ASG Software Solutions

ASG-Intelligent Support Portal™ User's Guide

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Product Name/Publication	Version #	Publication Date
Product:		
Publication:		
Tape VOLSER:		

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ASG Support Numbers

ASG provides support throughout the world to resolve questions or problems regarding installation, operation, or use of our products. We provide all levels of support during normal business hours and emergency support during non-business hours. To expedite response time, please follow these procedures.

Please have this information ready:

- Product name, version number, and release number
- List of any fixes currently applied
- Any alphanumeric error codes or messages written precisely or displayed
- A description of the specific steps that immediately preceded the problem
- The severity code (ASG Support uses an escalated severity system to prioritize service to our clients. The severity codes and their meanings are listed below.)
- Verify whether you received an ASG Service Pack for this product. It may include information to help you resolve questions regarding installation of this ASG product. The Service Pack instructions are in a text file on the distribution media included with the Service Pack.

If You Receive a Voice Mail Message:

1. Follow the instructions to report a production-down or critical problem.
2. Leave a detailed message including your name and phone number. A Support representative will be paged and will return your call as soon as possible.
3. Please have the information described above ready for when you are contacted by the Support representative.

Severity Codes and Expected Support Response Times

Severity	Meaning	Expected Support Response Time
1	Production down, critical situation	Within 30 minutes
2	Major component of product disabled	Within 2 hours
3	Problem with the product, but customer has work-around solution	Within 4 hours
4	"How-to" questions and enhancement requests	Within 4 hours

ASG provides software products that run in a number of third-party vendor environments. Support for all non-ASG products is the responsibility of the respective vendor. In the event a vendor discontinues support for a hardware and/or software product, ASG cannot be held responsible for problems arising from the use of that unsupported version.

Business Hours Support

Your Location	Phone	Fax	E-mail
United States and Canada	800.354.3578	239.263.2883	support@asg.com
Australia	61.2.9460.0411	61.2.9460.0280	support.au@asg.com
England	44.1727.736305	44.1727.812018	support.uk@asg.com
France	33.141.028590	33.141.028589	support.fr@asg.com
Germany	49.89.45716.222	49.89.45716.400	support.de@asg.com
Singapore	65.6332.2922	65.6337.7228	support.sg@asg.com
All other countries:	1.239.435.2200		support@asg.com

Non-Business Hours - Emergency Support

Your Location	Phone	Your Location	Phone
United States and Canada	800.354.3578		
Asia	65.6332.2922	**Japan/Telecom**	0041.800.9932.5536
Australia	0011.800.9932.5536	**Netherlands**	00.800.3354.3578
Denmark	00.800.9932.5536	**New Zealand**	00.800.9932.5536
France	00.800.3354.3578	**Singapore**	001.800.3354.3578
Germany	00.800.3354.3578	**South Korea**	001.800.9932.5536
Hong Kong	001.800.9932.5536	**Sweden/Telia**	009.800.9932.5536
Ireland	00.800.9932.5536	**Switzerland**	00.800.9932.5536
Israel/Bezeq	014.800.9932.5536	**Thailand**	001.800.9932.5536
Japan/IDC	0061.800.9932.5536	**United Kingdom**	00.800.9932.5536
		All other countries	1.239.435.2200

ASG Web Site

Visit http://www.asg.com, ASG's World Wide Web site.

Submit all product and documentation suggestions to ASG's product management team at http://www.asg.com/asp/emailproductsuggestions.asp.

If you do not have access to the web, FAX your suggestions to product management at (239) 263-3692. Please include your name, company, work phone, e-mail ID, and the name of the ASG product you are using. For documentation suggestions include the publication number located on the publication's front cover.

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Preface

This *ASG-Intelligent Support Portal User's Guide* provides detailed instructions on the use of ASG-Intelligent Support Portal (herein called ISP). ISP is a valuable tool, powered by ASG-KnowledgeWave, that supplies secure access to Allen Systems Group Support via the Internet.

Allen Systems Group, Inc. (ASG) provides professional support to resolve any questions or concerns regarding the installation or use of any ASG product. Telephone technical support is available around the world, 24 hours a day, 7 days a week.

ASG welcomes your comments, as a preferred or prospective customer, on this publication or on any ASG product.

About this Publication

The *ASG-Intelligent Support Portal User's Guide* consists of these chapters:

- Chapter 1, "Accessing the ISP," provides detailed instructions on how to access the ISP.
- Chapter 2, "Ask the Expert," describes how to use ASG's expert system to answer questions about, and solve problems with, ASG software products.
- Chapter 3, "Create a Problem Ticket," provides detailed instructions on creating a Problem Ticket using ASG-IMPACT/Web.
- Chapter 4, "Status or Update an Existing Problem Ticket," describes how to view and update Problem Tickets using ASG-IMPACT/Web.
- Chapter 5, "Software Fixes & PTFs," describes how to view and download ASG software fixes from the ISP.
- Chapter 6, "Software Manuals & Technical Documentation," describes how to view and download ASG technical documentation.

- Chapter 8, "Software Product Specifications," describes how to view and download ASG software specifications.
- Chapter 7, "Site Index of Fixes, Manuals and Specifications," describes how to view a single index which points to all fixes, manuals and technical specifications for a particular ASG software product.
- Chapter 9, "Software Product Downloads," describes how to download ASG software products.
- Chapter 10, "Emergency Passwords," describes how to obtain an emergency password for an ASG software product.
- Chapter 11, "Send Us Your Comments," describes how to email your comments to ASG Support.

Related Publications

This publication contains information that might also be helpful for users of the ASG-Intelligent Support Portal (where *nn* represents the product version number):

- *ASG-IMPACT Web User's Guide* (IWS0200-*nn*) provides an explanation of how to use the optional ASG-IMPACT Web.

To obtain a specific version of a publication, contact the ASG Service Desk.Publication

Conventions

ASG uses these conventions in technical publications:

Convention	Represents
ALL CAPITALS	Directory, path, file, dataset, member, database, program, command, and parameter names.
Initial Capitals on Each Word	Window, field, field group, check box, button, panel (or screen), option names, and names of keys. A plus sign (+) is inserted for key combinations (e.g., Alt+Tab).
`lowercase italic monospace`	Information that you provide according to your particular situation. For example, you would replace *`filename`* with the actual name of the file.

Convention	Represents
`Monospace`	Characters you must type exactly as they are shown. Code, JCL, file listings, or command/statement syntax. Also used for denoting brief examples in a paragraph.
Vertical Separator Bar (|) with underline	Options available with the default value underlined (e.g., Y|N).

1 Access the ISP

This chapter describes how to access the ISP and contains these sections:

Topic	Page
Introduction	1
About the ISP	2
Accessing the ISP	2

Introduction

ASG provides technical software support around the world, 24 hours a day, 7 days a week. Support is available via telephone, fax, email, and online at www.asg.com/support, by logging on to the Intelligent Support Portal. This document describes how to log on and utilize ASG's Intelligent Support Portal.

About the ISP

The ISP provides secure access to these support functions:

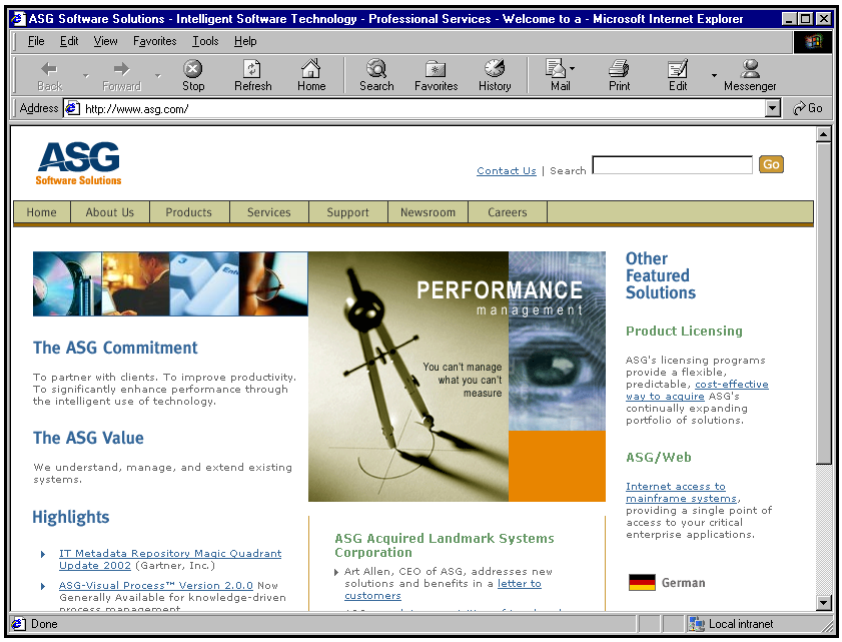
- Problems and Questions - Ask the expert
- Problems and Questions - Create a problem ticket
- Problems and Questions - Status or update an existing problem ticket
- Enhancement Requests
- Software Fixes & PTFs
- Software Manuals & Technical Documentation
- Software Product Specifications
- Site index of Fixes, Manuals, and Specifications
- Software Product Downloads
- Emergency Passwords / Authorizations Codes / License Keys
- Send us your comments

Accessing the ISP

To access the ISP using your Web browser

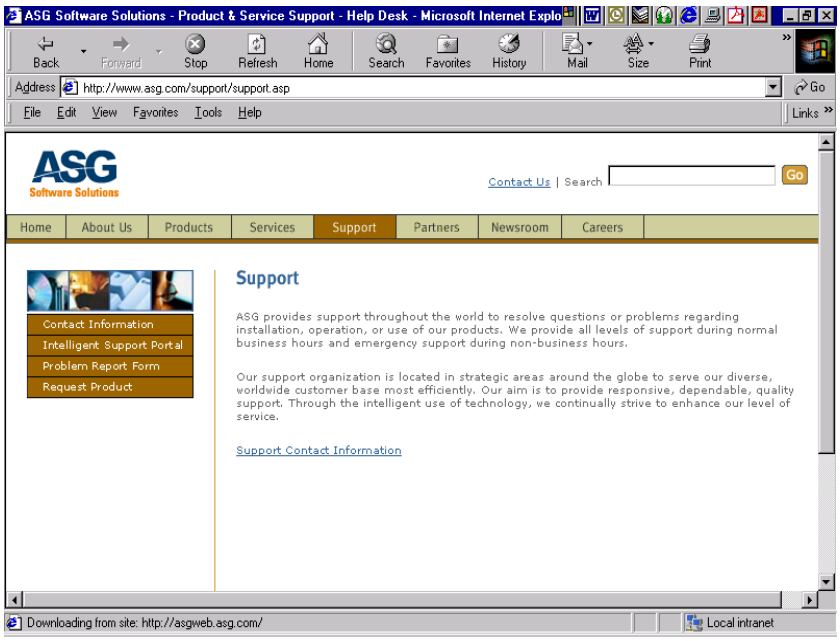
1 Access the ASG Home Page at http://www.asg.com.

The ASG home page displays:



2 Click the Support tab.

The ASG Support page displays:

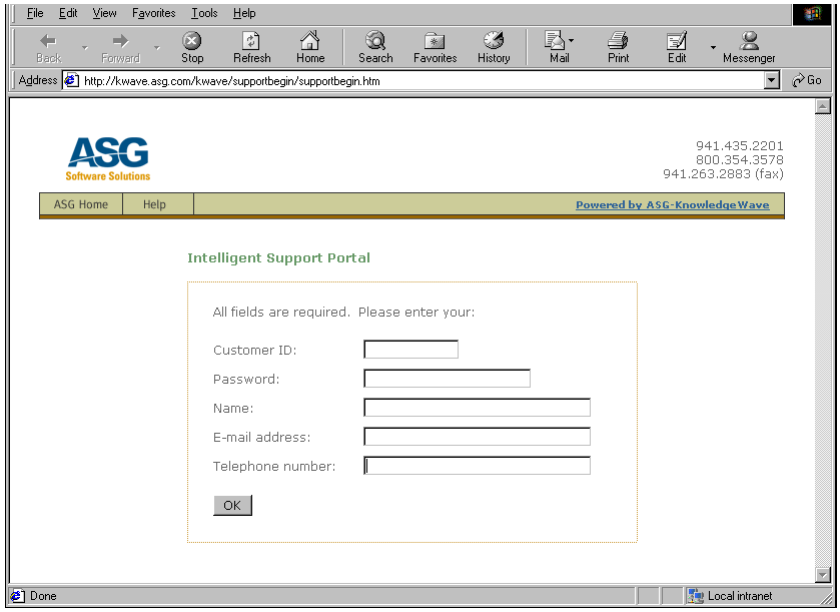


Note:

You may access the ASG Support page directly at www.asg.com/support.

3 Click the Intelligent Support Portal link located in the upper left section of your screen.

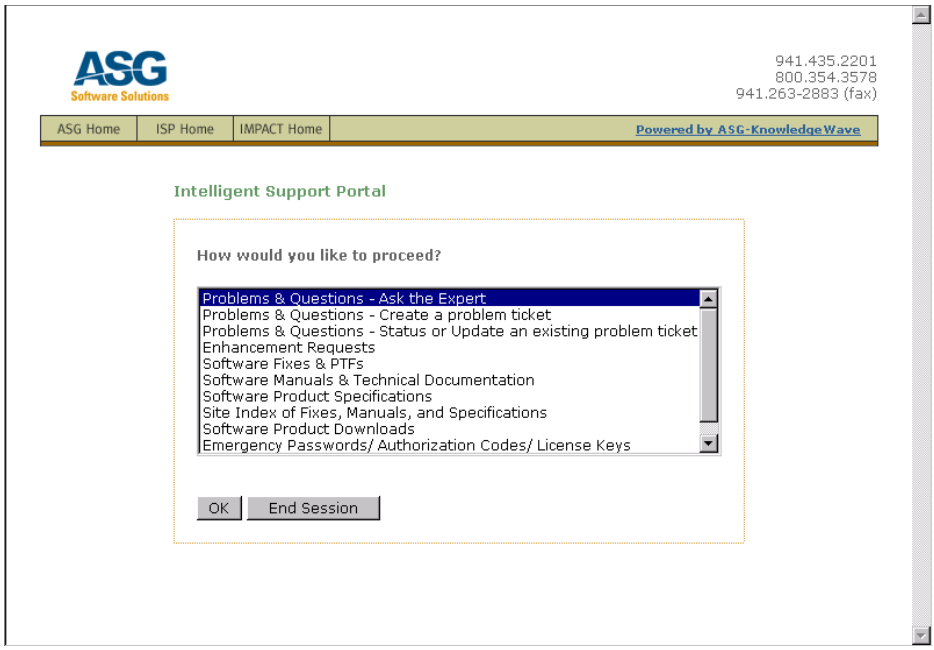
The ISP Logon screen displays:



4 Complete these fields:

Field	Description
Customer ID	Your company's unique Customer ID provided by ASG.
Password	The ISP password supplied by ASG. **Note:** If you do not know your password, contact ASG Support at support@asg.com to receive it.
Name	Your first and last name.
E-mail Address	Your e-mail address.
Telephone number	Your phone number, (e.g., 1-239-435-2200). Include country code and area code.

The main ISP menu screen displays:



5 Select an option.

Ask the Expert. Connects you to the artificial intelligence applications, powered by ASG-KnowledgeWave, built to support ASG software products.

Create a problem ticket. Passes you to ASG-IMPACT Web, the ASG problem and change management system.

Status or Update an existing problem ticket. Passes you to ASG-IMPACT Web, the ASG problem management system.

Software Fixes. Connects you to the ASG Software site to view fix logs and download product fixes.

Software Manuals & Technical Documentation. Allows you to select, view and/or download ASG Software technical documentation.

Software Product Specifications. Provides detailed installation and operating specifications of ASG software products.

Site Index of fixes, manuals, and specifications. Provides a site index of all the fixes, manuals and technical specifications listed on the ISP.

Software Downloads. Downloads ASG software products.

Emergency Passwords / Authorization Codes / License Keys. Allows you to obtain temporary passwords and authorization codes for ASG software online.

Send Us Your Comments. Sends an email directly to ASG Support.

6 Click OK.

2 Ask the Expert

This chapter describes the process for searching an expert system for solutions and answers and contains these sections:

Topic	Page
Process Flow Overview	7
Walk Through	8

Process Flow Overview

To Ask the Expert

1. Choose *Problems & Questions - Ask the Expert* from the main ISP menu.

   The ISP validates whether your company has ASG software that is either current under maintenance or that your company is considering for purchase.

   If no authorized products are found, you are given the opportunity to tell us about the ASG software you are running, and we will contact you promptly.

   A list displays showing all authorized ASG software for your company.

2. Choose a software product from the list.

   The expert system for that product automatically launches in a new browser window.

3. Type a description of the topic you are researching or the problem you are having.

4. Click Search.

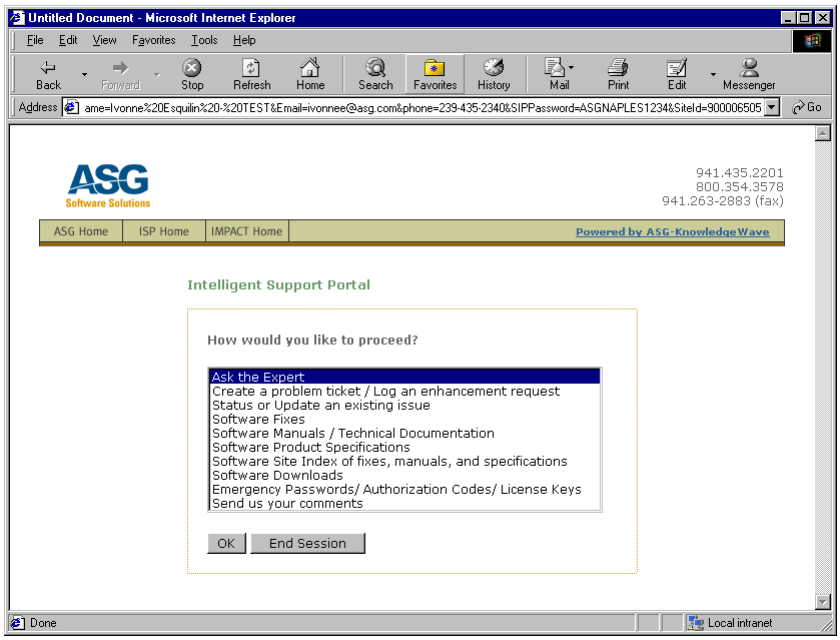
   The expert system displays a list of possible answers, sorted by confidence factor.

5 When you are finished using the expert system, close the browser to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by steps to provide a more detailed explanation of how to use the expert system.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1. From the main ISP menu, click on the option entitled *Problems & Questions - Ask the Expert* so that it appears highlighted.

2. Click OK.

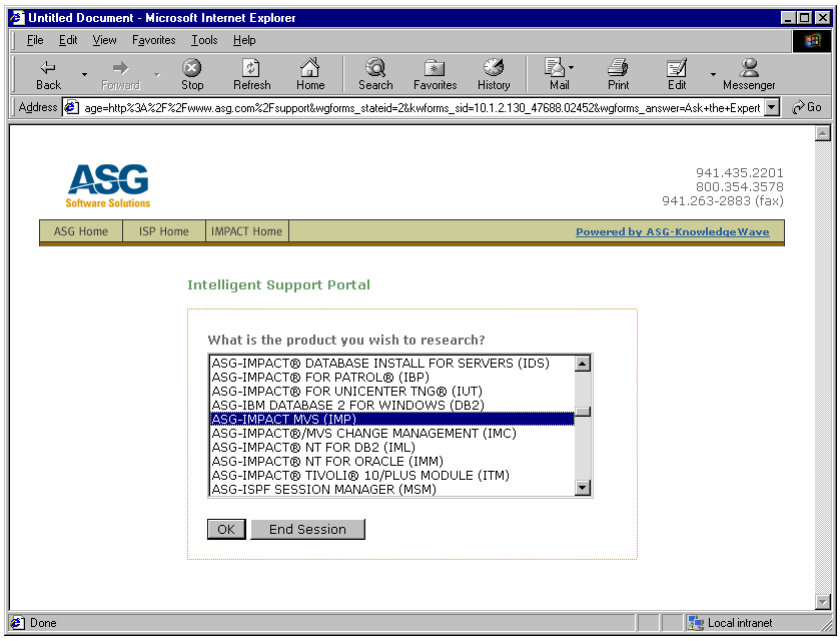
   The Product menu displays.

   Note:

   If you are not presented with a list of the ASG software products you are currently licensed for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)

Choose a Software Product

This is the ASG Product menu, where you select the product you want to research:



This window contains a list of all the ASG software products for which your company is current under maintenance and any software that your company is considering for purchase.

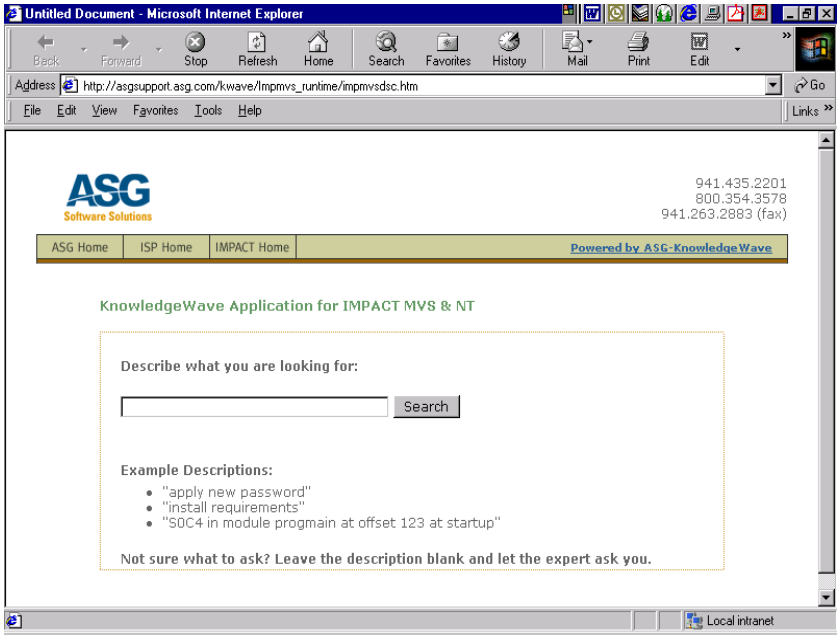
To choose a software product

1. Use the scroll bar to the right of the product list to view all the ASG products under maintenance at your company.
2. Select the product by clicking the product name so that it appears highlighted.
3. Click OK.

The expert system automatically launches in a new browser window.

Search the Expert System

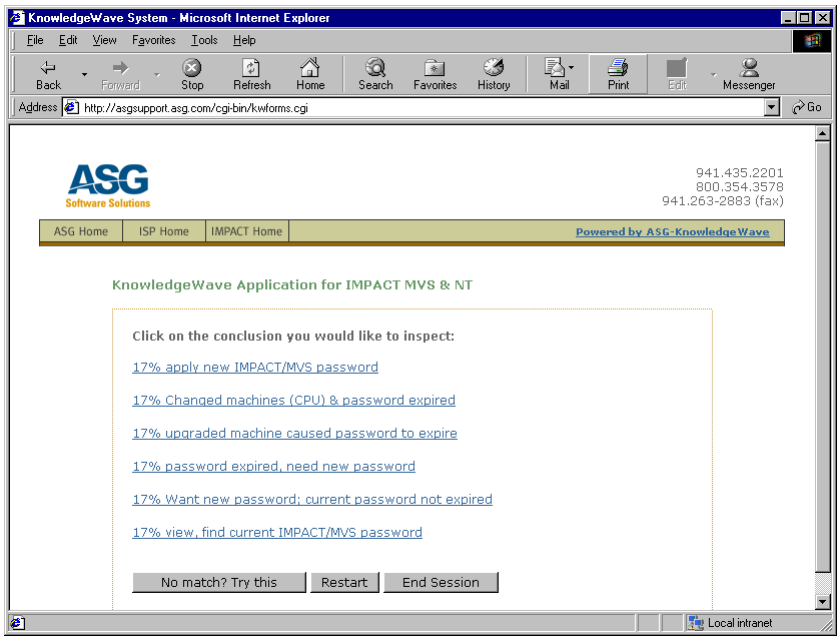
This is an example expert system input screen:



To conduct a search

1. In the expert system description field, enter a brief description of the symptoms of a problem or question you want to research.
2. Once you have entered the search criteria, click the Search button to the right of the search field.

Based on your search criteria, the expert system returns a list of possible conclusions, ranging from the highest to the lowest order of probability:



3 To research a listed conclusion, continue on to step 4 on page 12.

Or

If you do not see a conclusion that closely matches your search criteria, proceed to step 6 on page 12 to further refine your search.

Or

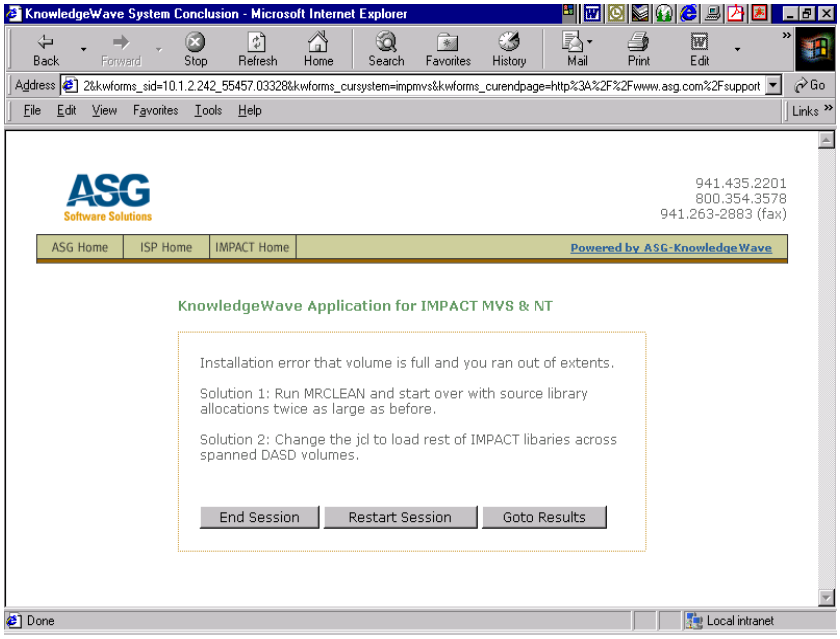
To start a new search, click the Restart button.

Or

To end your session, click the End Session button.

4 Click on the search results you want to view.

The results display:



5 To end your session, click the End Session button.

Or

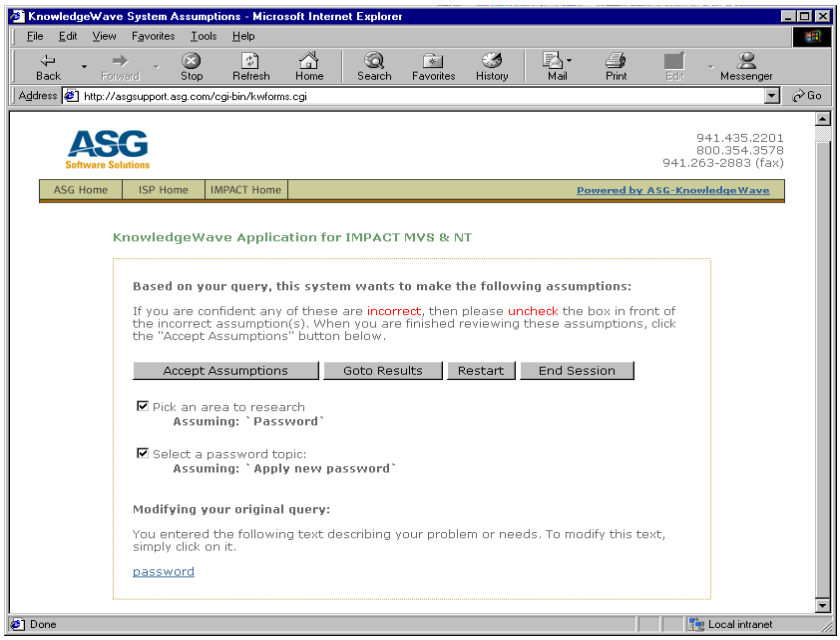
To start a new search, click the Restart Session button.

Or

To return to the results list, click the Goto Results button.

6 To adjust the search parameters and interact with the expert system, click the *No match? Try this* button.

Based on the description that you previously entered in the Search field, the expert system presents you with a list of assumptions it is making:



7 Accept or change the assumptions by clicking on them to turn off the check mark; then click *Accept Assumptions* to continue.

Or

If you do not want to continue, you may choose any of these options: GoTo Results, Restart, End Session.

8 Respond to questions as directed.

You are now in Question-Answer mode, where the expert asks you questions and waits for an answer from you until it reaches a single solution.

Close Browser

The final step when you finish researching the expert system is to close out the browser and return to the main ISP menu.

3 Create a Problem Ticket

This chapter describes how to create a problem ticket or log an enhancement request through the ISP and contains these sections:

Topic	Page
Process Flow Overview	15
Walk Through	16

Process Flow Overview

To create a problem ticket or log an enhancement request

1 Choose *Problems & Questions - Create a problem ticket* from the main ISP menu.

The ISP validates whether your company has ASG software that is either current under maintenance or that your company is considering for purchase.

If no authorized products are found, you are given the opportunity to tell us about the ASG software you are running, and we will contact you promptly.

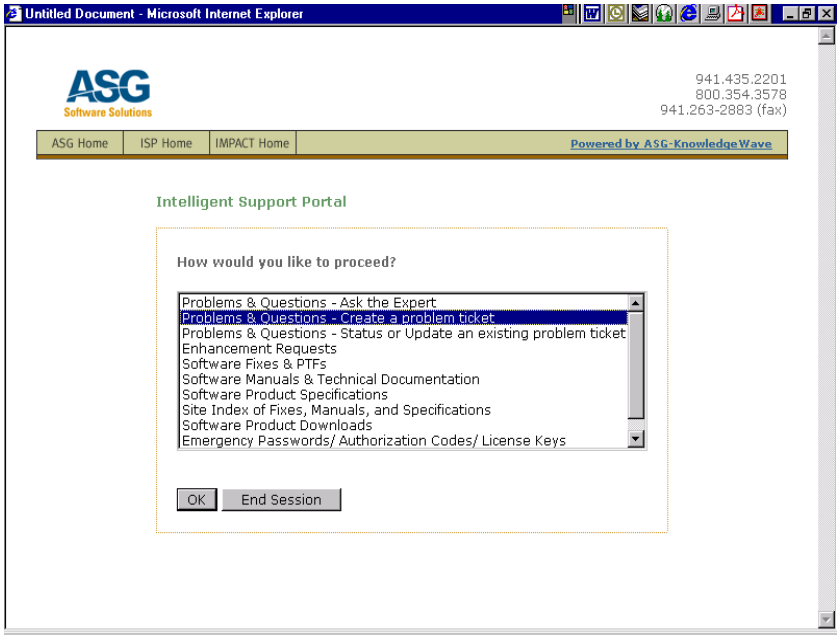
If validation is successful, a Help Yourself Desk Create screen displays in a new browser window.

2 Once you have finished creating your problem ticket, and have received your ticket ID, close the browser window to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by step to provide a more detailed explanation of how to create a problem ticket or create an enhancement request.

Log on to the ISP. The main ISP menu displays:



Note:

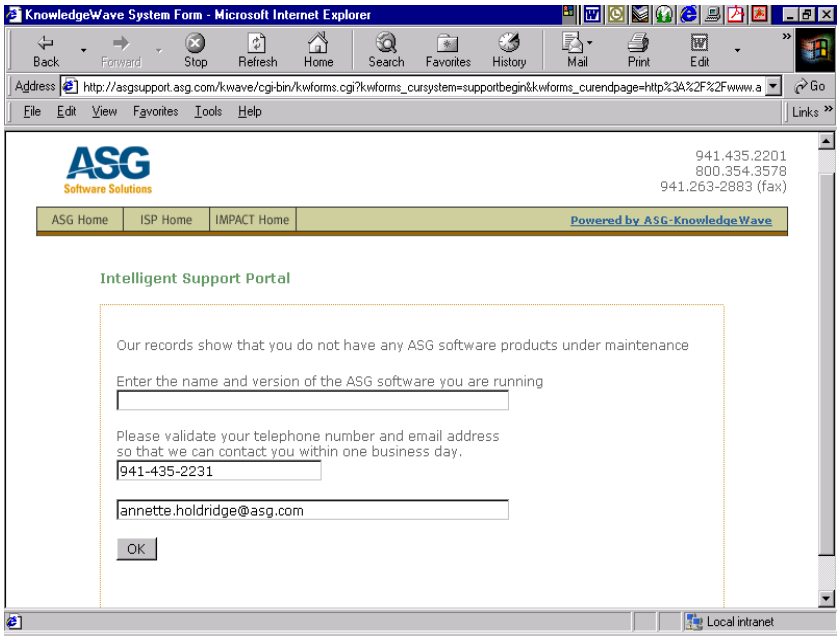
Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1. From the main ISP menu, click on the option entitled *Problems & Questions - Create a problem ticket* so that it appears highlighted.

2. Click OK.

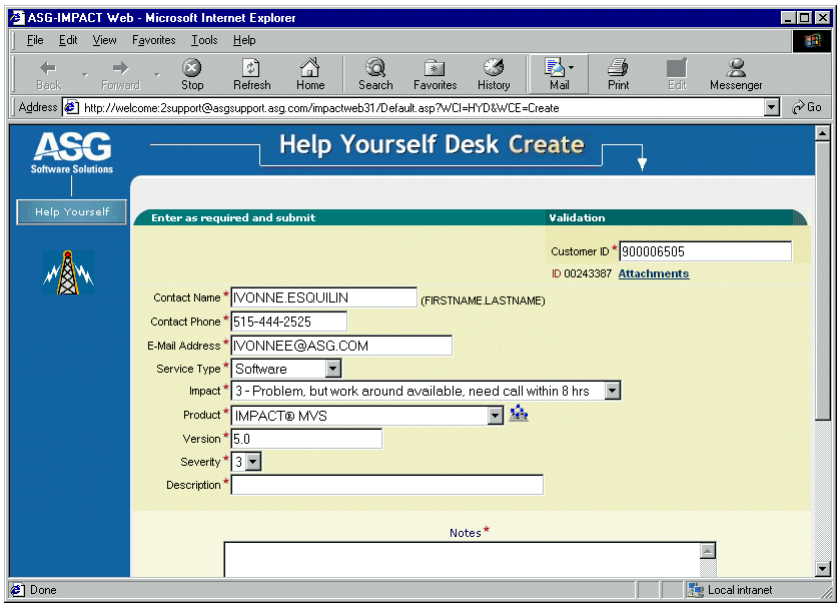
   If your validation is not successful, an entry screen displays where you can describe your software:



   If your validation is successful, the Help Yourself Desk Create screen displays in a new window.

Create Problem Ticket

This is the Help Yourself Desk Create screen:



Note:

Fields marked with an asterisk are required.

To create and submit your information

1 Complete each of these fields:

Field	Description
Customer ID	Enter the same 9 digit customer ID with which you logged on to the ISP. **Note:** This field usually populates automatically upon creation of the trouble ticket. If this field is empty, enter your company's 9 digit Customer ID manually. If you receive an error after manually entering the Customer ID, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)
Contact Name	Enter your first and last name in uppercase letters, separated by a period.

Field	Description
Contact Phone	Enter your phone number, including the area code and country code.
E-mail Address	Enter your business e-mail address.
Service Type	Use the pull down menu to select the Service Type. The default is Software. If no selection is made, the default is left at software.
Impact	Use the pull down menu to select the Impact of this problem on your company's production or test system.
Product	Use the pull down menu to select the product for which you seek assistance.
Version	Enter the version and release number of the product.
Severity	Use the pull down menu to assign a severity level to your problem: • 1 - Production Down • 2 - Major Component Disabled • 3 - Problem with Product • 4 - How to
Description	Enter a brief description of the problem. If an error code or return code was generated, enter this information.
Notes	Use this area to elaborate on the problem. Information such as OS, any recent changes, or any companion error messages or return codes can be entered here.

2 Once all the information has been entered, click the submit button to receive confirmation of your ticket ID. This number appears in the upper right hand corner of the screen, just under the Customer ID field.

Close Browser

The final step when you finish creating your trouble ticket, and have received your ticket ID, is to close out the browser and return to the main ISP menu.

4 Status or Update an Existing Problem Ticket

This chapter describes the process for checking the status or adding notes to an existing issue and contains these sections:

Topic	Page
Process Flow Overview	21
Walk Through	22

Process Flow Overview

To check the status or update an existing issue

1. Choose *Problems & Questions - Status or Update an existing issue* from the main ISP menu.

   The ISP validates whether your company has ASG software that is either current under maintenance or that your company is considering for purchase.

   If no authorized products are found, you are given the opportunity to tell us about the ASG software you are running, and we will contact you promptly.

   If validation is successful, a Help Yourself Desk Search screen displays in a new browser window.

2. Fill in the fields for customer name and customer ID.

3. Select an action.

   The action determines whether you view the status or update a single issue, or view all issues for yourself or for your company.

4. Click submit.

A new window opens containing the single issue or a list of multiple issues, depending upon the action selected in step 3 on page 21.

5 To update the ticket, click on the ID of the desired issue.

6 Type the new information in the Notes field and click Update.

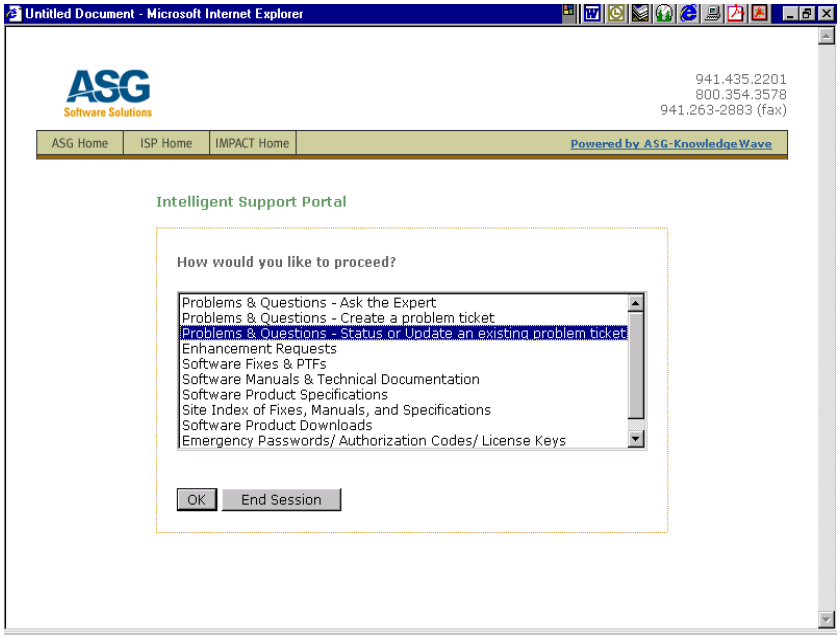
This confirms your update and returns you to the list.

7 When you are finished, close the browser window to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. This section is broken down by step to provide a more detailed explanation of how to check the status of or update an existing issue.

Log on to the ISP. The main ISP menu displays:



Note:

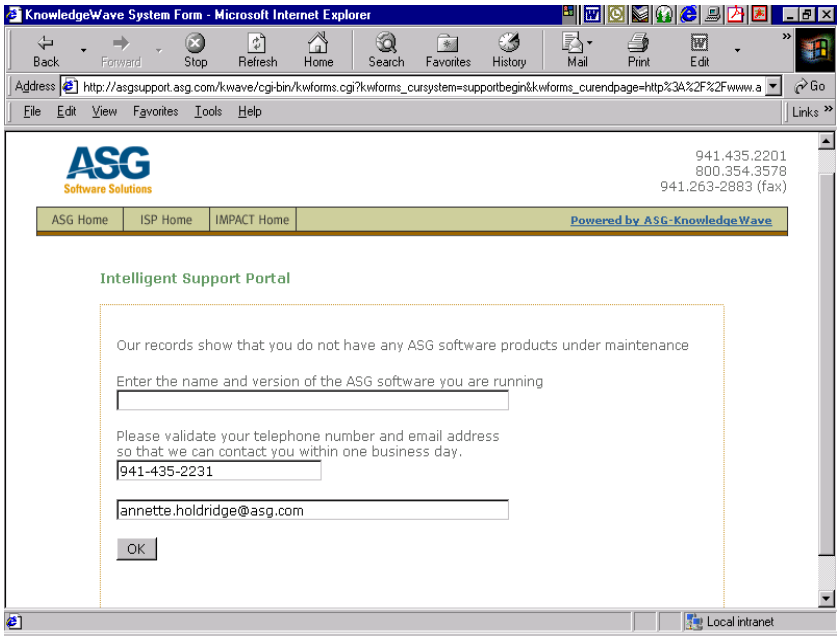
Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1. From the main ISP menu, click on the option entitled *Problems & Questions - Status or Update an existing issue* so that it appears highlighted.

2. Click OK.

   If your validation is not successful, an entry screen displays where you can describe your software:



   If your company has at least one ASG software product that is current under maintenance, or that your company is considering for purchase, the Help Yourself Desk Search screen opens in a new browser window.

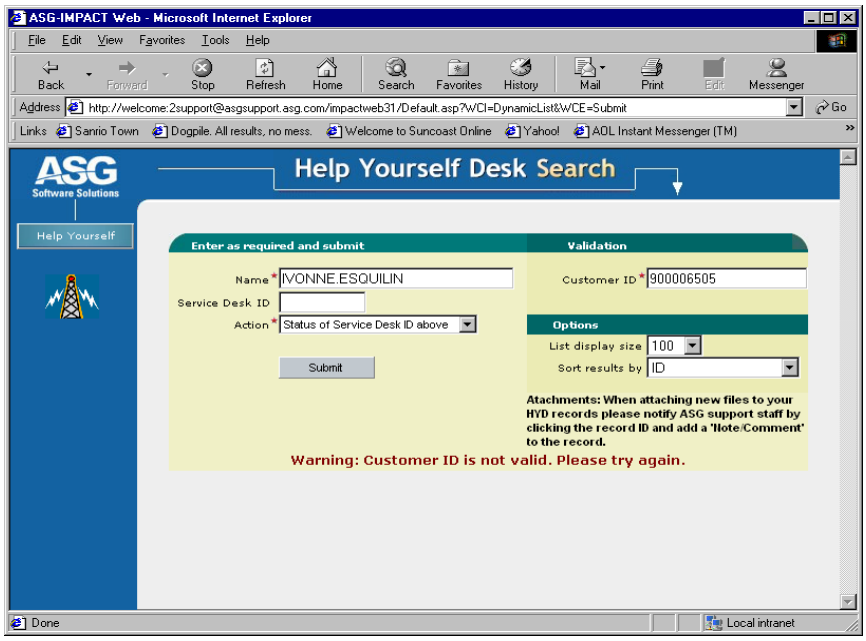
Note:

If you do not receive an additional browser window with the Help Yourself Desk Search screen after selecting *Problems & Questions - Status or Update an existing issue*, verify that you are still logged on to an active session on the ISP. If you are not, you may need to reenter your logon information.

If this is not the case and you still can not access the Help Yourself Desk Search screen, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)

Specify Status/Update Criteria

This is the Help Yourself Desk Search screen:



Note:

Fields marked with an asterisk are required.

From the Help Yourself Desk Search screen you can search for problem tickets using various criteria. For example, you may want to obtain the status of (or update) one ticket that is assigned in your name. Your search criteria would contain your name and the ticket number that was issued when the ticket was created.

You can also search for all issues logged by your organization.

To specify your search criteria

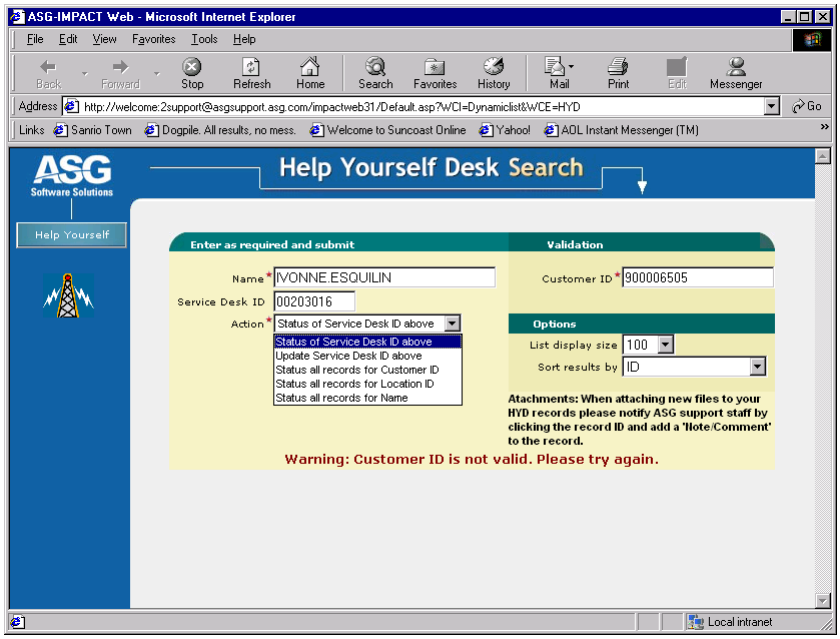
1 Enter your information in these fields:

Field	Description
Name	Enter your first and last name in uppercase letters, separated by a period.
Customer ID	Enter the same 9 digit customer ID with which you logged on to the ISP. **Note:** This field usually populates automatically upon creation of the trouble ticket. If this field is empty, enter your company's 9 digit Customer ID manually. If you receive an error after manually entering the Customer ID, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)
Service Desk ID	If you know the Service Desk ID that you want to status or update, enter it here.

2 To select your option criteria and specify your action, use the pull down menus in these fields:

Field	Description
List display size	You may select to display from 100 (default) - 1000 results.
Sort results by:	You may choose to sort results by: ID (default), record status, record description, or resolution
Action	The action determines whether you list a single issue, or all issues for yourself or for your company. You may choose one of these action field options: • Status of Service Desk ID above • Update of Service Desk ID above • Status all records for Customer ID • Status all records for Location ID • Status all records for Name

This screen shows the Action field pull down menu:



Submit

Once you have your search criteria entered correctly, click the Submit button to process your request.

Close Browser

The final step when you finish checking the status or updating existing issues is to close out the browser and return to the main ISP menu.

5 Software Fixes & PTFs

This chapter describes how to view and download ASG software fixes from the ISP and contains these sections:

Topic	Page
Process Flow Overview	27
Walk Through	28

Process Flow Overview

To view and download software fixes

1. Choose *Software Fixes & PTFs* from the main ISP menu.

   A list displays showing all ASG software for which your company is current under maintenance.

2. Choose a software product from the list.

   An HTML index links to fix lists for each supported version of the software that you selected.

3. Click the link that corresponds to your product.

   An HTML list of all fixes for that version of software displays.

4. Click on individual fix numbers to view, and optionally download, single fixes.

   Some fixes display as text files in an HTML browser and some display in Microsoft Word.

Note:

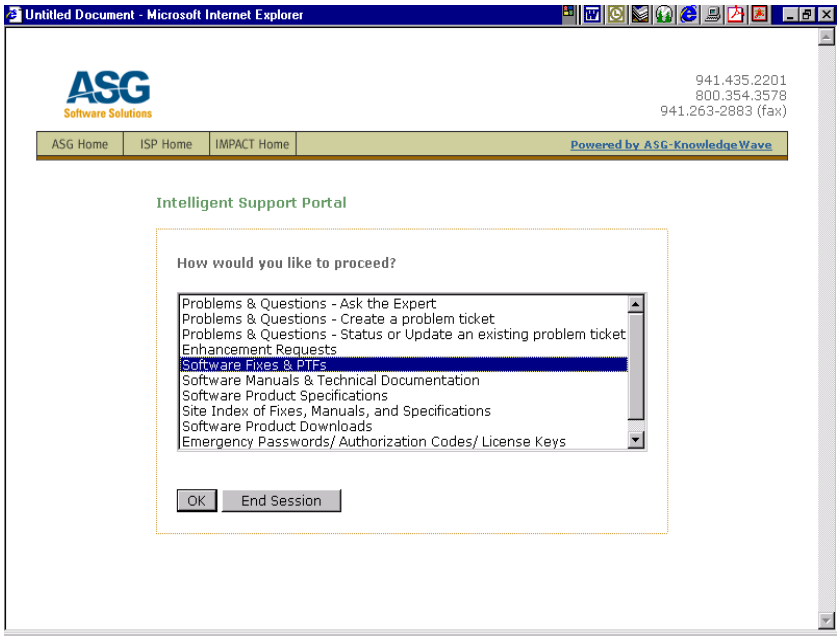
Some software products have fix packs that can be ordered or downloaded.

5 When you are finished with fixes for the selected software, close the browser to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by step to provide a more detailed explanation of how to access software fixes from the ISP.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1. From the main ISP menu, click on the option entitled *Software Fixes & PTFs* so that it appears highlighted.

2. Click OK.

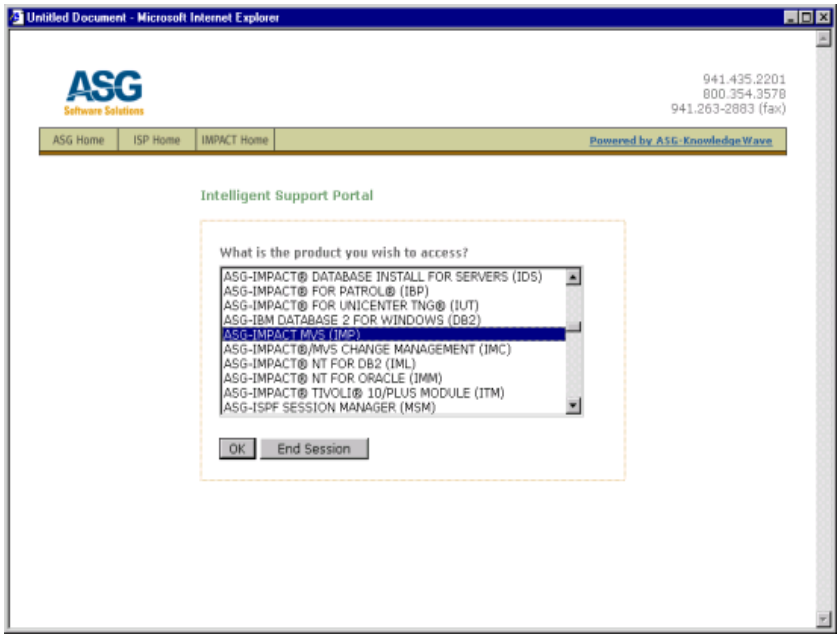
   The Product menu displays.

   Note:

   If you are not presented with a list of the ASG software products you are currently licensed for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)

Choose a Software Product

This is the ASG Product menu, where you select the product for which you want to view or download a fix:



This menu provides you with a list of ASG software products for which your company is current under maintenance.

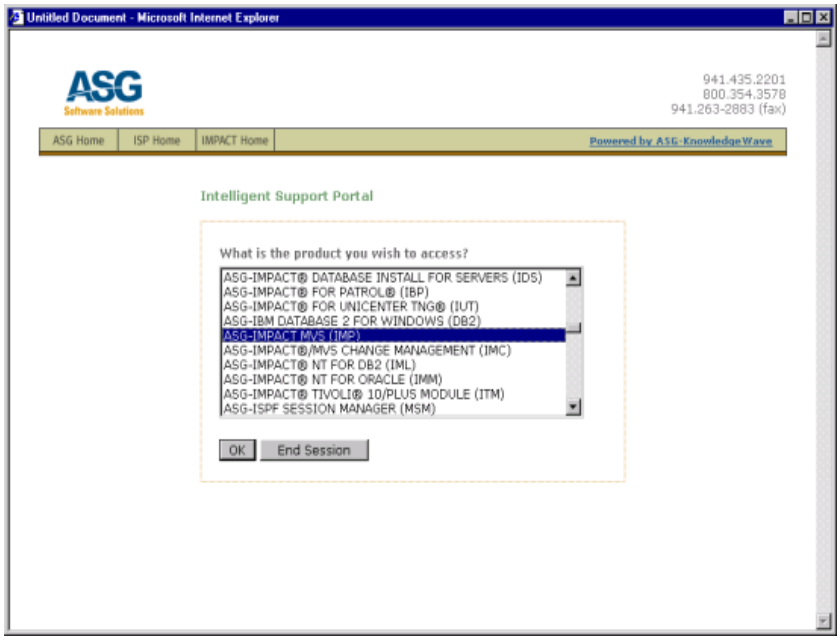
To choose a software product

1. Use the scroll bar to the right of the product list to view all the ASG software products under maintenance at your company.
2. Click the desired product name so that it appears highlighted.
3. Click OK.

   The Fix menu for the specific product that you selected displays.

View or Download a Fix

This is an example of the Software Fix menu:

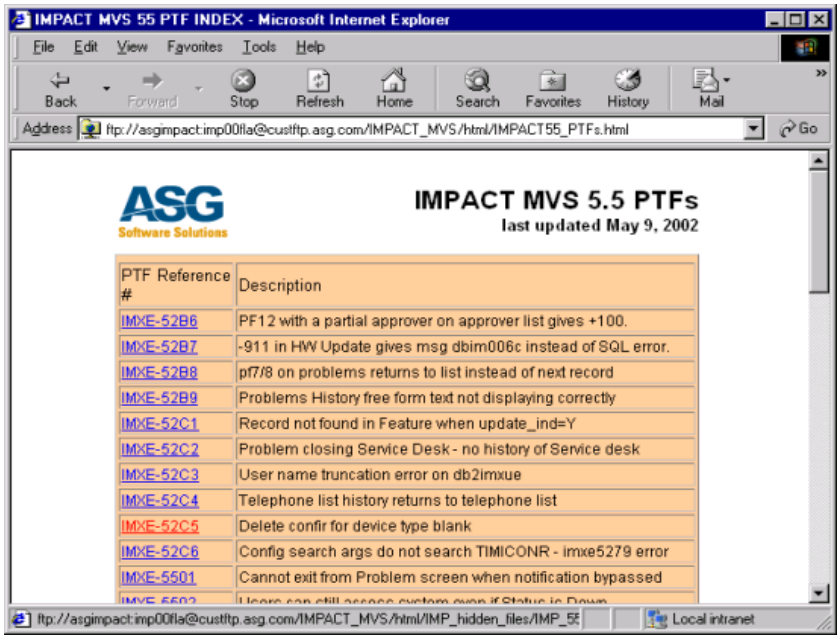


This screen displays HTML links to fixes for each supported version of the software that you selected. From this screen you can select the software product and version for which you want a fix. You can also send an email to ASG Support from this screen by clicking on support@asg.com.

To view or download a fix

1 Click on the link for your desired product and version.

An index of available fixes displays:



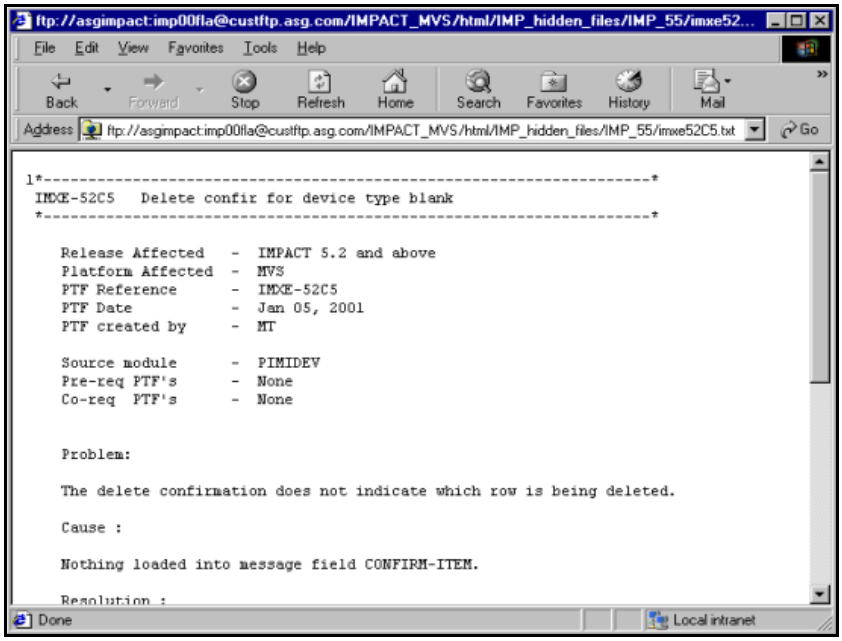
This screen lists each fix by reference number and provides a brief description of the problem it addresses.

2 Click on the hyperlink for the fix you need.

3 If the fix is contained in a Service Pack, follow the prompts to download the fix.

Or

If the fix is a text document, the document opens in the browser window, in either a standard text format or MS Word format:



Copy and paste the information into a separate document to save for future use.

Close Browser

The final step when you finish downloading fixes is to close out the browser and return to the main ISP menu.

6 Software Manuals & Technical Documentation

This chapter describes how to view and download ASG technical documentation from the ISP. Technical documentation includes: User's Guides, Reference Guides, Enhancement Summaries, etc. This chapter contains these sections:

Topic	Page
Process Flow Overview	33
Walk Through	34

Process Flow Overview

To view or download ASG technical documentation

1 Choose *Software Manuals & Technical Documentation* from the main ISP menu.

A list displays, showing all the ASG software products for which your company is current under maintenance as well as ASG software that your company is considering for purchase.

2 Choose a software product from the list.

An HTML index displays links to ASG technical documentation for the current version of the software you have selected.

3 Click one of the links to view and optionally download the document.

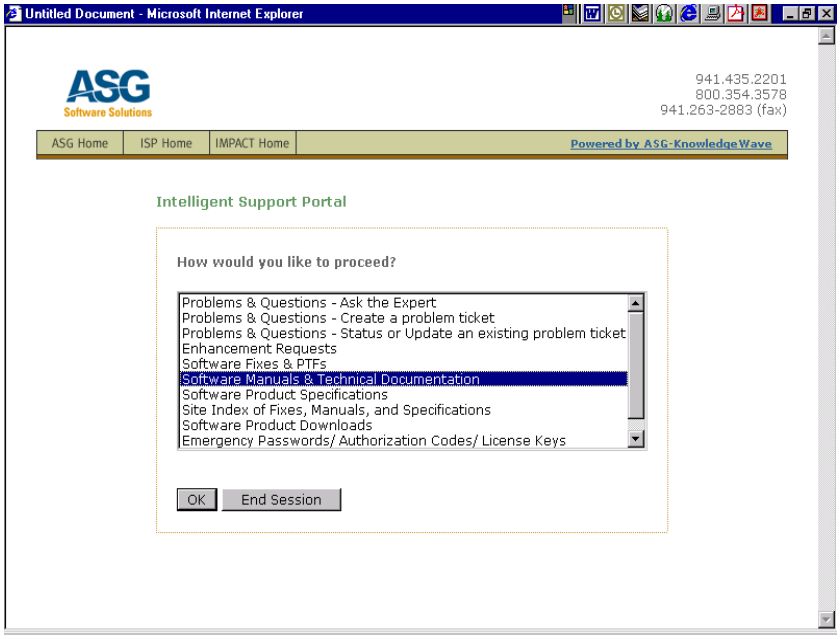
Technical documents display in Adobe Acrobat Reader, MS Word, or HTML format in your browser window.

4 When finished with the technical documentation for the selected software, close the browser window to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by step to provide a more detailed explanation of how to view and download technical documentation.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1 From the main ISP menu, click on the option entitled *Software Manuals & Technical Documentation* so that it appears highlighted.

2 Click OK.

3 The Product menu displays.

Note:

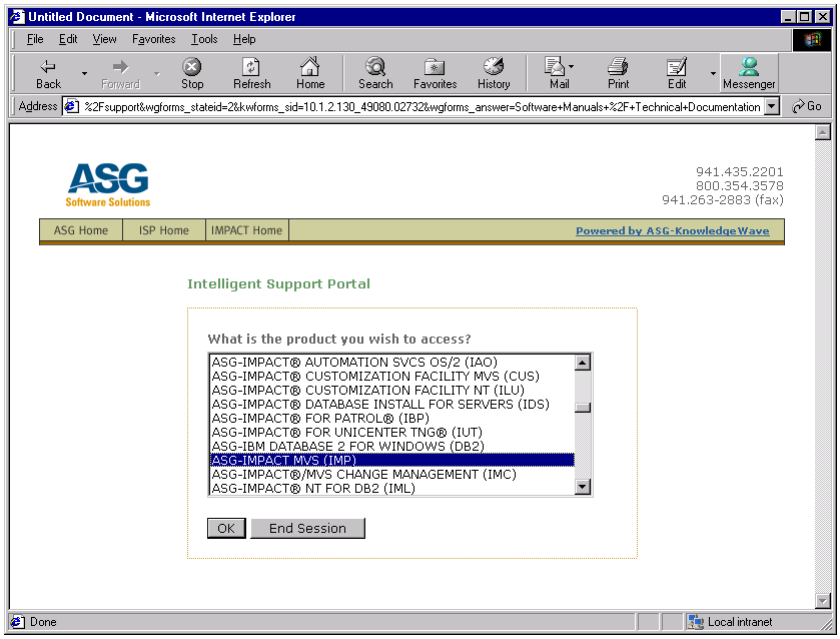
If you are not presented with a list of the ASG software products you are currently licensed for, or can not find a manual that you are looking for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.).

Select Product Name and Version

From the ASG Product menu, choose the name of the ASG software product for which you want documentation.

To select product name and version

1 Use the scroll bar to the right of the product list to view all the ASG software products under maintenance at your company.



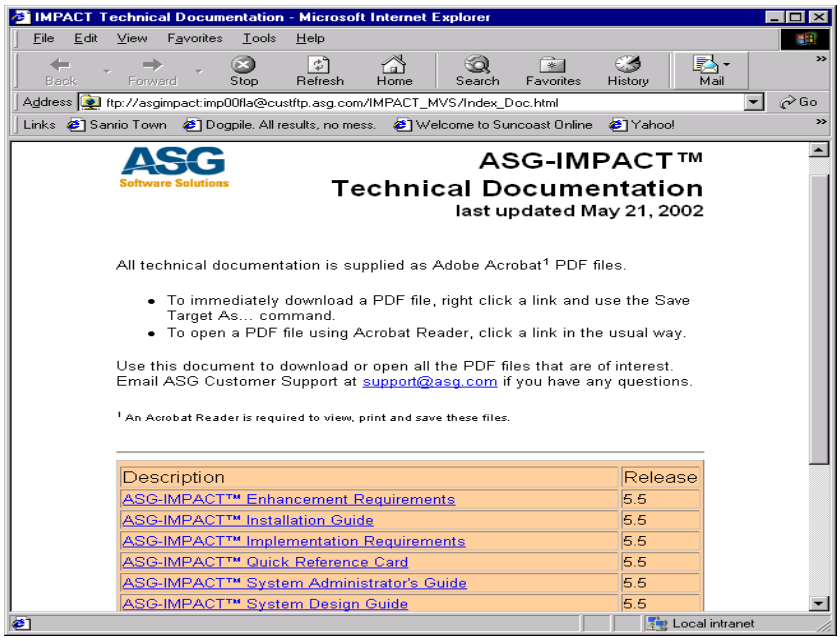
2 Click on the desired product name so that it appears highlighted.

3 Click OK.

The HTML documentation index displays.

View or Download Technical Documentation

This is an example of the HTML documentation index:



The HTML index is a list of links to ASG technical documentation for the current version of the software you have selected.

To view or download a document

1 Use the scroll bar to find the ASG software product technical document that you want to view or download.

2 Click the hyperlink for the desired documentation.

Your selected technical documents display in Adobe Acrobat Reader, MS Word, or HTML format in your browser window.

3 View or download the document.

If you have the appropriate application on your computer to read the document you have selected, the document will open.

Or

If you do not have the appropriate application on your computer to read the document you have selected, follow the prompts that instruct you to save or download the file.

Note:

It is advisable to download and maintain a copy of Adobe Acrobat Reader to view ASG Technical Documentation.

Close Browser

The final step when you finish viewing or downloading technical documentation is to close out the browser and return to the main ISP menu.

7 Site Index of Fixes, Manuals and Specifications

This chapter describes how to view a single index which points to all fixes, manuals, and technical specifications for a particular ASG software product. This chapter contains these sections:

Topic	Page
Process Flow Overview	39
Walk Through	40

Process Flow Overview

To view the site index

1 Choose *Site Index of Fixes, Manuals, and Specifications* from the main ISP menu.

A list of all ASG software products for which your company is current under maintenance displays.

Note:
Software that your company is considering for purchase does not display in the software list for this option because this option includes links to fixes.

2 Choose a software product from the list.

An HTML index displays.

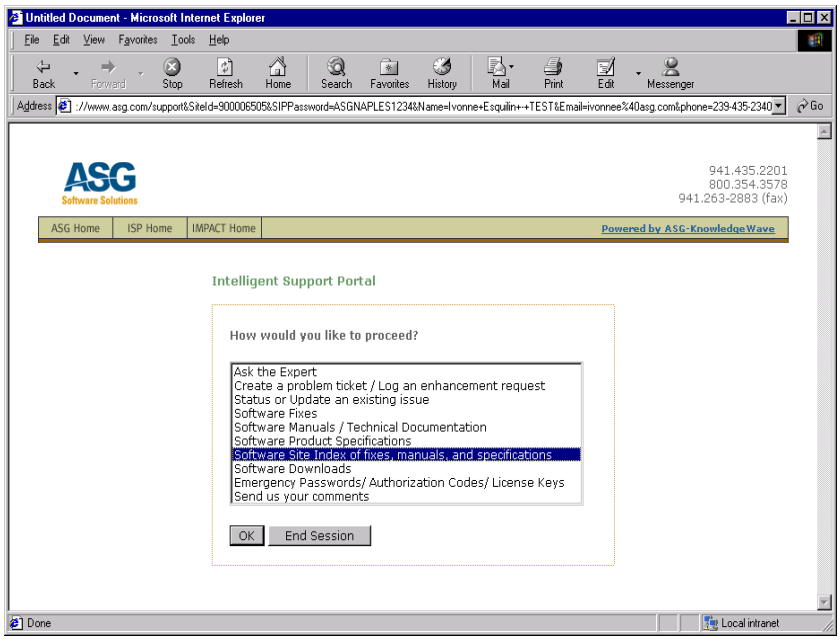
3 Click one of these links to view:

- Software Fixes
- Manuals
- Product Specifications

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by steps to provide a more detailed explanation of how to use the software site index.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1 From the main ISP menu, click on the option entitled *Software Site Index of Fixes, Manuals, and Specifications* so that it appears highlighted.

2 Click OK.

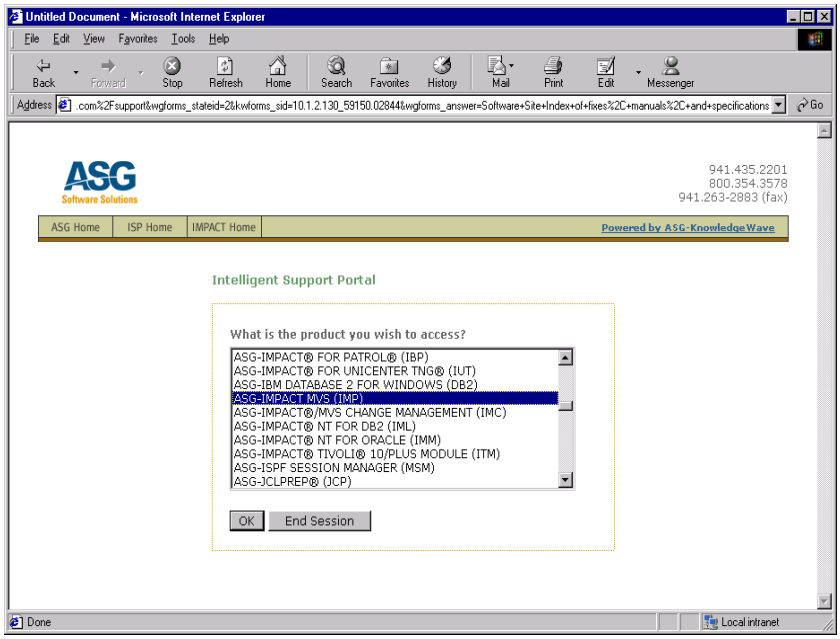
An HTML indexed list of all ASG software for which your company is current under maintenance displays.

Note:

If you are not presented with a list of the ASG software products you are currently licensed for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)

Choose A Software Product

This is the ASG Product menu, where you select the product you want to research:



Note:

Software that your company is considering for purchase does not show in the software list as it may contain links to fixes.

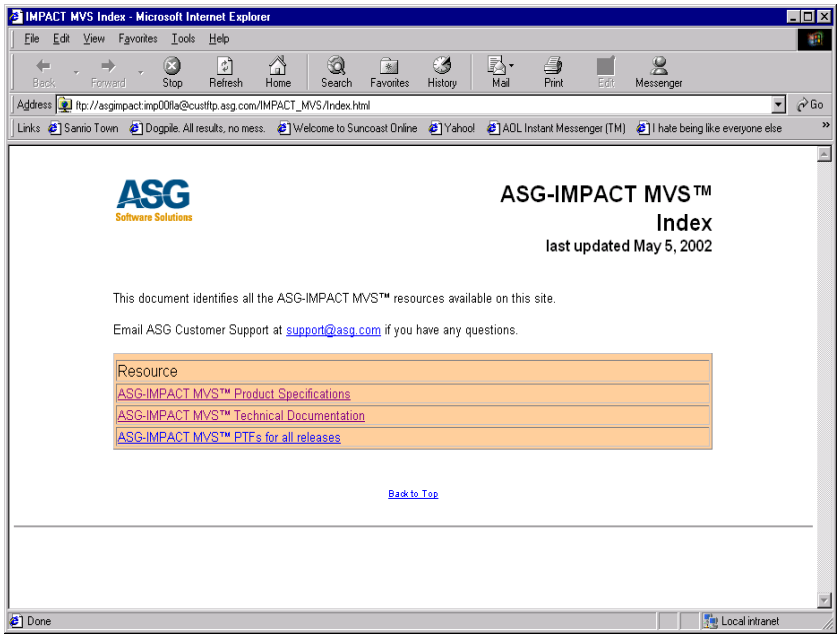
To choose a software product

1. Use the scroll bar to the right of the product list to view all the ASG software products under maintenance at your company.
2. Click on the desired product name so that it appears highlighted.
3. Click OK.

An HTML index of product specifications, technical documentation, and product fixes displays.

View Index

This is a sample HTML index of product specifications, technical documentation, and product fixes:



Click one of the hyperlinks to further investigate one of these areas of interest.

- Product Specifications

  See Chapter 8, "Software Product Specifications," on page 43.

- Technical Documentation

  See Chapter 6, "Software Manuals & Technical Documentation," on page 33.

- Software Fixes

  See Chapter 5, "Software Fixes & PTFs," on page 27.

8 Software Product Specifications

This chapter describes how to view and download ASG software specifications from the ISP. Product specifications are installation and operating environment prerequisites such as operating system and database requirements. This chapter contains these sections:

Topic	Page
Process Flow Overview	43
Walk Through	44

Process Flow Overview

To view ASG software specifications

1 Choose *Software Product Specifications* from the main ISP menu.

A list displays, showing all ASG software products for which your company is current under maintenance or is considering for purchase.

2 Choose a software product from the list.

An HTML index displays links to software product specifications for the current version of the software you have selected. All specifications display in this browser window.

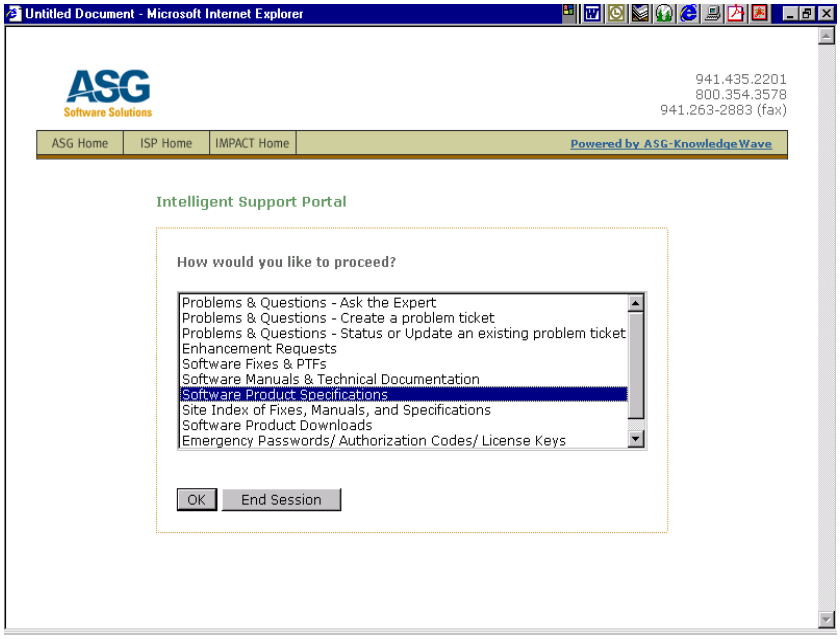
3 Click one of the product links to view the product specification description.

4 Close the browser window to return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by step to provide a more detailed explanation of how to view and download technical documentation.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1 From the main ISP menu, click on the option entitled *Software Product Specifications* so that it appears highlighted.

2 Click OK.

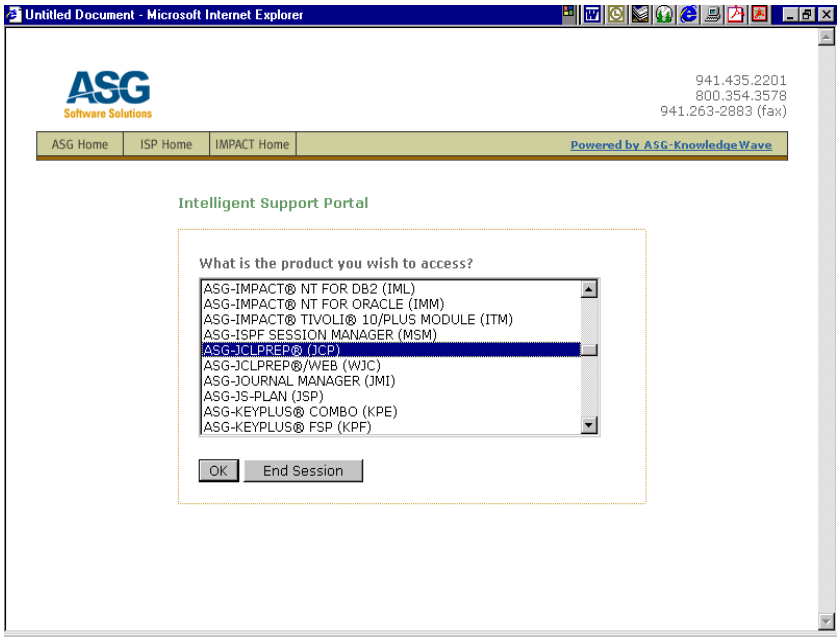
The Product menu displays.

Note:

If you are not presented with a list of the ASG software products you are currently licensed for, or can not find a manual that you are looking for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.).

Choose A Software Product

This is the ASG Product menu, where you can select a product for which you want to view software specifications:

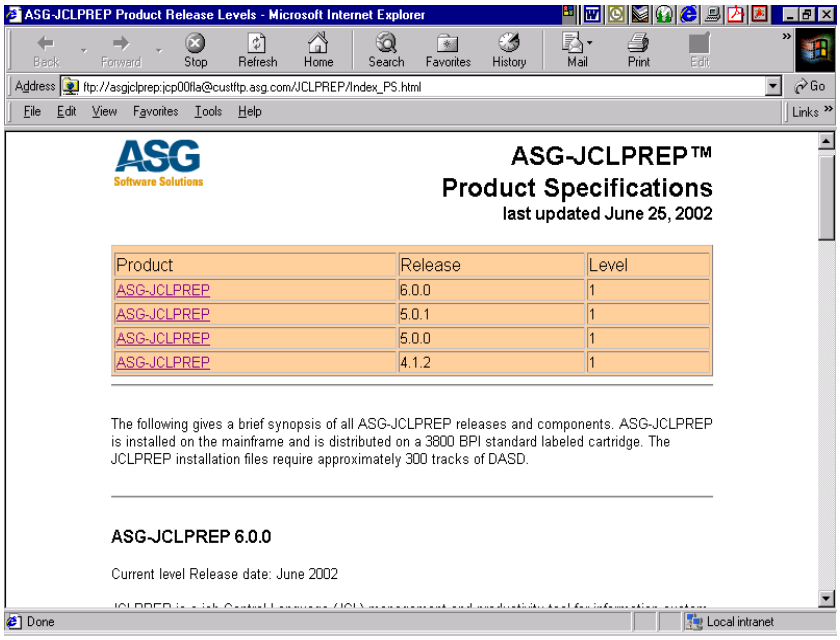


This menu provides you with a list of ASG software products for which your company is current under maintenance.

To choose a software product

1. Use the scroll bar to the right of the product list to view all the ASG software products under maintenance at your company.
2. Click on the desired product name so that it appears highlighted.
3. Click OK.

After submitting your selection, the HTML software product specifications index displays:



This index is a list of links to software product specifications for the current version of the software you have selected. All specifications display in this browser window.

Access the Product Specification Sheet

Click on the product link to view the product's specification description, or use the browser window's scroll bar to peruse the document.

Varying from product to product, each specification sheet provides you with these specifications:

- Product Name
- Current Version
- Current Level Release Date
- Product Overview
- Technical Details (Hardware Requirements, Software Requirements)
- Supported Releases
- Release History

Close Browser

The final step when you finish viewing your product specifications is to close out the browser and return to the main ISP menu.

9 Software Product Downloads

This chapter describes how to download ASG software from the ISP. After downloading a software product, you will be given the opportunity to also download the technical documentation, which includes installation instructions, product specifications, and the product password. This chapter contains these sections:

Topic	Page
Process Flow Overview	49
Walk Through	51

Process Flow Overview

To download software from the ISP

1 Choose *Software Product Downloads* from the main ISP menu.

A list of all ASG software that your company is currently purchasing displays.

2 Choose a software product from the list.

An HTML index displays links to software downloads for the current release of the software you selected.

3 Click one of the links to download your specified program.

4 When you are finished downloading the selected software, close the browser.

Note:
The link entitled *Click here to continue download processing* ensures that your session is saved regardless of the amount of time taken to download.

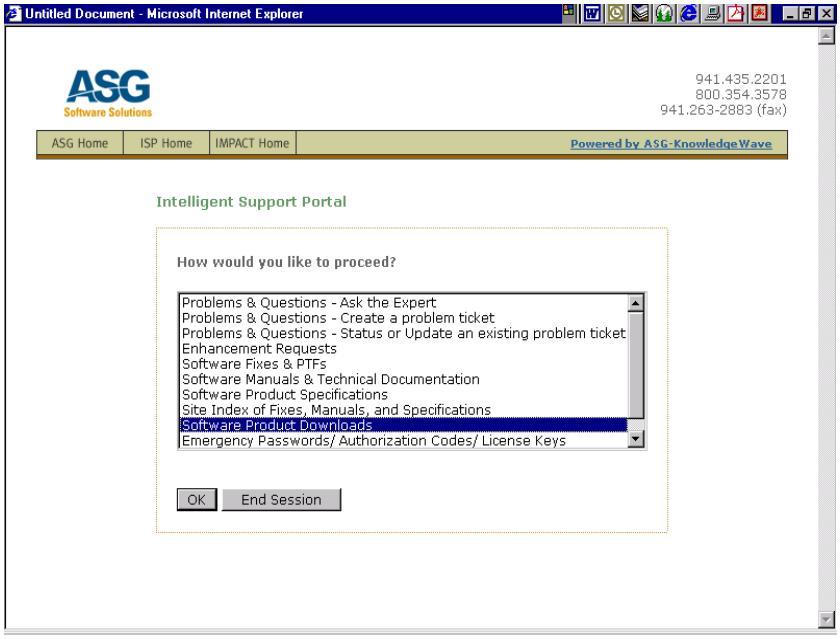
5 After downloading the first software program, choose one of these four options:

Option	Description
Download technical documentation	Enables you to download technical manuals and product specifications. This process is described under "Download Technical Documentation" on page 57.
Return to software download page	Enables you to download additional software. This process is described under "Download Software" on page 52.
Indicate software download not successful	Enables you to report unsuccessful download and choose to try again or order software delivery. This process is described under "Indicate that the Software Download was not Successful" on page 61.
Return to main ISP menu	Returns you to the main menu, where you can choose another option.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by step to provide a more detailed explanation of how to view and download technical documentation.

Log on to the ISP. The main ISP menu displays:

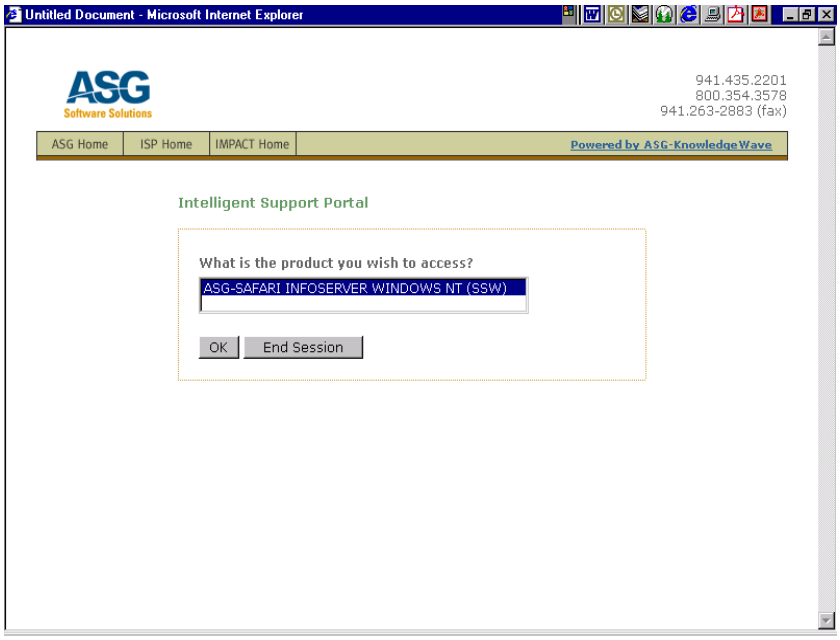


Select Desired Option

1. From the main ISP menu, click on the option entitled *Software Product Downloads* so that it appears highlighted.

2. Click OK.

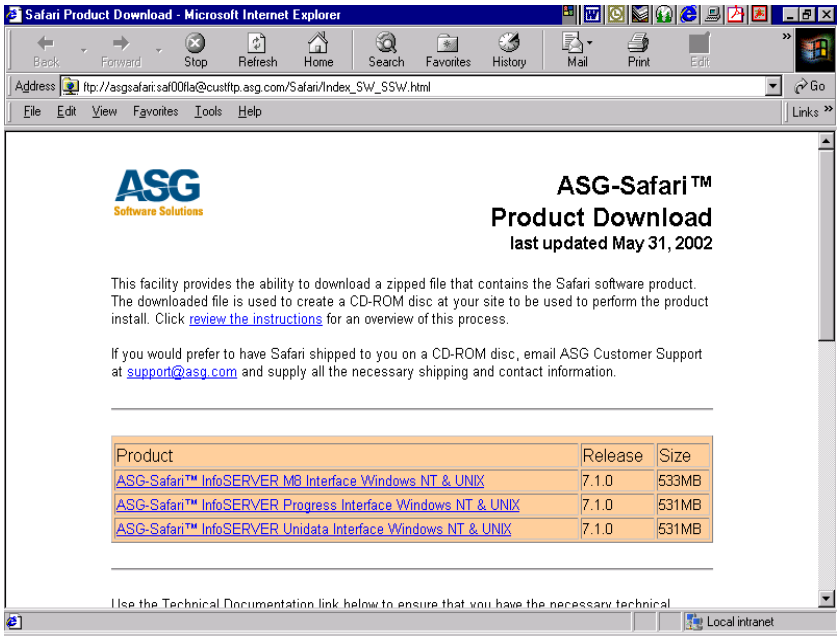
A screen displays, listing all ASG software that your company is currently purchasing:



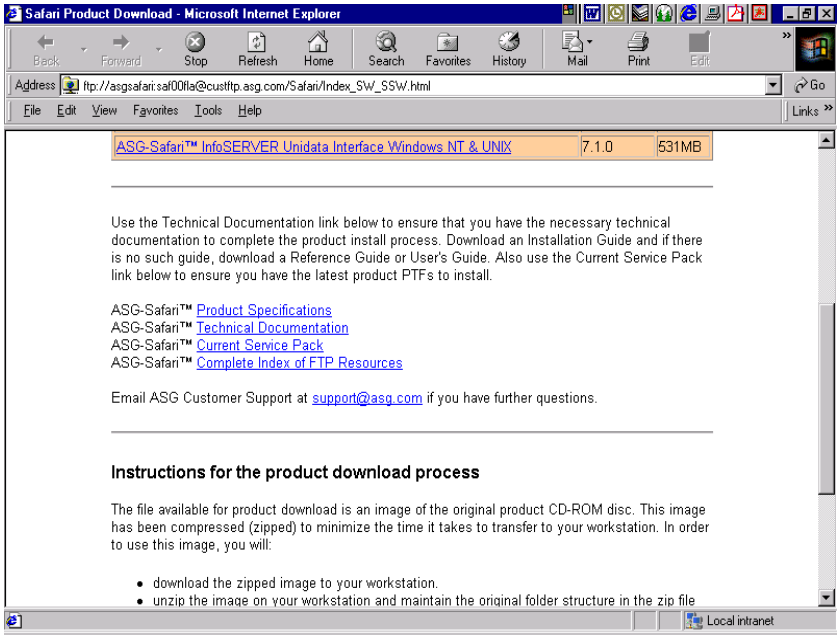
Download Software

1. Click one of the links to highlight the name of the product that you want to download.
2. Click OK.

A window opens showing links to the software products to download and download instructions:



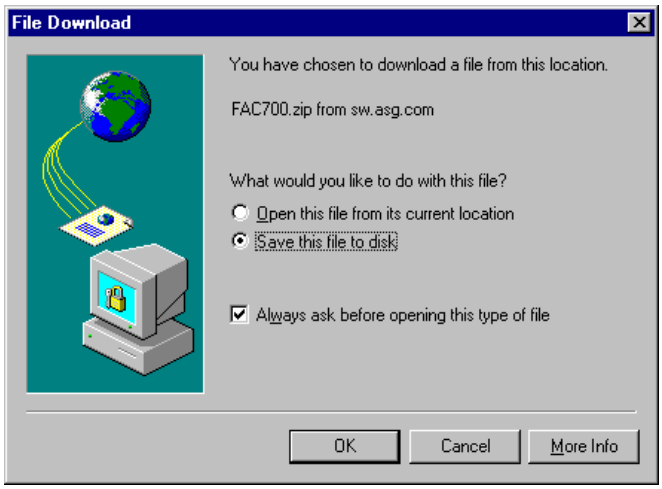
You can use the scroll bar at the right to view download instructions on the lower portion of the screen:



From this portion of the screen, you can access product specifications, technical documentation, current PTFs, or a complete index of FTP resources, as well as initiate an email to ASG Support.

3 From the download product index, click the link pertaining to the product, release and platform that you want to download.

Once you have selected your software product for download, a Windows System download message displays:



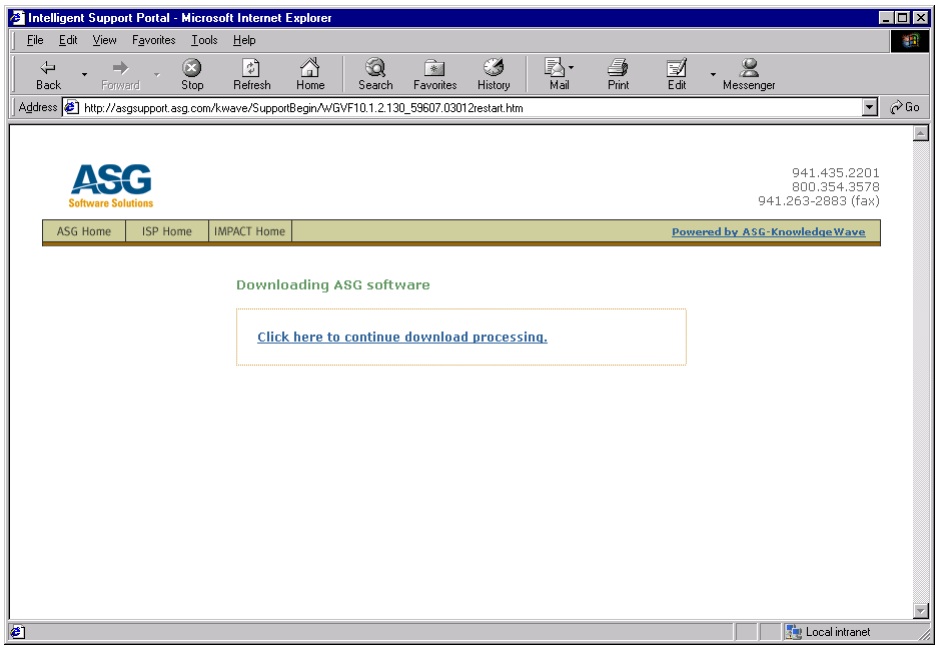
4 Choose to save the file to disk or open it from its current location.

5 Click OK to start your download.

In the interest of bandwidth, ASG recommends that you save this file to disk.

Note:

This screen displays behind download processing:

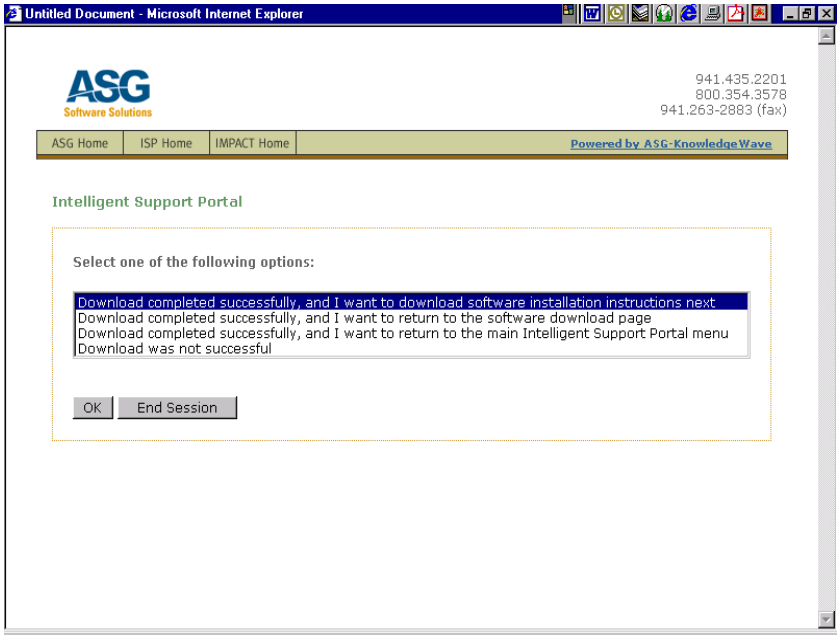


The link entitled *Click here to continue download processing* ensures that your session is saved regardless of the amount of time taken to download.

6 When the download is complete, close the download browser.

7 Click the link entitled *Click here to continue download processing.*

This screen displays, presenting four options:



8 Choose to end your session.

Or

Choose one of these four options:

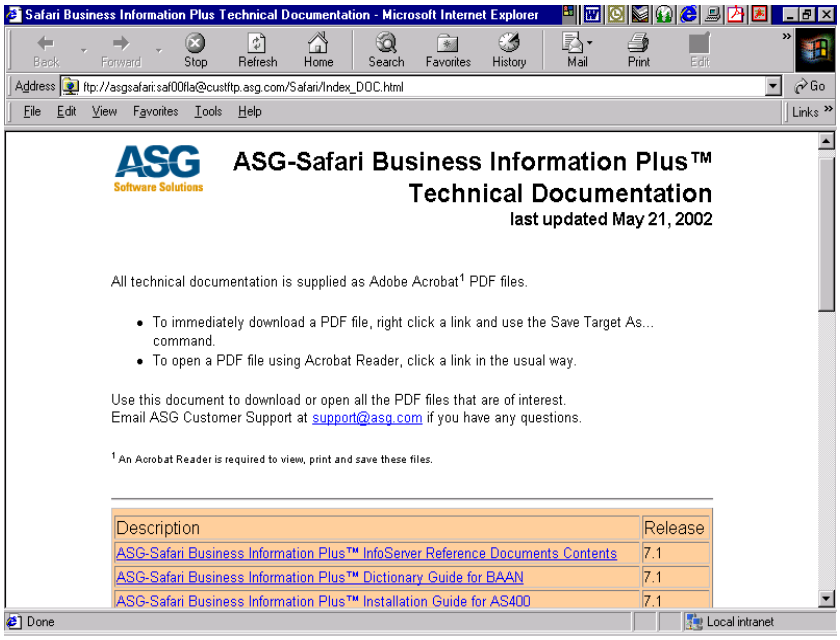
Option	Description
Download technical documentation	This option, described under "Download Technical Documentation" on page 57, allows you to download technical manuals and product specifications.
Return to software download page	This option, described under "Download Software" on page 52, allows you to download additional software.

Option	Description
Indicate software download not successful	This option, described under "Indicate that the Software Download was not Successful" on page 61, allows you to report an unsuccessful software download and choose to try again or order software delivery.
Return to main ISP menu	This option returns you to the main ISP menu, where you can choose another option.

Download Technical Documentation

1 Click on the option entitled *Download completed successfully and I want to download software instructions next* so that it appears highlighted; then click OK.

An HTML index displays, containing links to technical documentation for the current version of the software that you selected:



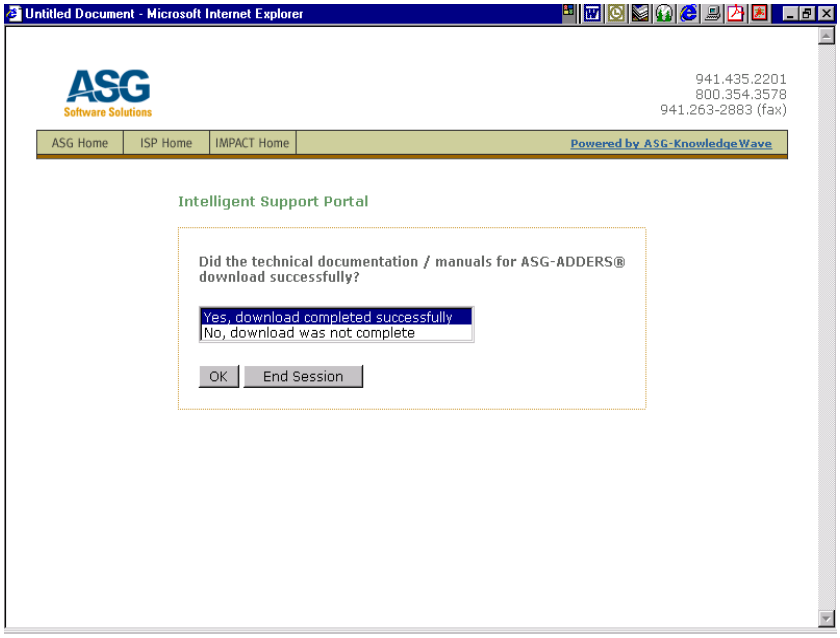
2 Click one of the links to view the documentation.

Most technical documents display in Adobe Acrobat reader. Some display in an HTML browser, and a few display in Microsoft Word.

3 When you are finished viewing documentation, close Adobe Acrobat reader, Microsoft Word, or the browser window where your document is displayed.

4 To download the documentation, click on the link entitled *Click here to continue download processing*.

This screen displays, inquiring whether your download was successful:



5 Answer whether or not the manuals downloaded successfully:

- Click on the option entitled *yes, download completed successfully* so that it is highlighted; then click OK.

  A window displays where you may choose to view product specifications (see "View Product Specifications" on page 60) or skip the product specifications for now.

Note:

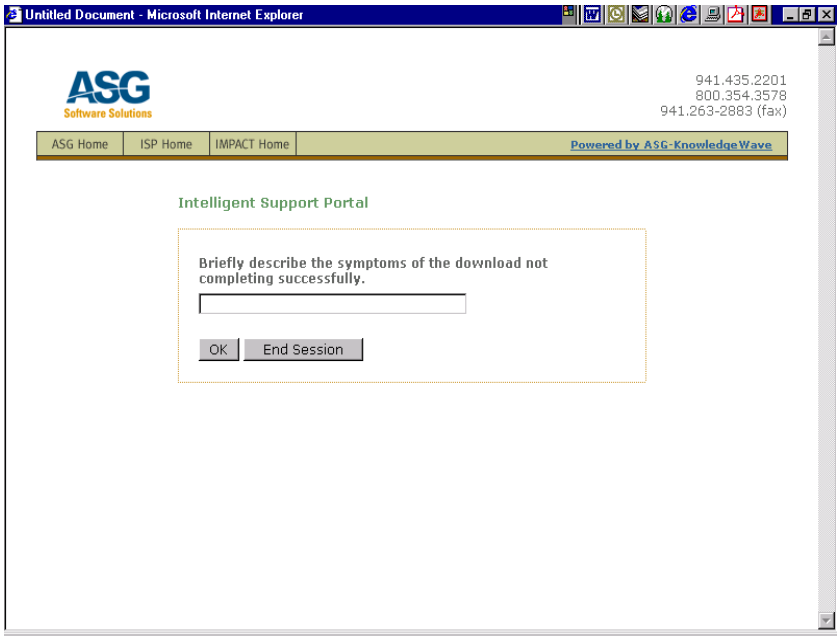
Product specifications include installation and operating environment requirements.

Or

- Click on the option entitled *no, download was not complete* so that it is highlighted; then click OK.

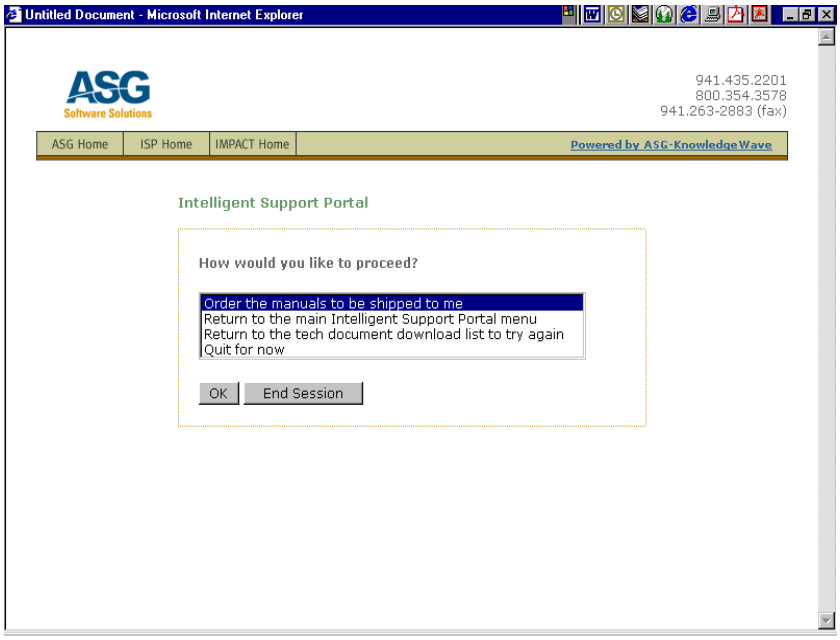
  Proceed with step 6 on page 59.

6 If the technical documentation download was not successful, briefly describe your download problem in the field provided:



7 Click OK.

This screen displays, presenting four options:



8 Click on one of these options so that it appears highlighted; then click OK:

- *Order the manuals to be shipped to me*

  This option automatically sends the information you entered into the ISP Login page, along with your shipment request, to ASG's Product Distribution department for processing.

  After requesting shipment, you may choose one of these two options: Return to the main ISP menu or Quit for now.

- *Return to the main Intelligent Support Portal menu*
- *Return to the tech documentation list to try again*

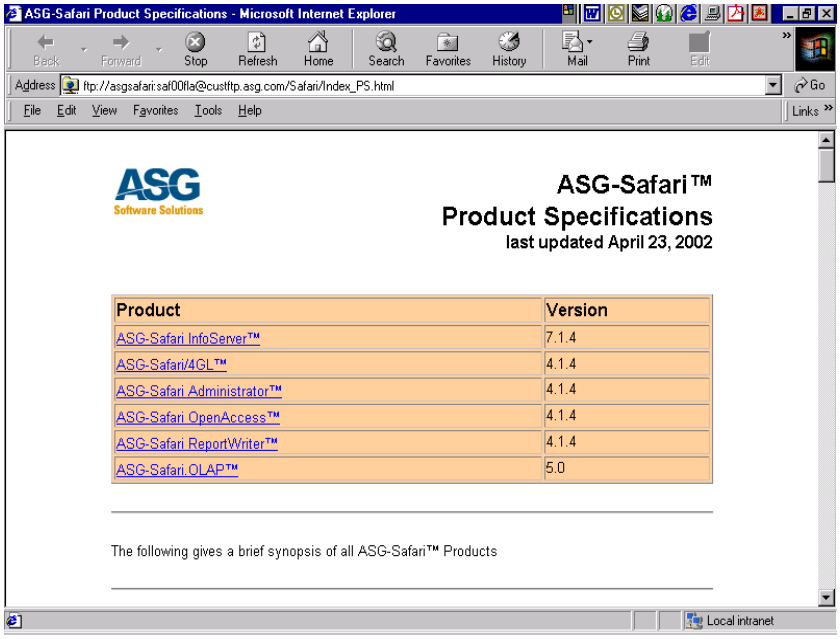
  To try again to download your technical documentation, repeat the process described under "Download Technical Documentation" on page 57.

- *Quit for now*

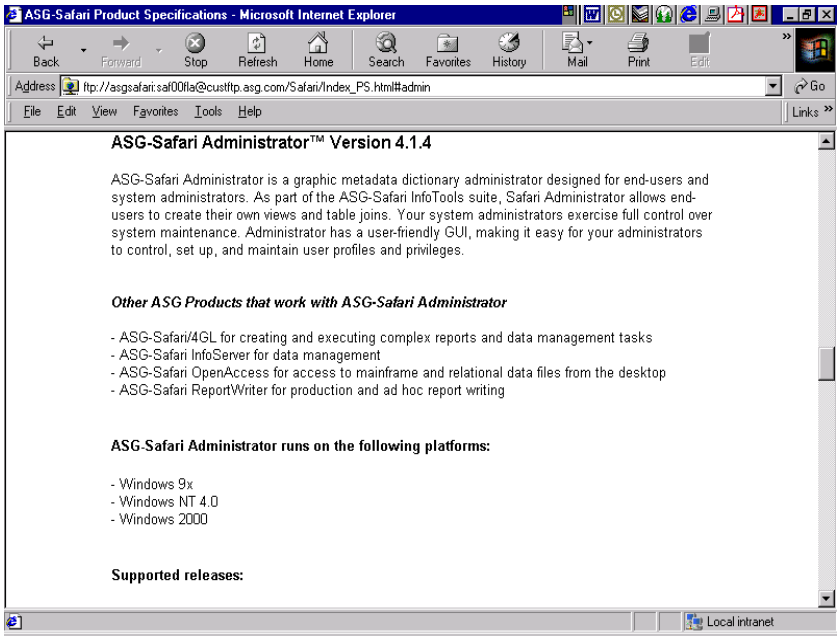
View Product Specifications

1 Click on the option entitled *yes, I would like to see technical software specifications* so that it is highlighted; then click OK.

An HTML index displays, containing links to software product specifications for the current version of the software that you selected. All specifications display in this browser window:



2 Click one of the links to view the specifications for a particular software product, or use the browser window's scroll bar to view the document.



When you are finished with the specifications, close the browser.

3 Click on the link entitled *Click here to continue download processing*.

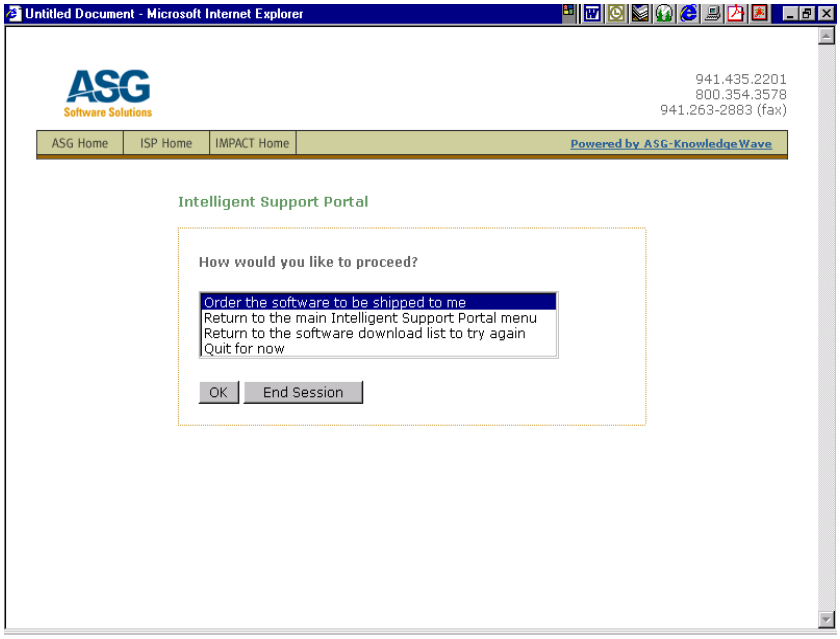
The password option screen displays. You are ready to download your password; proceed to "Download Password" on page 63.

Indicate that the Software Download was not Successful

1 Select the *Download was not successful* option.

2 Enter a description of your software download problem; then click OK.

A menu displays, asking how would you like to proceed:



3 Click on one of these options so that it is highlighted; then click OK:

- *Order the software to be shipped to me*

  This option automatically sends the information you entered into the ISP Login page, along with your request for software delivery, to ASG's Product Distribution department for processing.

  At this point you may choose one of these two options: Return to the main ISP menu or Quit for now.

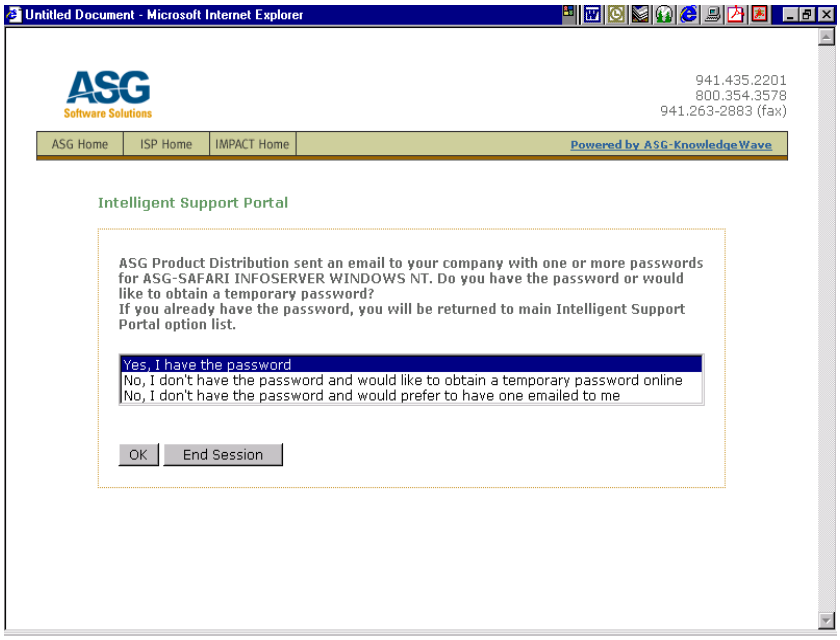
- *Return to the main Intelligent Support Portal menu*
- *Return to the software download list to try again*

  To try again to download your software, repeat the process described under "Download Software" on page 52.

- *Quit for now*

Download Password

This is the password option screen:



1 Click on one of these password options so that it is highlighted; then click OK:

- *Yes, I have the password*

  You automatically return to the main ISP menu.

- *No, I don't have the password and would like to obtain a temporary password online*

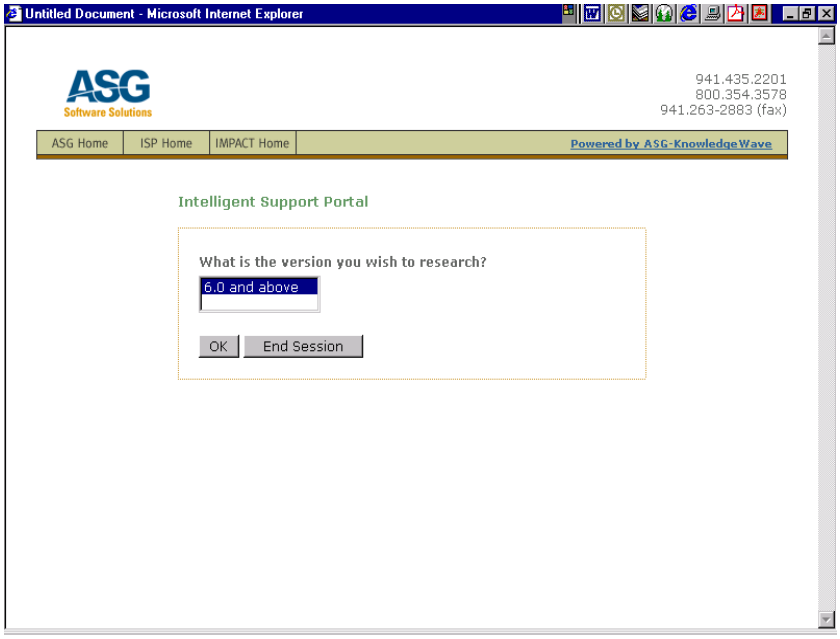
  The password request entry screen displays. Proceed to step 2 on page 64.

- *No, I don't have the password and would prefer to have one emailed to me*

  This option automatically sends the information you entered into the ISP Logon page, along with your request for a temporary password, to ASG's Product Distribution department for processing.

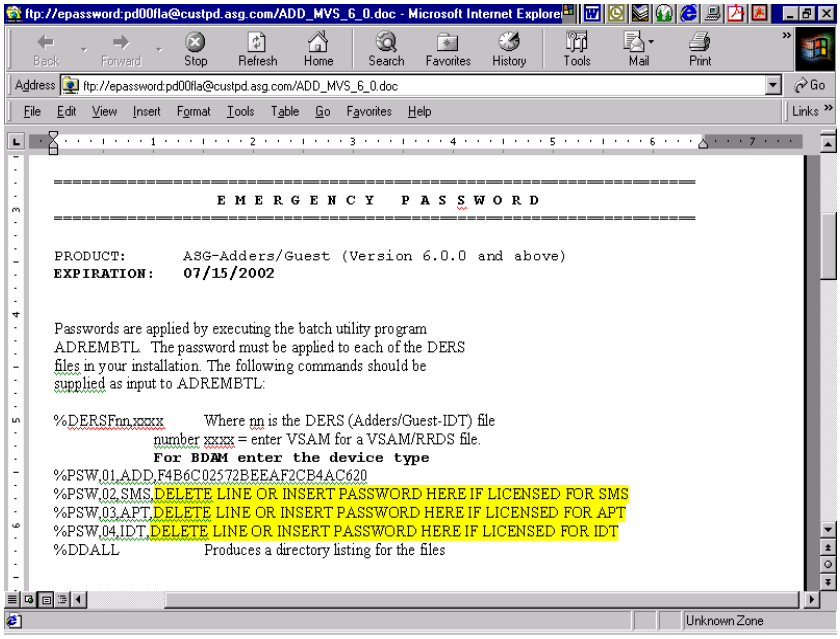
  At this point, you may choose one of these two options: Return to the main ISP menu or Quit for now.

2 This is the password request entry screen:



3 Click to highlight the desired version; then click OK.

A Microsoft Word document opens containing your password information.



4 Save this document to your PC.

5 Close the document.

You automatically return to the main ISP menu.

10 Emergency Passwords

This chapter describes how to obtain an emergency password for ASG software online from the ISP. It contains these sections:

Topic	Page
Process Flow Overview	67
Walk Through	68

Each ASG customer can receive one emergency password online every six months for a particular software product, version and platform combination. For example, you can receive an emergency password for IMPACT/MVS 5.2 today, and receive an emergency password for IMPACT/NT for DB2 5.2 within a 6 month time frame because the platforms are different.

Process Flow Overview

To obtain an emergency password

1. Choose *Emergency Passwords/ Authorization Codes / License Keys* from the main ISP menu.

   A list displays, showing all ASG software for which your company is current under maintenance.

2. Choose a software product from the list.

3. Indicate the version and platform of the software you just downloaded.

4. Validate the circumstances for requesting an emergency password.

   A temporary password displays in a Microsoft Word document.

5. Save this document to your PC.

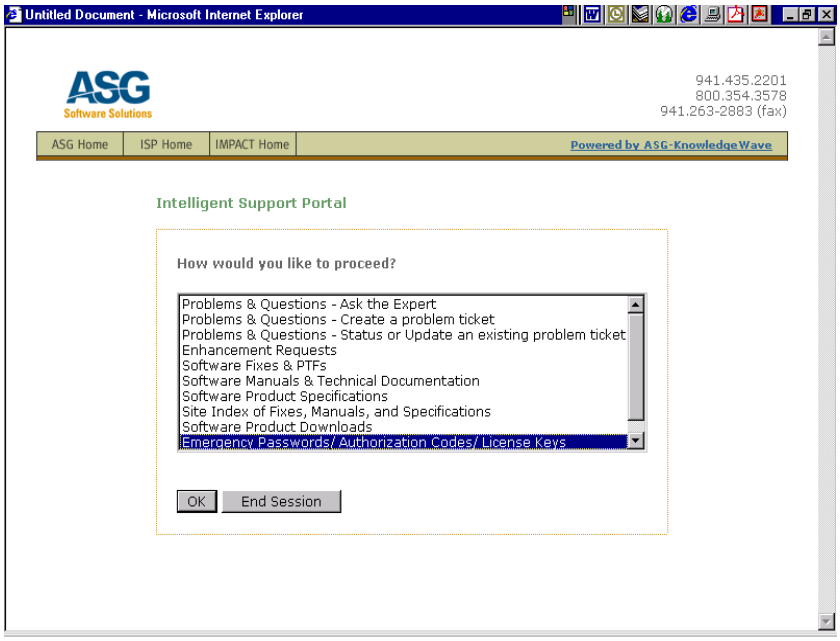
6 Close the document.

You automatically return to the main ISP menu.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by steps to provide a more detailed explanation of how to use the expert systems.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

1 From the main ISP menu, click on the option entitled *Emergency Passwords/ Authorization Codes / License Keys* so that it appears highlighted.

2 Click OK.

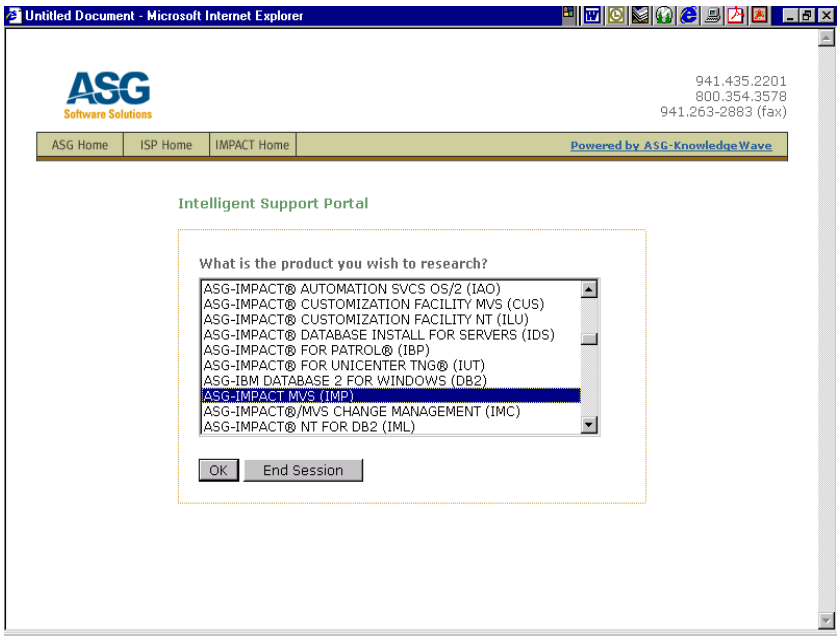
The ISP Product menu displays.

Note:

If you are not presented with a list of the ASG software products you are currently licensed for, please contact the nearest ASG Support Center. (You can access a list of ASG Support Centers world-wide online at http://www.asg.com/support.)

Choose a Software Product

This is the ASG Product menu, where you select the product for which you need a password:



This window contains a list of all the ASG software products for which your company is current under maintenance.

To choose a software product

1 Use the scroll bar to the right of the product list to view all the ASG products.

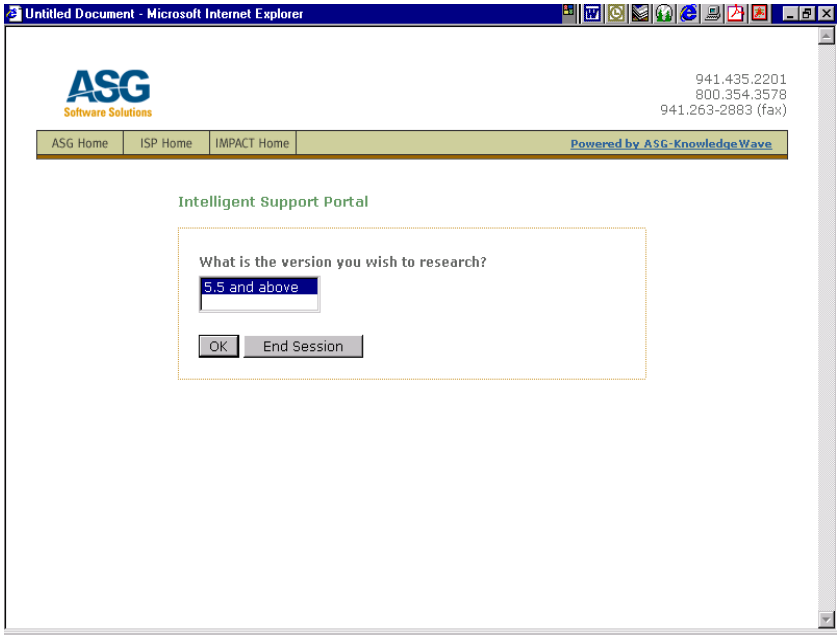
2 Select the product by clicking the product name so that it appears highlighted.

3 Click OK.

An entry screen displays.

Obtain an Emergency Password

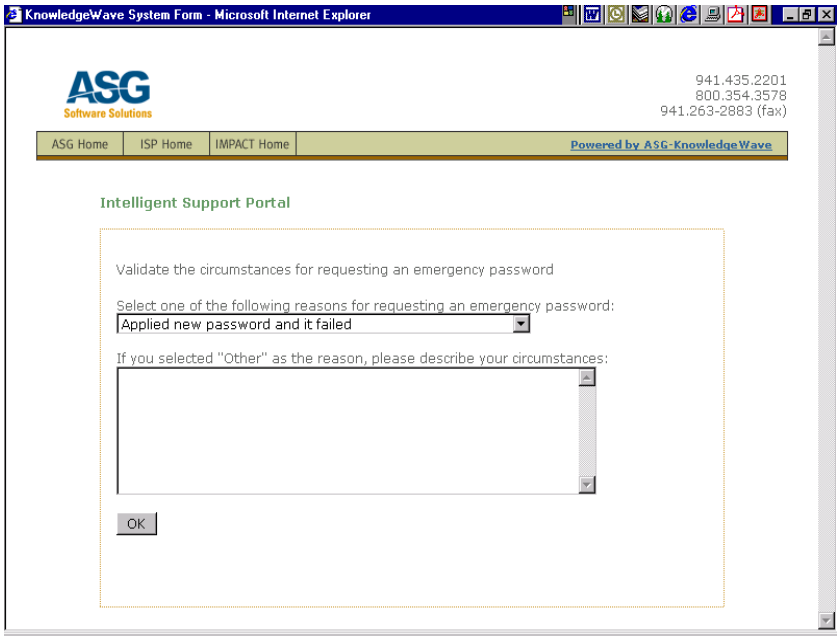
Depending upon the software product you chose, you may need to select a version, and then a platform:



To receive a password

1 Click to highlight the version and platform of the software you just downloaded; then click OK.

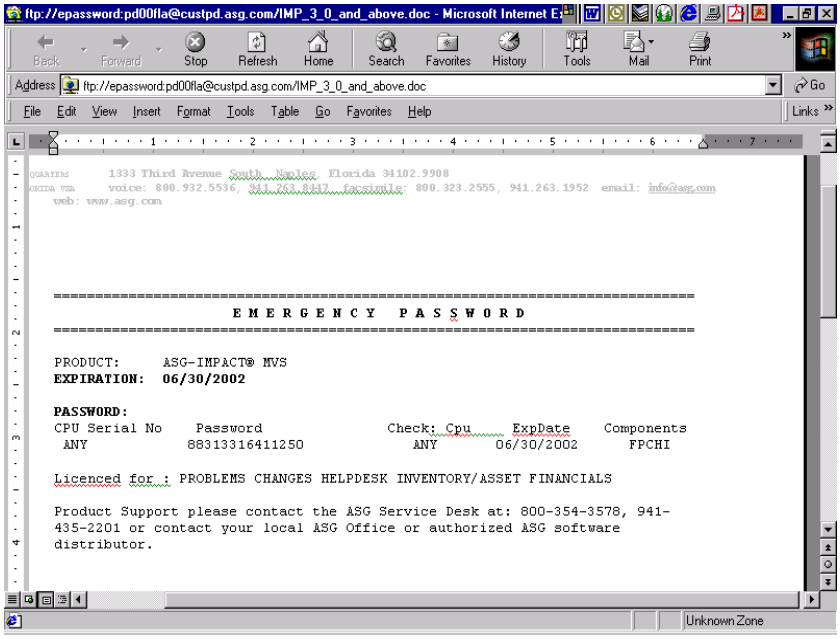
The validation screen displays:



2 Use the pull down menu to validate the circumstances for requesting an emergency password.

If your reason is not listed in the pull down menu, select *Other* and describe your reason in the input field.

A temporary password displays in a Microsoft Word document:



3 Save this document to your PC.

4 Close the document.

You automatically return to the main ISP menu

11 Send Us Your Comments

This chapter contains these sections:

Topic	Page
Process Overview	73
Walk Through	73

Process Overview

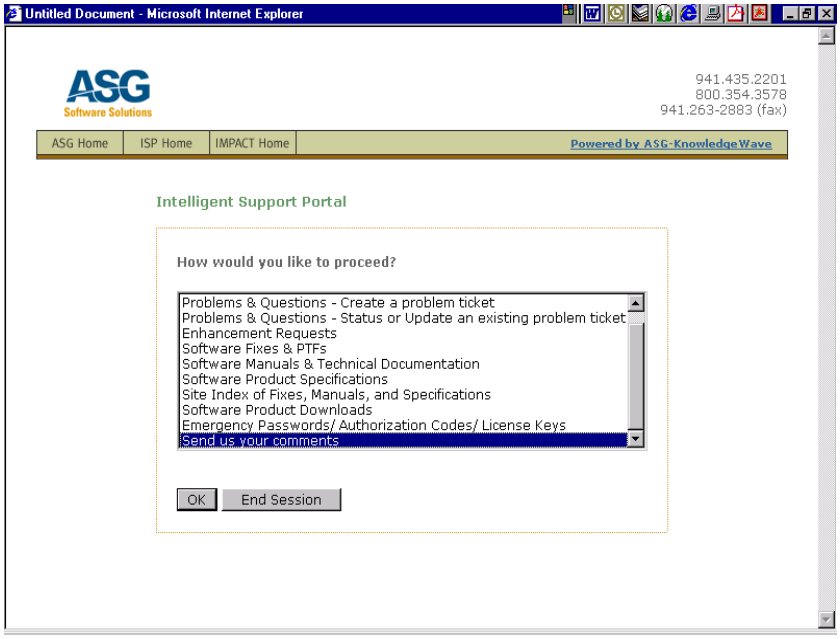
To send your comments

1. Choose *Send us your comments* from the main ISP menu.
2. Enter your comments.
3. Click OK to email your comments to ASG Support.

Walk Through

This walk through provides an illustrated version of the process flow. It is broken down by steps to provide a more detailed explanation of how to send your comments to ASG Support.

Log on to the ISP. The main ISP menu displays:



Note:

Each session starts with the main ISP menu. All of the functions of the ISP are launched from this menu, and you will need to close out any additional browser windows and return to this menu to change functions.

Select Desired Option

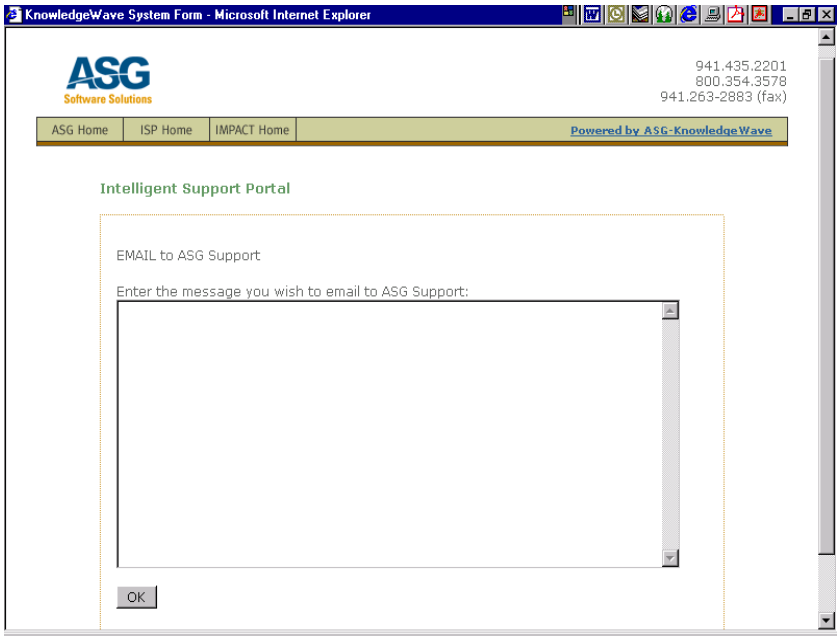
1 From the main ISP menu, click on the option entitled *Send us your comments* so that it appears highlighted.

2 Click OK.

An input screen displays.

Enter and Send Your Comments

This is the input screen where you can provide your comments:



1 Enter your comments.

2 Click OK.

Your email is immediately sent to ASG Support.

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