

Accessing U2 entitled content in the IBM Knowledgebase

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Accessing U2 entitled content in the IBM Knowledgebase

The Tech Tips contained in the U2 Knowledgebase have been migrated into the IBM Knowledgebase. New Technotes are being added to the IBM Knowledgebase, as well. This engine provides a more robust search capability, the use of graphics and tables, attachments, and access to all of the IBM product support documents. There are both public and entitled documents in this database. Entitled documents require that you register for access and meet certain criteria, for example, you must have a valid U2 maintenance agreement with IBM. Access to entitled technical content is restricted to IBM U2 business partners with a valid maintenance agreement, Tiered Partners of Distributors and customers with a valid U2 maintenance agreement directly through IBM.

I. Registration

Before you can register to access support documents on IBM.COM, you must have your **U2 TechConnect User ID**, **IBM U2 Customer Number (ICN)**, and your email address. You will receive your U2 User ID when you register for U2TechConnect (described below). **If you are an IBM U2 business partner, your internal U2BC administrator will provide you with your Company's ICN.** If you are a direct IBM U2 customer, please email u2bc@us.ibm.com to receive your ICN.

Tiered Partners of Distributors (those who receive their products from a master IBM U2 VAR), and the end users of IBM U2 VARs must contact their IBM U2 VAR or Distributor to request access to the Knowledgebase and to receive their U2TechConnect ID and ICN.

Note Knowledgebase access for Tiered Partners and VAR end users can only be provided to those customers with the express permission of their Distributor or VAR and a valid entitled U2 Serial Number on current active maintenance. If you terminate your relationship with your Partner or Distributor or do not keep maintenance current you will no longer be entitled to access the IBM Knowledgebase.

A. U2 TechConnect ID

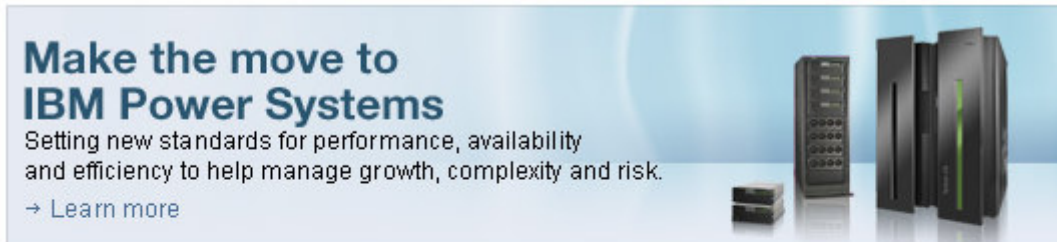
U2TechConnect is the landing page for accessing IBM U2 Technical Support. If you have not already done so, you must first register for access on this page to receive your U2 User ID. After receiving your U2TechConnect ID, you will need to create your IBM.COM profile then link it to your U2TechConnect profile.

Using your browser, map to:

<https://www.ibm.com/software/data/u2/support/u2techconnect/>

Select **Products** from the main menu.

Next, select **Software A-Z**.



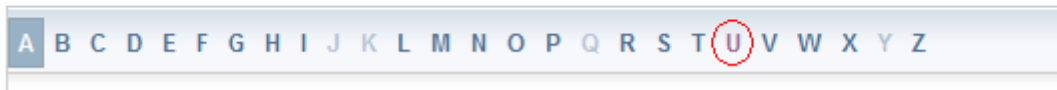
Products

Systems & Servers <ul style="list-style-type: none">• AMD processor-based servers• BladeCenter• Blue Gene• Cluster systems• Intel processor based	Software <ul style="list-style-type: none">• By business need• By category• A to Z• By keyword search• Software by brand	Products for small business <hr/> Products for medium business <ul style="list-style-type: none">• Hardware for medium business• Software for medium business
--	---	--

Select **U**.

Products A to Z

Software product finder



Then, select **Support** following any U2 option.


Products A to Z

Software product finder

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
U2 Tools																									
→ Learn about Trials and demos How to buy Support																									
UniData																									
→ Learn about Trials and demos How to buy Support																									
Unified Messaging for WebSphere Voice Response																									
→ Learn about How to buy Support																									
UniVerse																									
→ Learn about Trials and demos How to buy Support																									

Select **U2TechConnect registration** under **Additional support links**.

Additional support links

- Stay up to date**
 - [RSS feeds of support content](#) 
 - [Request e-mail updates](#)
- Support tools**
 - [Product Support Lifecycle](#)
 - [IBM Support Assistant](#)
 - [Software Support Toolbar](#)
 - [Software Support Handbook](#)
 - [U2TechConnect](#)
 - [U2TechConnect sign-in](#)
 - [U2TechConnect registration](#)
- Related**
 - [U2 Family Support](#)
 - [U2 Web DE](#)
 - [SystemBuilder](#)
 - [UniData](#)
 - [wIntegrate](#)
 - [U2 Tools](#)
- Buying & managing support**
 - [Support Offerings](#)
 - [Why renew your Support?](#)
 - [Software Subscription and Support](#)
 - [Passport Advantage](#)
- Browse by document type**
 - [Education](#)
 - [Technotes](#)

Finally, complete the User Registration.

Register for U2TechConnect

Please complete the form below to register for U2TechConnect.

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.

Last name* :

First name* :

Company* :

Telephone* :

E-mail address* :

Serial number* :

E-mail: Stay informed about IBM products, services, and other offerings! If you want to stay informed by e-mail, please let us know by checking the box below.

e-mail: Yes, please have IBM or an affiliate send me e-mail.

Other communications: IBM or an affiliate or selected organizations may keep you informed about IBM related products, services and other offerings through ways other than e-mail, for example, by telephone or postal mail. If you do not want us to use the information you provided here to keep you informed through other ways, please indicate in the box below.

Other communications: Please do not use the information I have provided here.

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

U2 Support will process your request and provide you with your U2 User ID.

B. IBM.COM

Once you have received your U2 User ID and ICN, you may register for access on IBM.COM.

NOTE

If you are experiencing difficulty in registering, or if you need help with your account, please contact the IBM Registration Help Desk at:

Worldwide IBM Registration Helpdesk

Asia Pacific

Country	Language	E-mail	Phone	Hours
Japan	Japanese		+81 0120 095090	Monday to Friday only (9:00-12:00, 13:00-17:30), except Japanese holidays and 12/30-1/3

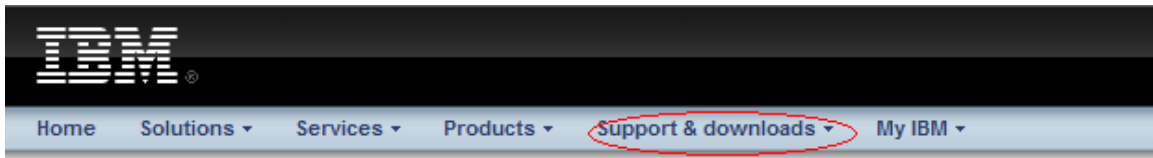
Europe

Country	Language	E-mail	Phone	Hours
Austria	English	erchelp@uk.ibm.com	+43 124592 5942	08:00 - 17:00 GMT
Belgium	English	erchelp@uk.ibm.com	+32 2210 9823	08:00 - 17:00 GMT
Denmark	Danish, English	erchelp@uk.ibm.com	+45 00800 7589 8783	08:00 - 17:00 GMT
Finland	Finnish, English	erchelp@uk.ibm.com	+358 800 117 330	07:00 - 16:00 GMT
France	French, English	erchelp@uk.ibm.com	+33 810 260 810	08:00 - 17:00 GMT
Germany	German, English	erchelp@uk.ibm.com	+49 1805 426 452	08:00 - 17:00 GMT
Italy	Italian, English	erchelp@uk.ibm.com	+39 800 000 222	08:00 - 17:00 GMT
Netherlands	English	erchelp@uk.ibm.com	+31 20514 5774	08:00 - 17:00 GMT
Norway	Norwegian, English	erchelp@uk.ibm.com	+47 00800 7589 8790	08:00 - 17:00 GMT
Sweden	Swedish, English	erchelp@uk.ibm.com	+46 8 793 1272	08:00 - 17:00 GMT
Switzerland	English	erchelp@uk.ibm.com	+41 58333 0902	08:00 - 17:00 GMT
UK	English	erchelp@uk.ibm.com	+44 0800 169 1458	08:00 - 17:00 GMT

North America

Country	Language	E-mail	Phone	Hours
All other countries	English	ERCHELP@ca.ibm.com	+1 888 426 4409 +1 303 262 5669	24 x 7
US and Canada	English, French		+1 888 426 4409 +1 303 262 5669	24 x 7

Map to www.ibm.com or to U2TechConnect (<https://www.ibm.com/software/data/u2/support/u2techconnect/>) using your browser, then select **Support & downloads**.



Select My support.

Support & downloads

The image shows the main content area of the IBM Support & Downloads page. On the left, there is a promotional banner for 'IBM WebSphere MQ messaging implementation services promotion' with a 'Learn more' link. Below this is a welcome message and a search input field. On the right, there are several side panels: 'Personalized support' with a 'My support' link circled in red, 'My Search' with a 'Want an improved search' link, and a section about 'My Search using inventory data'.

Select **register now** to establish a new login.

The image shows the 'Sign in' page on the IBM website. It features a sign-in form with fields for 'IBM ID' and 'Password', and a 'Submit' button. Above the form, there is a message: 'Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please register now.' The 'register now' link is circled in red. To the right of the form, there are links for 'Forgot your IBM ID?', 'Forgot your password?', and 'Change password'. At the bottom right, there is a 'Return to' section with links for 'PC support' and 'Software support'.

The first page of the My IBM Registration is displayed. Enter your email address as the IBM ID; complete the remainder of the screen. And then select **Submit**.

The screenshot shows the IBM website's registration page. At the top, there is the IBM logo and a navigation bar with links for Home, Products, Services & solutions, Support & downloads, and My account. The page title is "My IBM registration" and it is labeled as "Step 1 of 2".

The main content area contains the following text and form fields:

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.

Preferred language for profiling: English

Please submit the following information, which is required each time you sign in. Please provide an email address as your IBM ID. This can be, but need not be, the same as the email address you provide below as editable contact information.

Remember, you can't change your IBM ID once you've signed up. To learn what is acceptable as a password, see [guidelines for IBM IDs and passwords](#).

* **IBM ID:**
[Why do I have to provide an email address as my IBM ID?](#)

* **Password:**
(Minimum 8 characters)

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity. Enter a question that is simple to answer and is easy to remember.

* **Security question:**

* **Answer to security question:**

* **Email:**

Select the country of your residence to set warranty. [Learn more](#)

* **Country/region of residence:**

At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Complete Step 2 of 2 of My IBM Registration.

My IBM profile

My IBM registration

Help and FAQ

My IBM registration

Step 2 of 2

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.

User information

Preferred language:

(for marketing communications)

Select one

Salutation:

(e.g. Mr., Mrs.)

* **First name:**

Initials:

* **Last name:**

Suffix:

(e.g. Jr., Sr.)

Daytime phone:

(e.g. 555-555-1234)

Ext:

Evening phone:

(e.g. 555-555-1234)

Fax number:

(e.g. 555-555-1234)

Cell number:

(e.g. 555-555-1234)

Pager number:

(e.g. 555-555-1234)

Pin:

Job title:

Company address

Company name:

Street address:

(Required in Canada and US)

City:

(Required in Canada and US)

State or province:

(Required in Canada and US)

(abbreviated code)

Postal code:

(Required in Canada and US)

Country/region:

Select one

Personal address

Street address:

City:

State or province: ([abbreviated code](#))

Postal code:

Country/region:

This data may be used by IBM or selected organizations to provide you with information about other offerings. To receive this via e-mail or fax, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail or fax to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

Then select **Submit**.

Once you've complete the registration, select **Continue**.

The screenshot shows the IBM website's 'My IBM registration' page. At the top, there is a navigation bar with the IBM logo, a search bar, and links for 'United States [change]' and 'Terms of use'. Below this is a secondary navigation bar with links for 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The main content area is titled 'My IBM registration' and features a sidebar on the left with links for 'My IBM profile', 'My IBM registration', and 'Help and FAQ'. The central message reads: 'Thank you for registering with ibm.com. Continue to explore ibm.com as a registered user.' Below this message is a blue 'Continue' button with a right-pointing arrow. On the right side, there is a 'My IBM' section with a welcome message 'Welcome back, Jimmie Jam' and links for 'Edit your profile' and 'Sign out'. At the bottom of this section, it says 'If you are not Jimmie Jam, click here.'

You will be redirected to the My support login screen where you can now log in using your new login and password.

The screenshot shows the IBM website's 'Sign in' page. It has the same top navigation bar as the registration page. The main content area is titled 'Sign in' and features a sidebar on the left with a 'Sign in' link. The central message reads: 'Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#).' Below this message are two input fields: 'IBM ID:' and 'Password:'. Below the input fields is a blue 'Submit' button with a right-pointing arrow. On the right side, there is a 'Return to' section with links for 'Forgot your IBM ID?', 'Forgot your password?', 'Change password', 'PC support', and 'Software support'.

The first time you log in, you are directed to the My support page where you can select the products groups you are most interested in.

While the server is redirecting your request, you may see the following screen:

The screenshot shows the IBM My support page. At the top, there is a dark blue header with the IBM logo on the left, and 'United States [change]' and 'Terms of use' on the right. Below the header is a navigation bar with links for 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The main content area has a left sidebar with 'Support & downloads' (with a back arrow), 'My support', 'Feedback', and 'Related links' (including 'IT Product Training', 'Developers', and 'IBM Business Partners'). The main content area displays 'My support' in large text, followed by a message: 'Your login has been accepted. We are retrieving the data for your personalized page and it may take several seconds to assemble your page.' Below this is 'Please wait.' and a link: 'Click [here](#) if your request is not redirected for a long time.' There is an empty rectangular box below the link. At the bottom, there is a dark blue footer with links for 'About IBM', 'Privacy', and 'Contact'.

My personalized page

Main

My personalized page **Edit profile**

Profiled products

This page allows you to view information about products you have selected to be displayed on your personalized support page. After selecting a product or product category and a view preference, this page will be populated with links to specific technical information.

All profiled product categories

Downloads and documents

Switch to another view:

New documents since last visit

- [Flashes](#) (1 document)
- [Product information and publications](#) (5 documents)
- Downloads and drivers (0 document)
- [Parts information](#) (0 document)
- [Forums/discussion groups](#) (0 document)
- [Problem solving information](#) (44 documents)

Search

*** Enter only one of the following (required):** search terms or machine type-model or options part number:

Go → [Advanced search](#)
→ [Downloads & drivers search](#)

Search all technical support
 Search my profiled product categories

Administrative services

Online shopping support	General warranty information
Contracts	Order and delivery
Inventory	Invoices and payments
Maintenance	Services

Quick links

Quick browser:

Select one **Go**

→ [Add links](#)

Service request

[Open or manage a service request](#) on-line for product defect support has become easier.

Edit profile

You may select the various products categories that you wish to limit your searches to.

Edit

My personalized page | **Edit profile**

Add products | View/delete products | Subscribe to email

Products

Choose a product category of interest to begin building a personalized support page.

Select one

NOTE

If you encounter problems with the registration process to this point, for example, a page not being displayed, or a page hangs, or other errant behavior, contact the Registration Help Desk at the numbers listed at the beginning of this section (B. *IBM.COM*) or select the following link on My personalized page.

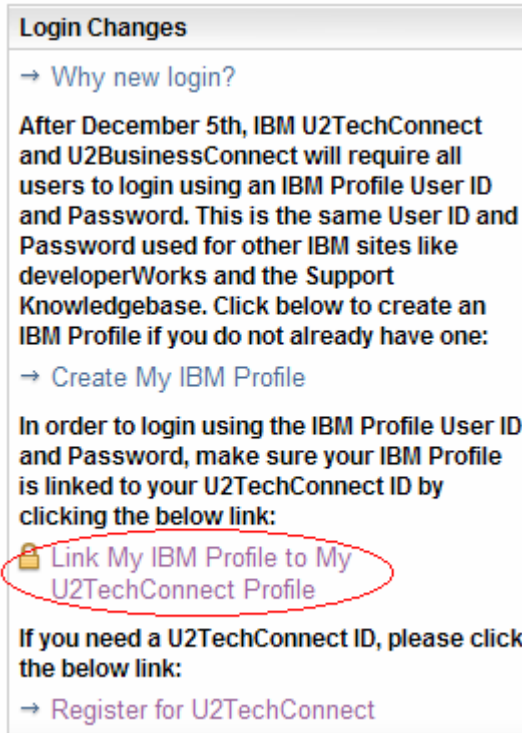
Service request

[Open or manage a service request](#) on-line for product defect support has become easier.

C. Linking your IBM.COM profile to your U2TechConnect profile

Once you have created your IBM.COM login you must link it to your U2TechConnect profile. This will allow you to use the same login and password for IBM.COM and U2TechConnect.

On the U2TechConnect web page, select **Link My IBM Profile to My U2TechConnect Profile**.



Login Changes

→ [Why new login?](#)

After December 5th, IBM U2TechConnect and U2BusinessConnect will require all users to login using an IBM Profile User ID and Password. This is the same User ID and Password used for other IBM sites like developerWorks and the Support Knowledgebase. Click below to create an IBM Profile if you do not already have one:

→ [Create My IBM Profile](#)

In order to login using the IBM Profile User ID and Password, make sure your IBM Profile is linked to your U2TechConnect ID by clicking the below link:


[Link My IBM Profile to My U2TechConnect Profile](#)

If you need a U2TechConnect ID, please click the below link:

→ [Register for U2TechConnect](#)

The Link page is displayed.

U2TechConnect

Link My IBM Profile to My U2TechConnect Profile	
U2TechConnect Credentials	
E-mail address:	<input type="text"/>
U2TechConnect User ID:	<input type="text"/> Forgot your User ID?
IBM Profile Credentials	
IBM Profile ID:	<input type="text"/> Forgot your IBM ID?
IBM Profile Password:	<input type="password"/> Forgot your IBM Password?
 Submit	

Enter your U2TechConnect Credentials as received from U2 Support (step A, previously).

Enter your IBM Profile Credentials used when you registered for IBM.COM, (step B, previously).

You can now use your IBM.COM login to log into U2TechConnect.

Note: If you forget your username, password, or have trouble with your login credentials, you must contact the Registration Help Desk (see step B, previously) for assistance. U2 Support is unable to provide assistance for login problems.

D. Registering your ICN

The first time you access any entitled document (those shown with a key to the left of the title), you will be prompted to register your ICN. This information will be stored and checked each time you access entitled documents in the future. Once you have entered the ICN, you will not be prompted for it again unless a problem is encountered when confirming valid maintenance, the ICN is on credit or support hold, or your U2TechConnect login is no longer valid.

Enter your search criteria in the **Search** section.

Main

[My personalized page](#) [Edit profile](#)

Profiled products

This page allows you to view information about products you have selected be displayed on your personalized support page. After selecting a product or product category and a view preference, this page will be populated with links to specific technical information.

All profiled product categories

Downloads and documents

Switch to another view:

New documents since last visit

- [Flashes](#) (1 document)
- [Product information and publications](#) (5 documents)
- Downloads and drivers (0 document)
- Parts information (0 document)
- Forums/discussion groups (0 document)
- [Problem solving information](#) (44 documents)

Search

*** Enter only one of the following** (required): search terms or machine type-model or options part number:

[Go](#)

[Advanced search](#)

[Downloads & drivers search](#)

Search all technical support

Search my profiled product categories

Quick links

Quick browser:

Select one [Go](#)

[Add links](#)

Service request

[Open or manage a service request](#) on-line for product defect support has become easier.

The results of the search will be displayed. Documents that are only available if you have a current maintenance contract will be shown with a key to the left of the title.

Search results

Search

Search within results for: **confprod**

Optionally, limit results by choosing one or more of the items below.

Additional search terms:

Document type:

Sort results by:

[→ Search tips](#)

[→ Start a new search](#)

[→ Downloads & drivers search](#)

Product category:


 

Results

[Technical support](#) | [Information centers](#) | [Publications](#)

1 - 10 of 19 items found* | [Next](#)

Modified date

- | | | |
|--|--|------------|
| 1. |  Some command keys in confprod won't work | 2004-04-22 |
| <p>When using confprod to authorize UniData, some of the command keys, won't work. These are typically the keys to Update and display the configuration code. Exit works correctly.</p> <p>[More items like this found in Data Servers (Database Management Systems)]</p> | | |

Select one of the items with a key. This will display the Get access screen, where you will select the U2 product section and enter your U2 ICN.

Get access

The IBM business units and support programs listed below can grant access to the document or resource you have requested*. If you have credentials for any of the programs listed below, please enter them now. Otherwise, use the entitlement help links in each section below to join the support program that meets your needs.

***Note:** having a valid entitlement does not guarantee your access to a particular resource. That decision is made by the resource's owner.

Information you provide on this page is optional (although you must completely fill out any section in which you enter information). It will be used only to verify your access to entitled resources. (Generally, the information will be revalidated the next time you access an entitled resource.) If you do not have this information, or do not wish to provide it at this time, please use the Cancel button at the bottom of this page to return to the previous page


- ↓ [PartnerWorld for Developers](#)
- ↓ [PartnerWorld for Software](#)
- ↓ [IBM eServer & IBM TotalStorage](#)
- ↓ [Product Lifecycle Management](#)
- ↓ [IBM Passport Advantage & zSeries software maintenance](#)
- ↓ [Tivoli support](#)
- ↓ [U2 TechConnect](#)
- ↓ [IBM employees](#)

Entitlement help	
PartnerWorld® for Developers Last checked: 05-Jan-05 2:22 PM	When we last checked, you were not entitled by PartnerWorld for Developers. Visit the membership help page to join a PartnerWorld for Developers entitlement program.
PartnerWorld® for Software Last checked:	When we last checked, you were not entitled through PartnerWorld for Software. Visit the membership centre to join a PartnerWorld for Software entitlement



→ [PartnerWorld for Developers membership help](#)

→ [PartnerWorld for Software membership centre](#)

Locate the section entitled **U2 TechConnect**. Enter your 5-digit U2 TechConnect User ID (eg. 90201), your IBM U2 Customer Number, and your email address used with U2TechConnect. Note you **MUST** use your IBM U2 Customer Number when using the U2TechConnect section. IBM Business Partners and direct endusers can receive their ICN from U2BC, u2bc@us.ibm.com. **Endusers of business partners must contact their business partner.**



Tivoli@ support	If your Tivoli software support has not yet migrated to Passport Advantage, you can become entitled to many resources by providing your Tivoli ID and password.	→ Passport Advantage information
	Tivoli ID <input type="text"/> Password <input type="text"/>	
U2 TechConnect	If you are a U2 software customer and you have previously registered with U2 TechConnect, enter your U2 Userid, IBM customer number, and e-mail address below.	→ U2 product family user registration
	U2 Userid <input type="text"/> IBM customer number <input type="text"/> E-mail address (required even if you opt out of the e-mail below) <input type="text"/>	
	<input type="checkbox"/> Please send me e-mail whenever my U2 entitlement check fails.	
IBM employees	If you are an IBM employee (or contractor, etc.), you can become entitled to most resources by providing your Intranet ID and password.	→ IBM Intranet Password page
	Intranet ID <input type="text"/> Password <input type="text"/>	

Select **Continue**.

If your credentials cannot be validated, an error message will be displayed.

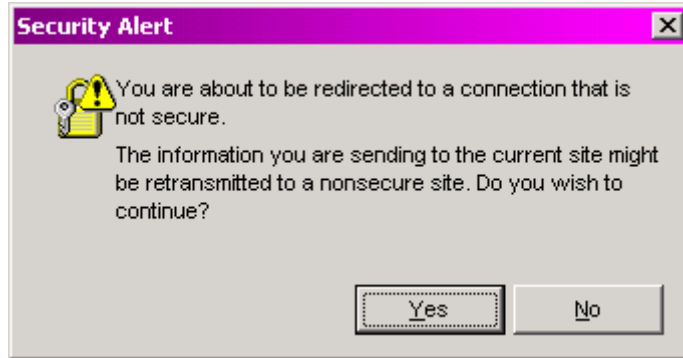
NOTE

If you select the “Please send me e-mail...” checkbox, you will receive an email if your U2 registration or login should fail. This email will list the reason for the failure and the appropriate action to follow.

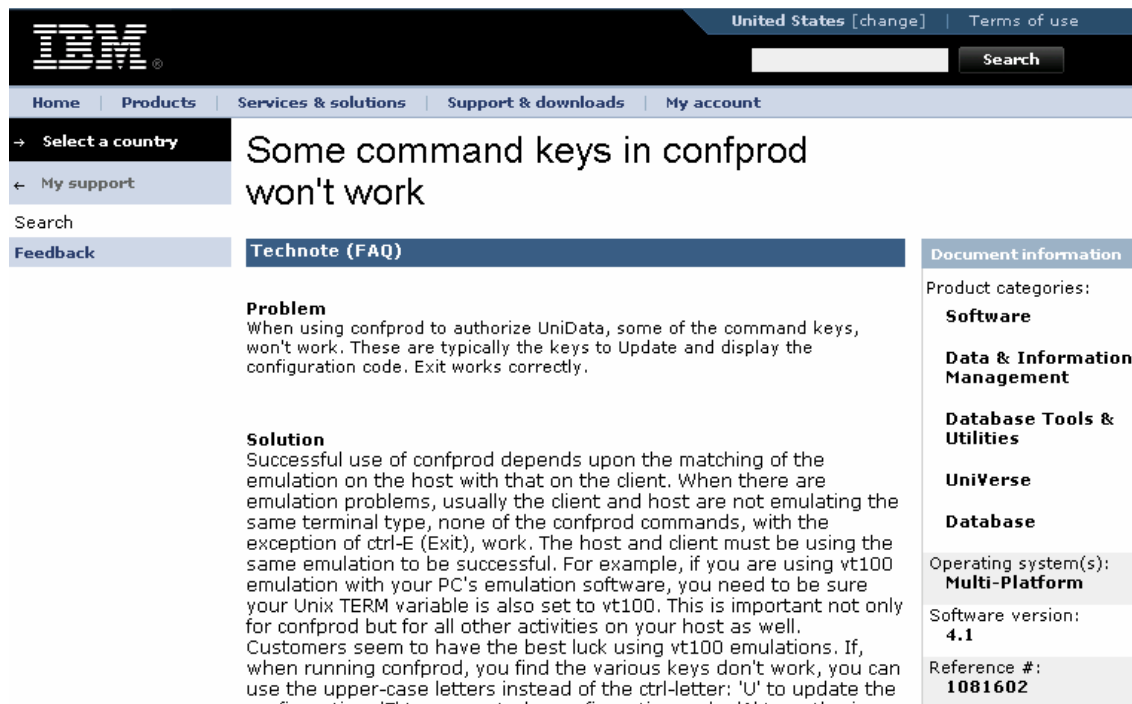
If you did not select this checkbox, and you encounter a problem accessing a document, contact IBM U2 Support, (800)729-3553, option 8.

Confirm you have entered the correct U2 User ID, ICN, and email address. Refer to the section in this document entitled **Errors when registering or signing in** for more information.

You will be redirected to a non-secure page.



After your credentials have been confirmed, the document will be displayed in its entirety.

A screenshot of an IBM Technote page. The top navigation bar includes the IBM logo, "United States [change]", and "Terms of use". Below the navigation bar are links for "Home", "Products", "Services & solutions", "Support & downloads", and "My account". The main content area has a breadcrumb trail: "Select a country" > "My support". The title of the document is "Some command keys in confprod won't work". The document is categorized as a "Technote (FAQ)". The "Problem" section states: "When using confprod to authorize UniData, some of the command keys, won't work. These are typically the keys to Update and display the configuration code. Exit works correctly." The "Solution" section states: "Successful use of confprod depends upon the matching of the emulation on the host with that on the client. When there are emulation problems, usually the client and host are not emulating the same terminal type, none of the confprod commands, with the exception of ctrl-E (Exit), work. The host and client must be using the same emulation to be successful. For example, if you are using vt100 emulation with your PC's emulation software, you need to be sure your Unix TERM variable is also set to vt100. This is important not only for confprod but for all other activities on your host as well. Customers seem to have the best luck using vt100 emulations. If, when running confprod, you find the various keys don't work, you can use the upper-case letters instead of the ctrl-letter: 'U' to update the configuration, 'E' to generate a configuration code, 'A' to authorize..." The right sidebar contains "Document information" with the following details: Product categories: Software, Data & Information Management, Database Tools & Utilities, UniVerse, Database; Operating system(s): Multi-Platform; Software version: 4.1; Reference #: 1081602.

II. Searching Support & downloads



You only need to enter your U2 User ID and ICN when you first register. After that, to search the database, you can select **My support**, under **Personalized support** from the **U2 TechConnect** page, or by selecting **Support & downloads** from IBM.COM, then **My support**.

A. Using your My support page on U2TechConnect


To search the Knowledgebase from U2 TechConnect, select **My support** in the **Personalized support** box.

U2TechConnect

Search our active [IBM U2 Knowledge base](#). [Accessing U2 Entitled Documents](#)
You are not currently logged in.

Self help Solve a problem → wIntegrate knowledge base Download trial offers → Trial offers UniData Personal Edition UniVerse Personal Edition wIntegrate Trial Learn → Product availability Support topics → Sign in to U2TechConnect → Register for U2TechConnect → Authorize products	Problem submission If you didn't find a solution to your problem and you have a maintenance contract:  Submit & track problems → How to buy support for your software Other resources Contact U2 Technical Support  Get contact details Impact of Changes to Daylight Savings Time (DST) in U.S. and Canada → Get information	Personalized support Visit My support for fast access to your favorite features Support programs → Software Support Guide
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This site may not yet be fully accessible for all screen reader users. If you need assistance please call 800-729-3553 option 4.

 Items marked with this symbol are available to customers who have purchased an [IBM Software Maintenance Agreement](#).

The Sign in page is displayed. Sign in using the IBM ID and password you created previously.

The screenshot shows the IBM Sign in page. At the top, there is a dark blue header with the IBM logo on the left, 'United States [change]' in the center, and 'Terms of use' on the right. Below the header is a navigation bar with links for 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. A search bar is located to the right of the navigation bar. The main content area is titled 'Sign in' and contains a form with the following elements:

- A message: "Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#)."
- Two input fields: "IBM ID:" and "Password:".
- A "Submit" button with a right-pointing arrow.
- Three links on the right side: "→ Forgot your IBM ID?", "→ Forgot your password?", and "→ Change password".
- A "Return to" section with three links: "→ PC support", "→ Software support", and "→ Servers support".

Once your credentials have been validated, your **My support** page will be displayed. Select **My personalized page** and you may perform your search as described previously.

Main

My personalized page **Edit profile**

Profiled products

This page allows you to view information about products you have selected be displayed on your personalized support page. After selecting a product or product category and a view preference, this page will be populated with links to specific technical information.

All profiled product categories

Downloads and documents

Switch to another view:

New documents since last visit

• Flashes (1 document)	• Parts information (0 document)
• Product information and publications (5 documents)	• Forums/discussion groups (0 document)
• Downloads and drivers (0 document)	• Problem solving information (44 documents)

Search

*** Enter only one of the following** (required): search terms or machine type-model or options part number:

Go → [Advanced search](#)
→ [Downloads & drivers search](#)

Search all technical support
 Search my profiled product categories

Administrative services

Online shopping support	General warranty information
Contracts	Order and delivery
Inventory	Invoices and payments
Maintenance	Services

Quick links

Quick browser:

Select one **Go**

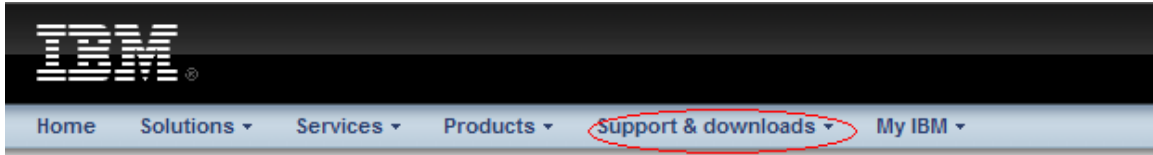
→ [Add links](#)

Service request

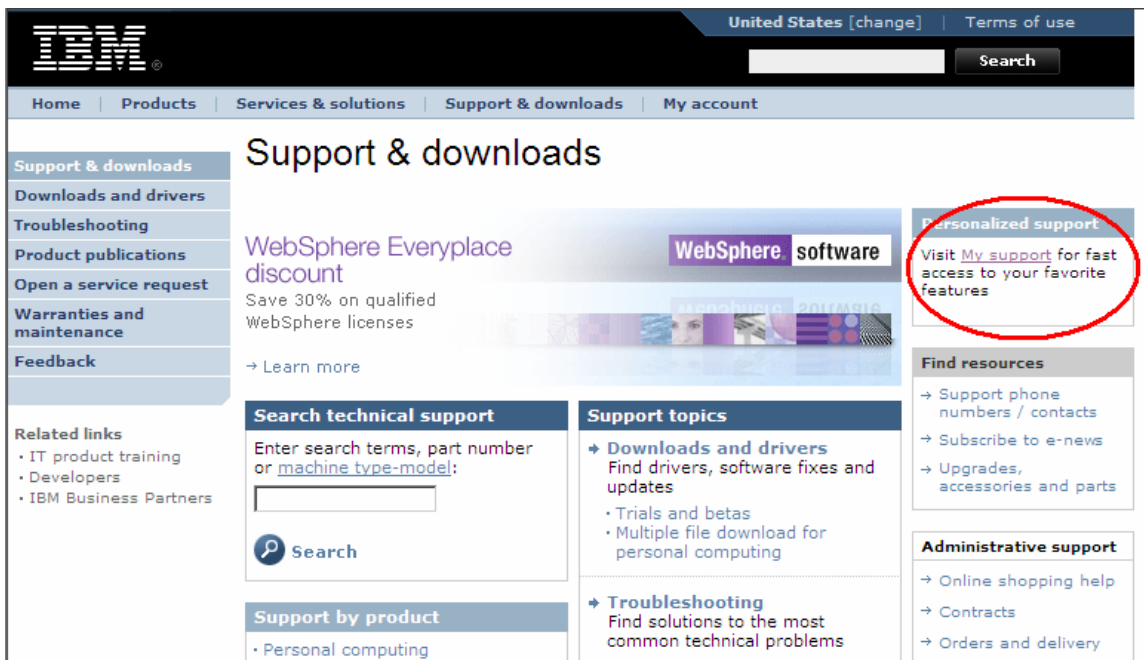
[Open or manage a service request](#) on-line for product defect support has become easier.

B. Using Support & downloads

You can also access the Knowledgebase directly from the Support & downloads page. From IBM.COM, select **Support & downloads**.



Select **My support** in the **Personalized support** box.

A screenshot of the IBM Support & downloads page. The page has a dark header with the IBM logo, 'United States [change]', and 'Terms of use'. Below the header is a search bar and a navigation bar with 'Home', 'Products', 'Services & solutions', 'Support & downloads', and 'My account'. The main content area is titled 'Support & downloads' and features a 'WebSphere Everyplace discount' banner. On the right side, there is a 'Personalized support' box circled in red, which contains the text: 'Visit [My support](#) for fast access to your favorite features'. Below this are sections for 'Search technical support', 'Support topics', 'Find resources', and 'Administrative support'. The 'Search technical support' section includes a search input field and a 'Search' button. The 'Support topics' section lists 'Downloads and drivers' and 'Troubleshooting'. The 'Find resources' section lists 'Support phone numbers / contacts', 'Subscribe to e-news', and 'Upgrades, accessories and parts'. The 'Administrative support' section lists 'Online shopping help', 'Contracts', and 'Orders and delivery'.

Enter your email address and password used when you registered.

United States [change] | Terms of use

Home | Products | Services & solutions | Support & downloads | My account

Sign in

Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#).

IBM ID:

Password:

[→ Forgot your IBM ID?](#)

[→ Forgot your password?](#)

[→ Change password](#)

Return to

[→ PC support](#)

[→ Software support](#)

After successful validation of your credentials, your **My support** page will be displayed. Select **My personalized page** to perform your search.

Main

My personalized page | Edit profile

Profiled products

This page allows you to view information about products you have selected be displayed on your personalized support page. After selecting a product or product category and a view preference, this page will be populated with links to specific technical information.

All profiled product categories

Downloads and documents

Switch to another view:

New documents since last visit

- [Flashes](#) (1 document)
- [Product information and publications](#) (5 documents)
- Downloads and drivers (0 document)
- [Parts information](#) (0 document)
- [Forums/discussion groups](#) (0 document)
- [Problem solving information](#) (44 documents)

Search

* **Enter only one of the following** (required): search terms or machine type-model or options part number:

Search all technical support

Search my profiled product categories

[→ Advanced search](#)

[→ Downloads & drivers search](#)

Quick links

Quick browser:

Select one

[→ Add links](#)

Service request

[Open or manage a service request on-line](#) for product defect support has become easier.

Administrative services

[Online shopping support](#)

[Contracts](#)

[Inventory](#)

[Maintenance](#)

[General warranty information](#)

[Order and delivery](#)

[Invoices and payments](#)

[Services](#)

III. Errors when registering or signing in

When you register, or sign in, there are possible errors that may be encountered. An email is sent to you with details of the error, and the steps necessary to resolve it. The email will be in the following format, listing the U2 User ID, ICN, and email address used when the error occurred, and the reason for the failure.

Our records show that you have attempted to access IBM entitled content. The reason for failed access is listed below along with contact information to aid you in resolving this problem.

You supplied the following information:

U2 User ID: 46739

ICN: 7777777

EMAIL: benw@us.ibm.com

Reason for failure: The U2 User ID you supplied does not have permission to access to IBM entitled content. Please contact your local U2 Technical Support office for assistance. For contact information visit <https://www-927.ibm.com/software/data/u2/support/u2techconnect/contact.asp>

This message was generated by a service machine. Please do not reply to this message.

A. Error messages

U2TechConnect Errors

There are 6 possible error conditions that may be reported from U2TechConnect. The email you receive when your credentials are denied will contain one of the following. Should you receive one of these errors, use the contact method indicated in the email for assistance.

"The U2 User ID you supplied does not have permission to access to IBM entitled content. Please contact your local U2 Technical Support office for assistance. For contact information visit <https://www-927.ibm.com/software/data/u2/support/u2techconnect/contact.asp>"

"The U2 User ID you supplied is not recognized by our system. Please register for U2TechConnect access at <https://www-927.ibm.com/software/data/u2/support/u2techconnect/newregister.asp>. Once you receive your U2 User ID you may register for access to search Technical Support documents."

"The ICN you supplied has not been recognized as a unique identifier. Please contact the U2BC team at u2bc@us.ibm.com for assistance."

"The ICN you supplied was not found in our system. Please confirm that you are using a U2 registered ICN. If you have a Passport Advantage ICN, please enter it into the Passport Advantage section of the Get Access registration page, NOT

the U2TechConnect section. If you are an IBM Partner and continue to have problems, please contact your internal U2BC administrator for access to the correct ICN. If you are an IBM Direct End User and are continuing to have problems, please contact **u2bc@us.ibm.com** for assistance. If you are an end user of an IBM Partner, please contact your partner for assistance."

"The ICN you supplied does not have any serial numbers on active maintenance. Please contact the U2 maintenance team for assistance at 1-800-331-1763 option 5."

"The ICN you supplied is currently not entitled to view IBM entitled content. Please contact the U2BC team at **u2bc@us.ibm.com** for assistance."

IBM.COM errors

If you receive an error not listed above, it is likely the problem originates from IBM.COM rather than U2TechConnect. This may be due to network and connectivity problems, credentials database issues, bad links, and browser errors, to name a few. If you experience difficulties using your IBM.COM login with IBM.COM or U2TechConnect, and do not receive one of the 6 errors listed above, please contact the Registration Help Desk at one of the numbers listed in section B.