Using AIX Program Services

About Using AIX Program Services

Program Services are:

- provided for AIX and IBM licensed software products which operate on an AIX or other UNIX platform.
- available for AIX and IBM licensed software products until notification terminating support is received. Code-related problems or documentation errors may be forwarded to IBM by facsimile, U.S. Mail (or equivalent) or Internet email. Voice support is available for a fee via AIX Support Line.
- limited to code-related problems or documentation errors. All problems that are not documentation or code-related will be directed to the AIX Support Line for handling under a fee contract.

IBM will respond in the same media as the inquiry. Customers will be notified of receipt of the problem report within two business days if notified by facsimile or Internet mail.

If there has been no response within 2 business days, you may resubmit using one of the alternate reporting methods or you may contact your local IBM representative to follow up for you. You should receive a response from a specialist within 5 business days after receipt of acknowledgement.

IBM will continue to charge for support not related to code or documentation errors via AIX Support Line. Customers may contract AIX Support Line to continue receiving voice support for software problems and questions.

When contacting IBM with documentation or code-related problems using Program Services, be sure to include all pertinent customer and problem data, and if possible, a reproducible test case. The format of an AIX Problem Report is included in the following pages. Please ensure your response to Program Services is in this format.

If you wish to fill out an electronic version of this form send an e-mail message to:

```
Internet email:    aixsupt@aix.boulder.ibm.com
Subject: AIX Program Services
```

This will generate an electronic response form to your e-mail account.

To contact by Facsimile:

```
Facsimile address: IBM Corporation
Attn: AIX Program Services
FAX phone: (512) 823-7634
```

Sending by Standard Mail or Overnight Delivery

Note: Look at the "file Naming Convention" section of this document and name testcases accordingly.

IBM Corp. / Zip 2900 / Bldg 42
Attn: AIX Testcase Dept. J66S
11400 Burnet Road
Austin, TX 78758-3493
Extension 3-4050

Note: NO overnight delivery service delivers directly to bldg. 42, instead they are delivered to IBM Receiving. Please keep this in mind when choosing a delivery time.

If you specify Saturday delivery you must first make special arrangements with an AIX Support specialist (1-800-225-5249 or 1-800-call-aix), otherwise there could be a delay of several days.

AIX Problem Report

Customer Information

```
NAME: Name of contact for the problem
```

```
PHONE:Phone number of contact
```

```
EMAIL:email address of contact (name@place.com)
```

```
FAX:  optional: FAX phone of contact
```

```
CUSTOMER#:IBM customer number
```

```
COMPANY:Company name
```

```
ADDRESS1:1st line of address
```

```
ADDRESS2:2nd line of address
```

10/30/96, 4FAX# 1760

CITY: City

STATE:State

ZIP: Zip Code

System Information

TYPE:(7013, e.g.)

MODEL:(560, e.g.)

SERIAL#:(Serial number)

AIX LEVEL:(Level of AIX, 3.2.5, e.g.)

MEDIA:(Preferred media for PTF if required,8mm tape, e.g.)

ENV: (Please include information about your environment, i.e. configuration, disks, memory, adapters, network connections, applications running.)

DESC:(problem Description must include the following information.)

(What were you trying to do?)

(What were the results?)

(What steps did you perform?)

(What error messages were displayed?)

(What steps are required to recreate the problem?)

TESTCASE: (optional)

If supporting data is sent, append here or list method sent, expected arrival date, media type, archive format. If the problem report is submitted by FAX or e-mail the PMR number will be returned by the same method of delivery. The PMR number must be included if the testcase is sent via alternate method.

10/30/96, 4FAX# 1760

Reader's Comments

Please fax this form to (512) 823-4009, attention "AIXServ Information". You may also e-mail comments to: elizabet@austin.ibm.com. These comments should include the same customer information requested below.

Use this form to tell us what you think about this document. If you have found errors in it, or if you want to express your opinion about it (such as organization, subject matter, appearance) or make suggestions for improvement, this is the form to use.

If you need technical assistance, contact your local branch office, point of sale, or 1-800-CALL-AIX (for information about support offerings). These services may be billable. Faxes on a variety of subjects may be ordered free of charge from 1-800-IBM-4FAX. Outside the U.S. call 415-855-4329 using a fax machine phone.

When you send comments to IBM, you grant IBM a nonexclusive right to use or distribute your comments in any way it believes appropriate without incurring any obligation to you.

Note: If you have a problem report or item number, supplying that number may help us determine why a procedure did or did not work in your specific situation.

Problem Report or Item #: Branch Office or Customer #:

Be sure to print your name and fax number below if you would like a reply:

Name: Fax Number:

END OF DOCUMENT (program.services.gen, 4FAX# 1760)