IBM Power Systems Virtual Servers
Support Reference Guide
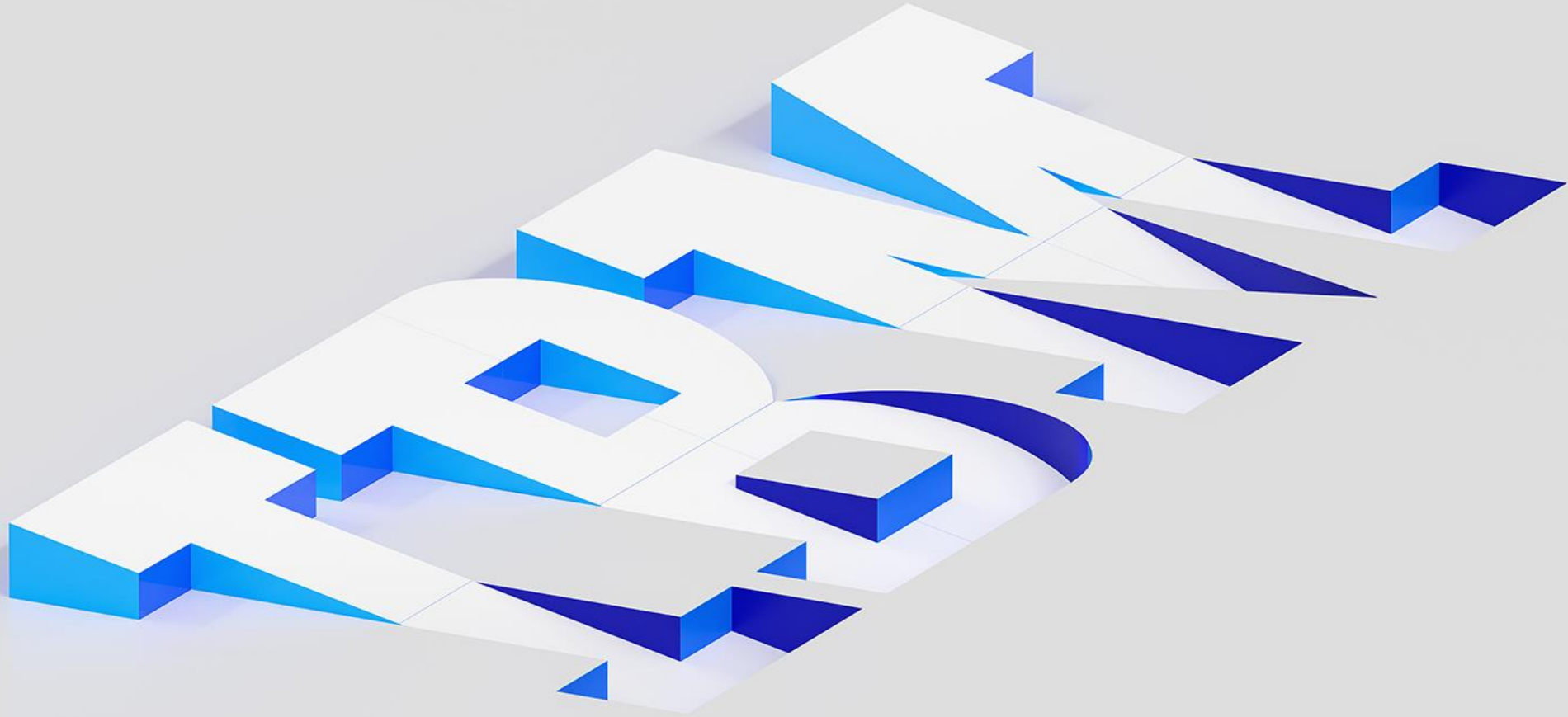
September 09, 2025

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Welcome

This guide is intended for IBM Power Virtual Server clients and IBMers who need to work with Power Virtual Server support.

The purpose of this reference guide is to help you:

- Get the most value out of Power Virtual Server Support.
- Understand how to engage Power Virtual Server Support and what to expect from IBM.
- Know whom to contact, and how, if there is a problem with Power Virtual Server Support.
- Learn about additional Support levels and Services options.

Please direct all questions and/or feedback for improving this guide via opening a Power Virtual Server support case.

IBM and Client responsibilities

What is a Power Systems Virtual Server, and which components are supported by IBM?

IBM Provides the Virtualization, Servers, Storage, and Networking as a service.

https://cloud.ibm.com/docs/power-iaas?topic=power-iaas-about-virtual-server

Note: After you provision the Power Systems Virtual Server, you get access to infrastructure and physical computing resources without the need to manage or operate them. However, you must manage the operating system, software applications, and data.

On-Premises	Power Systems Virtual Servers	Platform as a Service	Software as a Service
Applications	Applications	Applications	Applications
Data	Data	Data	Data
Runtime	Runtime	Runtime	Runtime
Middleware	Middleware	Middleware	Middleware
Operating system	Operating system	Operating system	Operating system
Virtualization	Virtualization	Virtualization	Virtualization
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

■ Client manages   ■ IBM manages

IBM Cloud Support options

IBM Enterprise Support and Preferred Care options for Cloud services

Enterprise Support

Enterprise Support options	Client need	Features	Case Severity Response Goal †	Fee
• Basic Support	• Basic business protection, critical care	• IBM Support Community • Embedded Watson features • 24x7 support access	• N/A	• Included with IBM Cloud services subscriptions or pay-as-you-go account
• Advanced Support	• Strong business protection, for production workloads	• IBM Support Community • Embedded Watson features • 24x7 support response • Case severity assignment	Severity 1: 1 hour (24x7) Severity 2: 2 hours Severity 3: 4 hours Severity 4: 8 hours	• Starting at $200 per month

You can change your current support plan at any time by contacting an IBM Cloud Sales representative.

Preferred Care

Preferred Care options	Client need	Features	Case Severity Response Goal †	Fee
• Premium Support	Ultimate proactive business protection, for mission critical workloads	• IBM Support Community • Embedded Watson features • 24x7 mission-critical response • Case severity assignment • Access to experts • Assigned account manager • Quarterly business reviews	• Severity 1: 15 minutes (24x7) • Severity 2: 1 hour • Severity 3: 2 hours • Severity 4: 4 hours	Starting at $10,000 per month

† Review the Setting Severity slide for business impact associated to each severity level. Response Goals are intended to describe IBM's goals only, and do not represent a guarantee of performance.
† Please note that these response times are stated for the components and services supported by PowerVS support; these support levels do not extend to external components such as Operating System support. See page 10 of this guide to see what is and is not in scope for PowerVS support.
† After you provision the Power Systems Virtual Server, you get access to infrastructure and physical computing resources without the need to manage or operate them. However, you must manage the operating system and the software applications and data.

Setting severity

IBM

Severity	Severity Definition	Response Time Objectives
Severity 1	**Critical business impact or service is down.** Business critical function is inoperable or critical interface is failed. This severity usually applies to a production environment and indicates that an inability to access services is leading to a critical impact on operations. This condition requires an immediate solution.	Premium: Within 15 minutes Advanced: 1 Hour
Severity 2	**Significant business impact.** A service feature or function is severely restricted in its use, or you are in danger of missing business deadlines.	Premium: Within 1 hour Advanced: 2 hours
Severity 3	**Minor business impact.** A service feature or function is usable but has some problems that affect its use. No critical impact on operations is caused.	Premium: Within 2 hours Advanced: 4 hours
Severity 4	**Minimal business impact.** An inquiry or non-technical request.	Premium: Within 4 hours Advanced: 8 hours

https://cloud.ibm.com/docs/get-support?topic=get-support-support-case-severity

What to expect

Case Event	Definition	Expectation
Initial Contact	• You will receive initial contact within severity response time objectives. • Initial contact will likely be in the form of clarifying questions and possibly requests for data and command output. • The support engineer will decide if screen sharing is necessary; often it is more productive to start with other types of problem analysis.	The case will have a technical owner. Severity 1 is not the same as escalating or opening a managed escalation.
Problem resolution steps	• Your support engineer will follow a logical process to understand the problem, analyze contributing factors, identify the source, and sometimes will engage other teams and resources for consultation. • Expectations for next contact and planned resolution will be provided.	You must reasonably assist with any problem diagnosis and resolution.
Problem Resolution	• Support case resolution can include (but is not limited to): configuration changes, manual steps, acknowledgement of a defect, and application of a patch.	Depending on the cause for the problem, implementation of the fix may be IBM's responsibility, or may be the customer's responsibility.
Escalation	• You can use the escalation process to surface critical issues and voice your concern about a support case. When a case is escalated, the IBM Cloud support team reviews the information in the support case and responds with appropriate updates. • Requesting an Escalation with the IBM Support Chatbot, Escalating Support Cases, or Requesting Help with a Non-Technical Issue: https://www.ibm.com/mysupport/s/article/Requesting-Assistance?language=en_US • Customers and/or their Account Teams can also access this page for instruction on escalations: https://www.ibm.com/support/pages/ibm-support-guide	

Using Virtual Cloud Assistant for self-service online support

Steps:

1. Open the Virtual Cloud Assistant by selecting its icon [icon] at the bottom right of the page.

2. Click the expanded button to open the [Virtual Assistant button]

3. Enter a question or phrase in the text box, and press Enter.

4. The Virtual Assistant will reply with answer from selected Cloud Docs FAQ or Troubleshooting topics

5. After you ask a question, click **Yes** or **No** to view how the Assistant responds

   - NOTE: *The options presented after a user selects No are customized by Support plan. Lite users with Free support are not offered the option to chat with an agent or to open cases for technical services.*

Virtual Cloud Assistant   ✕

(i) Don't include credit card or other   ✕
     sensitive information. The
     IBM Privacy Statement applies to
     information collected through Cloud
     Assistant.

Hello Mina! I'm the Virtual Cloud Assistant, an automated support assistant here to help you with your questions. Ask me a question, or type 'help' for additional information. Type **'agent'** to chat with a support team member.

Enter your response (English only)   →

# Using AI Assistant for self-service online support

Steps:

1. Open the AI Assistant in the Support center
2. Enter a question or phrase in the text box, and press Enter.
3. The Virtual Assistant will reply with content from selected Cloud Docs FAQ or Troubleshooting topics

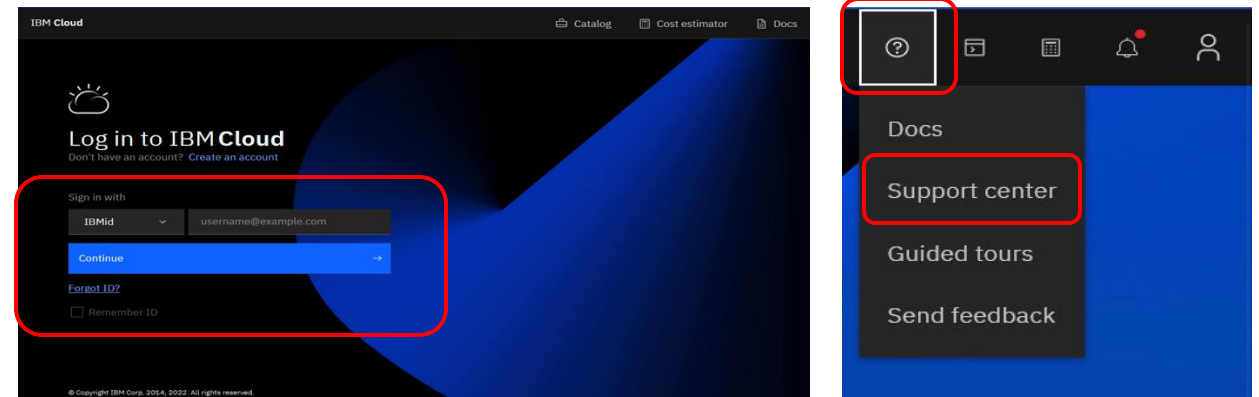- NOTE: *Option to chat with an agent or to open cases for technical services.*

Opening a support case for Power VS

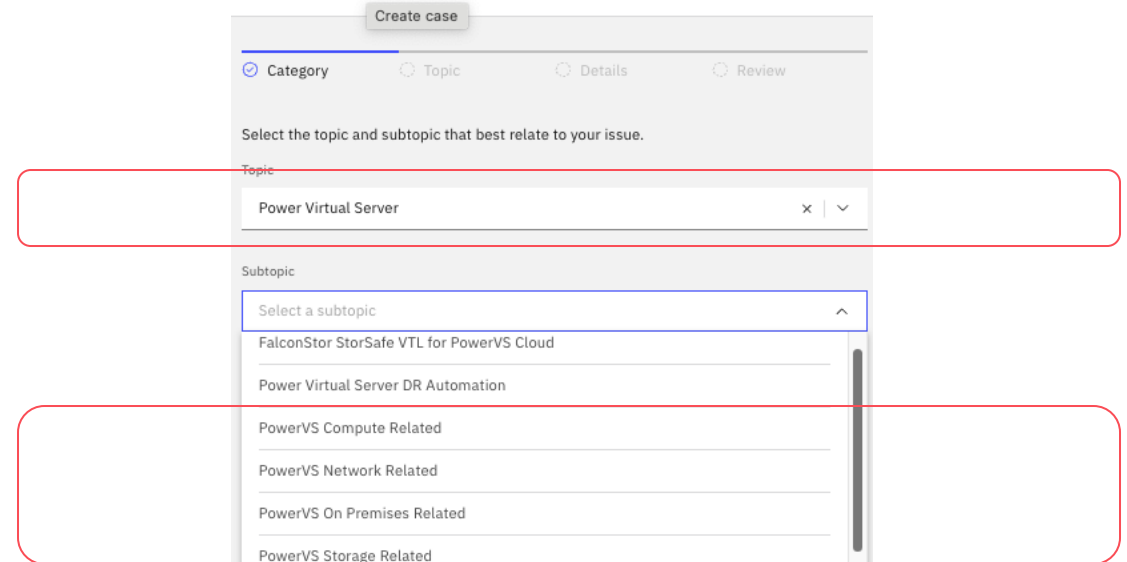To open a support ticket for Power Systems Virtual Server, complete the following steps:

1. Log in to the <u>IBM Cloud</u> with your IBM Cloud account credentials.
2. In the menu bar, click the ⊙ and select Support Center.
3. From the Contact support section, click Create a case.
4. In the category section, please select the topic " Power Virtual Server".
5. Select please the subtopic that is most closely related to your issue ex: Power VS Compute related.
6. Complete the description details and other required fields.

Important: To maintain security, do not include any personal information, sensitive data, or device or service credentials in case responses. For example, do not include passwords, API keys, secrets, or credit card information.

See our step-by-step video on how to open a support case here.

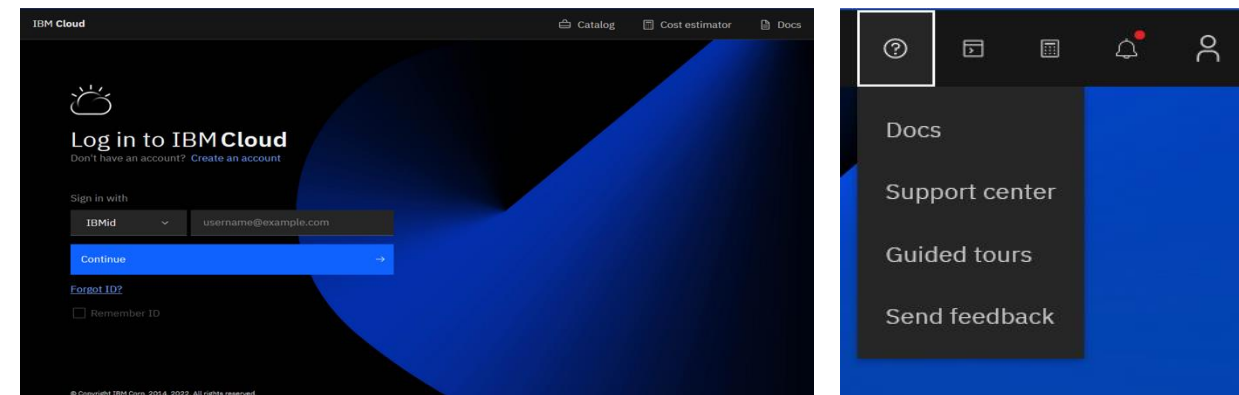# Opening a support case for Power VS Continued

7. Optional steps:
   - Attach files and resources to provide more details about the issue you are experiencing.
   - If you would like a user in you account to be updated about the case, add them by using the Contact watchlist. For more information about assigning users access to your account, see Adding users to your case management access group.
   - Select **Email me updates about this case** to receive support case notifications.

8. Click **Next**, review your case summary, and click **Submit case**. After you receive email verification for the case, follow the instructions for further communication on the issue.

> **Important:** To maintain security, do not include any personal information, sensitive data, or device or service credentials in case responses. For example, do not include passwords, API keys, secrets, or credit card information.

> **Tip:** After your support case is created, you can follow its progress on the Manage cases page.

Using the Support Center

See our step-by-step video on how to open a support case here.

Opening a FalconStor StorSafe VTL for PowerVS Cloud support case

To open a support ticket for Power Systems Virtual Server, complete the following steps:

1. Log in to the IBM Cloud with your IBM Cloud account credentials.
2. In the menu bar, click the ⑦ and select Support Center.
3. From the Contact support section, click Create a case.
4. In the category section, please select the topic "Power Virtual Server".
5. Select please the subtopic that is most closely related to your issue ex: FalconStor StorSafe VTL for PowerVS Cloud.
6. Complete the description details and other required fields.
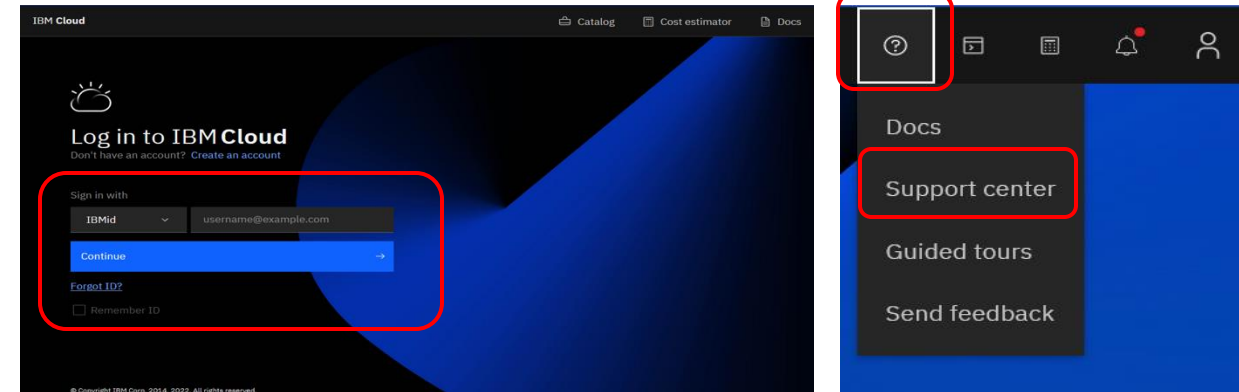
Opening a case for an OS specific issue

If the issue you are facing is operating system-specific purchased from the IBM Catalog images, go to www.ibm.com/support and open a case.

– In the **Product** field, enter **AIX on Power VS** or **IBM i on Power VS**. This is very important to ensure the case is addressed as quickly as possible.

– Complete all the required information and click **Submit Case**.

If it is unclear if the case is operating system specific or **for Linux images**, please refer to the instructions in slide 6 to open a case in IBM Cloud.

Closing a Support Case

Case Closure Best Practices

Our goal is to make it as simple as possible to close the case:

1. Clients can close the case directly from the Support site.

2. **IBM Support can close the case on the client's behalf:**
   - Advise IBM, by posting in the case, that it can be closed.

Once IBM has delivered a solution:
- IBM will make contact to confirm resolution. If not resolved, please let Support know what else we can do to help.
- If the client needs more time to confirm the solution, e.g., install and test a patch, just let Support know.

IBM will ask for permission to close the case:
- IBM will attempt to follow-up three times.
- Seven days after the case is marked as resolved, it is closed automatically.

Overall, how satisfied are you with IBM Support on this case?

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |

Support Survey – What to Expect

- IBM will request client feedback to gain a clearer understanding of how we performed.
- Clients may receive a survey from **IBM Client Feedback** within 1-2 days of case closure.

Our goal is to continually improve the client's end-to-end Support Experience.

- "Overall, how satisfied are you with the Support Experience ?" we're asking for client feedback on the Support engineers' performance and the Support experience on the specific request.
- If we provided excellent support, the best compliment is to indicate that via the survey.

IBM Power Virtual Server Support – Remote Session Software Usage Guide

When Remote Session is useful?

- When customer needs to show us the error and steps to recreate it.

- To engage different teams in IBM or at the customer side to identify the issue.

- To further explain action plans or cause of issues.

When Remote Session is not useful?

- Ineffective to monitor long running tasks.

- To analyze complex situations were log analysis is required.

- When logs have not been provided or analyzed yet.

- For tasks / requests outside the scope of Power VS Support.

- Less complex cases that can be investigated without the use of a Remote Session.

IBM Power Virtual Server Support – Remote Session Software Usage Guide

The purpose of this slide is to establish a common approach for leveraging online live investigation tools to help improve our clients overall support experience.

Under what circumstances does IBM Support use Teams:

- Depending on the nature, complexity, & business impact of an actual identified issue, IBM Support at its discretion will request live debug where we believe it will add value to help accelerate investigation and resolution.
- Typically reserved for critical cases or complex cases that are difficult to troubleshoot.
- Requests that are within the scope of support, e.g., investigate the system not behaving as documented, error messages, questions where the answer does not appear in product documentation, etc.

Under what circumstances does IBM Support NOT use Teams:

- Less complex cases that can be investigated without the use of Teams.
- Requests outside the scope of support, e.g., product installation or upgrade, performance tuning, health check, end-of-support product versions, etc. (provided by IBM Lab Services as a billable services).
- Watch the client perform their tasks "just in case" a question or issue might arise.
- Clients who request Teams, as a substitute for following Standard Support scope and processes.

Teams process and responsibilities:

- Teams is IBM's preferred remote online investigation tool, however this policy applies to all online tools.
- Support joins Teams sessions only in "read-only" mode, to observe and provide guidance to the client.
- The client will perform all actions, as Support does not run any commands on client systems directly.
- Teams does not override IBM Standard Support processes (including response times) or scope of Support.
- Clients will continue to open cases following normal procedures, collect log files as requested by Support, etc.

Power Virtual Server Support escalation

The support escalation process is used to bring attention to critical issues and expedite a Power Virtual Server support case (Starts with CS). When a case is escalated, the IBM Cloud support team reviews the information in the support case and responds with appropriate updates.

For information about case severity, see [Case severity and initial response times](#).

To escalate a case, complete the following steps:
https://cloud.ibm.com/docs/get-support?topic=get-support-escalation

If your support inquiry requires a more immediate response, consider upgrading to the premium or advanced support plan so that you can open severity 1-4 support cases. To upgrade your support plan, contact an [IBM Cloud Sales](#) representative.

AIX on Power VS or IBMi on Power VS Support escalation

You can escalate your OS support cases (Starts with TS), following this process:
https://www.ibm.com/mysupport/s/article/Escalating-Cases?language=en_US

Help with customer projects, and requests outside the scope of support.

Frequently, needs arise for levels of assistance beyond what is provided by the support organization. IBM offers services where assistance is needed with customer projects including, but not limited to:

- Migrations to a new POD
- Upgrades
- Other types of service requests which require sizing and pricing estimates.

These types of support requests are best handled by the IBM Infrastructure Services organization:
https://www.ibm.com/services/infrastructure

IBM Technology Services provides deep technical expertise for your IBM Systems products, open-source software and enterprise networking. We collaborate with you across the IT lifecycle, delivering valuable services, tools and proven methodologies that promote best practices and address your complex infrastructure challenges.

IBM Cloud Notifications Page

The IBM Cloud Notifications page is the centralized place to view events that impact the account:

https://cloud.ibm.com/docs/get-support?topic=get-support-viewing-notifications

✓ **Incidents:** Unexpected impacting events that can cause an outage or restrict functionality

✓ **Maintenance:** Scheduled maintenance that is required to keep the IBM Cloud platform and infrastructure operating at optimal status

✓ **Announcements:** Updates on new infrastructure features and services in IBM Cloud

✓ **Security bulletins:** Announcements about security vulnerabilities and the required actions

➢ Each user can **Subscribe to email notifications and** update their preferences to select events they want to receive
https://cloud.ibm.com/docs/get-support?topic=get-support-viewing-notifications#subscribe-email-notifications

➢ A **notification distribution list** (up to 10 email addresses and in addition up to 10 webhook) can be managed, based on the preferences that the account owner or administrator sets.
https://cloud.ibm.com/docs/account?topic=account-webhook-distribution-list

To view the page, log into the IBM Cloud console, and
✓ *click the Notifications icon on the menu bar*
✓ *or access the page directly at https://cloud.ibm.com/user/notifications*

Notifications — View cloud status

View personalized notifications that are sent because you have an affected resource. Global notifications that affect all users in the platform can also be found in this list. To limit the types of notifications that you receive, go to your profile and configure notification preferences.

Maintenance	CANCELLED: VPC DAL14 Network Maintenance (Starts 23 M...	Low impact	7:11 AM	
Announcement	Announcing patch update 5.2.36_778 for Block Storage for V...	Minor impact	21 May	
Announcement	Announcing patch update 5.1.35_763 for Block Storage for V...	Minor impact	21 May	
Announcement	Red Hat OpenShift on IBM Cloud worker node fix packs are a...	Minor impact	21 May	
Announcement	IBM Cloud Kubernetes Service worker node fix packs are av...	Minor impact	21 May	
Announcement	Announcing a master patch update for Red Hat OpenShift on...	Minor impact	21 May	
Announcement	Announcing a master patch update for IBM Cloud Kubernete...	Minor impact	21 May	
Maintenance	COMPLETED: VPC OSA23 Network Maintenance	Low impact	21 May	
Incident	RESOLVED: Issues provisioning and scaling IBM Cloud Datab...	Severity 2	21 May	
Maintenance	COMPLETED: VPC FRA02 Network Maintenance	Low impact	21 May	
Incident	RESOLVED: Impact to logging in for multiple systems	Severity 1	20 May	
Maintenance	PLANNED: Perform an upgrade for IBM Cloud Event Notificat...	High impact	20 May	
Maintenance	PLANNED: VPC FRA04 Network Maintenance (Starts 26 May ...	Low impact	20 May	
Maintenance	CANCELLED: VPC FRA04 Network Maintenance	Low impact	20 May	

View classic infrastructure event history   Unplanned Planned Announcement

Announcing patch update 5.1.35_763 for Block Storage for VPC add-on for IBM Cloud clusters.

Update time: 21 May 2025, 6:12 PM local time
Severity: Minor impact

On 30 May 2025, patch version 5.1.35_763 of the Block Storage for VPC add-on will be applied.

What you need to know:

On 30 May 2025, a patch update will be applied to version 5.1 of the Block Storage for VPC add-on. For more information about the updates in this version, see the change log 30 May 2025.

Actions you might need to take:

Patch updates are applied automatically. No action is required.

IaaS

For IaaS offerings, IBM Cloud provides advanced notice that's dependent on the severity of the impact. The following table defines the types and levels of the possibility of an impact.

Possibility of impact	Definition	Advanced Notice Guidelines
Emergency	Customer Impacting Event (CIE)	a minimum of 24 hours
High	Certain, likely, or has the potential to cause an extended or brief service disruption.	a minimum of 30 days
Medium	Low to moderate possibility of a brief disruption.	a minimum of 21 days
Low	None to negligible chance of a disruption or routine change. No assumed risk or a disruption that is isolated to a single customer.	offering-specific

Survey Look & Feel

- The survey looks as follows for the client (using a standard template for all IBM surveys)

- The survey is also available on mobile devices

IBM Power Virtual Server online documentation

We know you want to find answers as quickly as possible. IBM Support strives to digitize the knowledge obtained through our engagements with you so that the information is available through our cognitive support solutions.

Search our knowledge base for technical and support articles, notes, community content and more, including:
- How to get started with IBM Power Virtual servers
- How to perform various tasks
- Where to find more reference information like troubleshooting guides, Redbooks, etc.

IBM Documentation search page (search for Power Virtual Server)
https://www.ibm.com/docs/en

IBM Cloud Documentation
https://cloud.ibm.com/docs

IBM Redbooks
https://www.redbooks.ibm.com/

Power Systems Virtual Servers product guide
https://cloud.ibm.com/docs/power-iaas?topic=power-iaas-getting-started