

**IBM Internet Security Systems**  
Ahead of the threat.®



## **IBM Internet Security Systems Customer Support Guide**

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## **Introduction**

Welcome to the IBM Internet Security Systems™ (ISS) family! You have made an excellent decision by selecting IBM ISS. IBM ISS is the only vendor that offers products and services that deliver true preemptive protection – information security that shields vulnerabilities and blocks threats before they interrupt the flow of business.

The IBM ISS Customer Support Guide contains all the information you will need to begin your deployment of IBM ISS products and will give you an idea of what to expect as an IBM ISS customer.

## **Getting Started**

### **Generate A License Key**

IBM ISS is actively working to simplify the licensing process for our customers. Our new Proventia® OneTrust licensing system dramatically decreases your key management, while accelerating your ability to begin reaping the benefits of the products you have purchased. OneTrust moves the license management of the products to the IBM ISS back-end. Each time you purchase a product, IBM ISS will update your company's record with that purchase allowing your organization to minimize the number of keys.

IBM ISS is migrating its portfolio to Proventia OneTrust licensing. Depending on the product your organization purchased, it may still require a license key for activations. Please see the table below to determine the license you will need for your product. If the product your organization purchased requires a license key it is unique to your product license. IBM ISS is bound by its confidentiality policy not to share your license information with any other organization, except as required by law. See the IBM ISS privacy statement located at [http://www.iss.net/ibm\\_privacy\\_policy.html](http://www.iss.net/ibm_privacy_policy.html).

Product	Proventia OneTrust	Keying Method 2	Keying Method 3
Proventia® Network Enterprise Scanner	✓		
IBM SiteProtector™ system			
Update Server	✓		
Event Archiver	✓		
Event Collector	✓		
Reporting Module	✓		
Data Archive	✓		
Web Reporting	✓		
DB Cluster	✓		
Database	None	None	None
Agent Manager	None	None	None
IBM RealSecure® Network		✓	
IBM Internet Scanner® Software		✓	
IBM RealSecure Server Sensor		✓	
IBM System Scanner™ vulnerability assessment application		✓	
IBM Proventia Network Intrusion Prevention System		✓	
IBM Proventia Network Multi-Function Security		✓	
IBM Proventia Network Intrusion Detection System		✓	
IBM Proventia Desktop Endpoint Security		✓	
IBM Proventia Network Mail Filter			✓
IBM RealSecure Desktop			✓

To Generate a Proventia OneTrust Token, You Will Need the Following:

- IBM ISS Customer Support Portal username and password (see Customer Support Portal information Customer Support Guide.pdf), or
- OCN # and password (Asia Pacific region only)

To Generate a Proventia OneTrust Token:

- First, insure that you have a Customer Support Portal login (see IBM Internet Security Systems Customer Welcome Kit for information on creating a Customer Support Portal Login) and that it is associated with your company.

OneTrust token in the SiteProtector system

1. Go to Tools ⇒ Licenses ⇒ OneTrust.
2. Go to the Licenses tab, and then click Add.
3. Type your Customer Support Portal username and password or your OCN and password.
4. Click OK. The token appears.

#### OneTrust token for the Appliance

1. Use [http://IP\\_address](http://IP_address) in Internet Explorer to open a Local Management Interface on your appliance.
2. Answer Yes to all of the pop-ups, and then enter your password when you are prompted. The Local Management Interface (LMI) appears.
3. Select Licensing from the left pane.
4. When the page opens, click Acquire License. A list of licenses appears.

#### Already Have a OneTrust Token?

- If the end-user for the new product is the same, the organization record will have been updated with the new purchase information. The IBM ISS back-end will automatically update the SiteProtector system or the Local Management Interface with new purchases the next time it contacts IBM ISS.

#### To Generate a Non-Proventia OneTrust License Key, You Will Need the Following:

- Registered end user contact information
- Maintenance billing contact information
- Customer Support Portal credentials
- OCN/Password

IBM ISS issues a license key once for the duration of the license. Changes are only made on a by exception basis and at a charge of \$250 per key. If you are uncertain about what information is required, contact IBM ISS Customer Support using the appropriate information for your location. You will find a comprehensive list of contact information at the end of this document.

For security and US Export Administration Regulations (EAR) reasons, IBM ISS operations personnel will only discuss license key issues with a registered end user. If there are multiple authorized users at your organization that need to be eligible to receive support, they must register online.

For Internet Security Systems products that require keys generated using Keying Method 2 (see chart on page 2) Follow the Steps Below:

- Go to the IBM ISS License Registration Center.
- Enter your order confirmation number (OCN) and password. Your OCN and password should have been sent to you via e-mail.
- Fill in your registered end user information, your maintenance billing contact information, and complete the survey. (Optional)
- The key will then be generated and ready for download.

For IBM ISS products that require keys generated using Keying Method 3 (see chart on page 2):

- These products use offline key-generation mechanisms not directly connected to the IBM ISS License Registration Center. License keys and instructions for these products will be e-mailed to you.

### **Contacting Customer Support**

IBM ISS maintenance and support options provide you with the latest product updates and upgrades as well as access to knowledgeable Customer Support Engineers (CSE's) and self-help online resources. Before contacting Customer Support, you should familiarize yourself with the IBM ISS maintenance and support policies and procedures. If you are viewing this document online, you can click on the links below or at any time visit the Customer Support Web site at <http://www.iss.net/support/>.

- Maintenance and Support Options
- Software License Agreement
- Support Policy
- Product Maintenance and Support Policy
- Product Lifecycle Policy

### **Download the Most Current Version of IBM ISS Software**

To download software for the first time or to upgrade your software to the most current version, visit our Web site and sign in with your Customer Support Portal username and password. If you encounter any problems using your license(s), please submit a report on the Customer Support Portal or contact Customer Support using the information on page 8. If you haven't yet registered for the Customer Support Portal, you can do so now on the IBM ISS Web site at <http://www.iss.net>. For more information on the Customer Support Portal, please see page 9.

### **To Update the Registered End User Information (United States and Canada)**

- To add / update your Registered End User information, please contact [customerdataadministration@iss.net](mailto:customerdataadministration@iss.net), with your Order Confirmation Number (OCN), name, company name, street address (with city, state / province, postal code and country), telephone number, and e-mail address (if different from address request is sent from). The OCN can be found within the electronic delivery e-mail. Usually, it is the license key number minus the last two digits.

- For security reasons, IBM ISS operations personnel will only discuss license key issues with a registered end user. Your IBM ISS renewal account manager can help you with registered users, maintenance renewals, billing issues and more. Renewal account managers can be contacted at [customerdataadministration@iss.net](mailto:customerdataadministration@iss.net) (please include your OCN in the e-mail). Please do not contact renewal account managers regarding technical support issues.

### **Customer Support**

IBM ISS Customer Support is committed to excellence and is dedicated to providing the highest quality support experience for you. The IBM ISS support center meets tough Support Center Practices certification standards – the most prominent industry certification for support centers. IBM ISS attained SCP Certification for its Worldwide Support Center in Atlanta in 2005. By achieving SCP Certification, we commit our organization to a continuous improvement program through the annual SCP Certification process.

### **What Does SCP Certification Mean?**

Support Center Practices (SCP) Certification measures the effectiveness of IBM ISS Customer Support based upon a stringent set of performance standards and represents best practices in the industry. The SCP program was developed by a consortium of approximately 41 leading technology support organizations from around the world in conjunction with Service Strategies Corporation. The SCP program, which is managed by Service Strategies, is updated annually by industry leaders and program participants to continuously raise the bar for service quality. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of approximately 100 business elements defined in the program. SCP Certification requires demonstrated achievement in critical success factors such as corporate commitment and strategic direction, customer satisfaction, performance metrics, research and development interface, and other strategic areas of the support operation. The importance of the SCP program as an ongoing quality initiative cannot be understated. It ensures we maintain the very highest levels of service and support.

### **How Does This Translate Into Better Service for IBM ISS Customers?**

- Through our survey and customer feedback processes, we stay in touch with you and respond to your feedback to improve our services.
- Our continuous staff training programs ensure that our support consultants are ready to respond to customer needs.
- Our support processes and infrastructure are designed and deployed to meet the highest industry standards.
- All of our efforts are guided by your feedback and satisfaction with our service.

### **Benefits of IBM ISS Maintenance And Support**

- Network and system integrity
- Highly-specialized support engineers
- 24/7/365 live access
- Reduction of emergency patching
- Improved security compliance
- Real-time information from the IBM Internet Security Systems X-Force® research and development team
- Seamless updating through the IBM SiteProtector system

For Customer Support contact information, please see page 11.

### **Maintenance Plans for Every Need**

#### **Standard Support and Maintenance**

Standard Support is designed to enable enterprises to successfully and cost-effectively manage their security needs on a daily basis. Several key features of Standard support include telephone and electronic access to Technical Support, IBM X-Press Update product enhancements, advanced hardware exchange program and unlimited access to the X-Force database.

#### **Select Support and Maintenance**

Select Support includes all the benefits of Standard Support and adds direct access to a designated senior-level support engineer to solve problems even more quickly. Select Support also includes faster incident response times.

**Premium Support and Maintenance**

Premium Support offers a customized option through a designated Premium Support Engineer (PSE). Your PSE will educate you on security issues and optimize the performance of IBM ISS products by proactively updating them with security alerts, advisories and product updates in the quickest way to achieve maximum protection. In addition, Premium Support customers receive access to the IBM Internet Security Systems X-Force Threat Analysis Service for real-time updates of global online threat conditions and customized analysis. The IBM ISS commitment to understanding your technical, regulatory and operational environment at this level turns into a strategic partnership.

<b>Access and Response Times</b>	<b>Standard</b>	<b>Select</b>	<b>Premium</b>
24/7/365 Telephone Support	✓	✓	✓
24/7/365 Electronic Support for incident creation, tracking incidents, receiving version upgrades and access to the IBM ISS Knowledgebase	✓	✓	✓
Targeted Incident Response Times	✓	✓	✓
Faster Incident Response Times		✓	✓
Quickest Incident Response Times			✓
<b>X-Press Updates and Releases</b>			
X-Press Update product enhancements	✓	✓	✓
Version Upgrades	✓	✓	✓
Advanced Hardware Exchange Program	✓	✓	✓
<b>Proactive Support Services</b>			
Security Alerts and Advisories	✓	✓	✓
Unlimited Access to X-Force Database	✓	✓	✓
Direct Access to Senior Technical Support Engineers		✓	✓
Designated Premium Support Engineer			✓
Subscription to X-Force Threat Analysis Service (1 seat)			✓
Education and Consulting Credits (1 week each)			✓

### **How Does IBM ISS Deliver Continuous Protection?**

IBM ISS maintenance and support delivers access to the latest protection through upgrades, highly-skilled support engineers and the Customer Support Portal.

#### **X-Press Update Enhancements**

X-Press Update enhancements add protection for new computer vulnerabilities against exploits that could potentially cause harm. X-Press Update enhancements consist of the most recently developed protection enhancements to shield the latest vulnerabilities or block intrusion attempts against your system. In addition, X-Press Update enhancements automatically update online help files.

#### **IBM ISS Customer Support Portal**

The Customer Support Portal is the gateway to real-time access to all product and service information including updates and upgrades, the X-Force database and upcoming events. Key features include:

- Online Technical Support – If you are a customer with a current technical support plan, you can submit support incidents and track their progress online.
- Product Updates and Evaluations – Once you provide your personal contact information, you need only answer specific questions regarding your requested download.
- Centralized Account Management – Manage your contact information and communication preferences in one place 24/7/365.
- Single Login – A Customer Support Account offers you one secure login for all activities on the IBM ISS Web sites. Your information is maintained in accordance with the IBM ISS privacy policy

*Become a Customer Support Portal user today! It is the easiest way to submit, monitor and manage your support incidents at any time. Create your Customer Support account at <http://www.iss.net/support/index.html>.*

#### **Product Support Lifecycle Policy**

IBM ISS is dedicated to providing you with the highest quality security products and services to protect against the latest threats and vulnerabilities. IBM ISS may periodically elect to discontinue specific products, product versions, product platforms, product enhancements or product service offerings. Read the Product Lifecycle Policy at <http://www.iss.net/support/lifecycle.html>.

## **IBM ISS Newsletters, Alerts And Forums**

### **Product News and Updates, End-of-Life Announcements and More**

Stay informed and keep your IBM ISS product(s) up-to-date. True Blue Connections Bulletins are delivered to you as news occurs including breaking information and updates on IBM ISS products and services, end-of-life announcements, invitations to security-focused educational events and much more.

This bulletin is your primary source for critical customer and product information. As a registered end user you will automatically receive these announcements. If other IBM ISS users would like to subscribe to this bulletin, please complete our brief opt-in form at <https://www.iss.net/issEn/MYISS/campaignForm.jhtml?campaignCode=TRUEBLUEOPTIN2003&hasTrueBlue=true>

### **X-Force Alerts and Advisories and the IBM ISS Forum**

Receive immediate notification of new X-Force security alerts and participate in discussions related to IBM ISS products and services. X-Force Alerts and Advisories provide new vulnerability announcements and explanations of how to use IBM ISS solutions. The IBM ISS Forum offers an open forum for user discussions. To sign up for these IBM ISS mailing lists, visit <http://xforce.iss.net/xforce/maillists/>.

### **X-Force Database**

The IBM ISS X-Force Database includes the world's most comprehensive threats and vulnerabilities. This database is the result of thousands of hours of work by X-Force researchers and developers and much of the data is incorporated into IBM ISS products. Visit the X-Force Database at <http://xforce.iss.net/xforce/search.php>.

### **Customer Support Newsletter**

The Customer Support Newsletter is the source of what's happening in Customer Support. After logging in to the Customer Support Portal, not only can you manage and submit incidents, but you have access to tons of information, including this newsletter. Each quarter, we deliver current news, upcoming events, and insights from the leader of Customer Support, Sally Foster. Additionally, each edition of the newsletter is filled with information about Support services and better ways to serve you. Whether it is global expansion or improved Web self service, we want to delight you with each interaction and you can always find out about these efforts in the Customer Support Newsletter. [http://www.iss.net/newsletters/customer\\_support\\_newsletter/](http://www.iss.net/newsletters/customer_support_newsletter/)

## **Contact Customer Support**

Technical Support for IBM ISS Products is Available 24/7/365

### **Americas**

Customer Support Portal: [https://www.iss.net/issEn/MYISS/login\\_help.jhtml](https://www.iss.net/issEn/MYISS/login_help.jhtml)

Phone: 888-447-4861 (Toll free in U.S. or Canada) or 404-236-2700

E-mail: [support@iss.net](mailto:support@iss.net)

Web: <http://iss.net/support>

Customer Support Knowledgebase: <http://www.iss.net/support/knowledgebase>

### **Asia-Pacific**

(If you are an IBM ISS Japan customer, please see below for regional Customer Support contact information)

Customer Support Portal: [https://www.iss.net/issEn/MYISS/login\\_help.jhtml](https://www.iss.net/issEn/MYISS/login_help.jhtml)

Phone: 888-447-4861 (Toll free in U.S. or Canada) or 404-236-2700

E-mail: [support@iss.net](mailto:support@iss.net)

Web: <http://iss.net/support>

Customer Support Knowledgebase: <http://www.iss.net/support/knowledgebase>

### **Japan**

Customer Support Portal: [https://www.iss.net/issEn/MYISS/login\\_help.jhtml](https://www.iss.net/issEn/MYISS/login_help.jhtml)

Hours: 9:00 a.m. - 6:00 p.m. (GMT+09:00)

Non-Emergency enquiries: <http://www.isskk.co.jp/support.html>

Emergency only enquiries: +81-3-5740-4065

E-mail: [support@isskk.co.jp](mailto:support@isskk.co.jp)

Customer Support Knowledgebase: <http://www.iss.net/support/knowledgebase>

### **Europe, Middle East and Africa**

Customer Support Portal: [https://www.iss.net/issEn/MYISS/login\\_help.jhtml](https://www.iss.net/issEn/MYISS/login_help.jhtml)

Phone: +44-175-3845105

E-mail: [support@iss.net](mailto:support@iss.net)

Web: <http://iss.net/support>

Customer Support Knowledgebase: <http://www.iss.net/support/knowledgebase>

## **Account Management – Non-Technical Inquiries**

Customers in the U.S. and Canada with non-technical account management issues such as maintenance renewal or billing, please contact your renewal account manager between 8:30 a.m. and 5:30 p.m. Eastern Standard Time (EST).

Phone (United States and Canada): 888-901-7477 or 404-236-2777

E-mail: [sales@iss.net](mailto:sales@iss.net)

**To Renew Maintenance or Consolidate Multiple License Keys**

Phone (United States and Canada): 888-447-4861 or 404-236-2777

E-mail: [sales@iss.net](mailto:sales@iss.net)

Web: <http://www.iss.net/support/contact.html>

**Countries Outside U.S. and Canada**

(Be sure to include end user name, e-mail address and phone number.)

E-mail: [keys@iss.net](mailto:keys@iss.net)

Web: [http://www.iss.net/about/locations/north\\_america.html](http://www.iss.net/about/locations/north_america.html)



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