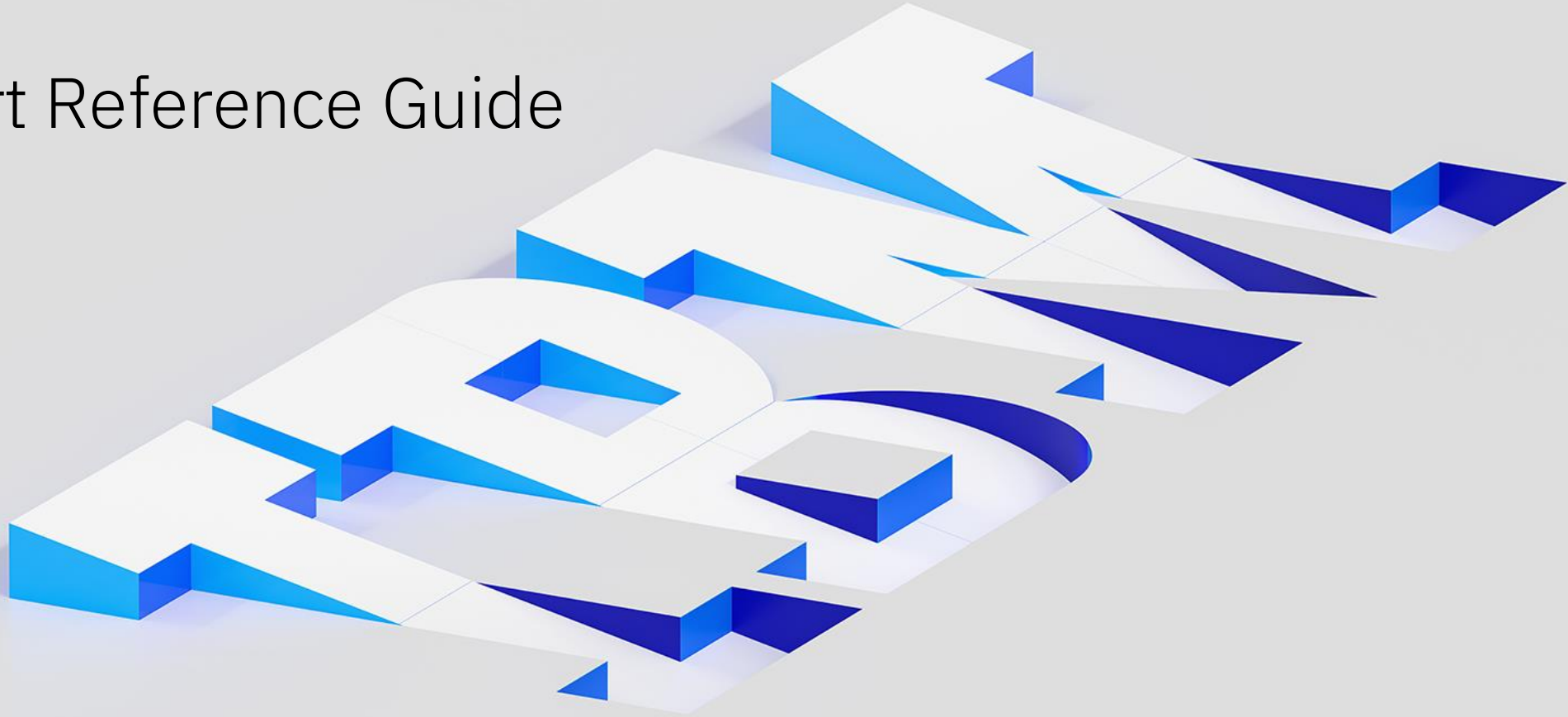


# IBM Power Systems Virtual Servers Private Cloud

## Support Reference Guide



September 2025



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# Welcome

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

The purpose of this reference guide is to help you:

- Get the most value out of Power Virtual Server On Premises Support.
- Understand how to engage Power Virtual Server On Premises Support and what to expect from IBM.
- Know whom to contact, and how, if there is a problem with Power Virtual Server On Premises 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](#).

**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.

Maintenance Statement

IBM Cloud managed services must be updated periodically to provide new functionality and to ensure that systems are kept secure and up-to-date. Notifications about planned maintenance windows and the status of managed services are posted [here](#).

Notifications related to your account can be found by clicking the  icon on the top right.

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 Cloud Services Support Plans

### Enterprise Support

Enterprise Support options	Client need	Features	Case Severity Response Goal †	Fee
Advanced Support	Strong business protection, for production workloads	<ul style="list-style-type: none"><li>• IBM Support Community</li><li>• Embedded Watson features</li><li>• 24x7 support response</li><li>• Case severity assignment</li></ul>	<ul style="list-style-type: none"><li>• Severity 1: 1 hour (24x7)</li><li>• Severity 2: 2 hours</li><li>• Severity 3: 4 hours</li><li>• Severity 4: 8 hours</li></ul>	Starting at \$200 per month

### Preferred Care

Preferred Care options	Client need	Features	Case Severity Response Goal †	Fee
Premium Support	Ultimate proactive business protection, for mission critical workloads	<ul style="list-style-type: none"><li>• IBM Support Community</li><li>• Embedded Watson features</li><li>• 24x7 mission-critical response</li><li>• Case severity assignment</li><li>• Access to experts</li><li>• Assigned account manager</li><li>• Quarterly business reviews</li></ul>	<ul style="list-style-type: none"><li>• Severity 1: 15 minutes (24x7)</li><li>• Severity 2: 1 hour</li><li>• Severity 3: 2 hours</li><li>• Severity 4: 4 hours</li></ul>	Starting at \$10,000 per month

You can change your current support plan at any time by contacting an [IBM Cloud Sales representative](#).

† 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 Power VS support; these support levels do not extend to external components such as Operating System support. See page 18 of this guide to see what is and is not in scope for Power VS 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



Severity	Severity Definition	Response Time Objectives
Severity 1	<b>Critical business impact or service is down.</b> 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.	Advanced: 1 Hour Premium: Within 15 minutes
Severity 2	<b>Significant business impact.</b> A service feature or function is severely restricted in its use, or you are in danger of missing business deadlines.	Advanced: 2 hours Premium: Within 1 hour
Severity 3	<b>Minor business impact.</b> A service feature or function is usable but has some problems that affect its use. No critical impact on operations is caused.	Advanced: 4 hours Premium: Within 2 hours
Severity 4	<b>Minimal business impact.</b> An inquiry or non-technical request.	Advanced: 8 hours Premium: Within 4 hours

For more details: <https://cloud.ibm.com/docs/get-support?topic=get-support-support-case-severity>



# What to Expect



Case Event	Definition	Expectation
Initial Contact	<ul style="list-style-type: none"><li>You will receive initial contact within severity response time objectives.</li><li>Initial contact will likely be in the form of clarifying questions and possibly requests for data and command output.</li><li>The support engineer will decide if screen sharing is necessary; often it is more productive to start with other types of problem analysis.</li></ul>	The case will have a technical owner. Severity 1 is not the same as escalating or opening a managed escalation.
Problem resolution steps	<ul style="list-style-type: none"><li>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.</li><li>Expectations for next contact and planned resolution will be provided.</li></ul>	You must reasonably assist with any problem diagnosis and resolution.
Problem Resolution	<ul style="list-style-type: none"><li>Support case resolution can include (but is not limited to): configuration changes, manual steps, acknowledgement of a defect, and application of a patch.</li></ul>	Depending on the cause for the problem, implementation of the fix may be IBM's responsibility, or may be the customer's responsibility.
Escalation	<ul style="list-style-type: none"><li>You can use the <a href="#">escalation process</a> 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.</li><li>Requesting an Escalation with the IBM Support Chatbot, Escalating Support Cases, or Requesting Help with a Non-Technical Issue: <a href="https://www.ibm.com/mysupport/s/article/Requesting-Assistance?language=en_US">https://www.ibm.com/mysupport/s/article/Requesting-Assistance?language=en_US</a></li><li>Customers and/or their Account Teams can also access this page for instruction on escalations: <a href="https://www.ibm.com/support/pages/ibm-support-guide">https://www.ibm.com/support/pages/ibm-support-guide</a></li></ul>	


# Using Virtual Cloud Assistant for self-service online support

Steps:

1. Open the Virtual Cloud Assistant by selecting its icon  at the bottom right of the page.
2. Click the expanded button to open the .
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

 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.

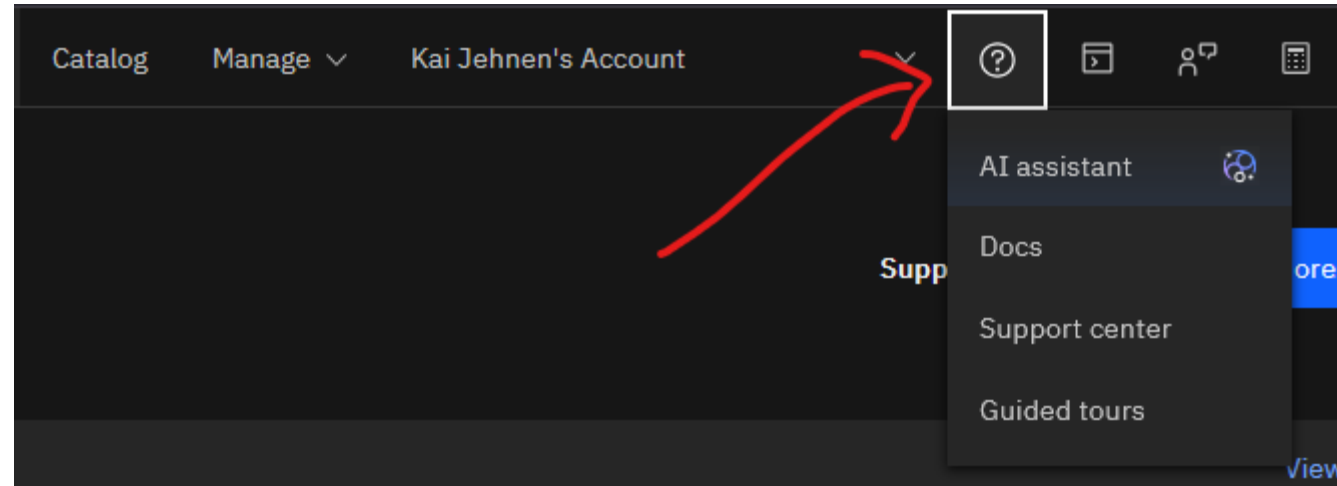
The screenshot displays the IBM Cloud Support Center interface. At the top, the navigation bar includes the IBM Cloud logo, a search bar, and links to Catalog and Manage. A green circle highlights the AI Assistant icon in the top right corner. Below the navigation bar, the main content area is divided into several sections: 'Recent support cases', 'Today's notifications', 'Contact Support', and 'Featured FAQs'. In the 'Contact Support' section, there is a button labeled 'Launch AI assistant' which is highlighted with a green rectangle. A green arrow points from this button to a chat window on the right side of the screen. The chat window shows a conversation with an AI agent, with the word 'agent' circled in green. Another green arrow points from the 'Launch AI assistant' button to the chat window. The chat window also includes a text input field at the bottom with the placeholder text 'Type something...'. The 'Contact Support' section also includes options to 'Ask your IBM Peers', 'Call us any time', and 'Ask questions about IBM Cloud'.

# How to get started with support




By clicking the “help” (?) icon on the top right various support options are offered:

- **AI assistant** – a chatbot providing help and links to reference docs
- **Docs** – Cloud product documentation
- **Support Center** – *see next slide*
- **Guided tours** – get to know the Cloud console



# Opening a Support Case

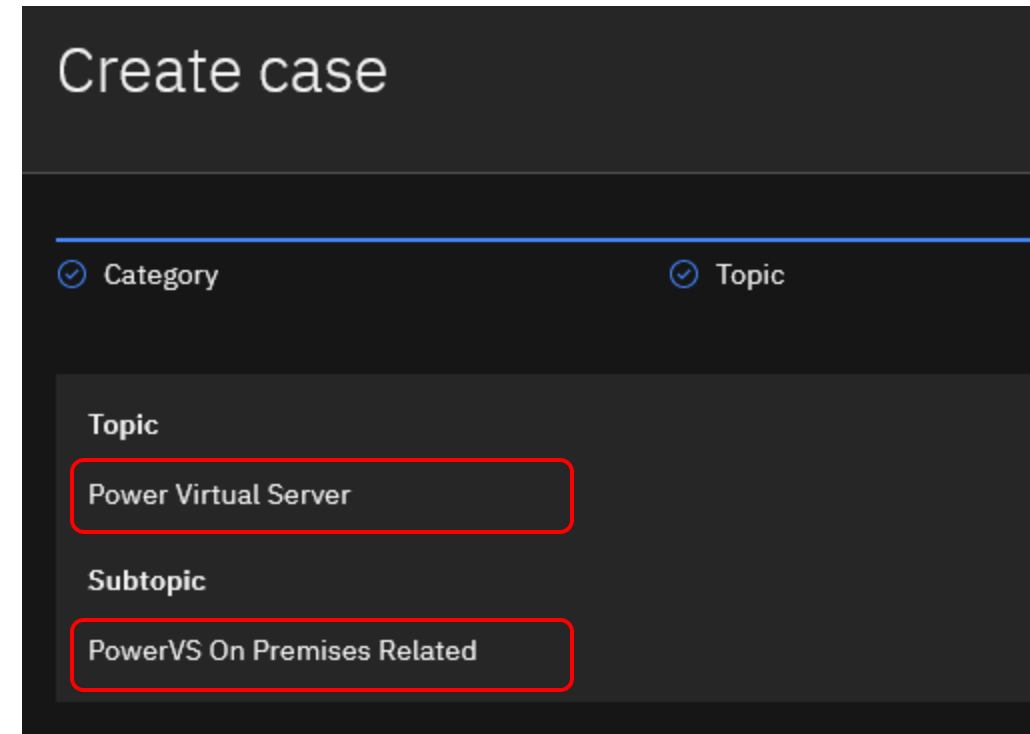
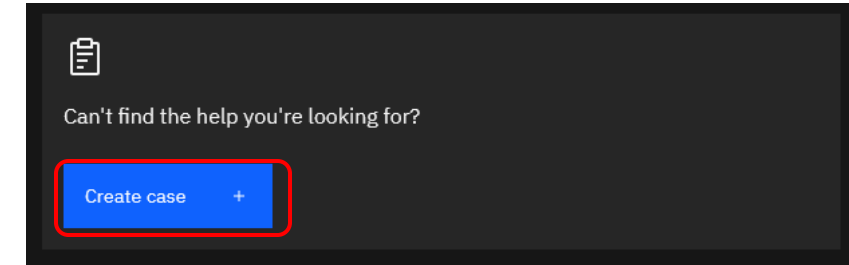
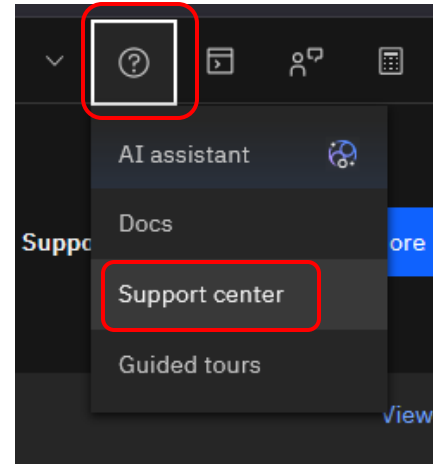
To open a support case for Power Systems Virtual Server On Premises, complete the following steps:

1. [Log in](#) to the [IBM Cloud](#) 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 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. E.g.: [Power VS On Premises Related](#).
6. Complete the description details and other required fields.

**Note:** To ensure your case is addressed as quickly as possible, select subtopic ["Power VS On Premises Related"](#).

For more details see [Using the Support Center](#).

**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.



# Opening a Support Case (Continued)

## 7. Optional steps:

- **Attachments** - Attach files and resources to provide more details about the issue you are experiencing.
- **Watchlist** - If you would like a user in your 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](#).
- **Add resources** – select resources that are related to the case from the drop down list
- **Data center settings** – for Power Virtual Server On Premises do **not** select a datacenter
- 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.

**Tip:** After your support case is created, you can follow its progress on the [Manage cases page](#).

For more details see [Using the Support Center](#).

**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.

# Opening a Case for an OS-Specific Issue – Power VS Private Cloud



If the issue you are facing is operating system-specific purchased with IBM Power VS Cloud offering, navigate to [IBM Support](#), and select **Open a case**.

- In the **Product** field, enter [AIX](#), [Red Hat Enterprise Linux Server](#) or [IBM i](#)
  - For [AIX or RHEL](#) enter any 7 digit serial number in the Machine Serial Number field
  - For [IBM i](#), select the serial number (starting with "VS-") from the drop down field
- In the **Account** field, select the account/customer number listed on your Power VS On Premises invoice

**Note:** This is very important to ensure the case is addressed as quickly as possible.

- Complete all the required information and click [Submit Case](#).

## Note:

- [Clients must register and logon to the IBM Support Community, create an IBM Account, and manage their users' access](#) – Critical dependency to open & access support cases.
- Your account / customer number on your Power VS invoice must be registered to your IBM ID.

Product information

\* Product manufacturer

IBM

\* Product

Red Hat Enterprise Linux Server

Machine serial number ⓘ

Enter full serial number select match from the list below.

\* Product Version ⓘ

5.x

\* Account

0992394 [Canada] - IBM CANADA LTD.

Accounts associated with this product

0992394 [Canada] - IBM CANADA LTD. SupportLine

## Resources:

- [First Time Access to Support Site](#)
- [Existing User – Request Access](#)
- [Working with the User Administration Page](#)
- [Managing Your Support Account Access](#)



# IBM Power Virtual Server Support – Remote Session Software Usage Guide



The purpose of this slide is to establish a common approach for leveraging Remote Session Software to help improve our clients overall support experience.

## Under what circumstances does IBM Support use Remote Session Software:

- 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 Remote Session Software:

- Less complex cases that can be investigated without the use of Remote Session Software.
- 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 Expert Labs as a billable services).
- Watch the client perform their tasks "just in case" a question or issue might arise.
- Clients who request a Remote Session as a substitute for following Standard Support scope and processes.

## Microsoft Teams process and responsibilities:

- Microsoft Teams is IBM's preferred remote online investigation tool, however this policy applies to all online tools.
- Support joins Microsoft 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.
- Microsoft 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.

# IBM Power Virtual Server Support – Remote Session Software Usage Guide

## When a 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 a Remote Session is not useful?

- Ineffective to monitor long running tasks.
- To analyze complex situations where 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 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 support plan.

To upgrade your support plan, contact an [IBM Cloud Sales](#) representative.

## AIX, IBM i or Linux Support Escalation

You can escalate your OS support cases (Starts with TS), following this process:

<https://www.ibm.com/support/pages/node/7172792>

# 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.

# 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.

## 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.

- “How likely are you to recommend IBM Support to others?” 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 your likeliness to recommend IBM Support via the survey.



# 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

12:29

IBM

English

How satisfied are you with the following aspects of IBM Support on this case?

Technician's knowledge

☐ Very Dissatisfied  
☐ Dissatisfied  
☐ Neutral  
☐ Satisfied  
☐ Very Satisfied  
☐ N/A

Technician's communication skills

Answer/resolution provided

Time to receive answer/resolution



English

How satisfied are you with the following aspect(s) of IBM Support on this case?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
Ease of opening your support request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication skills of the agent who opened your support request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Next

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English

How satisfied are you with the following aspects of IBM Support on this case?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
Technician's knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technician's communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer/resolution provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to receive answer/resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Back

Submit

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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: <https://www.ibm.com/docs/en/power-virtual-server>

IBM Cloud Docs: [cloud.ibm.com/docs/power-iaas](https://cloud.ibm.com/docs/power-iaas)

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

IBM Support reference guide (this doc): <https://www.ibm.com/support/pages/node/6953473>

