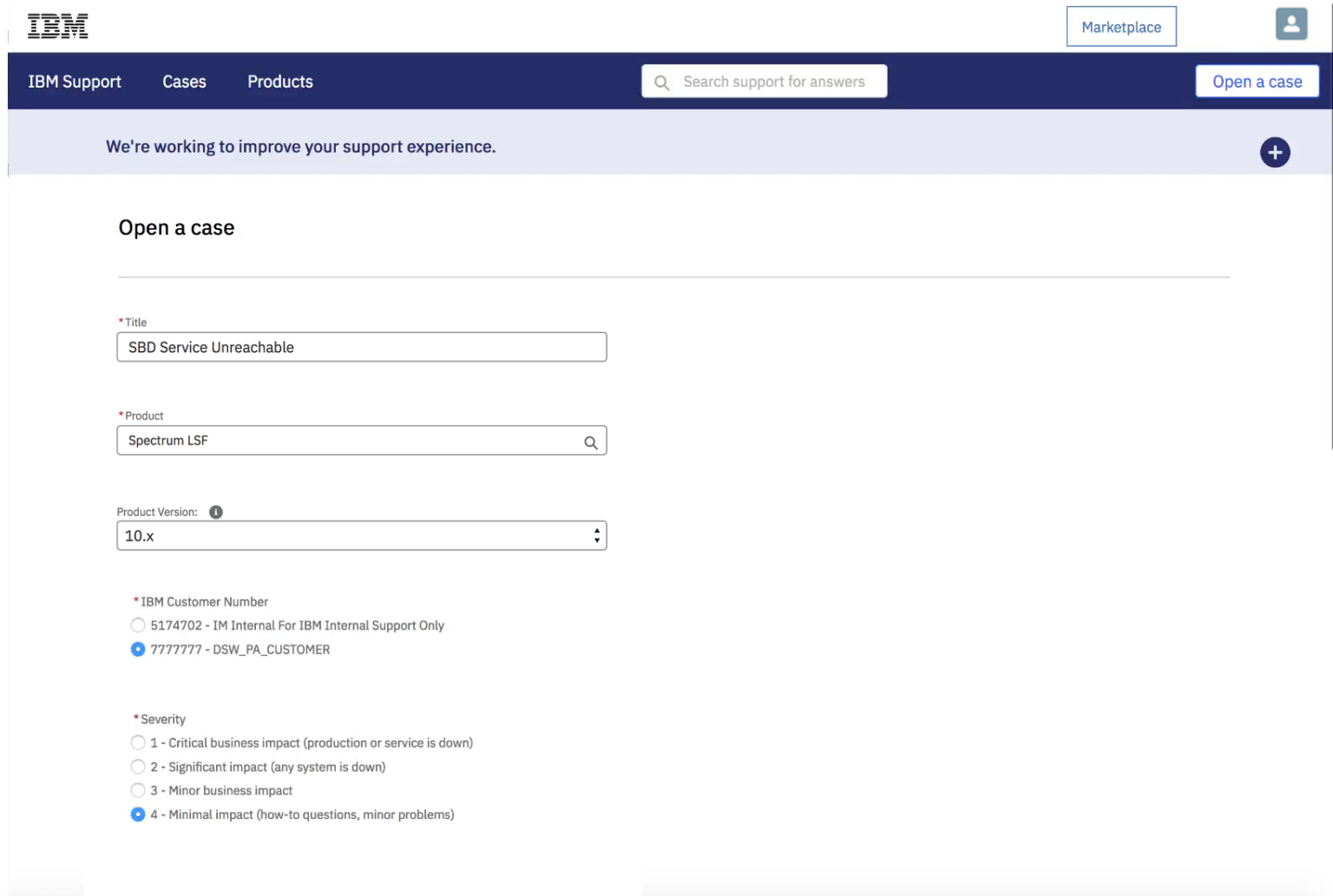
- Open Case. But you are recommended to run search to find potential answer.

The screenshot displays the IBM Support website interface. At the top, the IBM logo is on the left, and a 'Marketplace' button and a user profile icon are on the right. Below the logo, a dark blue navigation bar contains 'IBM Support', 'Cases', and 'Products' links, along with an 'Open a case' button. The main content area has a dark blue header with the text 'How can we help you?' and a search bar labeled 'Search support for answers'. Below this is a light blue banner stating 'We're working to improve your support experience.' with a plus icon. The central part of the page features three white boxes with icons and text: 'Looking for product downloads and updates?' with a download icon and a 'Go to Fix Central' button; 'Need to open a case?' with a speech bubble icon and an 'Open a case' button; and 'Need to manage product notifications?' with an eye icon and a 'Go to My Notifications' button. At the bottom, there are two light gray boxes with links: 'How to work with IBM support - Best practices and procedures' and 'Having a problem with this website? Got a suggestion for improvement? Provide feedback'. The footer contains links for 'Contact', 'Privacy', 'Terms of use', and 'Accessibility', along with a 'Select a Language' dropdown menu.

Appendix - Create Case

Create Case

- Select product.



The screenshot shows the IBM Support 'Open a case' interface. At the top, there is a dark blue navigation bar with the IBM logo, 'IBM Support', 'Cases', and 'Products' links. A search bar with the placeholder 'Search support for answers' and a magnifying glass icon is on the right. Further right is a 'Marketplace' button and a user profile icon. Below the navigation bar is a light purple banner with the text 'We're working to improve your support experience.' and a plus icon. The main content area is titled 'Open a case'. It contains several form fields: a 'Title' field with the text 'SBD Service Unreachable'; a 'Product' field with a search icon and the text 'Spectrum LSF'; a 'Product Version' dropdown menu with an information icon and the text '10.x'; an 'IBM Customer Number' section with two radio button options: '5174702 - IM Internal For IBM Internal Support Only' and '7777777 - DSW_PA_CUSTOMER' (which is selected); and a 'Severity' section with four radio button options: '1 - Critical business impact (production or service is down)', '2 - Significant impact (any system is down)', '3 - Minor business impact', and '4 - Minimal impact (how-to questions, minor problems)' (which is selected).

IBM

Marketplace

IBM Support Cases Products

Search support for answers

Open a case

We're working to improve your support experience.

+

Open a case

* Title

SBD Service Unreachable

* Product

Spectrum LSF

Product Version: ⓘ

10.x

* IBM Customer Number

☐ 5174702 - IM Internal For IBM Internal Support Only

☒ 7777777 - DSW_PA_CUSTOMER

* Severity

☐ 1 - Critical business impact (production or service is down)

☐ 2 - Significant impact (any system is down)

☐ 3 - Minor business impact

☒ 4 - Minimal impact (how-to questions, minor problems)

Appendix - Create Case

Create Case

- Submit case with description

*Description

LSF SBD Service is Unreachable

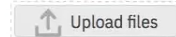
31853 characters remaining

Tips to enhance your description

- ☒ Software component or hardware part number
- ☐ Product version number (if available)
- ☒ Problem symptom
 - example: "won't boot"
- ☐ Steps taken during/after troubleshooting
 - example: "tried rebooting"
- ☐ Suggestions/Answers you seek
 - example: "help", "advise", "let me know", "how to"
- ☐ Expected outcome
 - example: "send replacement part"

Attachments

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



Note: Blue Diamond clients should upload directly to <https://msciftpgw.im-ies.ibm.com>

*Select your preferred language

--None--

Submit case

How to work with IBM support - [Best practices and procedures](#)

Having a problem with this website? Got a suggestion for improvement? [Provide feedback](#)

Appendix – Case Setting

Ease of case update

- After login to www.ibm.com/mysupport, click logon icon, then select setting, you will have options to configure how you want to get case update.

IBM Support Products Cases [Open a case](#)

[Notification preferences](#) [Privacy and consent](#)

Settings

[Case notification settings](#)

☒ Enable email notifications for my case activity

When email notifications are enabled, notify me when:

Cases I own

- ☒ Case is opened
- ☒ Case is updated by agent
- ☒ Case is closed
- ☒ File added to case

Delivery preferences

*Email

☒ HTML ☐ Plain text

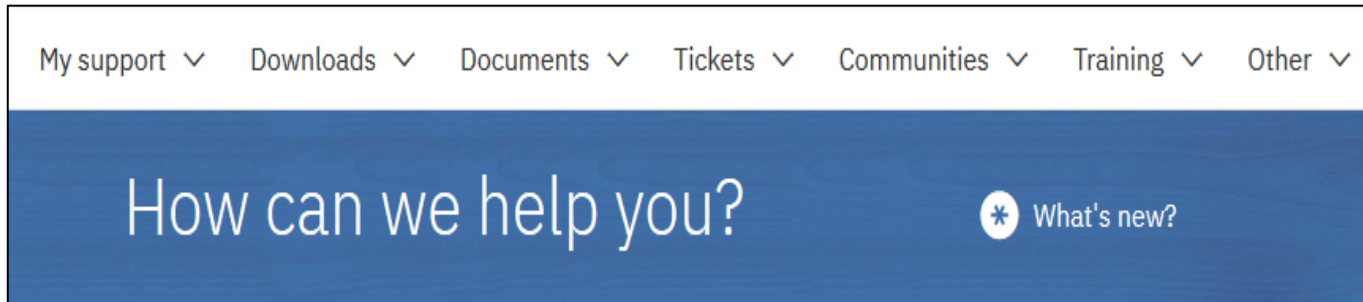
Select the content you would like included in the case emails:
By default, all emails will include the case number, case status, and a link to the case.

- ☐ Case title
- ☐ Latest case update

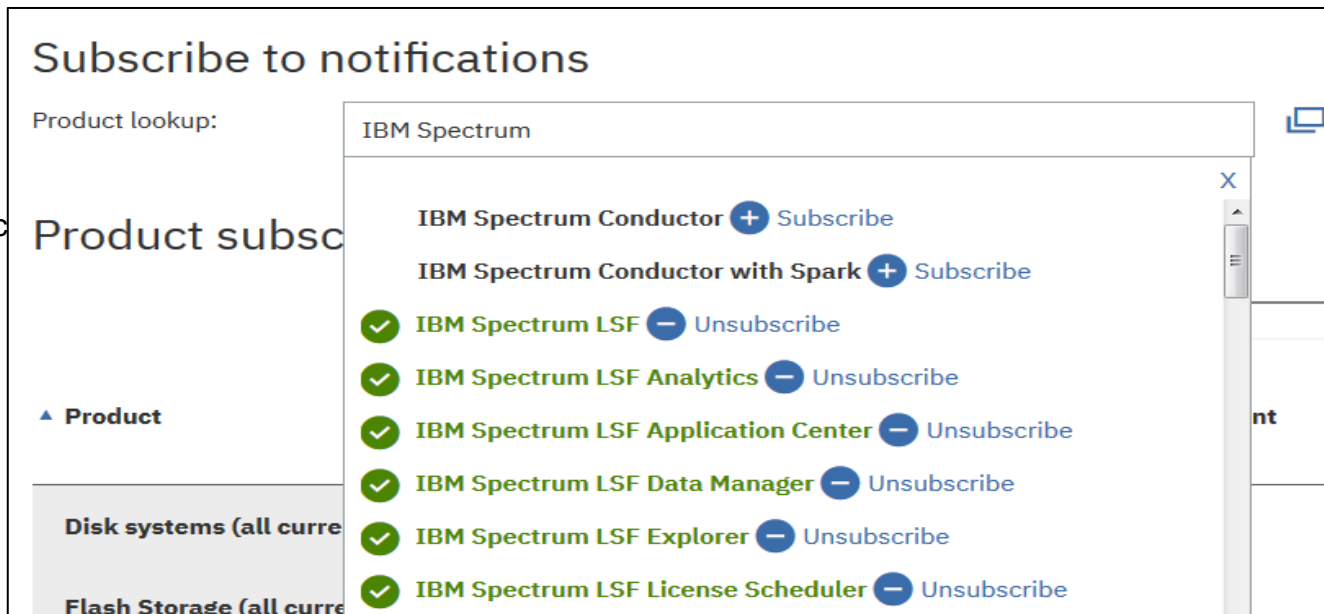
[Cancel](#) [Save](#)

Appendix - My Notification

- Register for “My Notification” to receive email notification of product update
 - Logon to [Support Web Portal](#)
 - Under the “Other” tab, select “My Notification”



- Select



Appendix - Passport Advantage

1. [Register or Sign in Passport Advantage](#) (PA) for software and entitlement download
 - New clients need to create an account on PA with ICN and Site ID
 - Primary Site Contact approval required
 - Video Tutorials:
 - [How to Use PA](#)
 - [How to Download Entitlement](#)
 - [Get Support](#)
2. eCustomer Care Team
 - Please contact the eCustomer Care team if you need assistance with getting access or if you have questions about the various features or functions of Passport Advantage Online.
 - Email: paonline@us.ibm.com
 - [Call-in Numbers](#)

Appendix - RFE

- [Request for Enhancement \(RFE\)](#) for Product
 - Select “I want to specify the brand, product family, and product”

Brand: Servers And Systems Software

Product family: Spectrum Computing

Product: Spectrum LSF or Platform LSF Private Requests (if not shared with other customers)

Component: Platform LSF

Submitter:	YiSun		
Company:*	<input type="text" value="IBM"/>		
	(You have 37 characters left)		
Headline:*	<input type="text" value="Test RFE"/>		
	(You have 117 characters left)		
	Priority definitions		
Submitter's ranking of priority:*	<input type="text" value="Medium"/>		
How do you want to specify the product:	<input type="radio"/> I want to specify only the product		
	<input checked="" type="radio"/> I want to specify the brand, product family, and product		
Brand:*	<input type="text" value="Servers and Systems Software"/>		
Product family:*	<input type="text" value="Spectrum Computing"/>		
Product:*	<input type="text" value="Spectrum LSF"/>		
Component:*	<input type="text" value="Platform LSF"/>		
Operating system:*	<input type="text" value="Select an operating system"/>		
Industry:*	<input type="text" value="Electronics"/>		
Source:	<input type="text" value="None"/>		
Visibility:	<input type="text" value="Public"/>		

Appendix - Fix Central

- Download Patch from [IBM Fix Central](#)
 - Use “Select product” to search for product patches

Find product

Select product

Select the product below.

When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

Product Group*

IBM Spectrum Computing

Product*

IBM Spectrum LSF

Installed Version*

10.1

Platform*

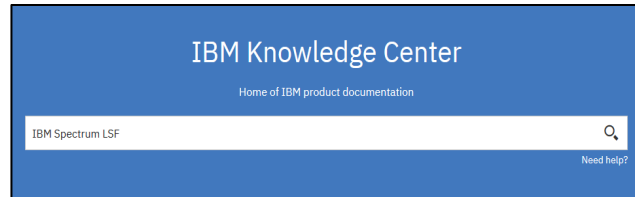
Linux 64-bit,x86_64

Continue

Appendix - Knowledge Center

IBM Knowledge Center

Search product, e.g. “IBM Spectrum LSF”



IBM IBM Knowledge Center

IBM Spectrum LSF

11,900 results

Documentation Videos More content

+ IBM Spectrum LSF V10.1 documentation

IBM Spectrum LSF

Welcome to the **IBM Spectrum LSF** documentation, where you can find information about how to install, maintain, and use the **IBM Spectrum LSF** software.

+ IBM Spectrum LSF

IBM Spectrum LSF

IBM® Spectrum LSF (formerly **IBM® Platform™ LSF®**) is a complete workload management solution for demanding HPC environments. Featuring intelligent ...

+ IBM Spectrum LSF offerings

IBM Spectrum LSF

IBM Spectrum LSF 10.1 is available as the following offering packages: **IBM Spectrum LSF** Suite for HPC, **IBM Spectrum LSF** Suite for Workgroups, and IBM ...

+ IBM Spectrum LSF Community Edition V10.1

Welcome onboard!

If you need help, support can provide an orientation session to go through the content in this document.

Please provide your comments and requests to *Yi Sun, Bohai Zhang, and Vlad Spoiala.*

