

## Quick Guide to IBM Technical Support for the IBM PureData System for Analytics

### IBM Customer Support Plan

#### Welcome to the IBM PureData System for Analytics !

This is a Quick Guide for accessing technical support for the IBM PureData System for Analytics .

Support for your IBM PureData System for Analytics is delivered through a single point of entry to our world-class technical support organization. You will receive support from highly skilled Technical Support Engineers in a Solution Support Competency Center.

To customize your support experience, start with the IBM Support Portal - <http://www.ibm.com/support>. You may register and then customize your page, MySupport (<http://www.ibm.com/support/mysupport>). You can use the IBM Service Request tool to create and update your Problem Management Records (PMRs). If you need to transfer large files (greater than 2GB), you can ftp the files to IBM Support from our Standard upload site. See these sites:

- Electronic Service Request (SR) Tool - <http://www.ibm.com/support/servicerequest/>
- IBM Appliance Support Handbook - <http://www.ibm.com/software/appliance/support>
- IBM PureData System for Analytics – [http://www.ibm.com/ibm/puresystems/us/en/pd\\_analytics.html](http://www.ibm.com/ibm/puresystems/us/en/pd_analytics.html)
- IBM Customer Data Repository - <http://www.ecurep.ibm.com/app/upload>

If you need help with your IBM PureData System for Analytics, please open a service request by utilizing the IBM Service Request (SR) tool for Software (<http://www.ibm.com/support/servicerequest/>). **This is the best option for engaging IBM for technical support for hardware, software and firmware problems.**

Alternatively, you may consult the IBM Planetwide site (<http://www.ibm.com/planetwide>) for local contact options. Select the **Software** path for hardware, software and firmware problems. Your call will connect you with a remote IBM Technical Support Engineer who will help you diagnose your problem, and, if not resolved, will help you create a plan to resolve it.

#### Before Engaging IBM Technical Support

The following information is required when opening an IBM PureData System for Analytics service request.

- Your IBM Customer Number (ICN) associated with the IBM PureData System for Analytics purchase.
- An e-mail address and telephone number where you can be reached
- IBM PureData System for Analytics - Machine Type and Serial Number
  - Older model Netezza 100 & N1001: [0618-NZxxxxx](#)
  - Netezza 100: [3562-NZxxxxx](#)
  - N1001: [3563-NZxxxxx](#)
  - C1001: [3564-NZxxxxx](#)
  - N2001/N2002: [3565-xxxxxx](#)
  - N3001-001: [3561-xxxxxx](#)
  - N3001-002 and above: [3567-xxxxxx](#)
- Description of the problem including the steps that led to the error and the error message
- The severity and business impact of the problem
- Other pertinent information (any other error messages and/or logs)
- For specifics on obtaining Machine Type and Serial Number for a specific appliance refer to - <http://www-01.ibm.com/support/docview.wss?uid=swg21662250>

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## Problem Resolution

Problem Resolution Call Flow

Problem Severity Codes

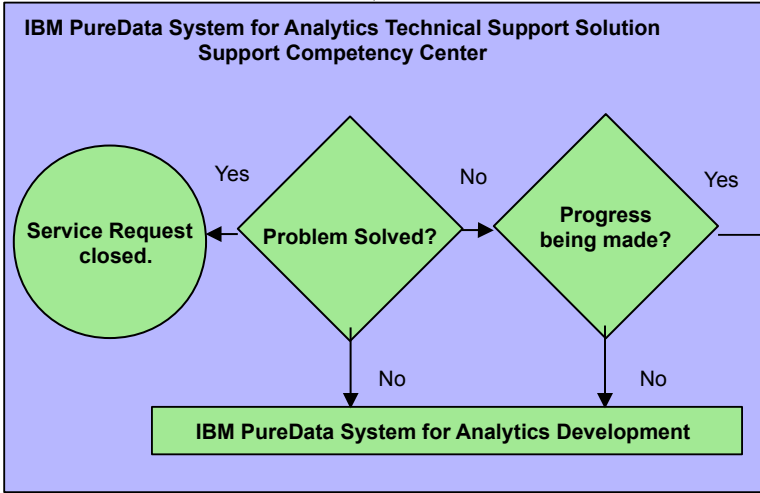
**Use the IBM Service Request (SR) Tool to electronically submit a request for hardware and software assistance at <http://www.ibm.com/support/servicerequest/>**

- Enter keywords: **PureData System for Analytics**
- Select your product
- Begin typing Serial Number for appliance you need assistance, drop-down list will appear; select the correct Machine Type/Serial Number
- Alternatively, use our PlanetWide pages to contact IBM in your country.
  - Use your IBM Customer Number associated with the purchase of **IBM PureData System for Analytics**
  - Select your country
  - Select '**Software**'
  - Product: **IBM PureData System for Analytics**
- Record your IBM service request number.

The Client and the IBM Technical Support Engineer will work together to analyze the symptoms and develop a plan for resolution.

The IBM Technical Support Engineer may ask you for various logs or other diagnostic data.

IBM's Technical Support Engineers will work with you to identify the correct action needed to fix your problem.



Severity levels are determined during a mutual discussion by the client and technical support engineer, based on the business impact of the issue.

If a client designated a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing the client is also available to work during those hours.

**Severity 1**  
**Critical Impact/System Down:**  
A business critical IBM PureData System for Operational Analytics is inoperable or critical interface has failed. This usually applies to a production environment and indicates you are unable to use the Pure Data System for Operational Analytics resulting in a critical impact on operations. This condition requires an immediate solution.

**Severity 2**  
**Significant business impact:**  
An IBM PureData System for Operational Analytics is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.

**Severity 3**  
**Some business impact:**  
Indicates the IBM PureData System for Operational Analytics is usable with less significant features (not critical to operations) unavailable.

**Severity 4**  
**Minimal business impact:**  
A non-critical IBM PureData System for Operational Analytics is malfunctioning, causing minimal impact or a non-technical request is made.

**NOTE:** If you need to escalate a hardware or software issue, call 1-800-IBM-SERV (with your service request number and history), select '**Software**' and ask for the **Duty Manager**.