

Welcome to the IBM Warranty Service Program



Introduction

- Actions required to become warranty authorized
- System requirements for CD based education and web access
- Education CDs – future updates will be mailed automatically, no charge
- Eclaim.com – the web based application used for all warranty transactions
- Service and Support Guide (SSG) – your online reference guide for all warranty information
- Service and support Profile Management (SPM) – offers access to IBM Technical information, SSG, and other technical sites as well as access to training records and company contact information.



System Requirements

- Hardware and software requirements for the Service Training platform have been updated to support the current CD-ROM-based multimedia training packages and the new online courses. Minimum configuration must include:
- IBM compatible system 350 MHz or better Pentium
- 32MB minimum memory
- Display with 800 × 600 addressability, 256 colors minimum (64 K recommended)
- 16-bit SoundBlaster™ or compatible sound card
- 6X CD-ROM drive
- Internet connection at 56 K minimum
- Windows 95, Windows 98, Windows 2000 or Windows NT
- Netscape 4.61 or higher or Internet Explorer 5.0





**IBM Warranty Service
Startup Kit
Contents**

NOTE: Testing is not required on all of the CD's listed

Part Number	Warranty Training Description
RTC03	Mobile Systems
RTC33	ThinkPad X30
RTC34	ThinkPad R40
RTC35	ThinkPad T40
RTC36	ThinkPad G40
RTC37	ThinkPad R50
RDC03	Desktop Systems
RDC33	NetVista X41 M/T 2283/6274
RDC34	NetVista M42
RDC35	NetVista S42
RDC36	ThinkCentre M50 & A50P
RDC37	ThinkCentre S50
RNC32	Netfinity FAST200/200R M/T 3542
RNC34	IBM eServer xSeries 200 M/T 8478
XRM01	Servicing IBM X Series Servers
XRM20	IBM X Series Servers 450 M/T 7688
XRM21	IBM X Series Servers Tape Library M/T 4560
XRM22	Service Tools for x Series Servers
XRM23	IBM X Series Servers M/T 8645



**IBM Warranty Service
Startup Kit
Contents pt2**

NOTE: Testing is not required on all of the CD's listed

XRM24	IBM X Series Server M/T 8870
XRM26	IBM X Series Server M/T 8835
REC01	3600 Series LTO Tap Automation Family and SDLT (SCSI) Tape Drive
REC02	IBM eServer XSeries 300 M/T 8672
REC03	IBM eServer xSeries 380 M/T 8683
REC04	IBM eServer xSeries 360 M/T 8686
REC05	IBM RXE-100 Remote Expansion Enclosure M/T 8684
REC06	IBM eServer xSeries 440 M/T 8687
REC07	IBM eServer xSeries 255 M/T 8685
REC08	IBM eServer xSeries 343 M/T 8827
REC09	IBM eServer xSeries 345 M/T 8670
REC10	IBM IntelliStation E Pro
REC11	IBM eServer xSeries 335 M/T 8676
REC12	IBM eServer Blade Center M/T 8677, 8688
RXW01/02	Warranty Basics for Administrators/Technicians

Required Training

- RXW01 – Warranty Basics for Administrators – At least one person at your location must complete this course and once they complete the test on the web your location id will be activated. May take 48 hours for the systems to reflect warranty authorization.
- RXW02 – Warranty Basics for Technicians – Each technician must complete this course.
- **Product Specific Training Expires after 1 year**
- RTC03 – CD based training for Thinkpads. Testing on the web (www.pc.ibm.com/training).
- RDC03 – CD based training for Desktops. Testing on the web (www.pc.ibm.com/training).
- XRM01 – CD based training for Servers. Testing is on the web. (www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html)

* **RDC03 is the prerequisite for XRM01**



Registration for Testing

http://www.pc.ibm.com/training/pci_registration_business_part.html

IBM PC Institute BP e-Learning System Registration - Microsoft Internet Explorer

Address: http://www.pc.ibm.com/training/pci_registration_business_part.html

Home | Products & services | Support & downloads | My account

Web-based Training

Business Partner Registration

This is the IBM Business Partner registration form for the IBM PC Institute e-Learning system. IBM [customers](#) and IBM [employees](#) should use their appropriate registration form in order to gain access to IBM customer courses and IBM employee courses. Please do not create a customer user ID with this form.

Attention: Your browser must accept cookies and secure (SSL) connections in order to register and enroll in IBM PC Institute courses.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

Title Mr.

First Name

Last Name

Address 1

Address 2

City

State

Postal Code

Industry Computer Services

Company

Job Function Technical Support

www.pc.ibm.com/training

- Upon completion of the web-based registration, you will now have access to take the RXW01, RXW02, RDC03 & RTC03 tests.
- This user id and password is for the PC Institute only (www.pc.ibm.com/training) to complete these tests.
- Note : RXW01 is the first test you should have the administrator take for IBM to recognize you as a Servicer.



Server Testing Registration

800-937-3737 option 3

- Experienced technicians may test out by going directly to the on-line mastery test at
- <http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html>
- Select the hyperlink, "Take a Course Now", under Additional Information. You will need an IBM ID and password, that has been associated with a PartnerInfo ID and password, to access the test.
- **To establish an IBM ID and password, please follow the instructions listed below:**
- 1) Click the "Need A IBM ID and Password ? " box .
- 2) Click the "Register for an IBM ID" hyperlink,.
- 3) Complete the 3 step registration process to establish an IBM ID: Create IBM ID name and password, provide personal information, submit request.
- **To migrate your IBM ID and password, please follow the instructions listed below:**
- **IMPORTANT: Do you have a PartnerInfo ID and password?**
- **Yes:** Open the following URL to migrate your IBM ID and PartnerInfo ID: <https://pireg.boulder.ibm.com>, to access the xSeries College website.
- **No:** Call the Global PartnerWorld Contact Services at (800) 426-9990, press 0 for the operator.



Server Testing Registration

(continued)

- Please note:
- **You will need to provide your name, IBM ID and pw, and LOCID.**
- **You will receive an email for PartnerWorld, verifying the migration of your ID.**
- **The IBM ID and pw will be active in 24 hours after the migration.**
- 4) Return to the xSeries Campus website at : <http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html>
- 5) Click the "Take a Course Now" link.
- 6) Select , "All other xSeries Business Partner's click here" , and enter your IBM ID and password.
- 7) You are now on the xSeries College website. From this homepage, enter the e-mail address associated with your IBM ID and password.
- 8) Proceed to the Registration page - Enter your personal information /Select the "I'm registering for Service Training" box / Enter your Business Partner and training information / Click register
- 9) Registration Complete / Click Continue
- 10) The xSeries College Workspace loads on your screen / Scroll down to Service Training / Double click XRM01- Servicing xSeries Servers Part 1
- 11) Follow the instructions to complete the test. An on-line version of your certificate will appear. (Print Version) A copy of your certificate will be sent to you via email .

http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html

The screenshot displays the IBM website's 'xSeries education' page. The browser window is titled 'IBM: The Campus - IBM eServer and TotalStorage education - xSeries - Microsoft Internet Explorer'. The address bar shows the URL: <http://www-1.ibm.com/servers/eserver/education/cust/xseries/custxseries.html>. The page layout includes a top navigation bar with links for Home, Products & services, Support & downloads, and My account. A search box is located in the top right. The main content area features the 'The Campus' logo and the heading 'xSeries education'. Below this, a server image is shown with the text: 'xSeries servers featuring the Intel® Xeon™ processor provide outstanding availability and price/performance capabilities that help better manage and provision your IT environment.' A sidebar on the right lists 'Additional information' with links to Sales training, Technical training, Service training, Take a course now, xREF, Distance learning, Certification, Events, Essential links, Service, and Education. The bottom of the page contains a 'Related links' section with links to Client education, IBM eServer, Cross-series, Intel processor-based servers, UNIX servers, Midrange servers, Mainframes, IBM TotalStorage, IBM Business Partner education, IBM employee education, and Contact us. The browser's taskbar at the bottom shows the Start button, address bar, and system tray with the time 1:27 PM.

Eclaim.com

- Eclaim is the web based application used for all warranty transactions, including warranty parts ordering.
- Once the systems reflect completion of RXW01 (two business days after test completion), email support@eclaim.com to request an eclaim serial number and password. **The email must include your name, five digit location id, email address, company name and telephone number.**
- Your eclaim login information will then be emailed back to you within eight business hours. Once your technicians have completed the necessary training you will be set up for placing claims. (Your logon will give you access to <https://wca.eclaim.com>.)
- The Service Management Support Center can support you on any non technical questions you may have with Eclaim.
 - SMSC – 800-426-3391
- Please call EDS for (Eclaim) technical support.
 - 949-450-9150 (option 2, then 1)



Service Support Guide

- The Service Support Guide (SSG) is available on the SPM website. It is your online reference guide for all warranty information.
- Your start up kit contains several Quick Service Reference Guides, these are excerpts from the SSG.
- Service Support Table of Contents:
 - Chapter 1. Flash News
 - Chapter 2. Getting Started
 - Chapter 3. Announcements
 - Chapter 4. Education
 - Chapter 5. Warranty Service
 - Chapter 6. Parts
 - Chapter 7. Service Publications
 - Chapter 8. Services Marketing Programs
 - Chapter 9. Appendix
- Everything reviewed and discussed is available for further perusal in the SSG.



Service and Support Profile Management (SPM)

<http://www.ibm.com/pc/partner/spm/>



Logging on to SPM

- Sign in page, click on 'Sign in' to get to next login step.

The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM SPM 'Sign in' page. The browser's address bar shows the URL: <http://morticia.raleigh.ibm.com/pc/partner/spdb/index.html>. The page features a blue header with the IBM logo and navigation links: Home, Products & services, Support & downloads, and My account. Below the header, there is a search bar and a 'Sign in' button. The main content area includes the heading 'IBM SPM' and a paragraph: 'This site maintains the company and account profiles for 'WESS', 'service providers', 'other service providers' and 'business partners' requiring access to service and support tools. Authorization numbers and PINs for helpcenter support are created within this application.' To the right of this text is an image of a globe on a stand. At the bottom of the page, there is a footer with links for 'About IBM', 'Privacy', 'Legal', and 'Contact'. The browser's status bar at the bottom shows the URL <http://www.ibm.com/>.



Logging on to SPM

- Enter your Web ID and password. If you don't already have one, click on the Register link to obtain a Web ID/PW.

The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM SPM 'Sign in' page. The browser's address bar shows the URL: http://morticia-raleigh.ibm.com/pc/partner/spdb/login_spdb.jsp. The page features the IBM logo at the top left, followed by a navigation bar with links for Home, Products & services, Support & downloads, and My account. Below this is a 'Sign in' section with a heading 'Sign in' and a sub-heading 'IBM SPM'. The main content area contains a paragraph explaining the purpose of the IBM ID, followed by two input fields labeled 'IBM id' and 'Password'. A 'Sign in' button is positioned below the password field. To the right of the input fields, there are links for 'Change profile', 'Change password', and 'Forgot password?'. A 'Help' link is also present. Below the input fields, there is a section titled 'Related links:' with a link to 'Personal Computing Support'. At the bottom of the page, there is a footer with links for 'About IBM', 'Privacy', 'Legal', and 'Contact'. The browser's status bar at the bottom indicates 'Done'.

IBM service and support profile management - sign in - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History IBM Standard Software Installer Customizable Links Free Hotmail Windows Media

Links Search the web with Lycos IBM Business Transformation IBM Internal Help IBM Standard Software Installer Customizable Links Free Hotmail Windows Media

Address http://morticia-raleigh.ibm.com/pc/partner/spdb/login_spdb.jsp

IBM

Select a country

Home | Products & services | Support & downloads | My account

Sign in

Use your IBM id to access and maintain vital account and contact information on Large account, HelpPack Customers, Business Partners and Service Providers for PCD. With the efficiency of a single repository, SPM is the Authoritative source that allows both IBM and IBM Service Providers to update account and contact records, view technician training records, manage PCI course data, Auth/PIN numbers and control access to PCD HelpCenters.

IBM id

Password

[Change profile](#)

[Change password](#)

[Forgot password?](#)

[Help](#)

[Register](#)
If you do not have an IBM id, register for one now.

IBM ID
Soon you won't have to keep track of different ids and passwords for the many different sections of ibm.com you use because we've begun to roll out a universal registration system. So whether you're shopping, downloading or browsing protected areas, one-password access will help you enjoy a better Web experience. You'll be able to use your IBM id to enter any part of ibm.com that displays the IBM id icon.

Related links:
Personal Computing Support

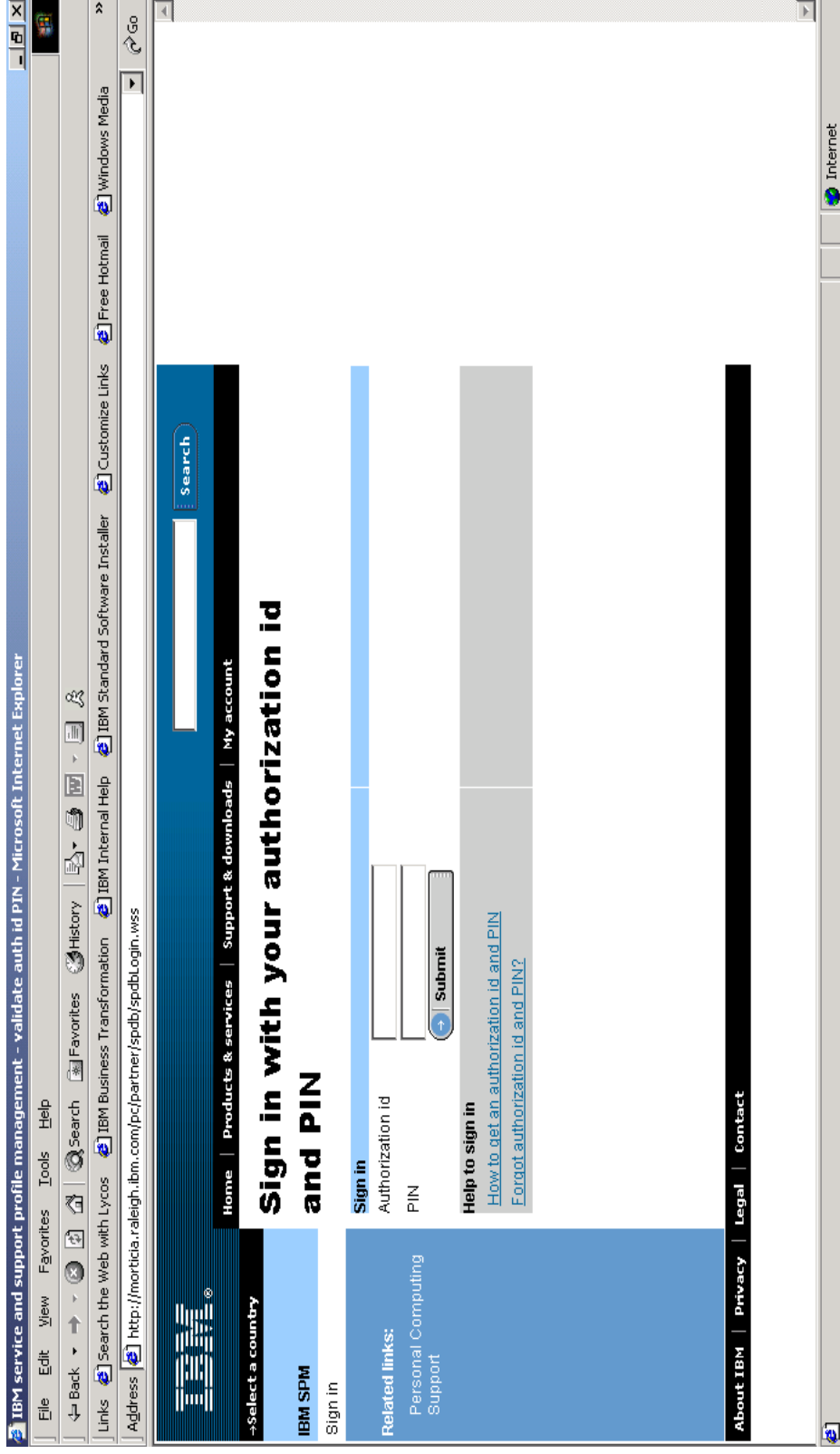
About IBM | Privacy | Legal | Contact

Done



Logging on to SPM

- The first time you access the system it will prompt you for your authorization and pin number. If you do not know your authorization and pin number you can contact the SMSC, they will email you your auth/pin.

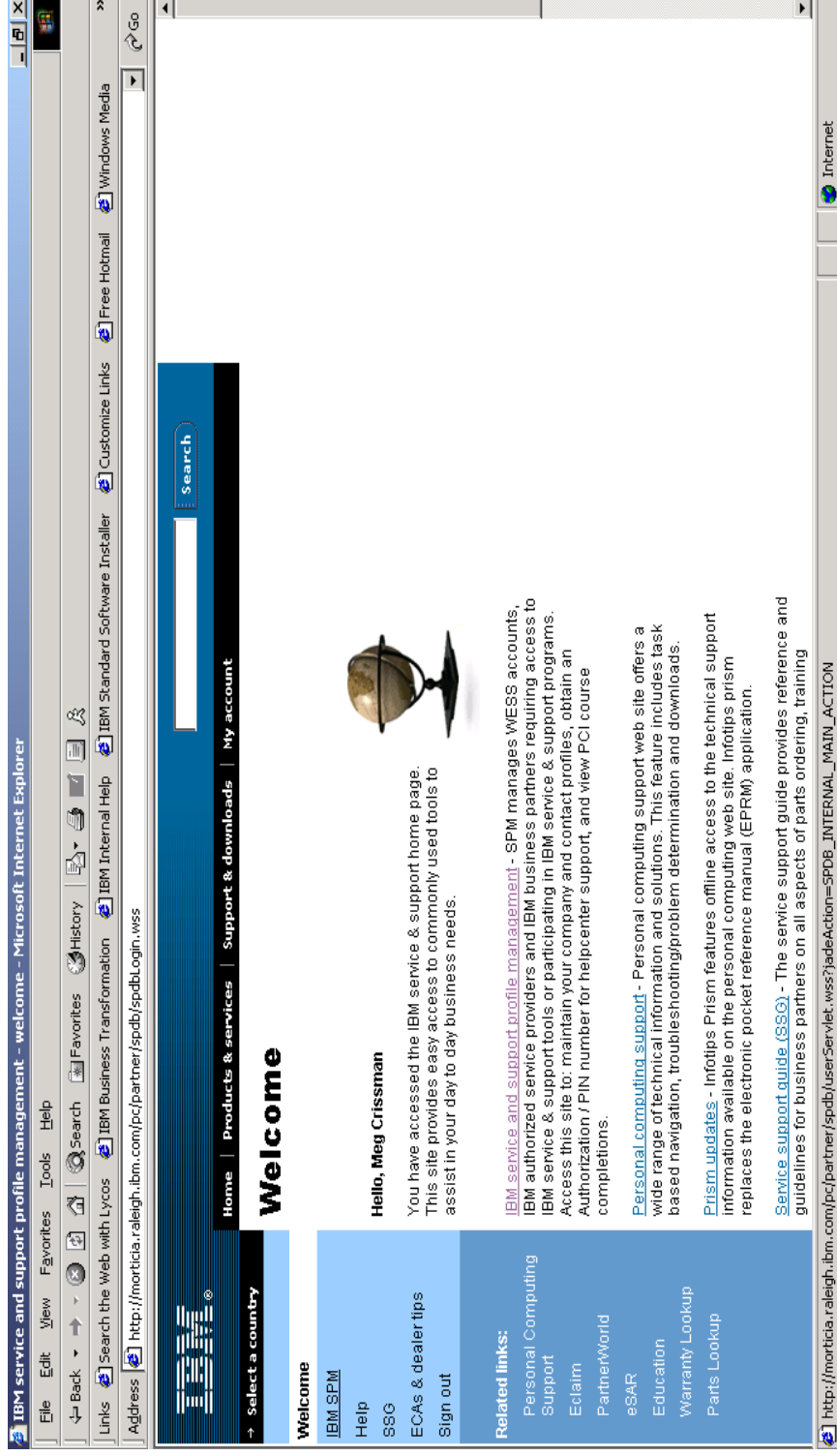


The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM SPM login page. The browser's address bar shows the URL: <http://morticia.raleigh.ibm.com/pc/partner/spdb/spdblogin.wss>. The page features the IBM logo at the top left, a navigation bar with links for Home, Products & services, Support & downloads, and My account, and a search bar. The main content area is titled "Sign in with your authorization id and PIN" and includes a "Sign in" section with input fields for "Authorization id" and "PIN", and a "Submit" button. Below the input fields, there is a "Help to sign in" section with links for "How to get an authorization id and PIN" and "Forgot authorization id and PIN?". A "Related links:" section on the left provides a link to "Personal Computing Support". The footer contains links for "About IBM", "Privacy", "Legal", and "Contact". The browser's status bar at the bottom indicates "Internet".



Logging on to SPM

- The home page for the SPM has links to access the SPM, SSG, Eclaim, Education, Warranty Lookup, Parts Lookup, and ECAs. To access the SPM use either the IBM SPM link or the IBM Service and Support Profile Management link.



The screenshot shows a Microsoft Internet Explorer browser window displaying the IBM Service and Support Profile Management (SPM) home page. The browser's address bar shows the URL: <http://morticia.raleigh.ibm.com/pc/partner/spdb/spdblogin.wss>. The page features a blue header with the IBM logo and navigation links: Home, Products & services, Support & downloads, and My account. A search bar is located in the top right corner of the header.

The main content area is divided into several sections:

- Welcome**: A blue box with the text "Welcome" and "IBM SPM".
- Help**: A blue box with the text "Help", "SSG", "ECAs & dealer tips", and "Sign out".
- Related links:** A blue box with a list of links: Personal Computing, Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup.
- Hello, Meg Crissman**: A section with a globe icon and the text: "You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs."
- IBM service and support profile management**: A section with the text: "IBM manages WESS accounts, IBM authorized service providers and IBM business partners requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization /PIN number for helpcenter support, and view PCI course completions."
- Personal computing support**: A section with the text: "Personal computing support web site offers a wide range of technical information and solutions. This feature includes task based navigation, troubleshooting/problem determination and downloads."
- Prism updates**: A section with the text: "Infotips Prism features offline access to the technical support information available on the personal computing web site. Infotips prism replaces the electronic pocket reference manual (EPRM) application."
- Service support guide (SSG)**: A section with the text: "The service support guide provides reference and guidelines for business partners on all aspects of parts ordering, training"

The browser's status bar at the bottom shows the URL: http://morticia.raleigh.ibm.com/pc/partner/spdb/userServlet.wss?jadeAction=SPDB_INTERNAL_MAIN_ACTION.



Granting SPM Access

- Service Managers and Administrators have the ability to grant read-only contact, read-only company, or admin access to any contact at the location(s) they have admin access to. Select the location id from the home page, click on View Associated Contacts, Select the contact name that requires access, Click on View Privileges, click on Edit, and select the access level for each company. Clicking Update, then Done will grant user access.

The screenshot displays a web browser window with the URL `http://spmwas.raleigh.ibm.com/jsp/partner/spdb/adminServlet.wss`. The page title is "IBM service and support profile management - external contact privileges edit - Microsoft Internet Explorer". The browser's address bar and menu bar are visible at the top.

The main content area features a navigation bar with links: Home, Products & services, Support & downloads, and My account. Below this is a search bar with a "Search" button.

The central section is titled "External contact privileges edit" and includes a "Cancel" button. It displays contact information for "Drew Carlson" and a table of external roles.

Locations		External roles			
Enterprise	Country/City	SP administrator	SP company read profile	SP company read contact	OSP read company read profile
10000-0006187-AG Edwards & Sons					
	MohTest001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Indianapolis12771	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	St. Louis 29885	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	LOS ANGELES 90663	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	New York 96416	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	RTP MyLocationId	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Garner X0000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

At the bottom of the page, there is a "Related links" section with a list of links: Personal Computing Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup. A footer contains links for About IBM, Privacy, Legal, and Contact.



Sending Users Auth/Pin

- The contact can now access the SPM by registering for a Web ID and entering their auth/pin. If they don't know their auth/pin their administrator can send it to them. The admin would click on the contact name and click the Resend link in the Authorization ID section.

The screenshot shows a web browser window with the address bar displaying `http://spmwas.raleigh.ibm.com/jc/partner/spdb/adminServlet.wss#authid`. The page content is as follows:

- Navigation:** File, Edit, View, Favorites, Tools, Help
- Address Bar:** `http://spmwas.raleigh.ibm.com/jc/partner/spdb/adminServlet.wss#authid`
- External contact view**
 - Reference id: 135849
 - Authorization id: 0176951318
 - [Authorization id](#)
 - [Active to service](#)
 - [Course info](#)
 - [Change contact information](#)
 - [View privileges](#)
 - [Certification](#)
 - [Companies](#)
- Contact information**

Name	Title/Email
First name	Drew
Middle name	
Last name	Carlson
Title	
Comp/TIA #	
Job title	
Email	
Work phone #	
Service manager/Admin email	
- Help center**

Help center access
Help center access
- Geography**

Geography	
United States	
Country	United States
Language	English
- Authorization id**

Authorization id	
0176951318	
Pin	
- [Resend](#)
- *Available in english only



View Company Profile

- From the locations page, the user would select the location id link they want to view. They can view address information, brands authorized to service (based on training), technical training, and associated contacts.

The screenshot shows a web browser window displaying the IBM service and support profile management interface. The browser's address bar shows the URL: `http://spmwas.raleigh.ibm.com/pc/partner/spdb/companyServlet.wss?jadeAction=SPDB_VIEW_EXTERNAL_COMPANY_ACTION&COMPANY_ID=101605`. The page title is "IBM service and support profile management - company profile - Microsoft Internet Explorer".

The main content area is titled "Company profile" and displays the following information:

- Reference id: 101605
- Company: [Link]
- Authorized to service: [Link]
- Technical training: [Link]
- View associated contacts: [Link]
- Change request: [Link]

The profile is divided into several sections:

- Basic:** Loc id: 12771, Customer #: 27932, Enterprise #: 0006187, Headquarters: Yes, CAC number: [Link]
- Service type:** Service type: EXC, Service program level: Warranty Service Partner
- Geography:** Geography: United States, Country: United States, Language: English
- Consultant:** IBM consultant: [Link], IBM consultant email: [Link]
- Authorized to service:** Consumer, Desktop, Education, Feature/Option, Mobile, Not In Brand
- Authorized to service:** Facilities for Carry in, On site

Related links include: Personal Computing, Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup.



View Training

- From the locations page, the user would select the location id link they want to view, then click on Technical Training link.

IBM service and support profile management - company technician training - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search History IBM Standard Software Installer Free Hotmail Customizable Links Windows Media

Search the web with Lycos IBM Business Transformation IBM Internal Help IBM External Training ACTION&COMPANY_ID=123053 Go

Address http://spmwars.raleigh.ibm.com/jcc/partner/spdb/companyServlet.wss?jadeAction=SPDB_VIEW_EXTERNAL_COMPANY_TECHNICIAN_TRAINING_ACTION&COMPANY_ID=123053

IBM

Home Products & services Support & downloads My account

Company technician training

Done

Company	936 Computers,Inc.	City, section:	New York
Legal name:	936 Computers,Inc.	State:	New York
LOGID:	96416	Country:	United States
City:	New York		

Course	Contact name	Count
RXW02 - Warrantly Basics for Technicians		1
none - none	Heller, Steven	6
	Dawkins, Leighton	
	Fontones, Ralph	
	Chow, Wing	
	Colon, Hector	
	Rivera, Rosa	
	Ablakhi, Ameeta	

Related links:

- Personal Computing
- Support
- Eclaim
- PartnerWorld
- eSAR
- Education
- Warranty Lookup
- Parts Lookup

About IBM Privacy Legal Contact

Done



Service Management Support Center (SMSC)

1-800-426-3391, SMSC@US.IBM.COM

- The SMSC is a non-technical remote support center to assist you with issues such as :
- Warranty operations management
- IBM warranty policy and business practices
- Warranty processing exception requests
- Eclaim.com non-technical assistance
- Warranty start up and authorization
- Information on A+ and warranty training requirements



Warranty Claim Center (WCC)

1-800-388-7080

Option 3, then 1

- The WCC is a remote support center to help with issues such as :
- Warranty Claims
- Tracking Shipments
- Returns (Receiving Center)
- Back Order Support
- Provide Assistance for Problem Claims
- Call Tags for Returning Parts



Commonly Used Telephone Numbers and Websites :

- SMSC
800-426-3391 or
smc@us.ibm.com
800-426-7763
- Dealer Tech Support
800-388-7080 (option 3,1)
800-388-7080 (option 2,1)
- DWCC
949-450-9150 (option 2,1)
630-268-1818
- Eclaim
<http://wca.eclaim.com>
- IBM PC Institute Education
800-937-3737 (option 4)
- Training
www.pc.ibm.com/training
- Server Training
[www- 1.ibm.com/servers/eserver/education/xseries/](http://www-1.ibm.com/servers/eserver/education/xseries/)
800-937-3737 (option 3)



Review Checklist

- Review of Start Up Kit Contents
- Business Partner Website
 - Technical Website – Parts Lookup, Engineering Changes, Tips
 - Education – Unique username/password
 - Product Entitlement
 - Service Support Guide
 - Eclaim – Unique username/password
 - Service Partner Database (SPDB)-Service manager access only
- User Name, Passwords
- Education Requirements, Administrators and Technicians
- Support Teams, Phone Numbers & URLs
- Not sure? Call S MSC @ 800-426-3391

