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How to Effectively Use the IBM Support Portal

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IBM

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8840

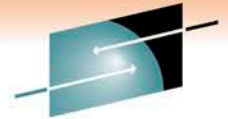


AGENDA



- Overview of Support Portal
- Organization of Information Available
- Getting Started
- Searching For Information
- Customizing Your Experience
- Type of Content Available

Previous Support Site Layout



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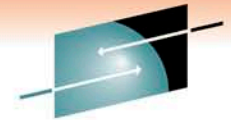
- Separate Product Support Pages
- Needed to Know Links to Each Site
- Information too Spread Out over Page
- More Difficult to Find What your Looking For

IBM Support Portal



- Customizable for Areas of Interest
- Easier to Navigate
- Easier to hone search results
- Multiple Products from One Page

Support Portal Overview

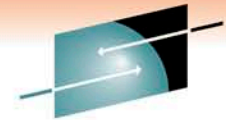


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- Page Displays Multiple Products on One Page
- Allows You to Render Information Base on Interest
- Can Narrow Search Results to Product and Topics

The screenshot shows the IBM Support Portal interface. At the top, there's a navigation bar with 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. Below this, the main heading is 'Support overview' with a sub-heading 'Support for my selected products'. The left sidebar contains a 'Choose your products' section with a search box and a list of selected products: CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, and z/OS XL C/C++. Below the sidebar, there are several content modules: 'Featured links' (listing various IBM products), 'My support contracts' (indicating no expiring contracts were found), 'Training' (listing training resources for the same products), 'Overview top ten' (listing the most recent products), 'Product news' (listing news items), 'Support resources', 'Product related links', 'Site availability & news' (showing the site is available), 'Support feedback', and 'Translate this page'.

Product Selections in Left Nav



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The screenshot shows the IBM Support overview page. The left navigation pane is highlighted with an orange border and contains the following sections:

- Choose your products**
 - Manage my product list
 - Find a product for your list
 - Your selected products**
 - CICS Transaction Server [Edit]
 - COBOL for AIX [Edit]
 - Enterprise COBOL for z/OS [Edit]
 - Enterprise PL/I for z/OS [Edit]
 - IBM HTTP Server [Edit]
 - PL/I for AIX [Edit]
 - z/OS XL C/C++ [Edit]
 - Share this product list
- Choose your page**
 - Overview
 - Downloads
 - Troubleshooting
 - Documentation
 - Forums & communities
 - Planning
 - Installation
 - Usage
 - Service requests

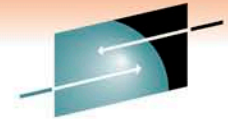
The main content area is titled "Support overview" and "Support for my selected products". It features several panels:

- Featured links**: CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, z/OS XL C/C++
- My support contracts**: No expiring contracts were found. View contracts
- Training**: CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, z/OS XL C/C++
- Overview top ten**: Most recent | Most viewed
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++
- Product news**: News: Read the latest news on your product(s)
 - IBM acquired and sold products
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++

Additional features on the right side include:

- Add modules to my page
- Show empty modules
- Search support
- Support resources
- Product related links
- Overview
- Site availability & news
- Support feedback
- Translate this page

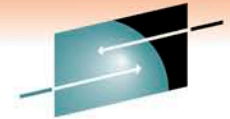
Choose Page to Display by Topic



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The screenshot shows the IBM Support overview page. The main content area is titled "Support overview" and "Support for my selected products". It features several sections: "Featured links" with a list of products like CICS Transaction Server and COBOL for AIX; "Overview top ten" showing most recent and most viewed items; "My support contracts" indicating no expiring contracts were found; and "Training" with a list of product-specific training links. On the left, a sidebar titled "Choose your products" lists selected products with checkboxes. Below it, a "Choose your page" sidebar is highlighted with an orange border, listing navigation options: Overview, Downloads, Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, and Service requests. The right sidebar contains "Add modules to my page", "Search support", "Support resources", "Product related links", "Overview", "Site availability & news", "Support feedback", and "Translate this page".

Modules Display in Middle of Page

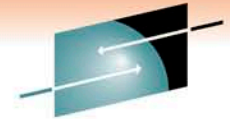


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The screenshot shows the IBM Support Center interface. At the top, there is a navigation bar with the IBM logo, a search bar, and a welcome message for Mr. Daniel Kosteck. Below the navigation bar, there are several sections:

- Choose your products:** A sidebar on the left with a search box and a list of selected products: CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, and z/OS XL C/C++.
- Support overview:** A central section with a title "Support overview" circled in orange. Below it, there are several modules:
 - Featured links:** A list of links including CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, and z/OS XL C/C++.
 - Overview top ten:** A list of links including CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, and z/OS XL C/C++.
 - My support contracts:** A section indicating no expiring contracts were found.
 - Training:** A list of links including CICS Transaction Server, COBOL for AIX, Enterprise COBOL for z/OS, Enterprise PL/I for z/OS, IBM HTTP Server, PL/I for AIX, and z/OS XL C/C++.
- Choose your page:** A sidebar on the left with a list of pages: Overview (circled in orange), Downloads, Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, and Service requests.
- Right sidebar:** Contains several utility sections:
 - Add modules to my page:** A section with a search box and a dropdown menu.
 - Search support:** A search box with a dropdown menu.
 - Support resources:** A section with a plus sign.
 - Product related links:** A section with a plus sign.
 - Overview:** A section with a plus sign.
 - Site availability & news:** A section with a last updated date and a status indicator.
 - Support feedback:** A section with a plus sign.
 - Translate this page:** A section with a language dropdown menu.

Module Selections on Upper Right



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The screenshot shows the IBM Support overview page. At the top, there is a navigation bar with the IBM logo, a search bar, and a user welcome message: "Welcome Mr. Daniel Kosteck [Not you?] [IBM Sign out]". Below the navigation bar, the page title is "Support overview" with the subtitle "Support for my selected products".

On the left side, there is a sidebar with the following sections:

- Choose your products**
 - Manage my product list
 - Find a product for your list
 - Your selected products
 - CICS Transaction Server [Edit]
 - COBOL for AIX [Edit]
 - Enterprise COBOL for z/OS [Edit]
 - Enterprise PL/I for z/OS [Edit]
 - IBM HTTP Server [Edit]
 - PL/I for AIX [Edit]
 - z/OS XL C/C++ [Edit]
 - Share this product list
- Choose your page**
 - Overview
 - Downloads
 - Troubleshooting
 - Documentation
 - Forums & communities
 - Planning
 - Installation
 - Usage
 - Service requests

The main content area is divided into several sections:

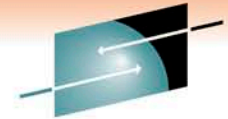
- Featured links**
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++
- My support contracts**
 - No expiring contracts were found
 - View contracts
- Training**
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++
- Overview top ten**
 - Most recent | Most viewed
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++
- Product news**
 - News: Read the latest news on your product(s)
 - IBM acquired and sold products
 - CICS Transaction Server
 - COBOL for AIX
 - Enterprise COBOL for z/OS
 - Enterprise PL/I for z/OS
 - IBM HTTP Server
 - PL/I for AIX
 - z/OS XL C/C++

On the right side, there are several utility sections:

- Search support**
 - Search bar
 - Within my selected products
- Support resources**
 - Support resources (+)
 - Product related links (+)
 - Overview (+)
- Site availability & news**
 - Last updated: 4 Feb 2011 8:46 a.m. (PST)
 - Current availability (green status)
 - Planned outages
 - Site news
- Support feedback**
 - Help us improve online support
 - Surveys and studies
- Translate this page**
 - Select a language
 - Translate

A red box highlights the "Add modules to my page" button in the upper right corner, which is located above the "Search support" section. Below this button is a "Show empty modules" link.

Search for Items in Right Nav

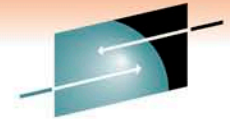


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The screenshot shows the IBM Support overview page. The main heading is "Support overview" with a sub-heading "Support for my selected products". A red circle highlights the text "Narrow Search to Selected Products" below the sub-heading. On the right side, a search box is highlighted with a red box and an arrow pointing to it from the text "Enter Search Arguments". The search box contains the text "Search support" and a dropdown menu set to "Within my selected products". The page also features a "Choose your products" sidebar on the left, a "Featured links" section, an "Overview top ten" section, "My support contracts", "Product news", "Support resources", "Product related links", "Overview", "Site availability & news", "Support feedback", and "Translate this page" sections.

Enter Search Arguments

Links to Other Areas of Interest



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United States [change]

IBM

Home Solutions Services Products Support & downloads My IBM Welcome Mr. Daniel Kosteck [Not you?] [IBM Sign out]

← Go to quick start

Support overview

Support for my selected products

[Show graphic]

Choose your products

Manage my product list

Find a product for your list

Your selected products

- CICS Transaction Server [Edit]
- COBOL for AIX [Edit]
- Enterprise COBOL for z/OS [Edit]
- Enterprise PL/I for z/OS [Edit]
- IBM HTTP Server [Edit]
- PL/I for AIX [Edit]
- z/OS XL C/C++ [Edit]

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests

Featured links

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Overview top ten

Most recent | Most viewed

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

My support contracts

No expiring contracts were found

→ View contracts

Product news

News: Read the latest news on your product(s)

- ▶ IBM acquired and sold products
- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Training

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Add modules to my page

Show empty modules

Search support

Within my selected products

Support resources +

Product related links +

Overview +

Site availability & news

Last updated:
4 Feb 2011 8:46 a.m. (PST)

- Current availability
- Planned outages
- ▶ Site news

Support feedback

Help us improve online support

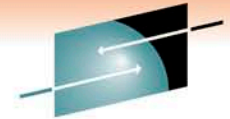
- ▶ Surveys and studies

Translate this page

Select a language

→ Translate

Site Related Information and Feedback



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United States [change]

IBM

Home Solutions Services Products Support & downloads My IBM Welcome Mr. Daniel Kosteck [Not you?] [IBM Sign out]

← Go to quick start

Support overview

Support for my selected products

[Show graphic]

Choose your products

Manage my product list

Find a product for your list

Your selected products

- CICS Transaction Server [Edit]
- COBOL for AIX [Edit]
- Enterprise COBOL for z/OS [Edit]
- Enterprise PL/I for z/OS [Edit]
- IBM HTTP Server [Edit]
- PL/I for AIX [Edit]
- z/OS XL C/C++ [Edit]

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests

Featured links

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

My support contracts

No expiring contracts were found

→ View contracts

Training

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Overview top ten

Most recent | Most viewed

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Product news

News: Read the latest news on your product(s)

- ▶ IBM acquired and sold products
- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Enterprise COBOL for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ z/OS XL C/C++

Add modules to my page

Show empty modules

Search support

Within my selected products

Support resources

- Support resources
- Product related links
- Overview

Site availability & news

Last updated:
4 Feb 2011 8:46 a.m. (PST)

- Current availability
- Planned outages
- ▶ Site news

Support feedback

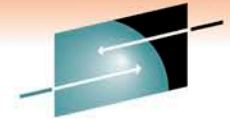
- Help us improve online support
- ▶ Surveys and studies

Translate this page

Select a language

→ Translate

Country Specific Page Translation



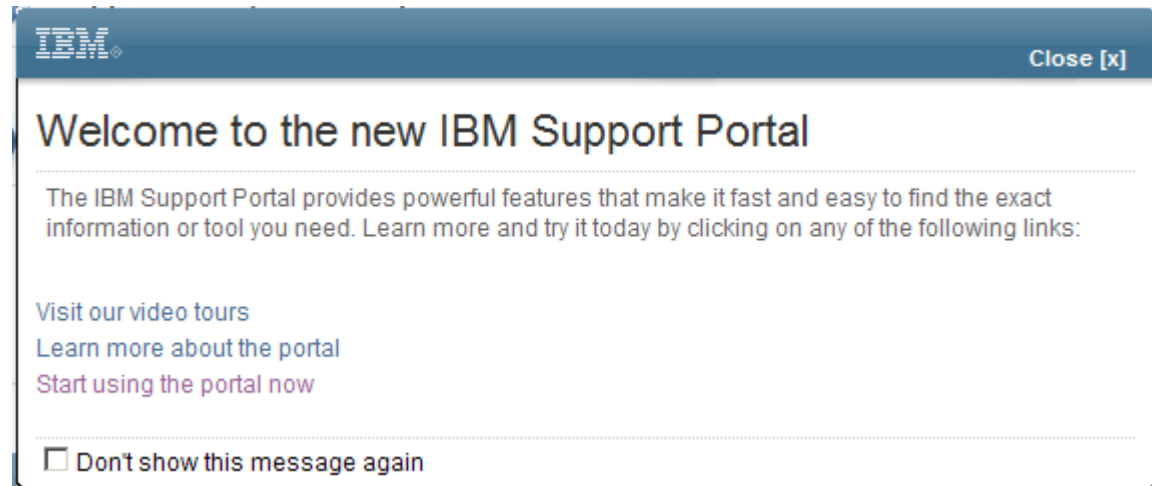
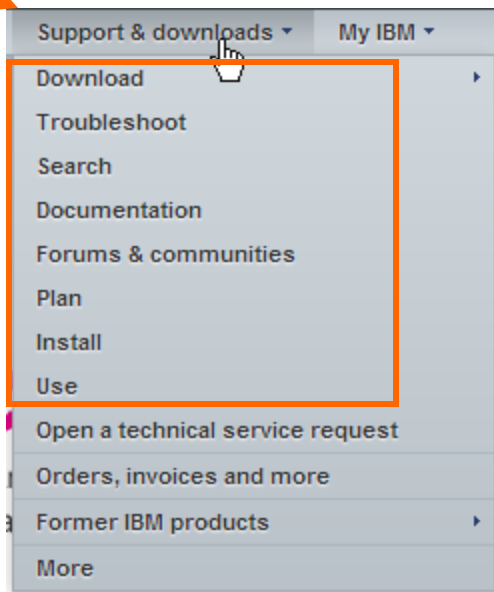
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The screenshot shows the IBM Support overview page for the United States. The page is titled "Support overview" and "Support for my selected products". It features a navigation menu on the left with options like "Overview", "Downloads", "Troubleshooting", "Documentation", "Forums & communities", "Planning", "Installation", "Usage", and "Service requests". The main content area includes sections for "Featured links", "Overview top ten", "My support contracts", "Training", and "Product news". A search bar is located at the top right, and a "Translate this page" widget is highlighted in orange at the bottom right. The widget contains a dropdown menu labeled "Select a language" and a "Translate" button.

GETTING STARTED

- Get into Portal off ibm.com or go directly into Portal
- www.ibm.com
- www.ibm.com/support/entry/portal
- Going to Old Support Site Links
 - <http://www.ibm.com/software/awdtools/cobol/zos/support/>

From www.ibm.com



Choose Products

- Find Products Your Interest In
- Select Page You Want to Display
- View the Page

Support & downloads quick start

1. Choose your products

- Browse for a product Search for a product

Search for one or more product names, part numbers or machine type-models


- Sort by relevance Sort alphabetically



2. Choose your page

- Overview:** View product overview content
- Downloads:** Find downloads for your product
- Troubleshooting:** Troubleshoot a product issue
- Documentation:** Find product documentation
- Forums & communities:** Join forums and communities
- Planning:** Find planning information
- Installation:** Find installation information
- Usage:** Find information on how to use

3. See your results

-  [View your page](#)

Choose Release and Op Sys if Applicable

- Can Select Specific Version
- Operating System
- Click Submit to Add Product

1. Choose your products


Selected products (1)

Browse for a product Search for a product

Search for one or more product names, part numbers or machine type-models

Sort by relevance Sort alphabetically



Rational Developer for System z |  Version/OS

Options for: Rational Developer for System z

Product version (optional)

- 8.0.1
- 7.6.2
- 7.6.1
- 7.6.0
- 7.5.1

Operating system (optional)

- Windows Server 2008
- Windows Vista
- Windows XP
- Windows
- z/OS

Select Additional Products

- Repeat Process for Other Products of Interest

1. Choose your products


Selected products (2)


Browse for a product

Selected products
Rational Developer for System z
Enterprise COBOL for z/OS

Search for one or more product names, part numbers or machine type-models

Sort by relevance Sort alphabetically




- COBOL for AIX
- COBOL for Windows
- WebSphere ILOG Rules for COBOL
- COBOL Report Writer
- Rational COBOL Runtime for zSeries
- COBOL for VSE/ESA
- COBOL for OS/390 & VM
- Enterprise COBOL for z/OS |  Version/OS
- Rational COBOL Generation Extension for zSeries
- COBOL and CICS/VS Command Level Conversion Aid

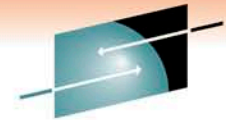
2. Choose your page

- Overview:** View product overview content
- Downloads:** Find downloads for your product
- Troubleshooting:** Troubleshoot a product issue
- Documentation:** Find product documentation
- Forums & communities:** Join forums and communities
- Planning:** Find planning information
- Installation:** Find installation information
- Usage:** Find information on how to use

3. See your results

 [View your page](#)

Page Displays Products Selected



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← Go to quick start

Choose your products

Manage my product list

Find a product for your list

Your selected products

- Enterprise COBOL for z/OS [Edit]
- Rational Developer for System z 7.6.2 [Edit]

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests
- Site assistance

Support overview

Support for my selected products

[Hide graphic]

IBM Support Portal: A top ten support site for 2010

Awarded by the Association of Support Professionals

THE ASSOCIATION OF SUPPORT PROFESSIONALS
Award Winner 2010
The Year's Ten Best Web Support Sites

Featured links

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Flashes & alerts

Alerts: Get the most up to date alerts for your product(s)

- Enterprise COBOL for z/OS

Notifications

Manage all my subscriptions

- Support RSS feeds
- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Overview top ten

Most recent | Most viewed

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Product news

News: Read the latest news on your product(s)

- IBM acquired and sold products
- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Sign in to access your authorized content and to customize your pages.

Search support

Within my selected products

Support resources

Product related links

Overview

Site availability & news

Last updated: 4 Feb 2011 8:46 a.m. (PST)

- Current availability
- Planned outages
- Site news

Support feedback

Help us improve online support

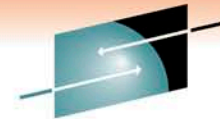
- Surveys and studies

Translate this page

Select a language

Translate

Expand Twisties For Product Specific Items



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← Go to quick start

Support overview

Support for my selected products

[Show graphic]

Choose your products

Manage my product list

Find a product for your list

Your selected products

- Enterprise COBOL for z/OS [Edit]
- Rational Developer for System z 7.6.2 [Edit]

Share this product list

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests
- Site assistance

Featured links

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2**
 - Exchanging information with IBM Technical Support
 - Rational Developer for System z - Unit Test...
 - Rational Licensing
 - RSS feeds of support content
 - Request e-mail updates

Flashes & alerts

Alerts: Get the most up to date alerts for your product(s)

- Enterprise COBOL for z/OS

Overview top ten

Most recent | Most viewed

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Product news

News: Read the latest news on your product(s)

- IBM acquired and sold products
- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Notifications

Manage all my subscriptions

- Support RSS feeds
- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Featured troubleshooting links

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Training

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Add modules to my page

Show empty modules

Search support

Within my selected products

My bookmarks

- Support resources
- Product related links
- Overview

Site availability & news

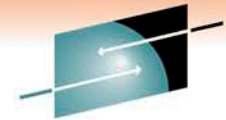
Last updated: 4 Feb 2011 8:46 a.m. (PST)

- Current availability
- Planned outages
- Site news

Support feedback

- Help us improve online support
- Surveys and studies

Translate this page



Select Various Pages Based on Topic

Choose your page

- Overview
- Downloads
- Troubleshooting**
- Documentation
- Forums & communities
- Planning
- Installation
- Usage
- Service requests
- Site assistance

Featured troubleshooting links

- ▼ Rational brand support (general)
 - My developerWorks
 - Rational licensing
 - View all troubleshooting links

[More results]

Problem resolution

Troubleshooting: Tools and resources to diagnose and resolve problems

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation**
- Forums & communities
- Planning
- Installation
- Usage
- Service requests
- Site assistance

Featured documentation links

- ▼ Rational brand support (general)
 - Rational Accelerated Value Program
 - Rational developerWorks

Getting started

- ▼ Rational brand support (general)
 - New To Rational

Documentation: Browse publications, InfoCenters, manuals and more

Choose your page

- Overview
- Downloads
- Troubleshooting
- Documentation
- Forums & communities
- Planning
- Installation**
- Usage
- Service requests
- Site assistance

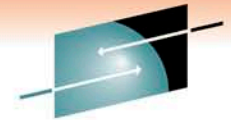
Featured installation links

- ▼ Rational brand support (general)
 - Rational Accelerated Value Program
 - Rational developerWorks
 - View all installation links

Install integration

Installation: Find help installing, configuring and integrating your products

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- Planning
- Installation
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Troubleshooting

Support for my selected products

[Show graphic]

Featured troubleshooting links

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Problem resolution

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

My support contracts

No expiring contracts were found
→ View contracts

Flashes & alerts (Troubleshooting)

Alerts: Get the most up to date alerts for your product(s)

- Enterprise COBOL for z/OS

Troubleshooting top ten

Most recent | Most viewed

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Troubleshooting tools

- Enterprise COBOL for z/OS
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Troubleshooting documentation

- Enterprise COBOL for z/OS
- Rational Developer for System z 7.6.2

Search support

Within troubleshooting task

Within my selected products

My bookmarks

- Support resources
- Featured links
- Product related links
- Troubleshooting

Site availability & news

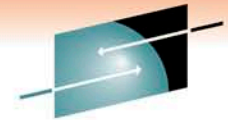
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- Planning
- Installation
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Troubleshooting

Support for my selected products

Select Products to Search [Show graphic]

Featured troubleshooting links

- ▶ Enterprise COBOL for z/OS
- ▶ Rational Developer for System z 7.6.2

Problem resolution

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My support contracts

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Troubleshooting documentation

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+ Add modules to my page

Show empty modules

Search support

abend0c4

Within troubleshooting task

Within my selected products

My bookmarks

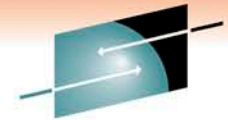
- Support resources
- Featured links
- Product related links
- Troubleshooting

Site availability & news

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- Current availability ●
- Planned outages
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Product(s) list:

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- Rational Developer for System z (0)
- Version 7.6.2

Software product version

i To use the product version filter, select a single software product above.

Content type

- Authorized program analysis report (129)
- Technotes (7)

Current selections:

- Viewing All

Task

- Download (2)
- Install (1)
- Troubleshoot (136)
- Unspecified (50)
- Use (8)

Search for

New search (show everything with no search terms or filters applied)

Search results

1 - 20 of 136 results [Next](#) →

Sort by:

That a lot to review

PK34041: CEEVGQPH CEEVGQP ABEND0C4 MSGCEE3204S CELLPOL FREECHAIN CORRUPTED WITH...
...program error. Error description **ABEND0C4** in LE module CEEVGQPH or CEEVGQP...was seen in R11 at the time of the **ABEND0C4**. Going to '4770C236' - which was unbacked - caused CEEVGQPH to ABEND. - **ABEND0C4** CEEVGQP OFF404 for z/OS V1.4 /...
Last modified date: 5 Apr 2007

PQ92554: ABEND0C4 IN CEEV#FRS WHEN RUNNING WITH LANGUAGE ENVIRONMENT ENABLED...
...Closed as program error. Error description **ABEND0C4** in CQEV#FRS when running 64-bit application. **ABEND0C4** is due to residual data in the high word...PROBLEM DESCRIPTION: **ABEND0C4** in CEEV#FRS when running a ** Language...
Last modified date: 12 Oct 2004

ABEND0C4 in IZGCEV5 at +46E when COBOL is called from RPG II program.
Technote (troubleshooting) Problem(Abstract) User receives **ABEND0C4** in IZGCEV5 due to addressing 24 bit address in 31 bit mode...interface routine that RPG calls which in turn calls COBOL. The **ABEND0C4** was caused by RPG setting up a save area...
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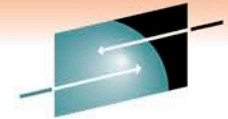
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Software product version

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- Download (2)
- Install (1)
- Troubleshoot (136)
- Unspecified (50)
- Use (8)

Search

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FRS4041: CEEVGQP CEEVGQP ABEND0C4 MSGCEE3204S CELLPOL FREECHAIN CORRUPTED WITH...

...program error. Error description **ABEND0C4** in LE module CEEVGQP or CEEVGQP...was seen in R11 at the time of the **ABEND0C4**. Going to '4770C236' - which was unbacked - caused CEEVGQP to ABEND. - **ABEND0C4** CEEVGQP OFF404 for z/OS V1.4 /...

Last modified date: 5 Apr 2007

LANGUAGE ENVIRONMENT

...EV#FRS when running 64-bit
...PROBLEM DESCRIPTION:

...C4 in IGZCEV5 at +46E when COBOL is called from RPG II program.

...technote (troubleshooting) Problem(Abstract) User receives **ABEND0C4** in IGZCEV5 due to addressing 24 bit address in 31 bit mode...interface routine that RPG calls which in turn calls COBOL. The **ABEND0C4** was caused by RPG setting up a save area...

Last modified date: 3 Jun 2006

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Software product version

- 4.2 (3)
- 4.1 (7)
- 3.4 (7)
- 3.3 (2)

Current selections:

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Content type

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Narrow To Your Release

Sort by: Relevance

Show Only the Technotes

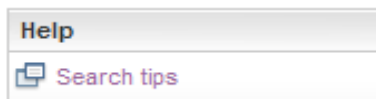
ABEND0C4 in IGZCEV5 at +46E when COBOL is called from RPG II program.
Technote (troubleshooting) Problem(Abstract) User receives **ABEND0C4** in IGZCEV5 due to addressing 24 bit address in 31 bit mode...interface routine that RPG calls which in turn calls COBOL. The **ABEND0C4** was caused by RPG setting up a save area...
Last modified date: 3 Jun 2006

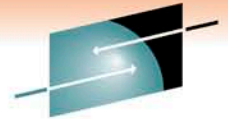
received an **ABEND0C4** when calling an item The error was due to BLL (base

ABEND0C4 near IGZEQOC+1AC or IGZEVOC +1EC
Technote (troubleshooting) Problem(Abstract) After applying the PTF UK22420 for APAR PK16353 to COBOL/LE/zOS 1.7, an **Abend0C4** occurred in a COBOL I/O module at the termination of a job. A failure at a similar address may occur for other LE releases...
Last modified date: 28 Aug 2007

Search String Tips

- Use Minus Sign to Eliminate Matches
 - `abend0c4 -igzeqoc` (remove matches for `igzeqoc`)
- Enter Arguments in Quotes to Find Only a Phrase
 - “open of `qsam` file”
- Place Parenthesis Around Search String for OR
 - `(abend0c4 abend0c1)`
- From Search Results Screen See Search Tips



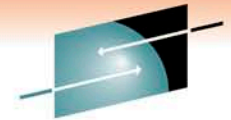


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→ Planned outages

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Notifications


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- Rational Developer for System z 7.6.2

Training

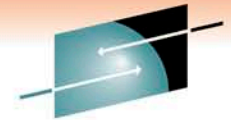
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- Rational Developer for System z 7.6.2

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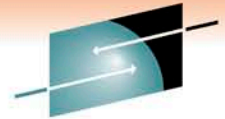
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- Product related links
- Overview

Site availability & news

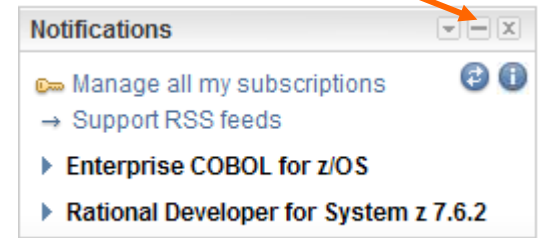
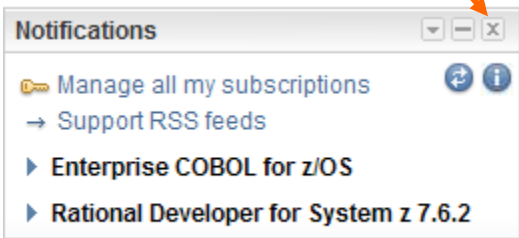
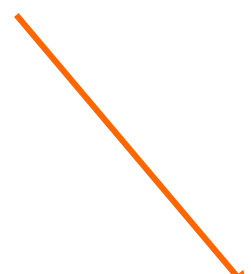
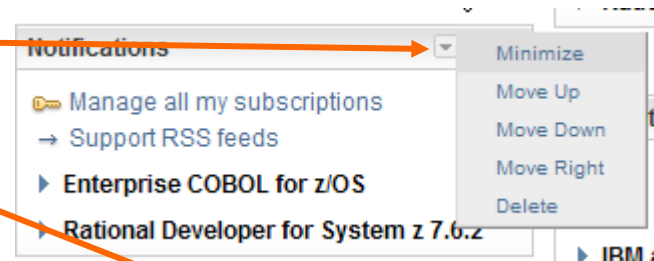
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- Current availability
- Planned outages
- Site news



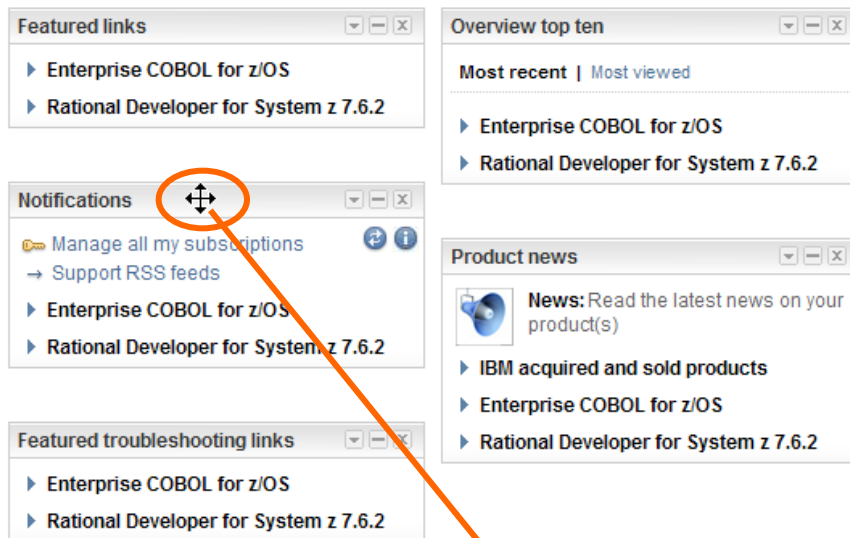
Moving Modules on Page

- Portal Menu
- Minimize to Hide Content
- X to Remove Module from Page



Drag and Drop to Arrange On Page

Before



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- ▶ Enterprise COBOL for z/OS
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- ▶ Rational Developer for System z 7.6.2

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- Support RSS feeds
- ▶ Enterprise COBOL for z/OS
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Product news

News: Read the latest news on your product(s)

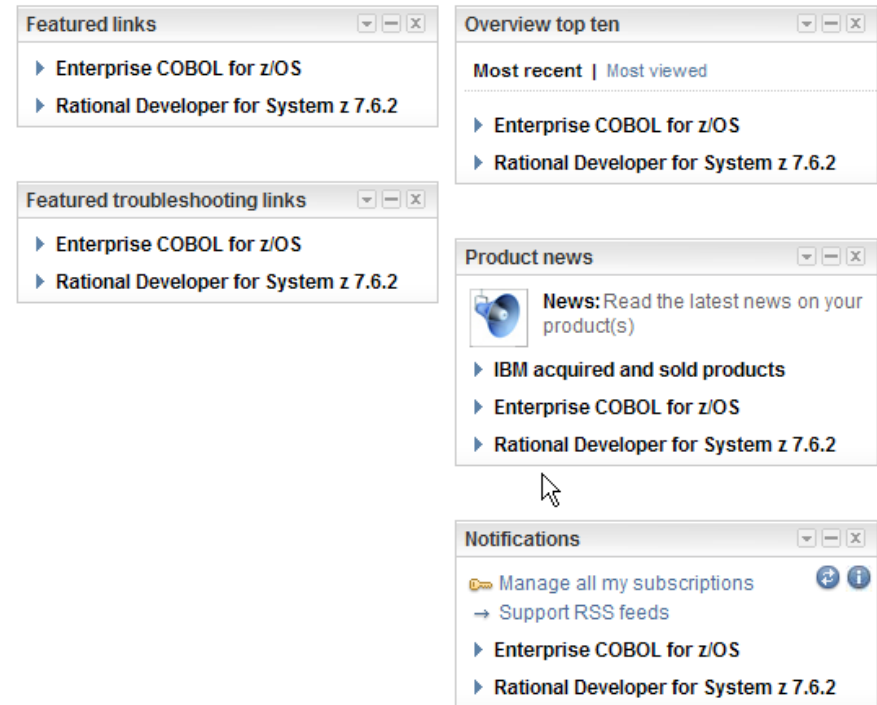
- ▶ IBM acquired and sold products
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Featured troubleshooting links

- ▶ Enterprise COBOL for z/OS
- ▶ Rational Developer for System z 7.6.2

Left Mouse
Button to Drag to
Bottom Right

After



Featured links

- ▶ Enterprise COBOL for z/OS
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- ▶ Enterprise COBOL for z/OS
- ▶ Rational Developer for System z 7.6.2

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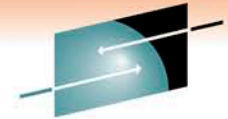
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Support for my selected products

[Show graphic]

Featured links

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- Rational Developer for System z 7.6.2

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- Enterprise COBOL for z/OS
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- Enterprise COBOL for z/OS
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- Documentation
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Show empty modules

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Within my selected products

My bookmarks

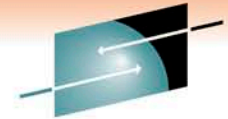
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- Product related links
- Overview

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- ▶ Enterprise COBOL for z/OS
- ▶ Rational Developer for System z 7.6.2

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- ▶ Rational Developer for System z 7.6.2

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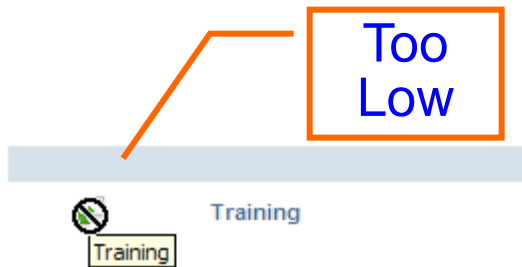
Hide empty modules

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 - Featured links
 - Flashes & alerts
 - Guided problem determination beta
 - My support contracts
 - Notifications
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- Downloads
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- Planning
- Installation

Drag and Drop

Page Displays Products Selected

- Make Sure You Place in Correct Location on Page



Module Now Added to Your Page

Support overview

Support for my selected products



[Show graphic]

<p>Featured links</p> <ul style="list-style-type: none"> ▶ Enterprise COBOL for z/OS ▶ Rational Developer for System z 7.6.2 	<p>Overview top ten</p> <p>Most recent Most viewed</p> <ul style="list-style-type: none"> ▶ Enterprise COBOL for z/OS ▶ Rational Developer for System z 7.6.2
<p>Featured troubleshooting links</p> <ul style="list-style-type: none"> ▶ Enterprise COBOL for z/OS ▶ Rational Developer for System z 7.6.2 	<p>Product news</p> <p>News: Read the latest news on your product(s)</p> <ul style="list-style-type: none"> ▶ IBM acquired and sold products ▶ Enterprise COBOL for z/OS ▶ Rational Developer for System z 7.6.2
<p>Training</p> <ul style="list-style-type: none"> ▶ Enterprise COBOL for z/OS ▶ Rational Developer for System z 7.6.2 	<p>Notifications</p>


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Choose your products

 **Manage my product list** 

Find a product for your list




Support overview

Support for my selected products











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Featured troubleshooting links 

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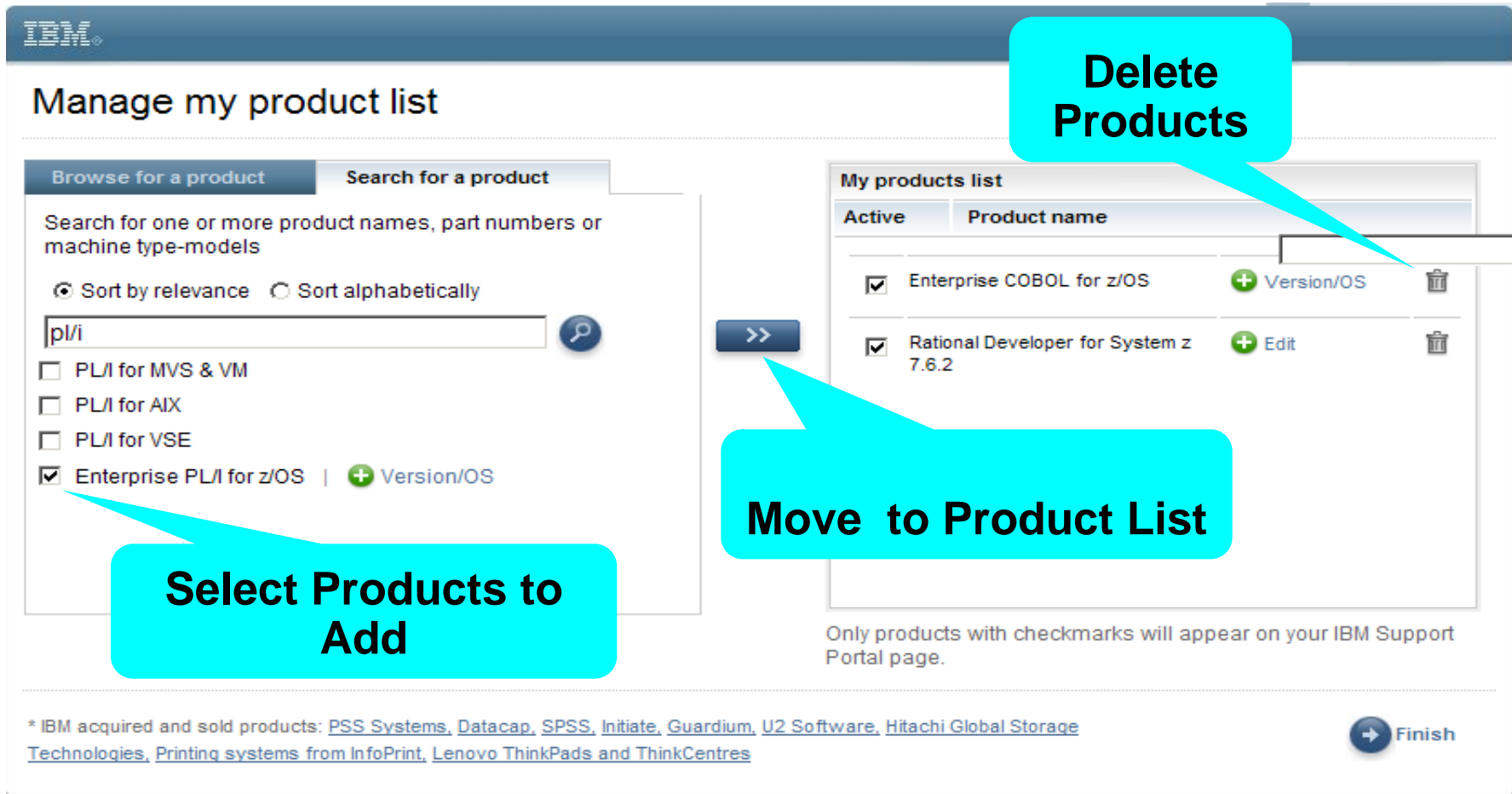
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Manage Product List



Manage my product list

Browse for a product | **Search for a product**

Search for one or more product names, part numbers or machine type-models

Sort by relevance
 Sort alphabetically

- PL/I for MVS & VM
- PL/I for AIX
- PL/I for VSE
- Enterprise PL/I for z/OS | [+ Version/OS](#)

My products list

Active	Product name		
<input checked="" type="checkbox"/>	Enterprise COBOL for z/OS	+ Version/OS	
<input checked="" type="checkbox"/>	Rational Developer for System z 7.6.2	+ Edit	

[>>](#)

Only products with checkmarks will appear on your IBM Support Portal page.

[Finish](#)

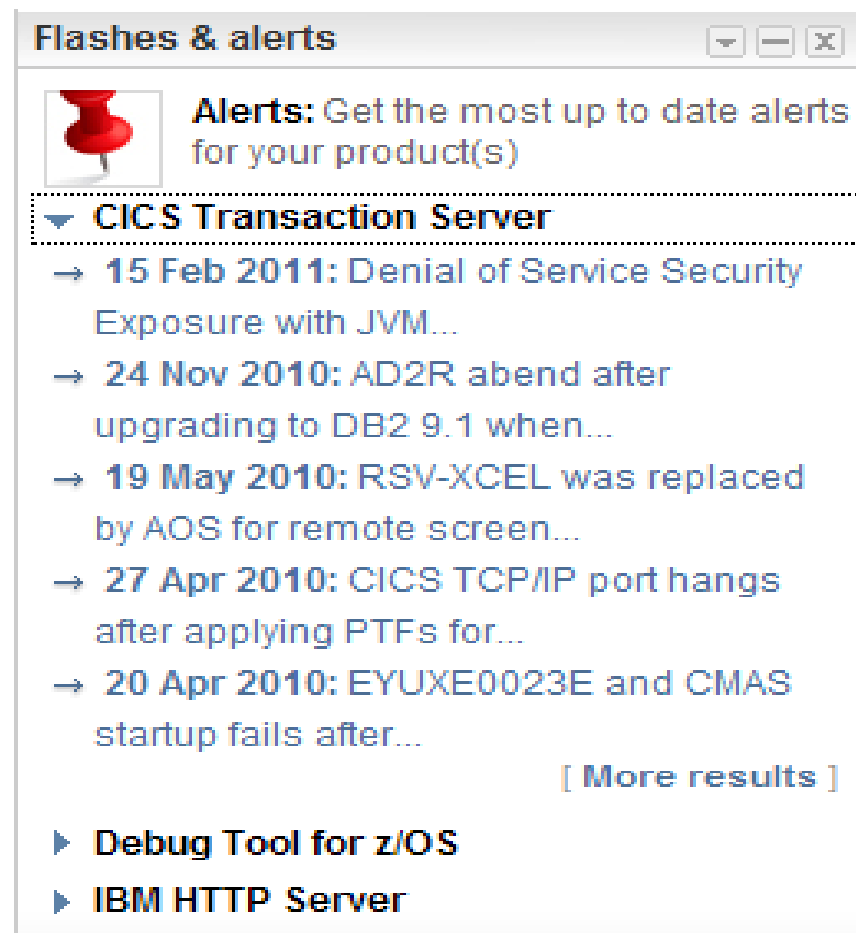
* IBM acquired and sold products: [PSS Systems](#), [Datacap](#), [SPSS](#), [Initiate](#), [Guardium](#), [U2 Software](#), [Hitachi Global Storage Technologies](#), [Printing systems from InfoPrint](#), [Lenovo ThinkPads and ThinkCentres](#)

Information Available


- Flashes and Alerts
- Product Documentation
- Planning Information
- Education
- Recommended Fixes
- Much More....

Flashes and Alerts

- Flashes and Alerts Module
- Find Hot Items Product Teams Want You to be Aware of



Flashes & alerts

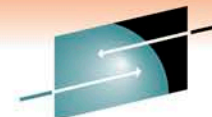
 **Alerts:** Get the most up to date alerts for your product(s)

▼ **CICS Transaction Server**

- **15 Feb 2011:** Denial of Service Security Exposure with JVM...
- **24 Nov 2010:** AD2R abend after upgrading to DB2 9.1 when...
- **19 May 2010:** RSV-XCEL was replaced by AOS for remote screen...
- **27 Apr 2010:** CICS TCP/IP port hangs after applying PTFs for...
- **20 Apr 2010:** EYUXE0023E and CMAS startup fails after...

[More results]

- ▶ **Debug Tool for z/OS**
- ▶ **IBM HTTP Server**



Product Documentation

- Info Centers
- Product Manuals
- Redbooks
- Whitepapers

Product documentation

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▼ Debug Tool for z/OS
 - Information Center
 - Manuals
 - IBM Redbooks
 - Whitepapers
 - Library

[More results]



Planning Module


- Product Support Lifecycle
- System Requirements
- PSP Information


Featured planning links

- ▼ **Enterprise COBOL for z/OS**
 - Product Support Lifecycle
 - Resource Link
 - Preventive Services Planning
 - View all planning links
- ▼ **Rational Developer for System z 7.6.2**
 - Product Support Lifecycle
 - Resource Link
 - Detailed system requirements
 - View all planning links

Support Life Cycle Page

The announcement letter dates below are US only. Information for other countries is available on the [IBM Offering Information](#) page.

 Subscribe via RSS to Product Support Lifecycle updates.

 Download XML data.

 [View lifecycle dates for other products.](#)

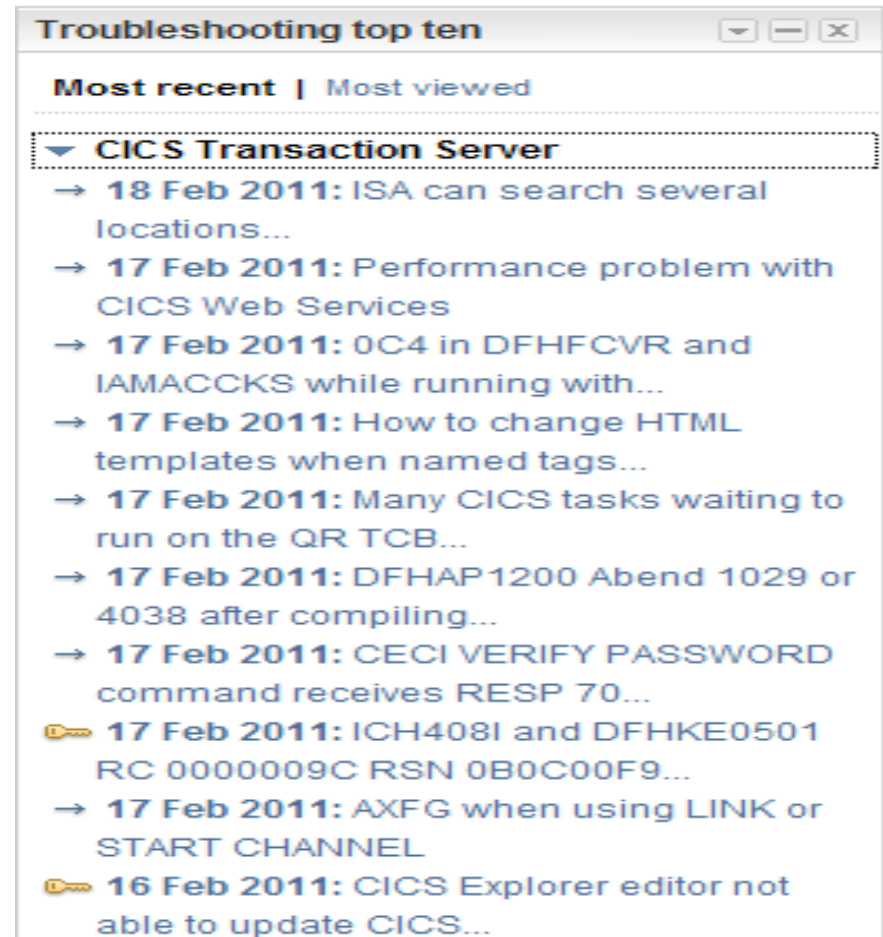
Links to Look at Other Products

Product information	License type¹ and lifecycle policy²	Lifecycle dates³ and announcement letters⁴	Last updated
Rational Developer for System z Version: 8.0.1 PID: 5724-T07	License type: IPLA Lifecycle policy: Standard	GA: 03-Dec-2010, 210-401	09-Dec-2010
Rational Developer for System z Version: 7.6.0 PID: 5724-T07	License type: IPLA Lifecycle policy: Standard	GA: 08-Oct-2009, 209-380	14-Oct-2010
Rational Developer for System z Version: 7.5.0 PID: 5724-T07	License type: IPLA Lifecycle policy: Standard	GA: 31-Oct-2008, 208-375	14-Oct-2010
Rational Developer for System z Version: 7.1.0 PID: 5724-T07	License type: IPLA Lifecycle policy: Standard	GA: 12-Oct-2007, 207-210 EOM: 15-Apr-2011, 910-097 EOS: 30-Apr-2011, 910-097	14-Oct-2010

Dates for GA through EOS

Top Ten

- Most Recent
 - Latest Technotes for Modules
- Most Viewed
 - By popularity



Troubleshooting top ten

Most recent | Most viewed

▼ CICS Transaction Server

- 18 Feb 2011: ISA can search several locations...
- 17 Feb 2011: Performance problem with CICS Web Services
- 17 Feb 2011: 0C4 in DFHFCVR and IAMACCKS while running with...
- 17 Feb 2011: How to change HTML templates when named tags...
- 17 Feb 2011: Many CICS tasks waiting to run on the QR TCB...
- 17 Feb 2011: DFHAP1200 Abend 1029 or 4038 after compiling...
- 17 Feb 2011: CECI VERIFY PASSWORD command receives RESP 70...
- 🔍 17 Feb 2011: ICH408I and DFHKE0501 RC 0000009C RSN 0B0C00F9...
- 17 Feb 2011: AXFG when using LINK or START CHANNEL
- 🔍 16 Feb 2011: CICS Explorer editor not able to update CICS...

Education

- Look Under Training Module
- Search for Education Assistant

Support overview
Support for my selected products

Search for Education Assistant

Add modules to my page
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Featured links

Overview top ten

Product news

Product documentation

Forums

Training

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ COBOL for Windows
- ▼ **Debug Tool for z/OS**
 - **IBM Education Assistant**
 - Library
 - Education documents
 - Information center
 - Redbooks

[More results]

Search support

education assistant

Within my selected products

My bookmarks

Support resources

Product related links

Overview

Site availability & news

Last updated:
18 Feb 2011 7:37 a.m. (PST)

Search for

New search (show everything with no search terms or filters applied)

Search results

1 - 20 of 120 results Next →

Sort by: Relevance

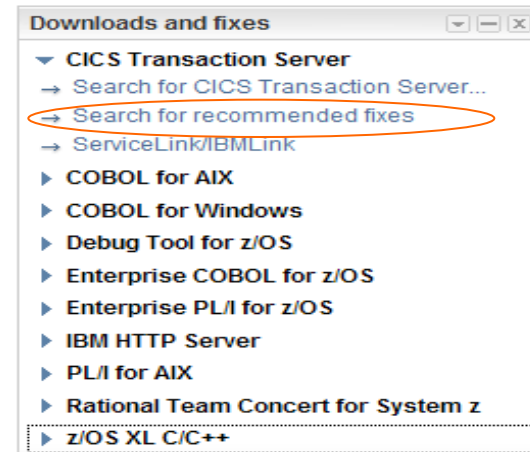
IBM Education Assistant modules are now available for CICS TS V4.1
IBM Education Assistant (IEA) is a collection of multimedia educational modules designed to help you gain a better understanding of IBM products and use them more effectively to meet your business requirements. New IEA modules include an...
Last modified date: 13 Oct 2009

IBM Education Assistant (IEA) for System z Enterprise Development Tools
...products. These modules are referred to as IBM Education Assistant (IEA) and are stored in an Eclipse-based information...quick access. Below is a snapshot of the IBM Education Assistant where the education modules are...
Last modified date: 25 Jun 2007

IBM Education Assistant publishes new multimedia educational content
Flash (Alert) IBM Education Assistant has recently published new multimedia...additional IBM products. IBM Education Assistant is working to bring more multimedia...recently been published on IBM Education Assistant....
Last modified date: 8 Sep 2006

Recommended Fixes

- Under Downloads and Fixes
- Search for recommended fixes
- Shows Products with Recommended Fixes Documents



Recommended fixes

▼ Enterprise PL/I for z/OS

Search within results

Filter your content

Check or uncheck the boxes below to filter your content.

Version

1-1 of 1 results	Last modified
(duplicates removed)	
Filtered content	
→ LATEST ENTERPRISE PL/I COMPILER SERVICE INFORMATION	17 Nov 2010
Current service level for Enterprise PL/I 3.7, 3.8, 3.9, and 4.1 Compiler	

Recommended fixes

- ▶ CICS Transaction Server
- ▶ COBOL for AIX
- ▶ Debug Tool for z/OS
- ▶ Enterprise PL/I for z/OS
- ▶ IBM HTTP Server
- ▶ PL/I for AIX
- ▶ Rational Team Concert for System z
- ▶ z/OS XL C/C++

Track Problem Records via Service Request Portal



Service requests

Support for my selected products

IBM Service Request for software

[→ Open a new software service request](#) [→ View draft service requests](#)

[▶ Search for service requests](#)

My service requests

- Use the filter to display a list of service requests for a selected product.
- Select the service request number link to view or modify it.

Service request number	Serv.	Title	Owner	Product	Date modified
No items found.					

Find the correct service request tool

Select to find the correct service request tool for all IBM software and hardware i

Send request to

Select type and submit

Select product and submit

[→ Submit](#)

See Session 7726 from Boston Share Proceedings for More Details on Transition from IBMLINK to SR

Right Nav of Site

My bookmarks [-]	
→ Sign up for bookmarks	Register at ibm.com Community Bookmarks to start creating bookmarks.
Support resources	
Product related links [+]	
Overview [+]	

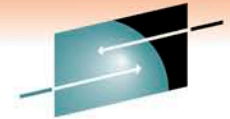


Product related links [-]
▶ CICS Transaction Server
▶ COBOL for AIX
▶ COBOL for Windows
▶ Debug Tool for z/OS
▼ Enterprise COBOL for z/OS
→ Enterprise COBOL for z/OS
→ Support Offerings
→ Features and benefits
→ Why renew your Support?
→ Software Subscription and Support
→ System requirements
→ Library
→ News
→ Training and certification
→ Services
→ How to buy
→ Enterprise COBOL for z/OS
[More results]

My bookmarks [+]
Support resources [-]
→ IBM Education Assistant
→ IBM Software Accelerated Value Program
→ Software Electronic Support brochure
→ Software product compatibility reports
→ Software Subscription and Support
→ Software Support Lifecycle
→ Software Support Offerings
→ Support phone numbers & contacts
→ Support RSS feeds
→ Upgrades, accessories and parts
→ Your orders, invoices and more
→ Why renew your Software Support?
Product related links [+]
Overview [+]

My bookmarks [+]
Support resources [+]
Product related links [+]
Overview [-]
→ All IBM Software (A-Z)
→ alphaWorks
→ developerWorks
→ IBM RSS Feeds
→ Support handbook

Software Compatibility Reports













SHARE
Technology • Connections • Results

Software product compatibility reports

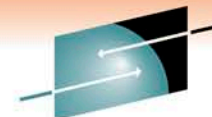
Reports about compatible software combinations

The support shown in the reports generated by this tool may require a particular maintenance for the products.

Operating system reports		
 <p>Operating systems for a specific product</p> <p>Usage: Find out all the operating systems on which a product you have in mind runs.</p> <p>View sample report</p>	 <p>Products that use a specific operating system</p> <p>Usage: Find out all the products that are supported by an operating system you have in mind.</p> <p>View sample report</p>	 <p>Matrix between specific product(s) and desired operating systems</p> <p>Usage: Find out if a set of software products runs on operating systems you have in mind.</p> <p>View sample report</p>
Prerequisite reports		
 <p>Prerequisites of a specific product</p> <p>Usage: Find out all the software that a specific product needs or uses per selected capabilities.</p> <p>View sample report</p>	 <p>Products that use a specific prerequisite</p> <p>Usage: Find out all the software that use or support a specific product.</p> <p>View sample report</p>	 <p>Matrix between specific product(s) and desired prerequisites</p> <p>Usage: Find out if a set of prerequisites will work with a set of specific products.</p> <p>View sample report</p>
Server Virtualization environment reports		
 <p>Server virtualization environments supporting a product</p> <p>Usage: Find out all the server virtualization environments that support a product you have in mind.</p> <p>View sample report</p>	 <p>Products supported by a server virtualization environment</p> <p>Usage: Find out all the products that are supported by a server virtualization environment you have in mind.</p> <p>View sample report</p>	 <p>Matrix between specific product(s) and desired server virtualization environment</p> <p>Usage: Find out if a set of products is supported by server virtualization environments you have in mind.</p> <p>View sample report</p>
Miscellaneous reports		
 <p>End of service report for products</p> <p>Usage: Find out the end of service dates for the products you have in mind.</p> <p>View sample report</p>		

So Hopefully Now You Know

- Where to Go to Get Started
 - www.ibm.com/support/entry/portal
- How to Find Products of Interest
- How to Narrow Down Your Search Results
- How to Customize Your Experience
 - www.ibm.com/support/entry/myportal
- Some of the Information Available



We Want to Improve!!

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or
 - srhelp@us.ibm.com

