



*Technical
Support
Overview
Guide*

**IBM Connections Cloud
IBM SmartCloud Notes
IBM Verse**

Updated April 2017

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1. [Introduction and Overview](#)

IBM Connections Cloud delivers IT-level assisted support options that help you get the most out of your technology investment. With your IBM Connections Cloud subscription, you gain access to a global network of experts to assist your company administrators, with options to meet your specific support needs.

IBM Technical Support personnel can identify the level of support to which you are entitled by your customer ID information. When you contact IBM Technical Support or open a Service Request, your issue is routed to the correct team to be handled in accordance with your selected Support Plan.

IBM Connections Cloud Support Offerings Options

Standard

Included at no extra charge

- Sev 1 Phone Support 24x7
- Standard Response objectives:
 - Sev 1 2 hours
 - Sev 2-4 2 business hours
- Support Forums
- Support Wiki
- Report issues directly into IBM Service Request system

Advanced

Available at a monthly per-user charge

All the elements of Standard Support, PLUS:

- Priority handling of all issues
- Report issues directly into IBM Service Request system or via phone
- Sev 1 Phone Support 24x7
 - 30 minute response objective
- Enhanced Support Response Objectives for other severity issues 5x24
 - Sev 2: 1 hour
 - Sev 3-4: 2 hours

Premier

Available at a monthly per-user charge

All the elements of Advanced Support, PLUS:

- Local language speaking Premier Support Manager (where available), knowledgeable in cloud technology as well as the organization's business
- Priority support for key executives
- Up-to-date members-only education and resources
- Advisory Services, including:
 - Insight on new features and functions
 - Periodic cloud business reviews
 - Phone consultation with subject matter experts
 - Early access programs
 - Quarterly reports
 - Issues escalation and management assistance

Standard Support at a Glance

	IBM Connections Cloud (all services except IBM SmartCloud Notes/IBM Verse)	IBM SmartCloud Notes and IBM Verse
Access to Support via IBM Service Request	Customer Named Administrators only	Customer Named Administrators only
Access to Support via telephone	Customer Named Administrators only (Severity 1)	Customer Named Administrators only (Severity 1)

Sev 1 Response Objective	2 hours 7x24x365	2 hours 7x24x365
Sev 2-4 Response Objectives	2 hours Customer's local business hours	2 hours Customer's local business hours
Language Support	English only	English Select language support during local business hours

2. How to locate your IBM Customer Number (ICN)

From your Administrator Panel, locate Organization Account Settings on the dashboard menu.

Once in the Organization Account Settings view, look for the Customer ID. This is also referred to as your ICN.

The screenshot displays the IBM Administration interface. On the left is a navigation menu with categories: Personal, Customer Service, IBM, System Settings, and Support. The 'Organization Account Settings' option under the IBM category is highlighted in yellow. The main content area shows 'ABC Corp: Settings' with a subtitle 'View the basic information about your organization. Click change to modify a setting'. The settings listed are: Organization Name (ABC Corporation), Organization Contact Email (Bob_Administrator@abcbizcorp.com), Organization Mailing Address (ABC Corporation, 1222 Main Street, Newtown, CA 12345, UNITED STATES), Customer ID (1232123, highlighted in yellow), and Email Verification for New Users (Disabled).

3. How to contact IBM Connections Cloud Technical Support

For Standard Support, phone support is provided for Severity 1 issues only, which are issues requiring immediate attention such as the entire service is unavailable for your company.

All other issues should be sent to IBM Connections Cloud Technical Support via the IBM Service Request tool.

See <http://www.ibmcloud.com/social/support> for contact information in your region.


4. IBM Service Request tool

Customer Administrators must register in order to access to the Service Request tool. Current information on the Service Request tool and registration can be found here: http://www-01.ibm.com/software/support/servicerequest/quick_start.html

Once in the Service Request tool, you can open a new request, update your request or view the status of your existing requests.




IBM Marketplace Search


Service requests

Search: by software request number  Select


country

Quick search:

-  Software registration
-  Preferences
-  Help

 Return to the IBM Support Portal

My software requests

 Open a new service request

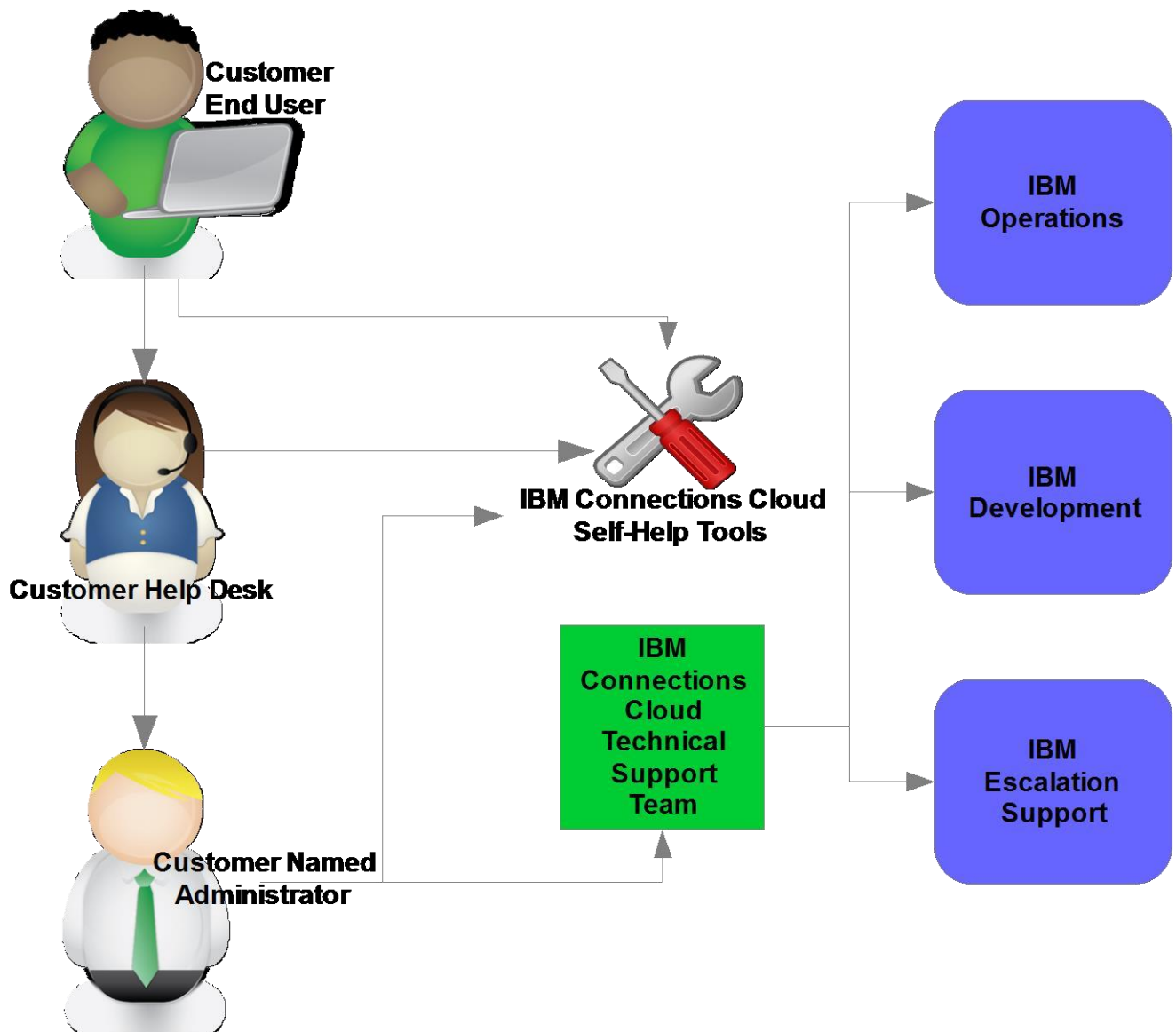
Bookmark Service Request in your browser:
<https://www.ibm.com/support/servicerequest/Home.action>

5.

Support Ticket Process Flow

Customer Named Administrators open issues with IBM Connections Cloud Technical Support, through the Service Request tool or phone.

IBM Connections Cloud Self-Help Tools include the Product Forums, Wikis, Knowledge Center, Known Issues, and more. See Section 14 for more details.



6. Severity Level Definitions

Sev	Definition	Service Examples: SmartCloud Notes	Service Examples: Connections Social Cloud	Service Examples: Connections Meetings Cloud or Connections Chat Cloud
1	“Severity 1” is the severity level associated with issues where the service is determined to be unavailable for ‘all users’, a major feature of the service is inoperable for ‘all users’ or a significant portion of your users are unable to use the service resulting in a critical impact on operations.	All or most users at your company are not able to access the service All users at your company cannot send or receive email Chat services are down for your company	All or most users are unable to login to the service	All or most users are unable to login to the service Meeting host and participants are unable to login or view presented content
2	“Severity 2” is the severity level associated with issues where a major feature or function of the service is unavailable for a subset of end-users or a single partner, limiting immediate use of the product. The callers are able to access the service but their operations are severely restricted by the issue.	Problems accessing a user mail file Mail not routing for specific users A single user cannot send/receive mail	Error messages or invalid results returned when searching	All or most users get an error message when attempting to upload a file to a meeting, all other services working fine Meeting host unable to poll during the web conference
3	“Severity 3” is the severity level associated with routine and random feature/application issue (usually affecting a single customer or particular client configurations). The customer is able to use the service with some restrictions on the functions they can use. These restrictions, however, do not have a critical impact on their operations.	User Name changes e.g. new name (i.e. marriage/divorce), name spelling change Account setup/ configuration related issues – initial planning	Issues related to general use of features One or a few users are receiving error messages when attempting to access a file that has been shared with them	Some users unable to login to chat User requiring assistance downloading recordings Some participants are unable to join a meeting
4	“Severity 4” is the severity level associated with technical issues with minimal client impact , nontechnical issues, or client service issues that can wait some number of days to resolve. The issue causes little or no impact to the customer's operations, or the customer/partner has found a way to work around the issue.	General how-to questions e.g. How do I add an Extended Directory Catalog (EDC) to my domain? Enhancement requests	General how-to questions Enhancement requests	General user account questions such as resetting user passwords Host has questions on meeting reports Enhancement requests

7.

Roles and Responsibilities: Account Provisioning and Registration

	Connections Cloud & Connections Social Cloud		Web Mail Cloud		Connections Meetings Cloud		SmartCloud Notes	
	IBM	Customer	IBM	Customer	IBM	Customer	IBM	Customer
Details for initial named administrator account(s)	-	✓	-	✓	-	✓	-	✓
Setup of initial accounts for assignment	✓	-	✓	-	✓	-	✓	-
Send administrative console login information to named administrator(s)	✓	-	✓	-	✓	-	✓	-
Specification of user details for initial bulk load in required format	-	✓	-	✓	n/a	n/a	-	✓
One-time initial bulk load of user accounts	✓	-	✓	-	n/a	n/a	✓	-
Subsequent addition of user accounts	-	✓	-	✓	n/a	n/a	-	✓
Complete registration (password, country, language, terms acceptance)	-	✓	-	✓	-	✓	-	✓
Deletion of users	-	✓	-	✓	n/a	n/a	-	✓
Change of user names or subscriptions	-	✓	-	✓	n/a	n/a	-	✓
Password reset requests	-	✓	-	✓	-	✓	-	✓

8.

Roles and Responsibilities: Support

	Connections Cloud & Connections Social Cloud		Web Mail Cloud		Connections Meetings Cloud		SmartCloud Notes	
	IBM	Customer	IBM	Customer	IBM	Customer	IBM	Customer
Escalation support for defects & problems related to software/ service applications	✓	-	✓	-	✓	-	✓	-
First-level support & user support for all problems	-	✓	-	✓	-	✓	-	✓
Customization problems	***	✓	***	✓	***	✓	***	✓
Client operating system problems	-	✓	-	✓	-	✓	-	✓
Client hardware problems	-	✓	-	✓	-	✓	-	✓
Client network problems	-	✓	-	✓	-	✓	-	✓
Mobile device problems	-	✓	-	✓	-	✓	-	✓
Mobile network connectivity problems	-	✓	-	✓	-	✓	-	✓
Escalation support for defects & problems related to mobile client applications	✓	-	✓	-	✓	-	✓	-
Browser problems	-	✓	-	✓	-	✓	-	✓
Vendor software/3rd-party application problems	-	✓	-	✓	-	✓	-	✓

11. Roles and Responsibilities: SmartCloud Notes Hybrid

	Connections Cloud & Connections Social Cloud		Web Mail Cloud		Connections Meetings Cloud		SmartCloud Notes	
	IBM	Customer	IBM	Customer	IBM	Customer	IBM	Customer
Administration of on-premise Domino servers	n/a	n/a	n/a	n/a	n/a	n/a	-	✓
Configuration of on-premise environment for use with LotusLive Notes service	n/a	n/a	n/a	n/a	n/a	n/a	-	✓

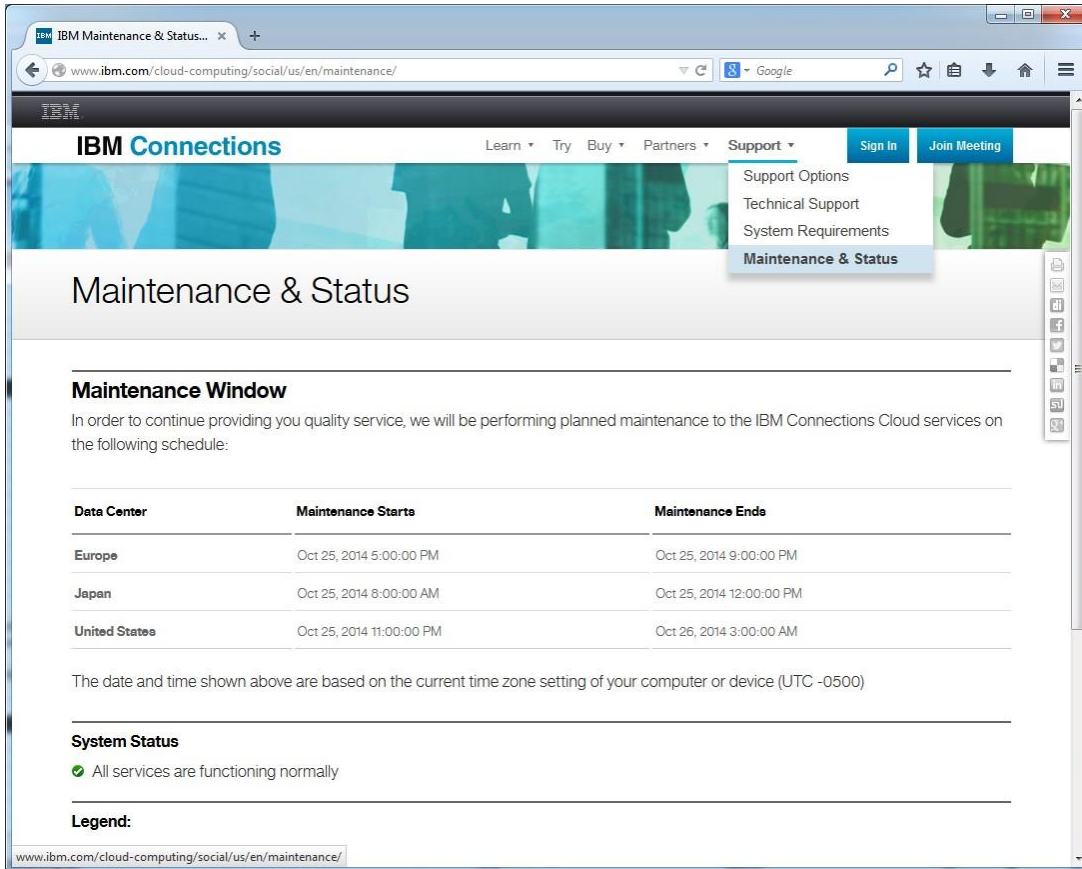
For SmartCloud Notes Hybrid:

- Company Administrators may submit issues to English language support at any time. Only Severity 1 issues will be responded to 24x7, all other severity issues will be responded to during business hours.
- Support for IBM SmartCloud Notes / IBM Verse and associated offerings is currently available in English and Japanese only. Japanese support is provided only during local business hours in Japan.
- Local business hours support for all other IBM Connections Cloud services is offered in Brazilian Portuguese, German, French, French Canadian, Japanese and Latin American Spanish.
- For local business hours details, see <https://www.ibmcloud.com/social/support>

12. Support Resources: Service Status

Service status and maintenance schedules can be found from the webfront at <http://www.ibmcloud.com/social/maintenance>

Additionally, approximately 72 hours before our Planned Maintenance windows, a “login alert” is activated. The alert appears to all users upon login to the service to notify them about any upcoming scheduled maintenance.



Data Center	Maintenance Starts	Maintenance Ends
Europe	Oct 25, 2014 5:00:00 PM	Oct 25, 2014 9:00:00 PM
Japan	Oct 25, 2014 8:00:00 AM	Oct 25, 2014 12:00:00 PM
United States	Oct 25, 2014 11:00:00 PM	Oct 26, 2014 3:00:00 AM

13. Notification for Service Disruption

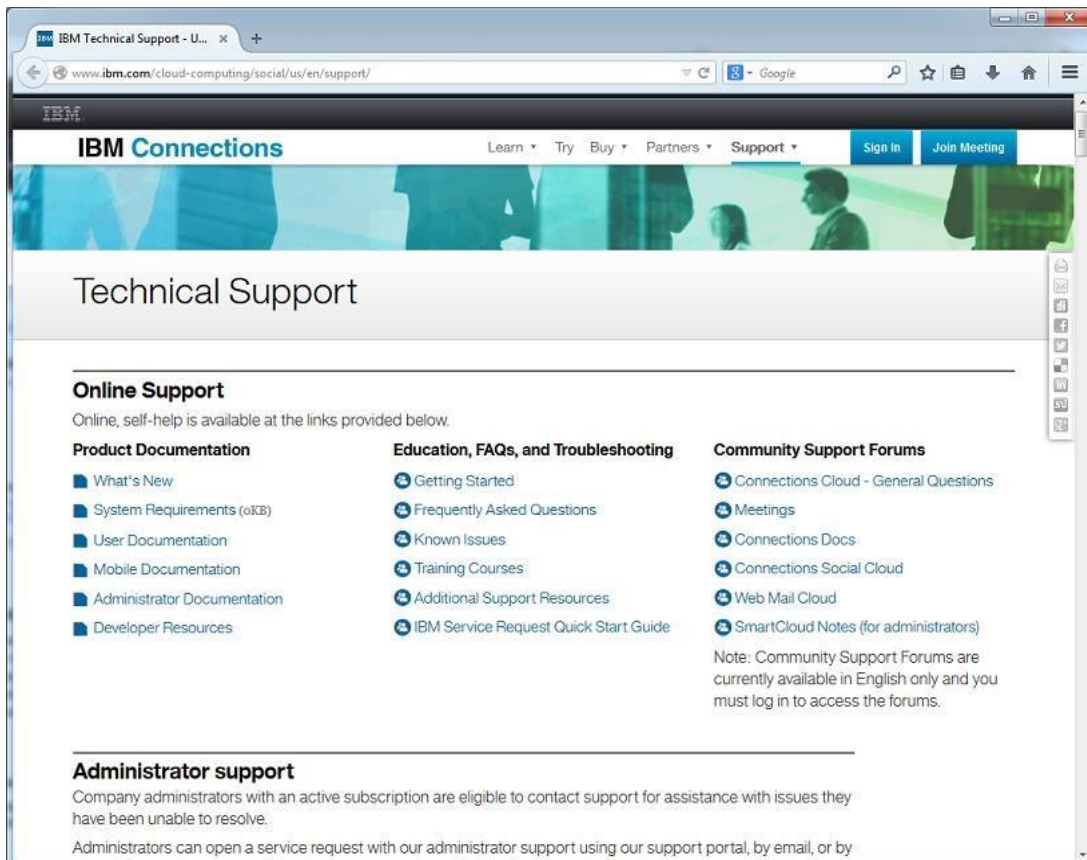
When IBM confirms an issue where the service is unavailable, email notifications are sent to customer designated contact points. Customers are encouraged to provide the IBM Connections Cloud Client Services Group with at least one non-IBM hosted address and may also include customer managed distribution groups. IBM can also send text messages to your designated contacts. To be included those contacts can share their mobile telephone number(s) and indicate which country the telephone number originates from (for country code confirmation).

- An email will be sent regarding the Service Down conditions
- Progress/update emails will be sent as new information becomes available
- Final email alert notification is sent when service is restored

14. Additional Support Resources

IBM offers a number of Technical Support resources including social support options like wikis and forums, to user documentation and FAQs. These resources can be located here:

<http://www.ibm.com/cloud-computing/social/us/en/support/>



The screenshot shows a web browser window displaying the IBM Connections Technical Support page. The browser's address bar shows the URL www.ibm.com/cloud-computing/social/us/en/support/. The page features the IBM logo and the text "IBM Connections" at the top. Below this, there is a navigation menu with links for "Learn", "Try", "Buy", "Partners", "Support", "Sign In", and "Join Meeting". The main heading is "Technical Support". Underneath, there is a section titled "Online Support" with the text "Online, self-help is available at the links provided below." This section is divided into three columns: "Product Documentation" (listing links like "What's New", "System Requirements (oKB)", "User Documentation", "Mobile Documentation", "Administrator Documentation", and "Developer Resources"), "Education, FAQs, and Troubleshooting" (listing links like "Getting Started", "Frequently Asked Questions", "Known Issues", "Training Courses", "Additional Support Resources", and "IBM Service Request Quick Start Guide"), and "Community Support Forums" (listing links like "Connections Cloud - General Questions", "Meetings", "Connections Docs", "Connections Social Cloud", "Web Mail Cloud", and "SmartCloud Notes (for administrators)"). A note at the bottom of the forums section states: "Note: Community Support Forums are currently available in English only and you must log in to access the forums." Below the forums section, there is a section titled "Administrator support" with the text: "Company administrators with an active subscription are eligible to contact support for assistance with issues they have been unable to resolve. Administrators can open a service request with our administrator support using our support portal, by email, or by".

Additionally, IBM offers a number of enablement resources, which can be found at <http://www-10.lotus.com/ldd/bhwiki.nsf/xpViewCategories.xsp?lookupName=Education>

The screenshot shows a web browser window displaying the IBM Connections Cloud wiki page for the 'Education' category. The browser's address bar shows the URL: www-10.lotus.com/ldd/bhwiki.nsf/xpViewCategories.xsp?lookupName=Education. The page header includes navigation links for 'Home', 'Product Documentation', 'Community Articles', 'Learning Center', and 'IBM Redbook'. The main content area is titled 'Education' and contains a paragraph about educational offerings, a 'Select a course' section with links to 'Service-only IBM SmartCloud Notes', 'Hybrid IBM SmartCloud Notes', and 'Help Desk for IBM SmartCloud Notes and IBM Connections Cloud', and a 'Recently Added' section with sorting options and a list of articles. The right sidebar features a 'Visit the Video Gallery' section. The bottom of the page shows a list of articles, including 'How to obtain network traces for a Webpage using Firebug' and '[Tutorial] How to obtain network statistics for a Webpage using Firebug'.

IBM Connections Cloud wiki All Wikis All Forums Log In IBM.

Home Product Documentation Community Articles Learning Center IBM Redbook This category Search for...

Learning Center > Education Translate Page New Article Share Subscribe

Education

Take advantage of educational offerings, such as available web seminars, live demos, or see if any events are scheduled where technical experts share their knowledge and answer your questions.

Select a course

[Service-only IBM SmartCloud Notes](#)

[Hybrid IBM SmartCloud Notes](#)

[Help Desk for IBM SmartCloud Notes and IBM Connections Cloud](#)

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Toms Andriulis | October 3, 2014 | Tags: Firebug, network traces, Firefox, NetExport

In this article I will show and explain how you can install Firebug and NetExport extensions for Firefox with intent to gather network information of the page you view in your Firefox browser. This article includes a tutorial on how to export this network information in a HAR file to make it more ...

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