



“Introduction to IBM.com” Webinar Q&A

Q: Will customers and partners need IBM logons (to the IBM site) as well as Cognos logons?

A: On the IBM site a lot of content does not require a logon to access it. For example, you will not need a logon to download service packs or use the knowledge base. Creating an IBM web id will allow you to personalize your on-line experience within IBM.com.

You should continue to use your current Cognos web id (login) to download product and log cases in Insight on the Cognos website until directed otherwise.

Q: How will the move to IBM.com affect the way customers access the existing Cognos on-line case management system (Insight)?

A: You should continue to use Insight until May, 2009 at which point Cognos Support will transition to IBM systems for service request logging and case management. Watch for upcoming communications outlining the transition to IBM case management systems and processes.

Q: The Cognos Support site currently allows customers to search all Cognos knowledge content in a single search. This includes the Knowledge Base articles, Proven Practices, and the product documentation. Will all of this content be searchable on the IBM site?

A: All of the information and resources from the Cognos site will be migrated to and available on IBM.com. There are many ways to search within IBM.com to find the resources and answers you require. Here are examples:

1. Search across document type within Cognos resources:

- Troubleshooting documents (Technotes, FAQs, Flashes and Forums)
- Learning documents (Manuals, Redbooks, White Papers, Education and Newsletters)

Cognos Web Content Document Name	IBM Web Content Document Name
Knowledge Base document	Technote
Product Documentation	Technotes
Product Information <ul style="list-style-type: none"> • Advisories • Localized product • Software environments • Supported products • Migration 	Technotes
Proven Practices	White Papers
Supportlink	News

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2. Search for something across the whole IBM site via the masthead search:

- Various results returned
- Additional refined search options offered:
 - Advanced search
 - Documentation
 - Technical support
 - Downloads & drivers

Watch for the registration details for the next webinar that will walk customers through Cognos content on IBM.com, including search tips.

Q: How will product downloads be handled?

It's business-as-usual until further notice – customers and partners should continue to access <http://support.cognos.com/support> to obtain product downloads.

Go to <http://support.cognos.com/support> and choose “Product Downloads” from the left navigation bar. Use your existing Cognos Support web ID and password to access the product download page.

Customers and partners will be notified prior to the date when Cognos product downloads are integrated into IBM.com.

Q: Will WebEx still be the solution of choice for remote troubleshooting?

A: Cognos Support will continue to use Webex. You will be notified should any changes occur.

Q: Does information regarding Applix appear on IBM.com the same as Cognos?

A: TM1 and Executive Viewer content will be migrated to the IBM site as all other Cognos products will be.

Q: Will the monthly Cognos Supportlink email newsletter still be published, and will it still have links into the knowledge base?

A: Yes, Supportlink will continue through IBM iNews. New Supportlink articles will reference the knowledge content. We are making efforts to ensure past newsletters have updated links to the knowledge within IBM.com. Customers will be able to subscribe and unsubscribe to Supportlink and those who subscribe will still receive email notifications when the latest version is made available on-line.

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Q: Will Cognos customer numbers change?

A: Effective January 1, 2009, Cognos customer numbers will be replaced with IBM customer numbers (also known as “ICNs” and “Customer IDs”). The Cognos business contact for your organization will receive your company's ICN in a dedicated communication in early January 2009. Please note that your ICN will be used with all order-related processes, except when accessing Cognos Support.

To access Cognos Support, you should continue to use your current Cognos customer number and Cognos support ID until further notice. You should continue to access Cognos Support through the existing channels.

Q: Will Cognos products be rolled into Passport Advantage?

A: Customers will begin to see references to **Passport Advantage** (<http://www-01.ibm.com/software/lotus/passportadvantage/aboutpassport.html>) and **Passport Advantage Express** (<http://www-01.ibm.com/software/lotus/passportadvantage/aboutexpress.html>). Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings for new software licenses, including Fixed Term Licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools.

As part of IBM's efforts to simplify the purchase and deployment of software, IBM will be making most of the IBM Cognos products and support available under IBM's **Passport Advantage** (<http://www-01.ibm.com/software/lotus/passportadvantage/pacustomers.html>) program on January 6, 2009 for new purchases.

Future communications will contain more detailed information on how and when Cognos products and support renewals will be integrated into this program.

Q: Where can customers find more information on the Cognos Support move into IBM?

A: Visit <http://support.cognos.com/go/dbwi> for all resources and information detailing the changes and timelines associated with the move into IBM.

Any questions should be directed to asksupp@ca.ibm.com.



About IBM Cognos BI and Performance Management:

IBM Cognos business intelligence (BI) and performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

For further information or to reach a representative: www.ibm.com/cognos

Request a call

To request a call or to ask a question, go to www.ibm.com/cognos/contactus. An IBM Cognos representative will respond to your enquiry within two business days.

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