AIX/6000 Support for SEs

Special Notices

Information in this document is correct to the best of our knowledge at the time of this writing. Please send feedback by fax to "AIXServ Information" at (512) 823-4009.

Please use this information with care. IBM will not be responsible for damages of any kind resulting from its use. The use of this information is the sole responsibility of the customer and depends on the customer's ability to evaluate and integrate this information into the customer's operational environment.

Note: The information in this document has **not** been verified for AIX 4.1.

AIX/6000 Field SPECialist Support for SEs

This information applies to IBM Divisions 12, 23, and 72. The following announcement of how-to phone support for SEs was made August 11,1993 on HONE under AIX+RS.

The AIX Systems Center is pleased to provide the AIX/6000 Field SPECialist Telephone Support. On the August 10th AIX Brand Kick-off Broadcast, it was announced that each Area will be funded for this service. The registration is being handled through each Area. To register, send a note to your Area AIX Focal Point Manager, with the following information:

1.Your name
2. Serial number
3. OfficeVision node
and userid
4.Telephone number, outside and tieline
5. AIX skill level (2-5)
6. Trading Area number, Area number

Each Area will determine who is registered. This service is intended to provide quick, responsive answers to your system administration questions when AskQ is unavailable or when a faster response is necessary.

Consulting-level support is also available to those AIX Specialists with a billing code or a SCORE contract number. Consulting-level support includes design, in-depth analysis, evaluations, and implementation help.

When your registration is complete, you will receive a Welcome Letter with additional information and the specific phone number for this program. For questions about registering, send a note to AUSVMR(AIXSPEC) or call 1-800-AIX-SPEC.

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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:

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END OF DOCUMENT (field.specialist.gen,)