



IBM Corporation

IBM Access Support

Training Manual

for PCD

December 2001

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1 - Before We Begin

Course Overview

Introduction

This course offers a basic understanding of Access Support from a service and support perspective.

The course will concentrate on how to use the application. It does not address how to program the application.

The “disconnected” client Access Support has been enhanced to now include a “connected” client. This newer version allows access to the web for more feature / function. You will not be prompted that updates are available if you are currently running the disconnected client. Go to the web site to download the connected client. After downloading the connected client, you will be prompted that an update is available.

NetScape and Internet Explorer display the screens differently. For this document, we are using IE. All machine type / operating system combinations display different information. For this document we are using Windows 2000 on a T21 ThinkPad.

Objectives

At the end of this course, you should:

- have a good understanding of how Access Support works, and how you will use it in your day-to-day assignments.
- be able to provide level 1 up-and-running telephone support by answering questions about the use, startup and reinstallation of the application.
- be able to provide solutions to common problems the customer may have when using IBM Access Support.

What is IBM Access Support?

Access Support is an html-based application portal that provides tools, support, and services in a common interface to help diagnose and resolve common user problems. It provides information and functions that include proactive resolution, a display of key system configuration, automated self-service, as well as links to system update tools and icons to support applications.

It is an extension to the Access ThinkPad and Access IBM applications and can be easily launched from either application or from the start menu. Access Support is available via download from the eSupport web site. The first time customers launch “connected” Access Support from the Start menu, an interface is launched, via the web to initiate the download process.

Access Support provides a unique solution for customers who need fast, accurate, and easily understandable answers to questions about their computing environment.

It is recommended that Call Center personnel load the application on the PD (problem determination) machines.

What are the benefits of using IBM Access Support?

Access Support serves as a self help tool that provides customers with the knowledge they need to solve common problems on their own.

It promotes user productivity and significantly reduces time in solving computer problems.

It can be used as a stand-alone application, or in conjunction with many other tools that can provide additional help and support.

Whenever hardware or software changes are made to a system that utilizes Access Support, the new information will be folded into the support infrastructure and information will be provided that relates to the new configuration. This dynamic content will allow IBM to deliver updated solutions to customers, as new information is discovered from problems identified in call centers and from problems being reported on the Web

The application and configuration protection feature allows the customer to restore the system to a previously known working condition. This is valuable when the configuration has been erroneously changed, or if an application becomes unstable.

What Machine Types / Operating Systems are supported?

eServer brand	ThinkPad brand
xSeries 340 and NF 4500R (8656)	T20 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 230 and xSeries 150 (8658)	T21 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 240 and NF 5600 (8664)	T22 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 250 and NF 7600 (8665)	T23 (2647) - 98SE, 2000 Pro, NT4.0, XP Pro
xSeries 350 and NF 6000R (8682)	A30 (2652) - 98SE, 2000 Pro, XP Pro (Venice 1)
xSeries 370 and NF 8500R (8681)	A30p (2653) - 98SE, 2000 Pro, XP Pro (Venice 1)
	R30 (2656/2657/2676) - 98SE, 2000, XP Pers (Chicago 1)
	X22 (2660/2662) - 98SE, 2000, XP Pro (Sydney 3)
IntelliStation brand	NetVista brand
E Pro Storm (6204/6214) - 2000	Marlin (6790/6791/6792/6793/6794/6795/6823/6825) - 98SE, 2000, XP Pro, XP Home
	Wahoo (2292/6343/6349/6350) - 98SE, 2000, XP Home
	Destiny (2283/6274/6596) - 2000, XP Pro, XP Home
	Rio (6058/6568/6569/6578/6648/6650/6059/6579/6647/6599/6649) - 98SE, Me, 2000, NT 4.0
	Rio 2 (2251/2271/6830/6831/6840/6841) - 98SE, Me, 2000
	Unity (2254/2256/2257/6336/6337/6339/6341/6342/6346/6347/6348) - 98SE, Me, 2000, XP Pro, XP Home

Supported Machine Type / Operating System Matrix (Figure 1 - 1)

Summary

In summary, when you complete this course, you should have a basic understanding of what Access Support is, what the benefits of Access Support are and be able to provide level 1 support to customers as they use it. In addition, you should be able to provide solutions to common problems the customer may have when using IBM Access Support.

Course Agenda

Activity	Time
1 - Before We Begin	5 mins
2 - Navigation	5 mins
3 - Installing IBM Access Support	15 mins
4 - Using IBM Access Support	30 mins
5 - Currently available Automated Solutions	10 mins
6 - Course Summary	5 mins
7 - Wrap Up	5 mins

Course Agenda (Figure 1 - 2)

75 minutes

Section 2 - IBM Access Support Installation

Introduction

A stub of the application is delivered with every new machine. When customers first click on the hammer icon either by going to **Start / Programs / Brand* / Access Support** or navigating to the web site itself, they will be prompted to download the full Access Support product regardless of initial contact location. The brand selection will determine the look and feel of the application. It will also determine what local content will be delivered to the client. The supported browsers are NetScape release 4 and above and Internet Explorer 5 and above.

(***Brand** - the appropriate machine type will be displayed on the menu list.)


Objectives

- In this section, you will learn how the customer will install IBM Access Support

Installing IBM Access Support

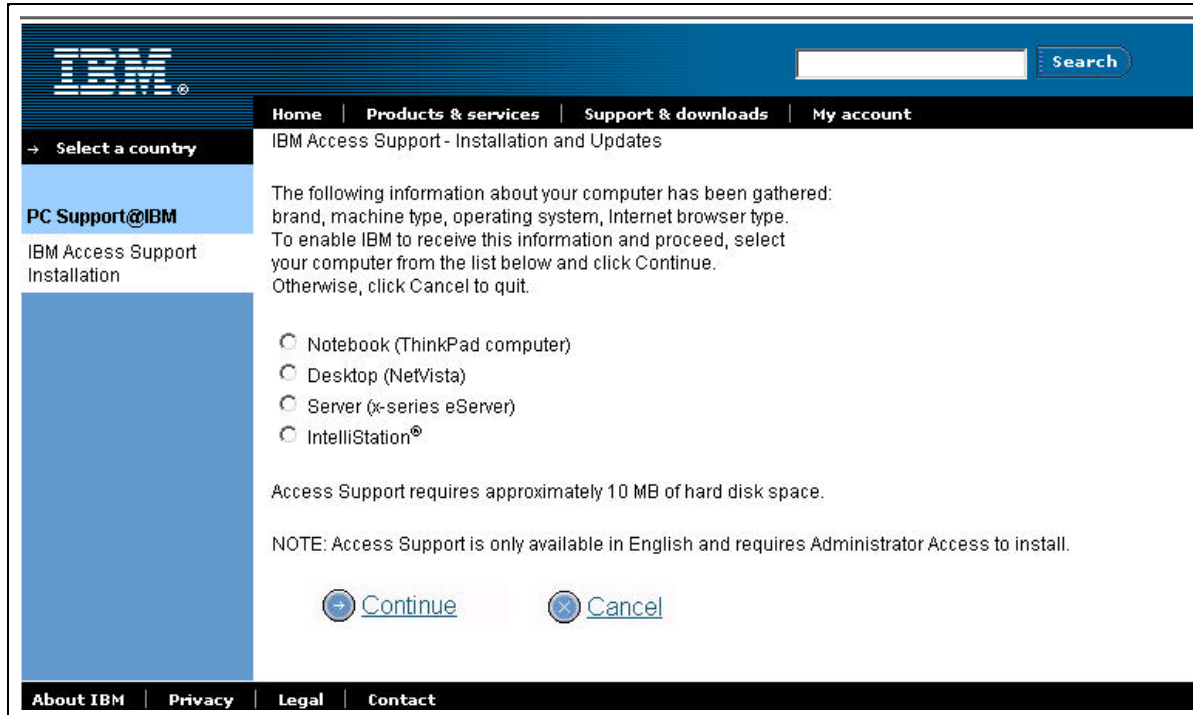
- Go to the URL <http://www.pc.ibm.com/qtechinfo/MIGR-4WLSC7.html>. This URL will take you to the connected version of Access Support, when that release becomes available.

When you access the web site, the following message is displayed.



LAUNCHING ACCESS SUPPORT INSTALL

- After several seconds, the Access Support Home page is displayed.



IBM Access Support Installation and Update (Figure 2 - 1)

Supported Machine Type / Operating System Matrix

eServer brand	ThinkPad brand
xSeries 340 and NF 4500R (8656)	T20 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 230 and xSeries 150 (8658)	T21 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 240 and NF 5600 (8664)	T22 (2647/2648) - 98SE, 2000 Pro, NT4.0
xSeries 250 and NF 7600 (8665)	T23 (2647) - 98SE, 2000 Pro, NT4.0, XP Pro
xSeries 350 and NF 6000R (8682)	A30 (2652) - 98SE, 2000 Pro, XP Pro (Venice 1)
xSeries 370 and NF 8500R (8681)	A30p (2653) - 98SE, 2000 Pro, XP Pro (Venice 1)
	R30 (2656/2657/2676) - 98SE, 2000, XP Pers (Chicago 1)
	X22 (2660/2662) - 98SE, 2000, XP Pro (Sydney 3)
IntelliStation brand	NetVista brand
E Pro Storm (6204/6214) - 2000	Marlin (6790/6791/6792/6793/6794/6795/6823/6825) - 98SE, 2000, XP Pro, XP Home
	Wahoo (2292/6343/6349/6350) - 98SE, 2000, XP Home
	Destiny (2283/6274/6596) - 2000, XP Pro, XP Home
	Rio (6058/6568/6569/6578/6648/6650/6059/6579/6647/6599/6649) - 98SE, Me, 2000, NT 4.0
	Rio 2 (2251/2271/6830/6831/6840/6841) - 98SE, Me, 2000
	Unity (2254/2256/2257/6336/6337/6339/6341/6342/6346/6347/6348) - 98SE, Me, 2000, XP Pro, XP Home

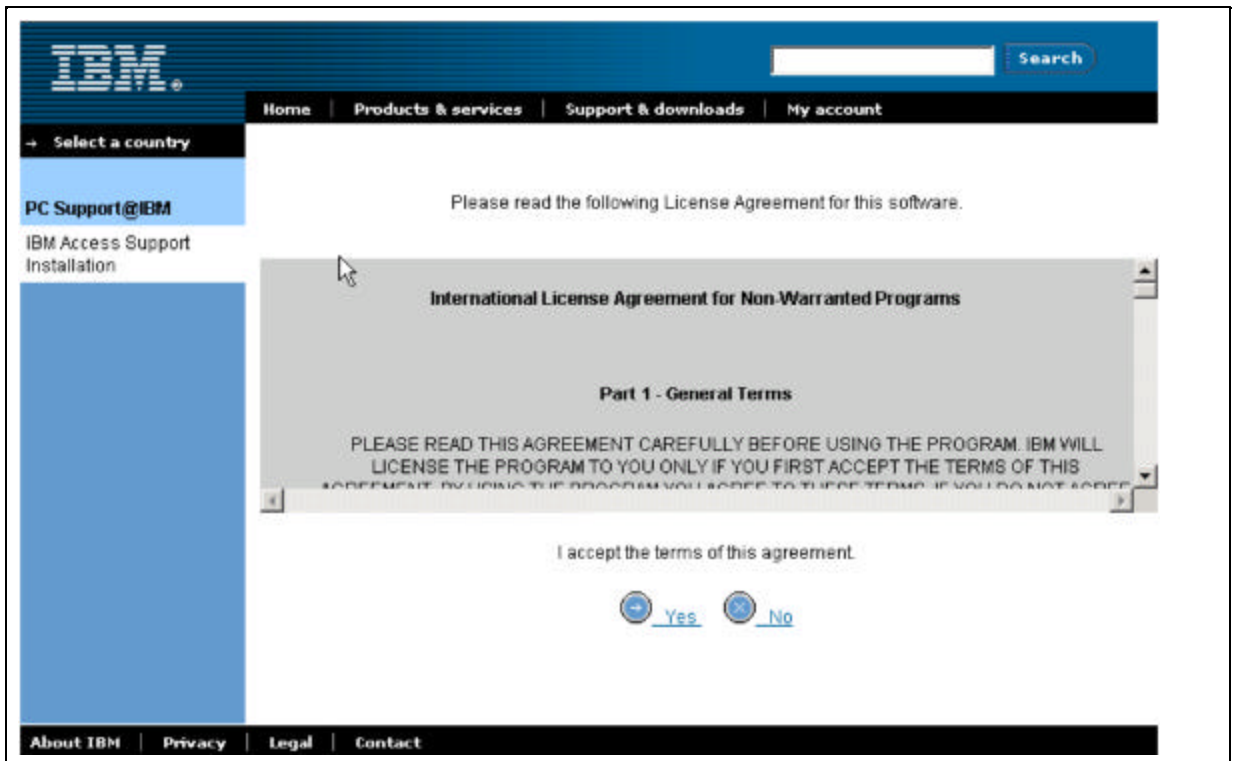
Supported Machine Type / Operating System Matrix (Figure 2 - 2)

Go to the URL to see the latest **Supported Machine Type / Operating System Matrix**.

Be very careful when selecting the brand above. All Automated Solutions are based on the information provided here. If the Access Support determines that the information provided when installing the product was not correct, the application will not function.

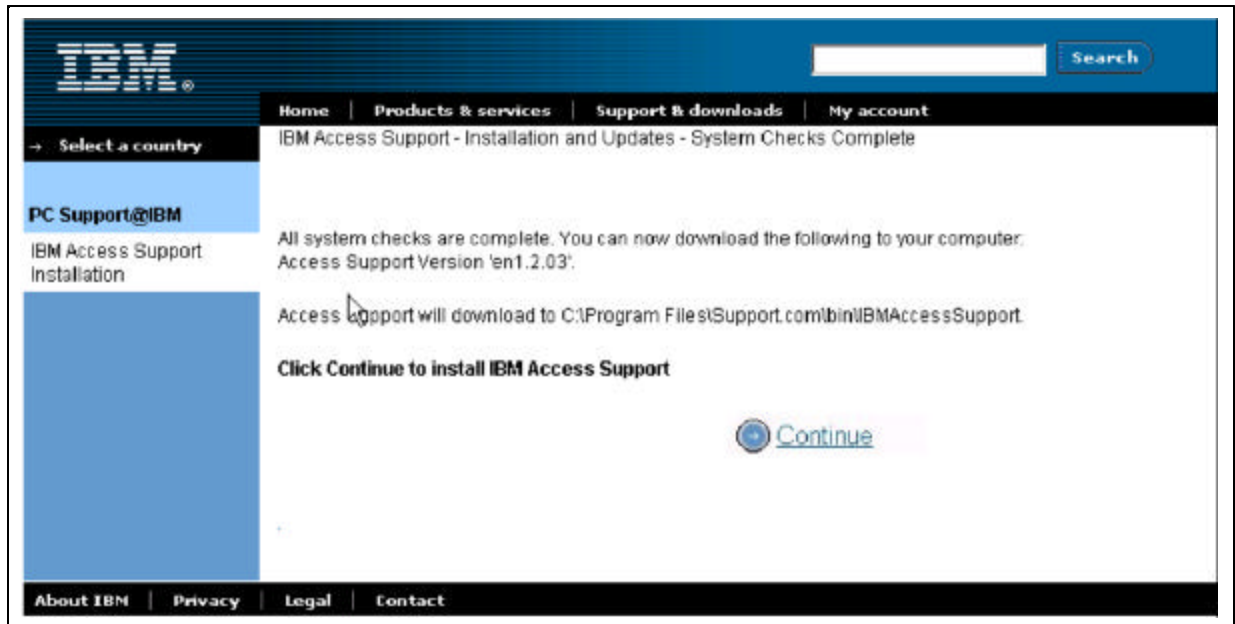
The install process checks to make sure the customer has a supported machine type / operating system and browser before it will install the application. It also verifies that the same version of the application is not already installed on the client.

When you have selected the brand, click **Continue**.



International License Agreement Figure (Figure 2 -3)

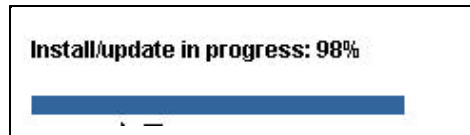
- Click **Yes** to accept the conditions.



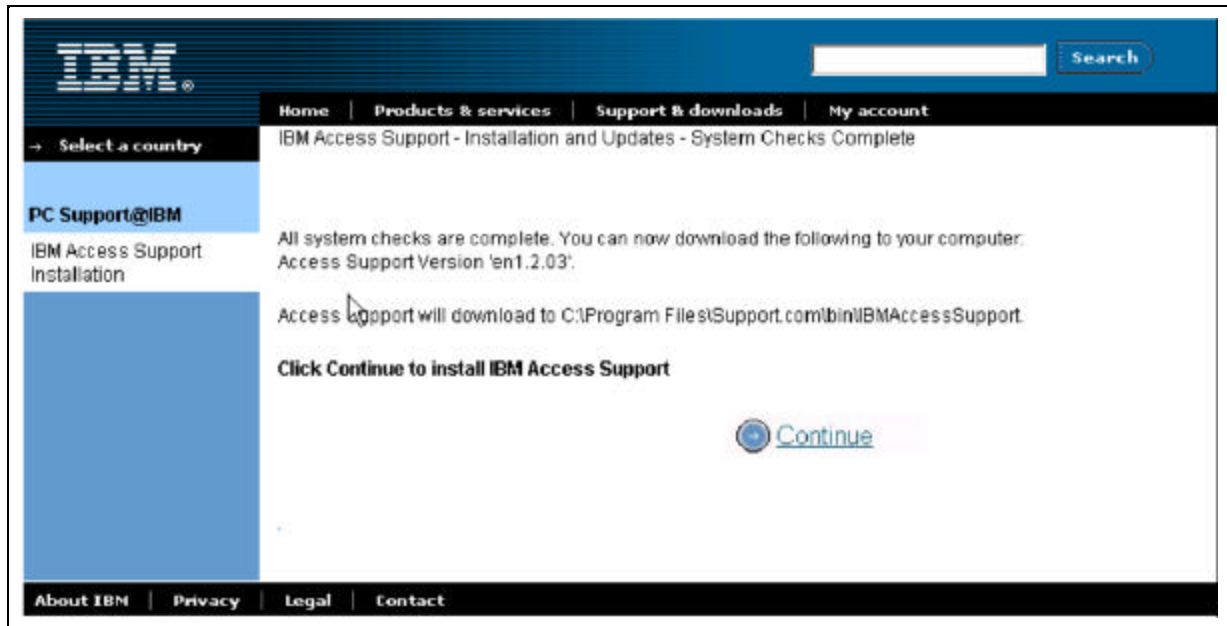
Install / Updates - System Checks Complete Panel (Figure 2 - 4)

- Click **Continue** to install IBM Access Support.

Progress of the install will be mapped.

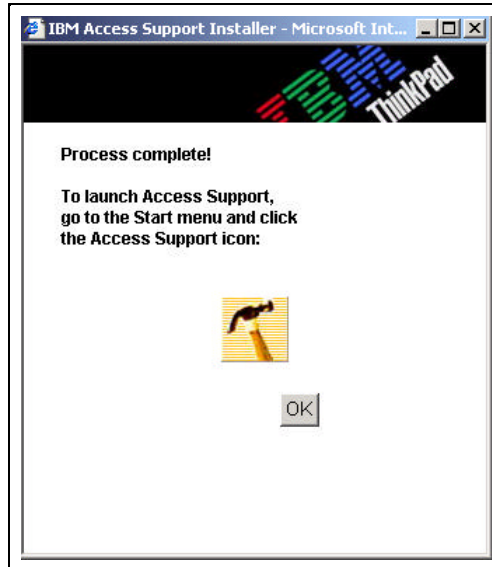


Install / update in progress (Figure 2 - 5)



Install / Updates - System Checks Complete Panel (Figure 2 - 6)

- When the install is complete (progress bar will be 100%), the process complete pop up will display.



Process Complete Popup (Figure 2 - 7)

- Click **OK** to close the install windows. To launch Access Support, go to your **Start Menu** and select the hammer icon.

IMPORTANT: If the Process Complete popup does not display, your install is not complete, or has not been successful.

Summary

In this section, you learned how the customer will install Access Support

Section 3 - IBM Access Support Navigation

Introduction

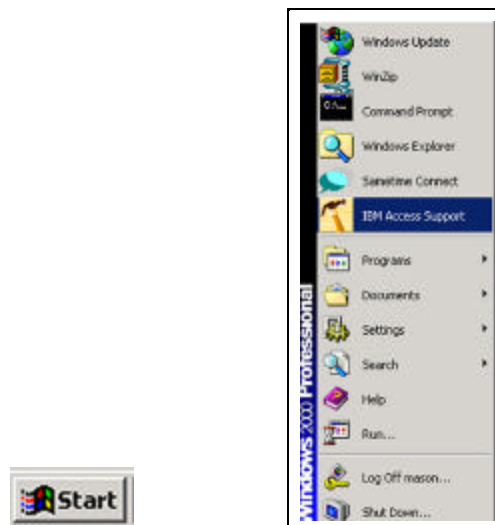
When navigating in IBM Access Support, you will notice that you can easily get around by using familiar GUI techniques

Objectives

In this section you will learn how to get to IBM Access Support.

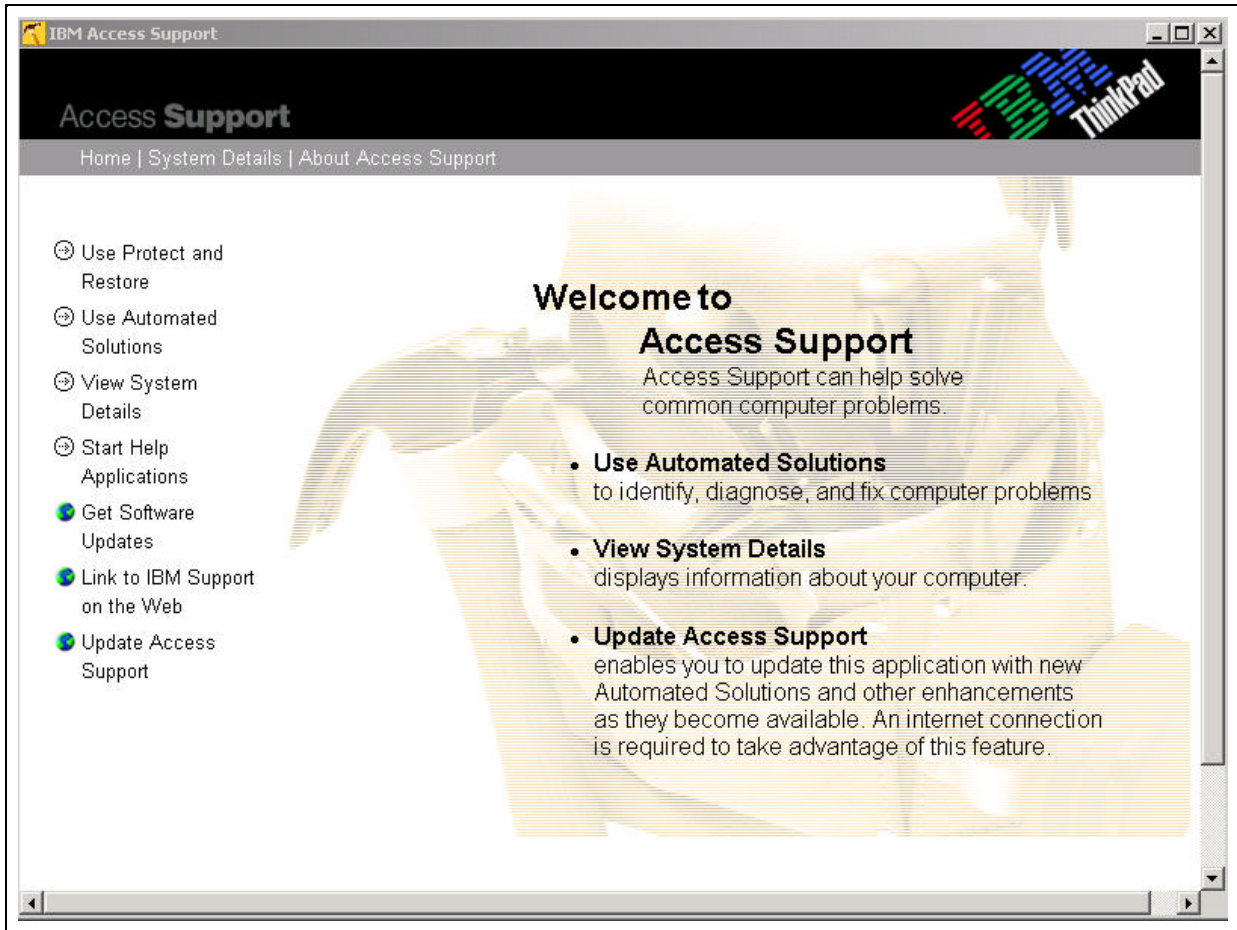
Getting to IBM Access Support

IBM Access Support can be started by clicking **Start** and selecting the **Hammer icon**.



Start Button and Start Menu (Figure 3 - 1)

The IBM Access Support Home Page is displayed.



Access Support Home Page (Figure 3 - 2)

The IBM Access Support home page provides a clear, easy-to-understand menu of available options. Selections that require Internet access are specified with a globe icon.



Access Support Home Page Menu Options (Figure 3 - 3)

- **Use Protect & Restore** -- If system problems result from a virus, an unsuccessful software image update, or other damaging event, the user will be able to restore the system to a previous “known good” state without affecting operational components.
- **Use Automated Solutions** -- Automated Solutions enable you to identify your problem from a list of common situations. Click a button and watch as Access Support guides you through the steps to diagnose and fix your problem.
- **View System Details** -- This feature displays information about your computer. You'll get a quick snapshot of the basics (machine type, model, serial number...) plus an extensive breakdown arranged in an easy-to-navigate tree structure that includes BIOS information, SCSI/IDE Devices, Device Drivers, and much more.
- **Start Help Applications** -- Start Help Applications takes you to a list of additional help and support software.
- **Get Software Updates** -- When you're connected to the Internet, you can update the Access Support application as new enhancements are added. Check this link frequently to get your free update and the latest Automated Solutions as they become available.
- **Link to IBM Support on the Web** -- When you're connected to the Internet, you can link to the page on the PC Support@IBM Web Site that describes your machine. Here you will find downloadable files (such as device drivers), online publications, hints and tips, parts information, and more.

Note: The customer will be given the opportunity to *not* send information. The customer's configuration will be sent to the Access Support Internet server and the customer will be presented with a display of content that is relevant to their system.



Access Support Home Page Selection Bar (Figure 3 - 4)

Note that System Details is listed as a separate item on the selection bar at the top of the screen as well as on the menu itself, due to its importance in solving system problems.

- **Home** -- This returns you to the IBM Access Support Home page when you have selected an option.
- **System Details** -- This feature displays information about your computer. You'll get a quick snapshot of the basics (machine type, model, serial number...) plus an extensive breakdown arranged in an easy-to-navigate tree structure that include BIOS information, SCSI/IDE Devices, Device Drivers, and much more.
- **About Access Support** -- This shows you a more detailed description of the features available as well as copywrite information.

Summary

In this section you learned how to get to IBM Access Support.

Section 4 - Using IBM Access Support

Introduction

This section will discuss in more detail how to use each feature of IBM Access Support.

NOTE:

The scenarios used in this document are based on features currently available. They may change, thereby changing the screens that appear for each feature. The scenarios also vary depending on the brand being used. The screen prints in this section are those found using Windows 2000 on a T21 ThinkPad.

Objectives

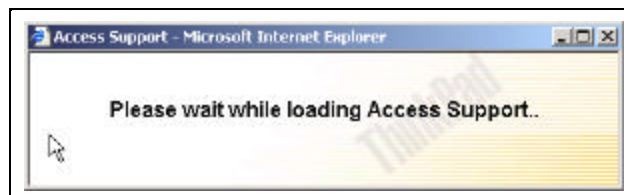
You will learn how the customer will use each menu item of IBM Access Support.

Using IBM Access Support

- Once the software has been installed, go to **Start / IBM Access Support** or **Start / Programs / Brand* / IBM Access Support**. The Access Support icon is a hammer.

Brand* - indicates the machine being used by the customer. **ThinkPad**, for example.

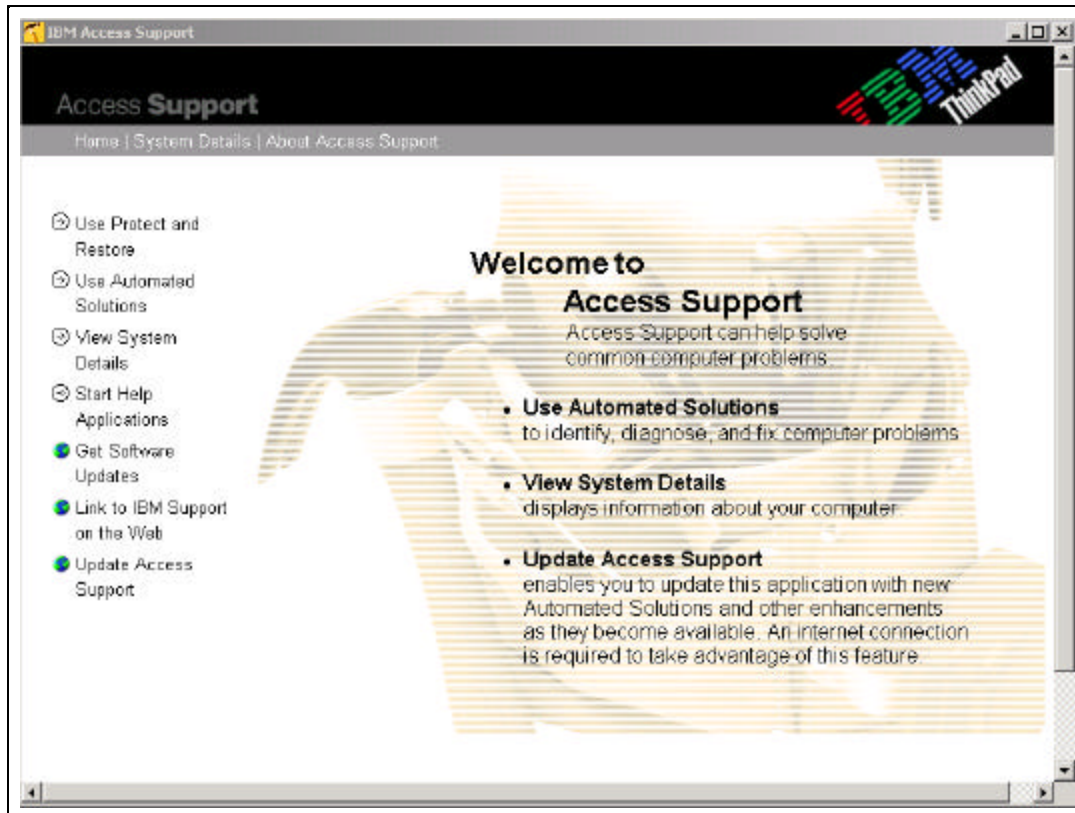
The following screen displays while the system is loading. It loads for a longer period of time when it is the first time the customer has accessed IBM Access Support.



Access Support Loading popup (Figure 4 - 1)

- After several seconds, the **IBM Access Support Home** page is displayed.

At application launch, if a connection to the web is available, the client will check the server to determine if there are updates to the application available. These updates may include new Automated Solutions or new protection screens.



Access Support Home Page (Figure 4 - 2)

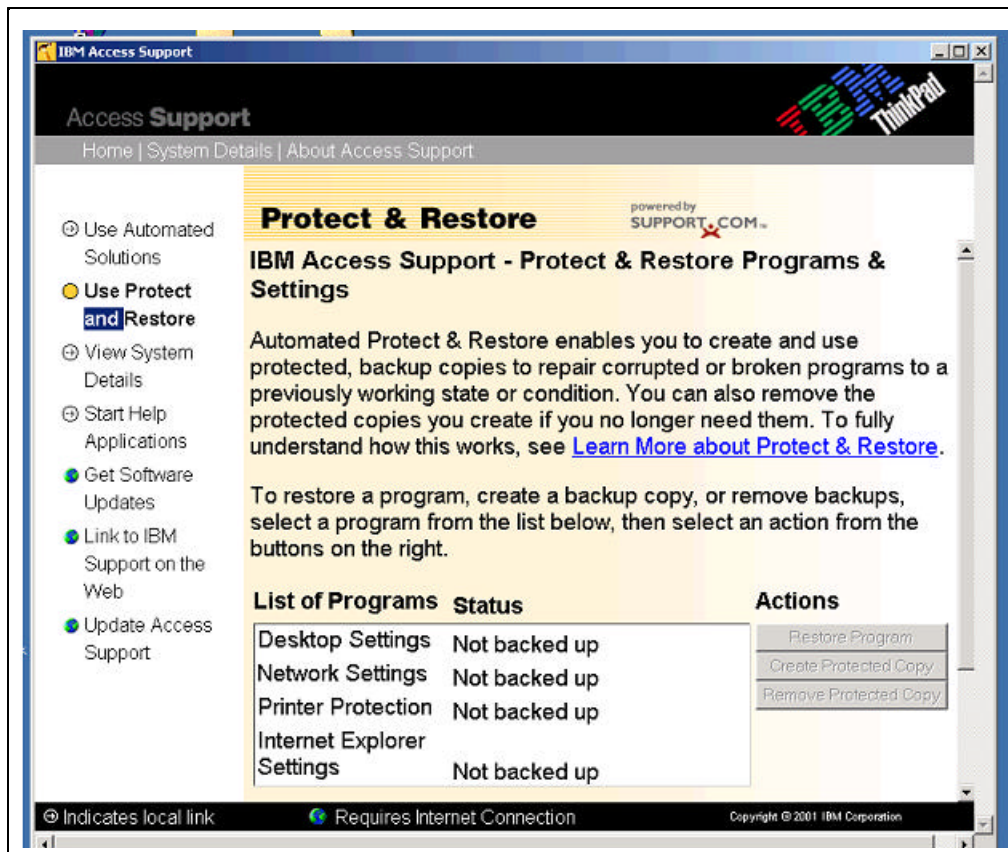
A. Use Protect and Restore

Protect & Restore enables you to create backup copies of selected programs and settings at a specific point in time and store them in a retrievable format. After your protected copy has been created, you can use it to restore a corrupted program or setting to a previously unbroken state or condition. You can create backup copies manually or select to create them automatically on a daily, weekly, or monthly schedule.

NOTE: Make sure that you create the protected backup copy when you know the program or setting is working correctly. If you create a protected backup copy when a program or setting is broken, you will simply be duplicating a corrupted program that you would not want to use in a restore process.

List of Programs & Settings - The programs and settings that are available to protect are in the list on the main page, but you must create a protected copy for each of the available settings before you can use that backup copy to restore the setting.

- Select the program or setting in the list that you want to create the protected copy of.



Access Support Protect and Restore Main Panel (Figure 4 - 3)

- Check the status in the list. It displays the date the last protected backup copy was created. If you create several backup copies, the most recent date will display in the list.

Settings include:

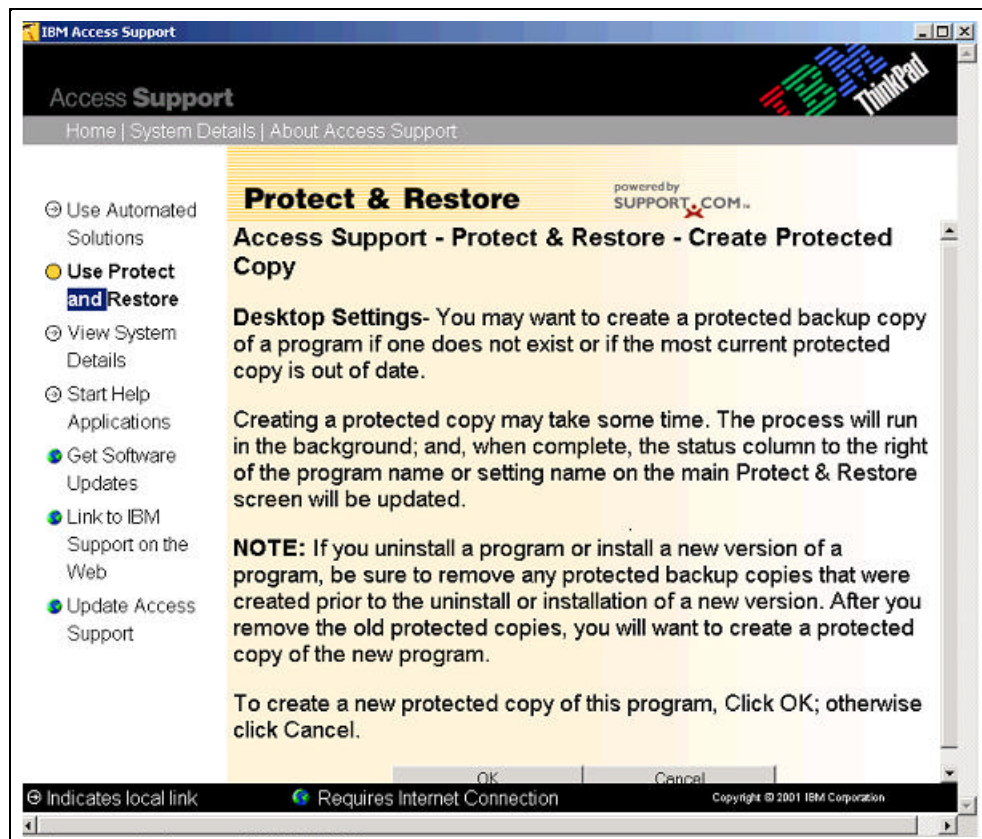
Desktop Settings save files and some shortcuts that are on your desktop. The protected copy of desktop settings can be used to restore files that are inadvertently deleted from the desktop. Normal Windows shortcuts that have a Target/Path and are .LNK files that point to actual files are protected (e.g., desktop shortcut to your Internet Explorer browser).

Network Settings save TCP/IP settings, RAS phonebook settings and other RAS information, interface specific information, computer name, network mappings, work group names, Microsoft network setup, TCP/IP configuration files (e.g., hosts, lmhosts services), SLIP and PPP dialup script files.

Printer Settings save all registry settings. The protected backup copy of printer settings can be used to restore all printer-specific page property settings.

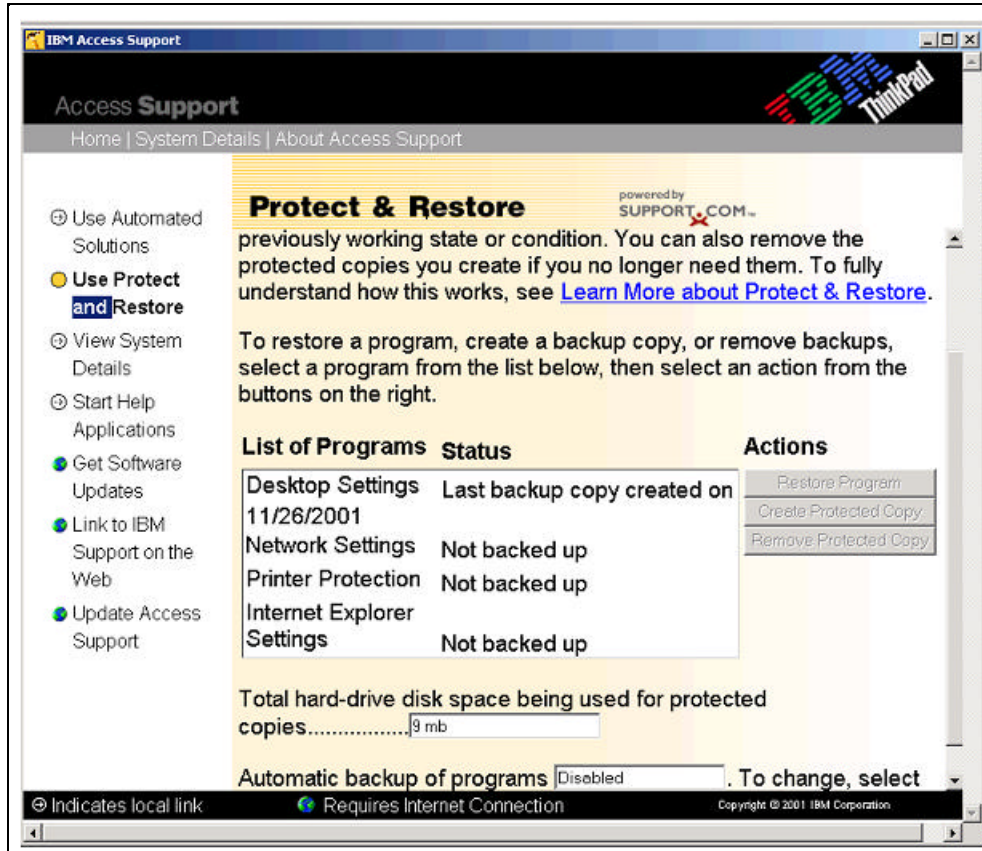
Internet Settings save favorites and all settings including connection, security, default browser, etc.

- Click **Create Protected Copy**.



Access Support Protect and Restore Create Protected Copy Panel (Figure 4 - 4)

- Click **OK** to create a new protected copy of a program or setting.

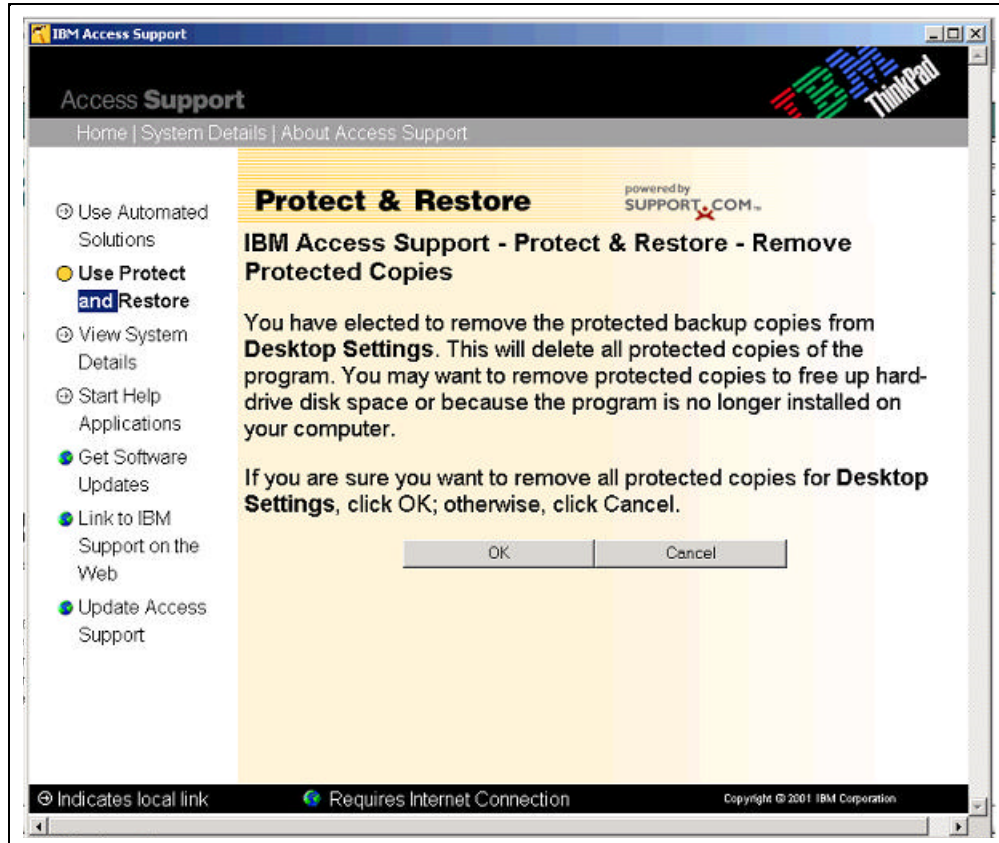


Access Support Protect and Restore Protected Copy Panel (Figure 4 - 5)

The List of Programs includes several “settings”, as well. The last protected copy date is displayed.

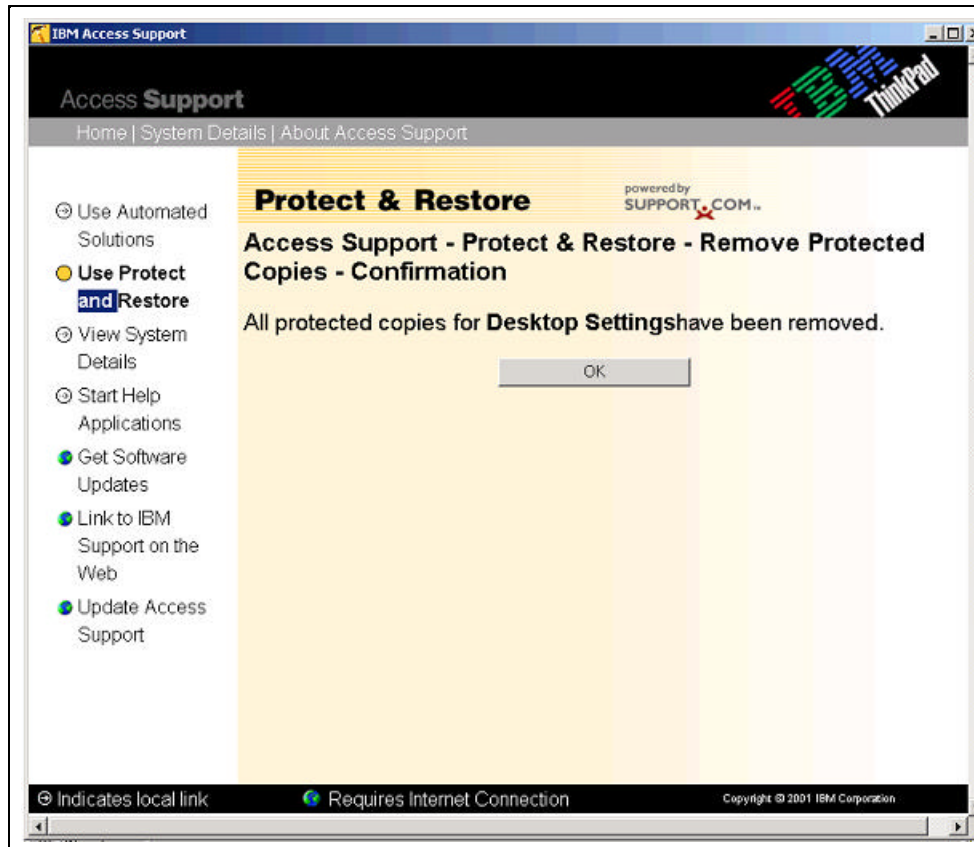
If you need to restore the previous version of a program or setting, click **Restore Program**. If any of the programs or settings that you have created protected backup copies for become corrupted, you can use a protected backup copy to restore the program or setting to a working state. The program or setting will be restored to the state it was on the date of the protected backup copy.

NOTE: If you made any changes or additions **after** the date of the protected copy, those changes will **not** be included in the backup. Remember to always create a new protected backup copy after you make changes so that the protected copy will be up-to-date.



Access Support Protect and Restore Remove Protected Copy Panel (Figure 4 - 6)

If you want to remove the backup copy of the program or setting, click **OK**. You might want to remove a backup when you no longer have the program installed on your computer, or if you need to free up hard drive disk space.



Access Support Protect and Restore Remove Protected Copy Confirmation Panel (Figure 4 - 7)

- Click **OK**.

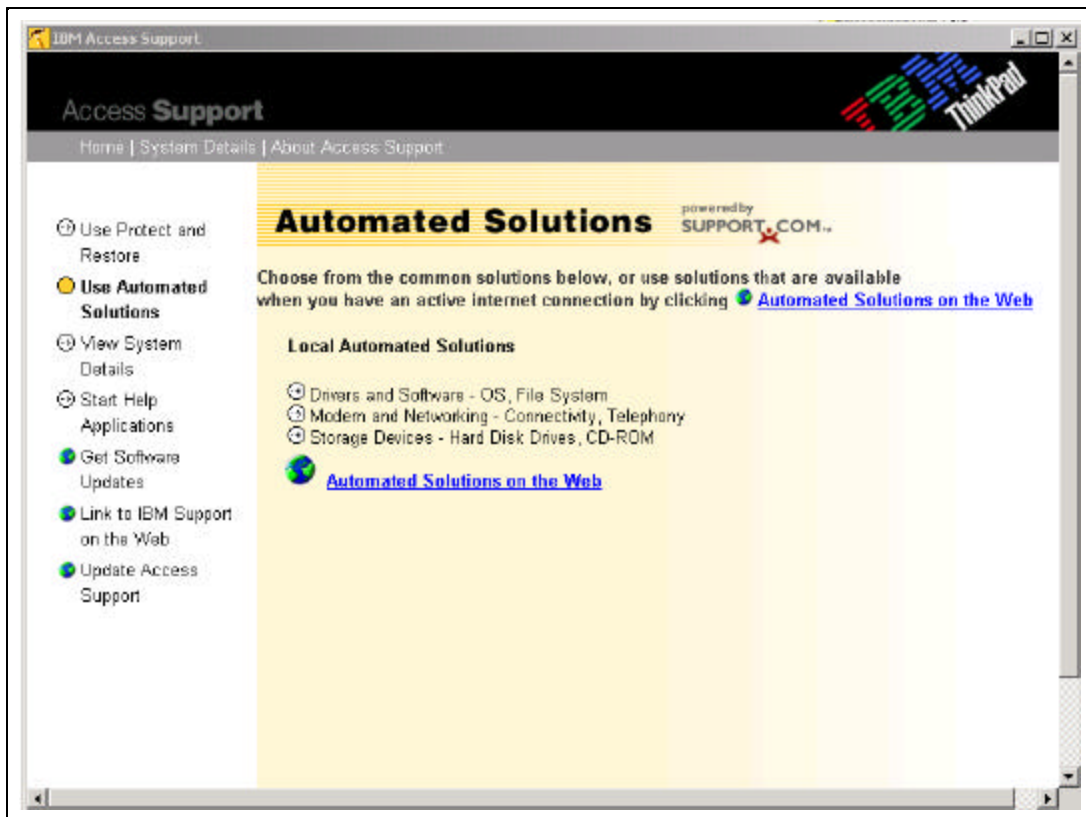
Undo Restore - Undo Restore will undo the last restoration and take you back to the state of the program or setting prior to the restore.

B. Use Automated Solutions

- Click **Use Automated Solutions**

Automated Solutions are local on the customer's machine and can be run whether the customer is connected or not. They are scripted methods of automating common support tasks. Additional solutions will be developed and maintained by the help center. The local automated solutions were installed at the same time Access Support was downloaded and installed from the web. Updates to the local content will be made periodically. When an update is made available, the customer will be notified at the time the application launches. Many automated solutions are available via a link to the web. When the customer clicks this link, a display of available solutions will be rendered based on their brand, family, Machine type, and operating system.

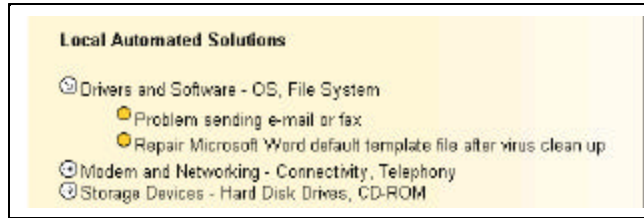
The example below demonstrates options available while using Windows 2000 on a T21 ThinkPad. Other items may be listed for other machine type / operating system combinations. Similar screens may be presented for other brands.



Automated Solutions Main Panel (Figure 4 - 8)

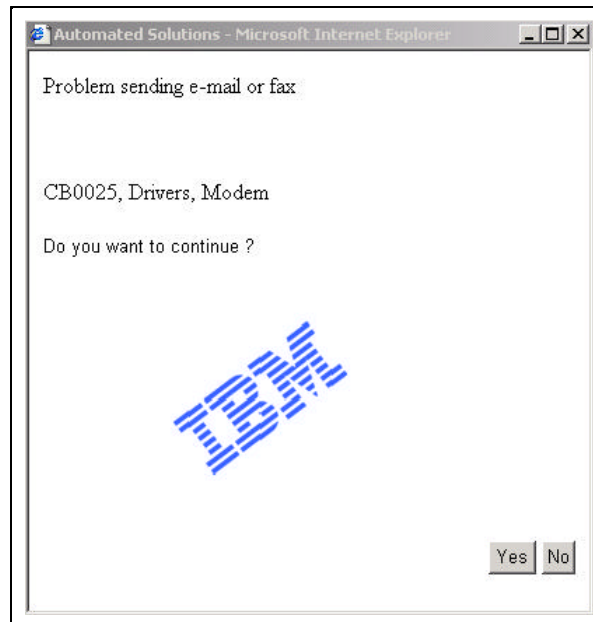
Local Automated Solutions.

- Click **Driver and Software - OS, File System**



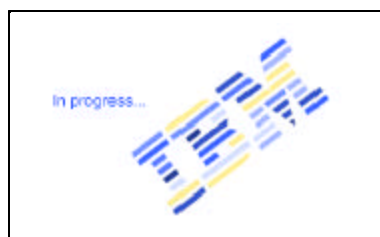
Local Automated Solutions Panel (Figure 4 - 9)

- Click **Problem sending e-mail or fax**.

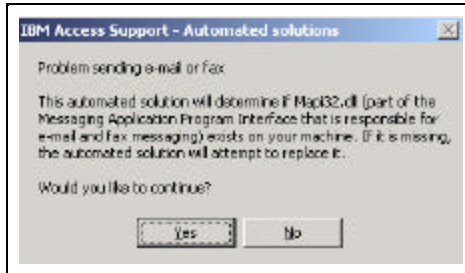


Automated Solutions e-Mail or Fax Popup (Figure 4 - 10)

- Click **Yes** to continue. The "In progress" message appears.

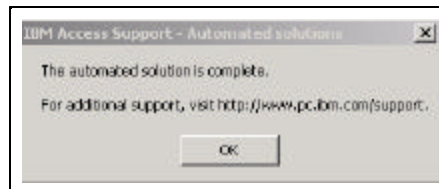


In Progress Popup (Figure 4 - 11)



Automated Solutions e-Mail or Fax Check Box (Figure 4 - 12)

- If you would like IBM Access Support to determine if software is missing, click **Yes**.
- When the analysis is complete, a pop up is displayed.



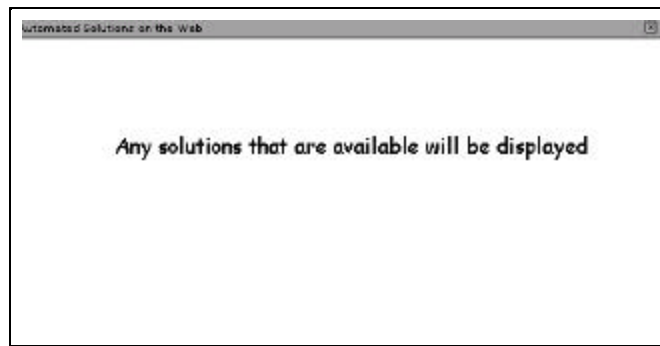
Automated Solutions Complete Popup (Figure 4 -13)

- Click **OK**. The customer will always be given the option to go to the IBM PC web site if further assistance is needed.

Web Automated Solutions

Web automated solutions reside on the web and to use them, you must have an active web connection. They are downloadable to the individual machine and are unique to the machine type and operating system. If not connected, the customer will get the message that they are off-line.

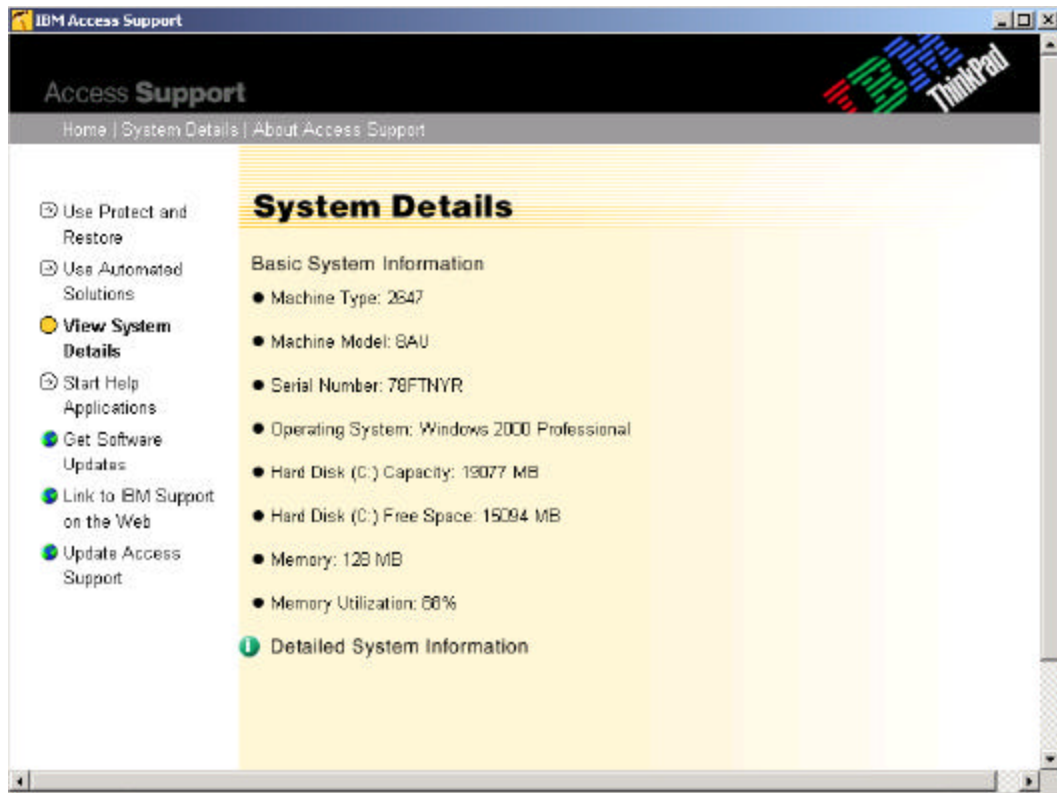
Any solutions relevant to your system are displayed in the window.



Automated Solutions on the Web Popup (Figure 4 - 14)

C. View System Details

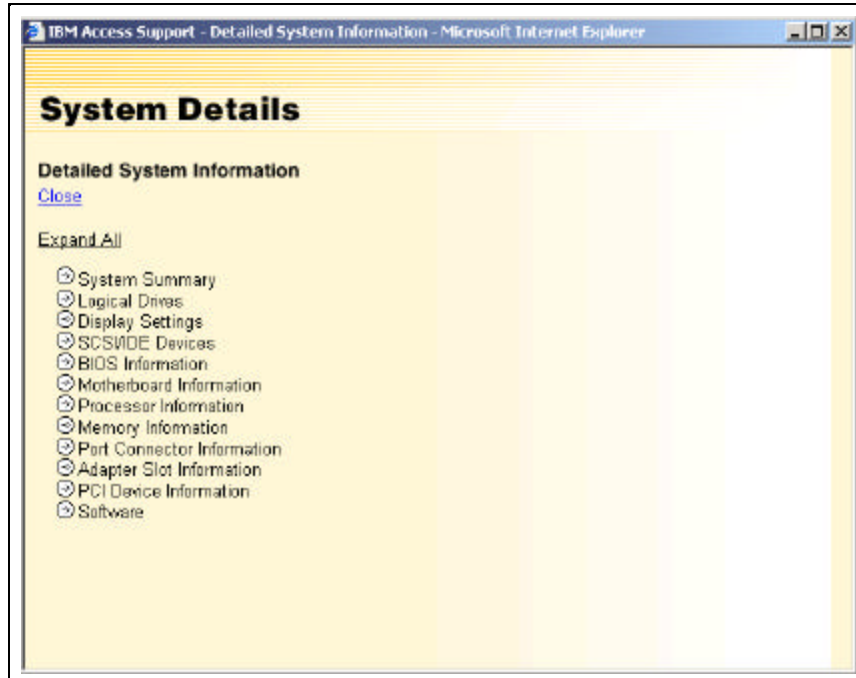
- Click **View System Details**. This is a feature performed locally, on the customer's machine. The following panel, showing details for the customer's machine is unique to the Windows 2000 / T21 ThinkPad combination. The system detailed information displayed is dependent on the machine type / operating system being used by the customer.



System Detail Main Panel (Figure 4 - 15)

Consistent information, regardless of machine type / operating system is:

- Machine type
 - Machine Model
 - Serial Number
 - Operating System
- Click **Detailed System Information** to display each of the areas available to expand. Similar information is displayed for each machine type / operating system combination.



Detailed System Information - Collapsed (Figure 4 - 16)

- Click **Expand all** to see further detail of the system.

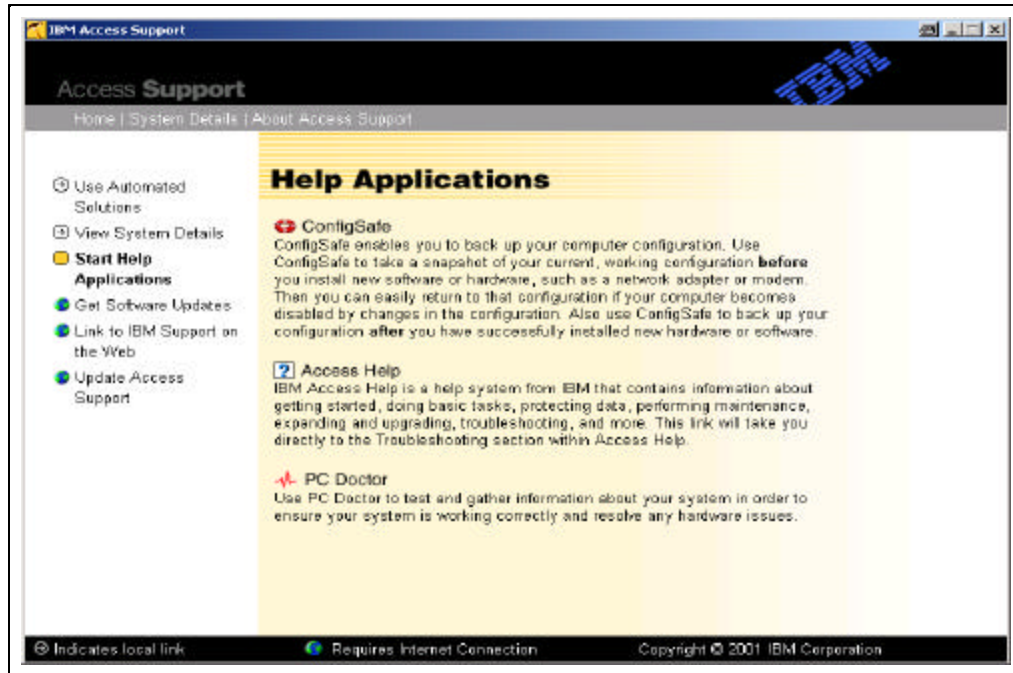


Detailed System Information - Expanded (Figure 4 - 17)

- Click **Close** to return to the **IBM Access Support Home** page or **Collapse All** to return to the previous view. (See **Appendix A - Expanded Detailed System Information** for all details that can be displayed dependent on machine type / operating system combination.)

D. Start Help Applications

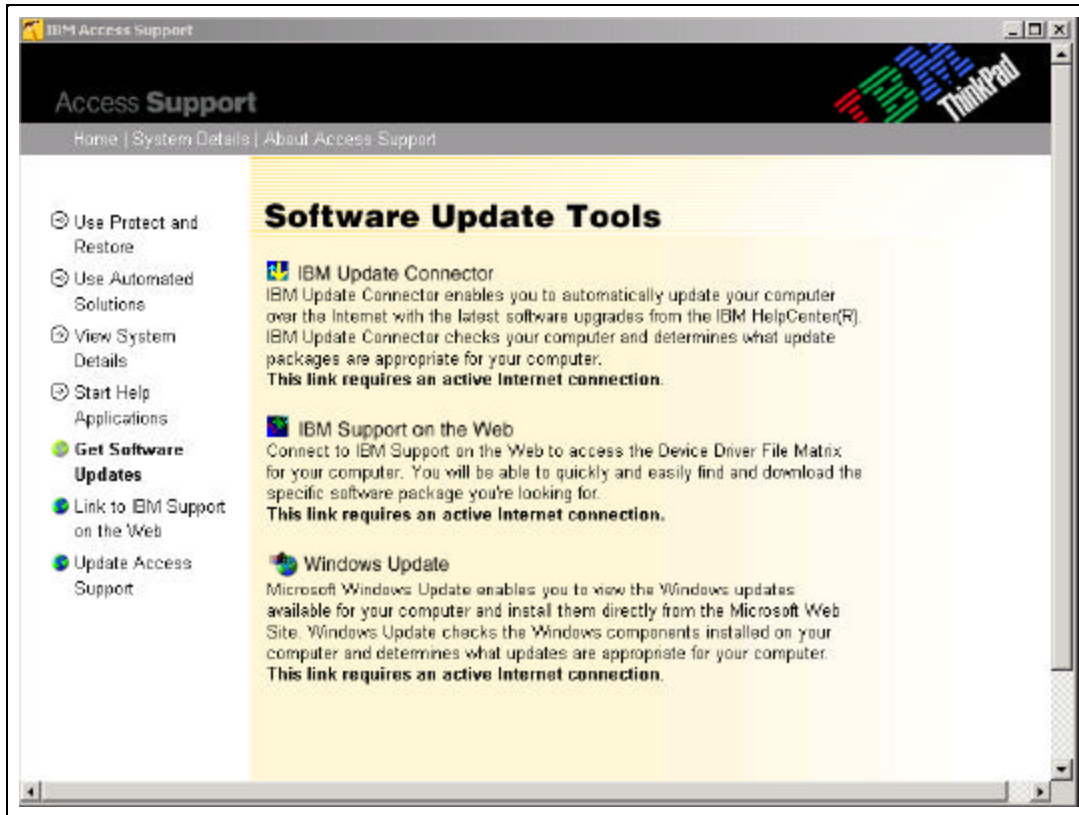
- Click **Start Help Applications**. This is a feature performed locally, on the customer's machine. The following panel, showing details for a customer's machine is unique to the Windows 2000. This screen will display links to certain pre-loaded applications. If those applications are not installed, links will not be displayed.



Help Application Main Panel (Figure 4 - 18)

E. Get Software Updates

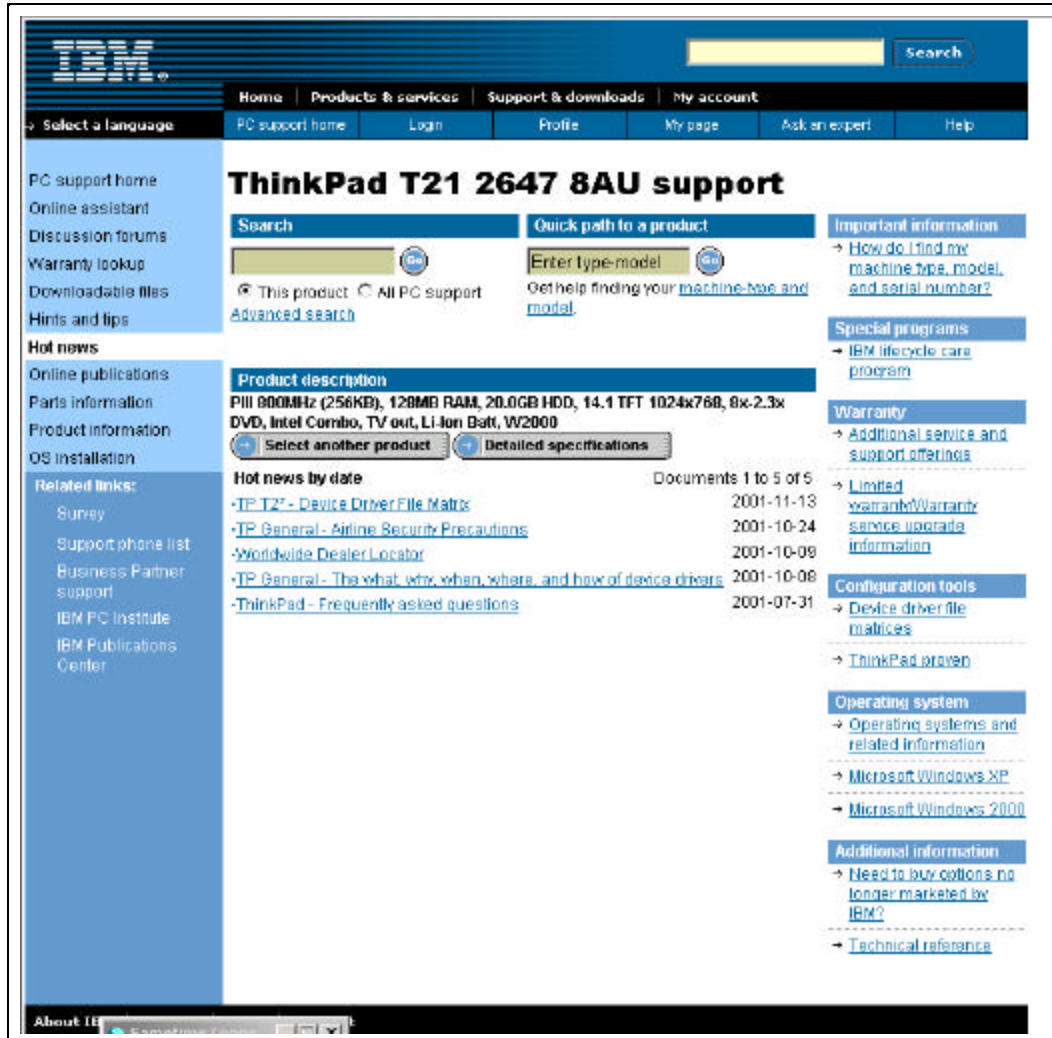
- Click **Get Software Updates**. To perform this function, you must have an active connection to the web. This page links to commonly used web sites for the particular brand being used by the customer.



Software Update Tools Main Panel (Figure 4 - 19)

F. Link to IBM Support on the Web

- Click **Link to IBM Support on the Web**. To perform this function, you must have an active connection to the web. Clicking this link will take the customer to the support site particular to their machine type and model. The following panel shows details for the specific IBM support site of the Windows 2000 / T21 ThinkPad combination.



Link to IBM Support on the Web (Figure 4 - 20)

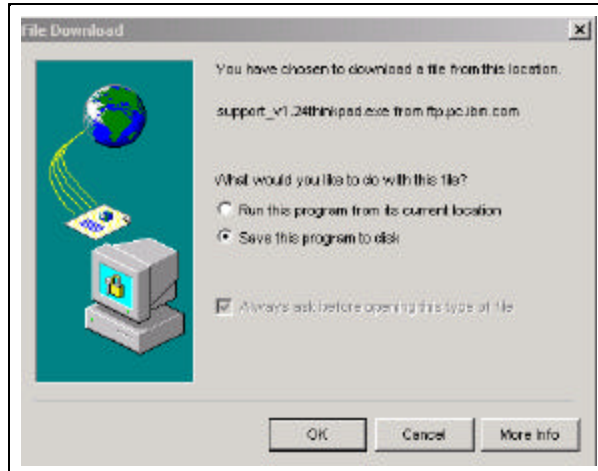
G. Update Access Support

- Click **Update Access Support**. To perform this function, you must have an active connection to the web. This link will check to see if a newer version of the application is available from the web.

The screenshot shows the IBM Access Support website. The main heading is "Access Support - Installation and updates". Below this, there are sections for "Applicable countries/regions" (Worldwide), "Service hints & tips" (Welcome to IBM Access Support!), and a list of links for downloading the software for different system types: "Download Access Support version 1.24 for notebook systems (ThinkPad)" and "Download Access Support version 1.24 for desktop systems (NetVista/IntelliStation)". A note states that IBM Access Support requires Administrator Access to run. Below this, there is a section for verifying system compatibility, listing various IBM models (NetVista A21, A21i, A22p, M41, X41, IntelliStation E Pro, ThinkPad A30, R30, T23, X22) and Microsoft Windows operating systems (98SE, Me, 2000, XP Home, XP Professional). A final note indicates that the software requires approximately 10 MB to operate and is currently only available in English. The page footer includes "About IBM", "Privacy", "Legal", and "Contact" links.

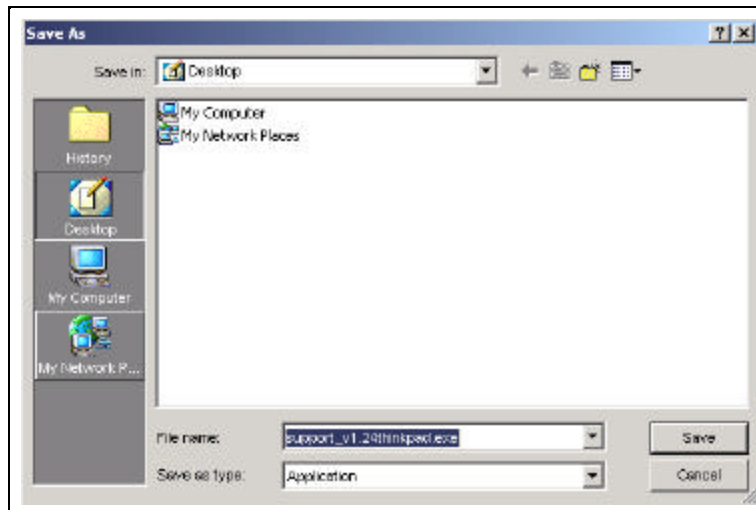
Access Support - Installation and updates (Figure 4 - 21)

- Click **Download Access Support Version** for the appropriate brand. To perform this function, you must have an active connection to the web



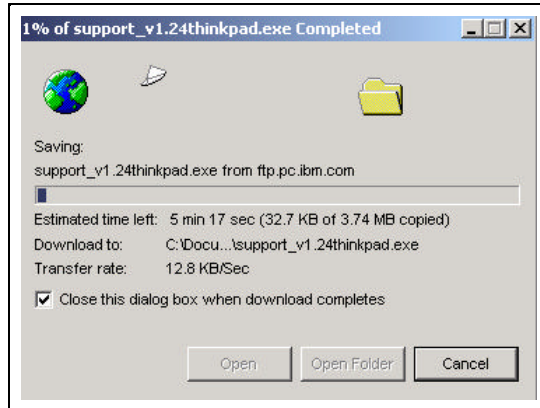
Access Support - Installation and Updates Popup (Figure 4 -22)

- Click **OK**.



Access Support - Installation and Updates Location Save Panel (Figure 4 - 23)

- Click **Save**.



Access Support - Installation and Updates Progress Panel (Figure 4 - 24)

A progress popup is displayed allowing you to cancel, if necessary.

Summary

You learned how the customer will use each menu item of IBM Access Support and how they differ based on machine type / operating system combinations. This includes:

- use Protect and Restore
- use Automated Solutions
- view System Detail Information
- start Help Applications
- get Software Updates
- link to IBM Support on the Web
- update Access Support

Section 5 - Automated Solutions Currently Available

Introduction

This section focuses on the currently available **Automated Solutions**. This list will change as the product becomes more commonly used. The currently available solutions are the result of reviewing the calls received during a month long period and creating the solutions for the most often requested information.

Objective

You will learn what solutions are currently available for the customer's use, what machine type / operating system combinations are supported and where to go for the latest Automated Solutions.

Automated Solutions

Please go to url: <http://w3.pc.ibm.com/helpcenter/qtechinfo/MIGR-40328.html> for the most up to minute list of solutions.

The Automated Solutions available at the time of publication:

AS #	Automated Solution Description
1	Adjust power saving features to improve battery life (Battery)
3	Recordings made with the microphone are not loud enough (Multimedia)
4	Enable printer port (Printers)
7	Pressing the FN plus F12 keys does not make the system enter hibernation mode (Battery)
11	Setting the volume from the desktop (Multimedia)
19	Losing network connectivity when running on battery power (Battery)
20	Adjust settings for projector presentations (Multimedia)
24	Increase free disk space on the hard disk drive (Storage)
25	Problem sending e-mail or fax (Modem)
26	Repair Microsoft Word default template after virus clean up (Drivers)
28	Specify what the system does when the ThinkPad computer display lid is closed (Battery)
60	System locks or hangs (general system checkup)
67	Device Driver File Matrix
68	Drive Fitness Test
72	Check Network Connectivity
75	Internet Explorer protection (All)
77	Printer protection (All)
78	Network protection (All)
80	Warranty Expiration Checkpoint
111	Modem initiative
217	Capture ServeRAID controller logs (All servers)
218	Clear the ServeRAID adapter Hard, Soft, and Device logs (All servers)
238	Desktop settings protection (All)

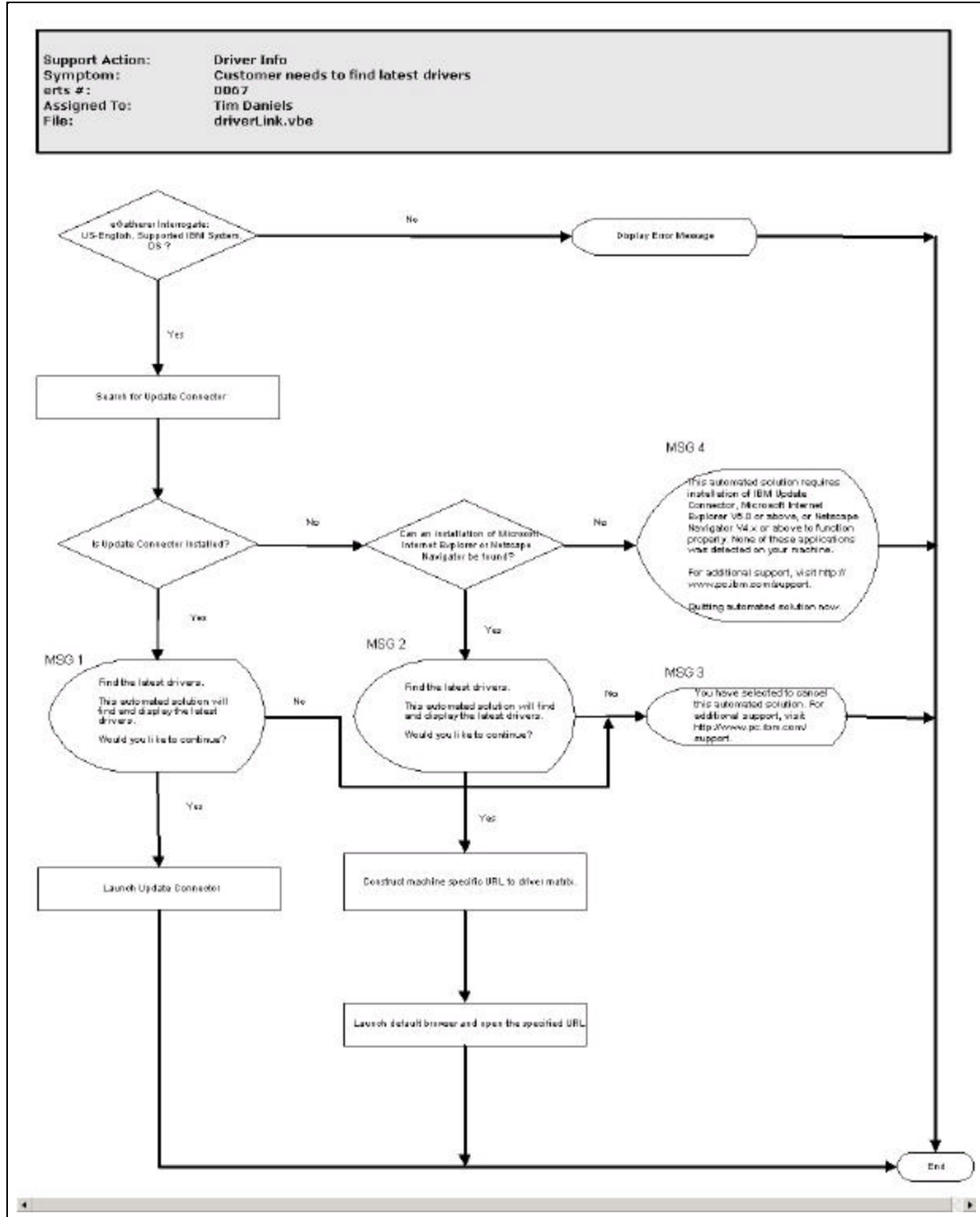
Currently Available Automated Solutions (Figure 5 - 1)

Sample Automated Solutions Matrix

Access Support Number	Description	Brand	Model / Type	Additional Information
AS0001	Adjust power saving features	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
AS0003	Adjust microphone	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2293, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6679, 6647, 6599, 6649, 2251, 2271, 6630, 6631, 6640, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	
		IntelliStation	6204, 6214	
AS0004	Enable printer port (Printers)	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2293, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6679, 6647, 6599, 6649, 2251, 2271, 6630, 6631, 6640, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	
		IntelliStation	6204, 6214	
AS0007	Enter hibernation mode	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
AS0011	Setting the volume	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
		NetVista	6790, 6791, 6792, 6793, 6794, 6795, 6823, 6825, 2292, 6343, 6349, 6350, 2293, 6274, 6596, 6058, 6568, 6569, 6578, 6648, 6650, 6059, 6679, 6647, 6599, 6649, 2251, 2271, 6630, 6631, 6640, 2254, 2256, 2257, 6336, 6337, 6339, 6341, 6342, 6346, 6347, 6348	
		IntelliStation	6204, 6214	
AS0019	Losing network connectivity	.	.	.
AS0020	Adjust settings for projector	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	
AS0024	Increase free disk space	Any	Any	Oversee
AS0025	Problem sending e-mail	Any	Any	Oversee
AS0026	Repair Microsoft Word	Any	Any	Oversee
AS0028	ThinkPad lid is closed	ThinkPad	T20 - 2647, 2648 / T21 - 2647, 2648 / T22 - 2647, 2648 / T23 - 2647 / A30 - 2652 / A30p - 2653 / R30 - 2656, 2657, 2676 / X22 - 2660, 2662	

Sample Automated Solutions Matrix (Figure 5 - 2)

Sample Flow Chart of Support Action



Sample Automated Solution Flow Chart (Figure 5 - 3)

Summary

You learned what solutions are currently available for the customer's use, what machine type / operating system combinations are supported and where to go for the latest Automated Solutions.

Section 6 - Course Summary

In summary, in this course you learned much about IBM Access Support. You are ready to provide level 1 support to the customer who calls in with questions about the application. You also learned:

- how to install Access Support
- how to get to Access Support
- how to use Access Support
- what machine type / operating system combinations are supported
- what Automated Solutions are currently available
- where to find a more up to the minute listing of available Automated Solutions

Appendix A - Expanded Detailed System Information

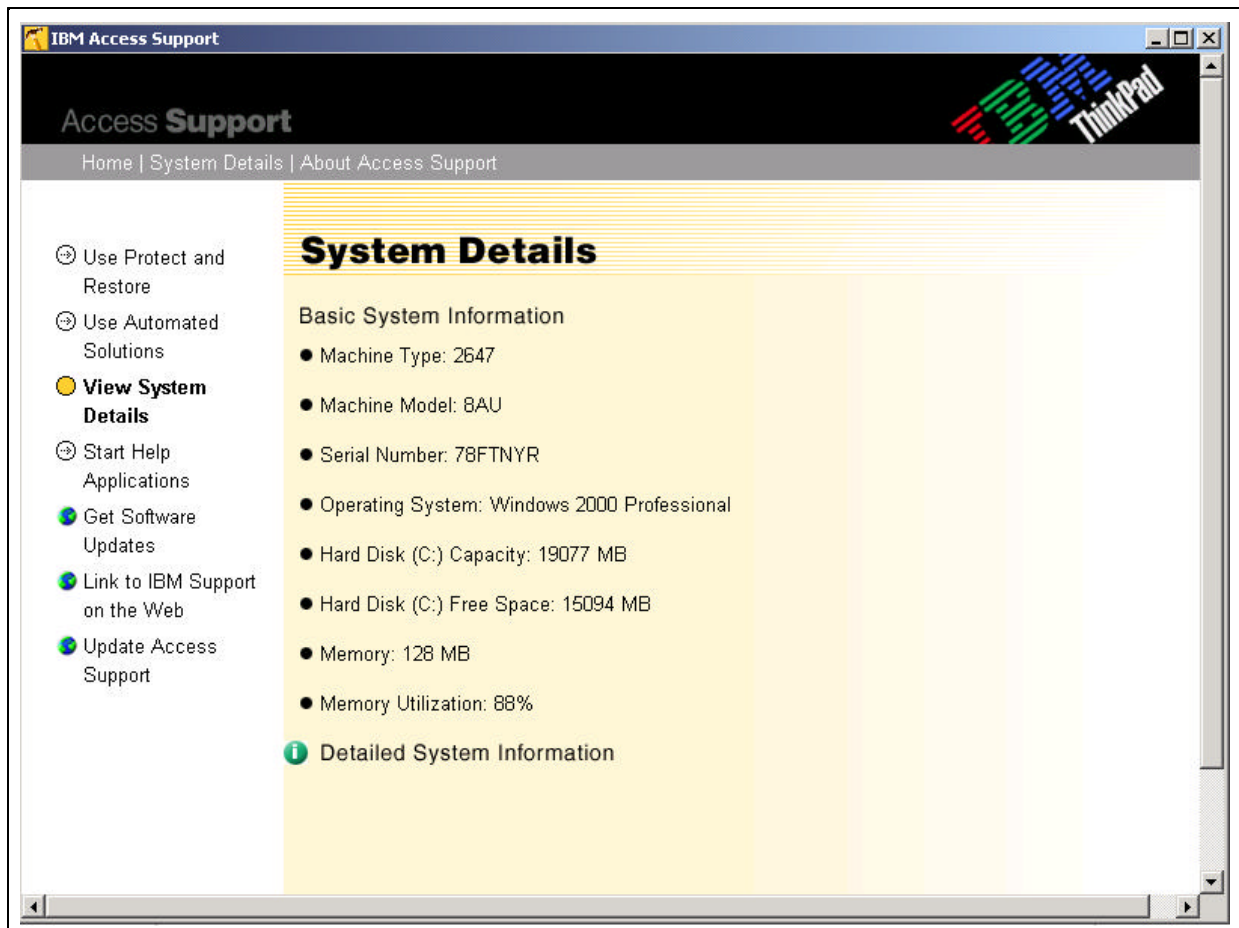
Introduction

This section fully displays the **Expanded Detailed System Information**.

Objectives

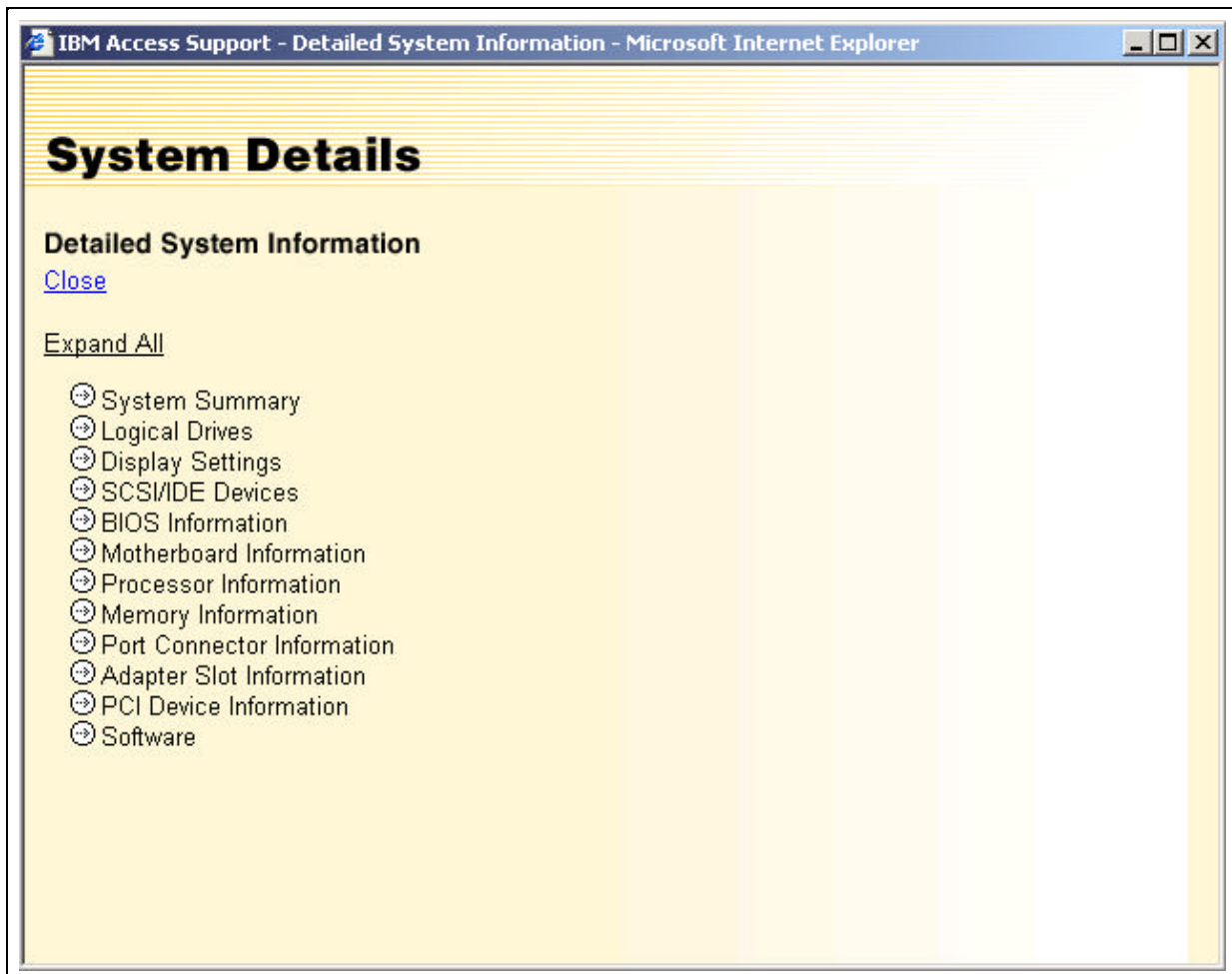
The objective of this section is to display all of the fields available

- Click **View System Details**. The following panel, showing details for the customer's machine is displayed:



Expanded Detailed System Information (Con't)

- Click **Detailed System Information**



Expanded Detailed System Information (Con't)

- Click **Expand all** to see further detail of the system.

IBM Access Support - Detailed System Information - Microsoft Internet

System Details

Detailed System Information

[Close](#)

[Expand All](#)

- System Summary
 - Computer Name: CHRISBLAND
 - Computer Model: 26478AU
 - Serial Number: 78FTNYR
 - Computer OEM: IBM
 - OS Name: Windows 2000 Professional
 - OS Type: Windows NT / 2000 / XP
 - OS Version: 5.00
 - OS Build: 2195
 - OS Service Pack:
 - OS OEM: Microsoft Corporation
- Logical Drives
 - Hard Disk(C:)
 - Type: Hard Disk
 - Capacity: 19077 MB
 - Free Space: 15094 MB
 - Volume Label: C_DRIVE
 - File System: NTFS
 - CDROM(D:)
 - Type: CDROM
 - Capacity: 0 MB
 - Free Space: 0 MB
 - Volume Label: Audio CD
 - File System: CDFS
- Display Settings
 - Horizontal Resolution: 1024
 - Vertical Resolution: 768
 - Bits per pixel: 16
 - Frequency: 60
 - Adapter: S3 Savage/IX
 - Chip Type: S3 SDAC
 - BIOS: 4.02.50.39

Expanded Detailed System Information (Con't)

- ⊖ SCS/IDE Devices
 - ⊖ Bus 0Port 0(DiskPeripheral)
 - Device Name: HITACHI_DK23BA-20B
 - Target Id 0
 - Logical Unit Id 0
 - ⊖ Bus 0Port 1(CdRomPeripheral)
 - Device Name: HITACHI DVD-ROM GD-S200
 - Target Id 0
 - Logical Unit Id 0
- ⊖ BIOS Information
 - Vendor: IBM
 - Version: KZET22WW (1.04a)
 - Release Date: 01/19/2001
- ⊖ Motherboard Information
 - Serial Number: J1GP21233XM
- ⊖ Processor Information
 - Manufacturer: GenuineIntel
 - Version: Pentium(R) III
 - Current Speed: 800
- ⊖ Memory Information
 - Memory Utilization: 88%
 - Total Physical Memory: 128 MB
 - Available Physical Memory: 15 MB
 - ⊖ DIMM Slot 1
 - Socket: DIMM Slot 1
 - Type: DIMM, SDRAM
 - Installed Size: 128 MB
 - Enabled Size: 128 MB
 - ⊖ DIMM Slot 2
 - Socket: DIMM Slot 2
 - Type: DIMM, SDRAM
 - Installed Size: Not Installed
 - Enabled Size: Not Installed

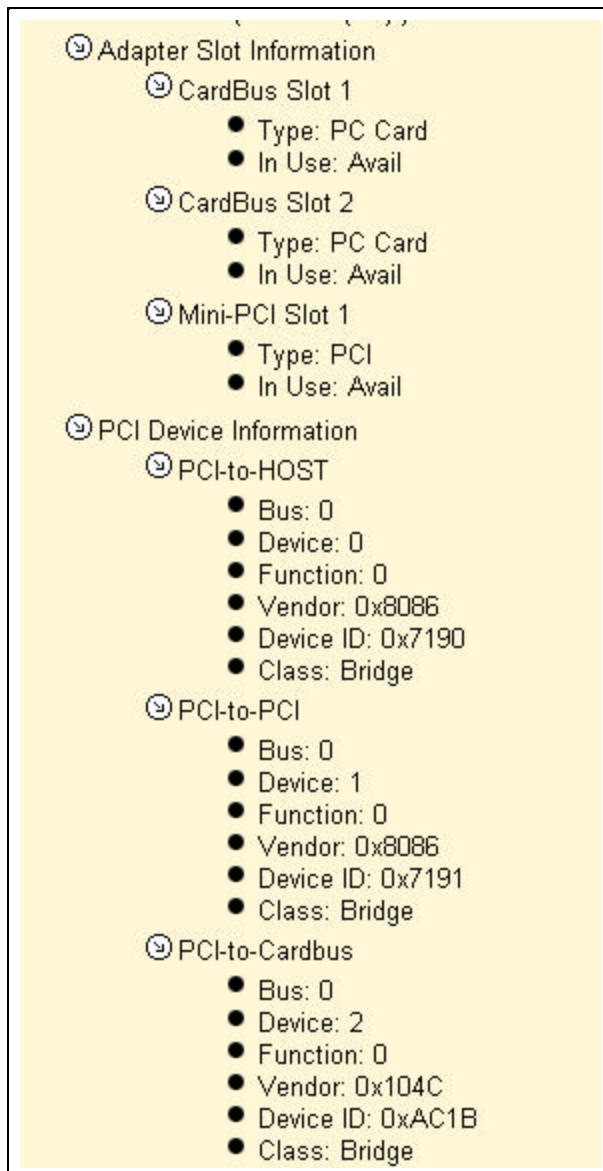
Expanded Detailed System Information (Con't)

- ⊖ Port Connector Information
 - ⊖ Serial Port 16550A Compatible(Serial:)
 - Port Type: Serial Port 16550A Compatible
 - Internal Designator:Not Available
 - External Designator:Serial
 - ⊖ Other(Infrared:)
 - Port Type: Other
 - Internal Designator:Not Available
 - External Designator:Infrared
 - ⊖ Parallel Port ECP/EPP(Parallel:)
 - Port Type: Parallel Port ECP/EPP
 - Internal Designator:Not Available
 - External Designator:Parallel
 - ⊖ Video Port(External Monitor:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:External Monitor
 - ⊖ Mouse Port(PS/2 Mouse:)
 - Port Type: Mouse Port
 - Internal Designator:Not Available
 - External Designator:PS/2 Mouse
 - ⊖ Audio Port(Line-In Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Line-In Jack
 - ⊖ Audio Port(Microphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Microphone Jack
 - ⊖ Audio Port(Headphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Headphone Jack

Expanded Detailed System Information (Con't)

- ⊖ Video Port(External Monitor:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:External Monitor
- ⊖ Mouse Port(PS/2 Mouse:)
 - Port Type: Mouse Port
 - Internal Designator:Not Available
 - External Designator:PS/2 Mouse
- ⊖ Audio Port(Line-In Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Line-In Jack
- ⊖ Audio Port(Microphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Microphone Jack
- ⊖ Audio Port(Headphone Jack:)
 - Port Type: Audio Port
 - Internal Designator:Not Available
 - External Designator:Headphone Jack
- ⊖ Video Port(S-Video-Out:)
 - Port Type: Video Port
 - Internal Designator:Not Available
 - External Designator:S-Video-Out
- ⊖ Modem Port(Modem:)
 - Port Type: Modem Port
 - Internal Designator:Not Available
 - External Designator:Modem
- ⊖ Network Port(Ethernet:)
- ⊖ USB(USB 1:)
- ⊖ USB(UltraPort(TM):)

Expanded Detailed System Information (Con't)

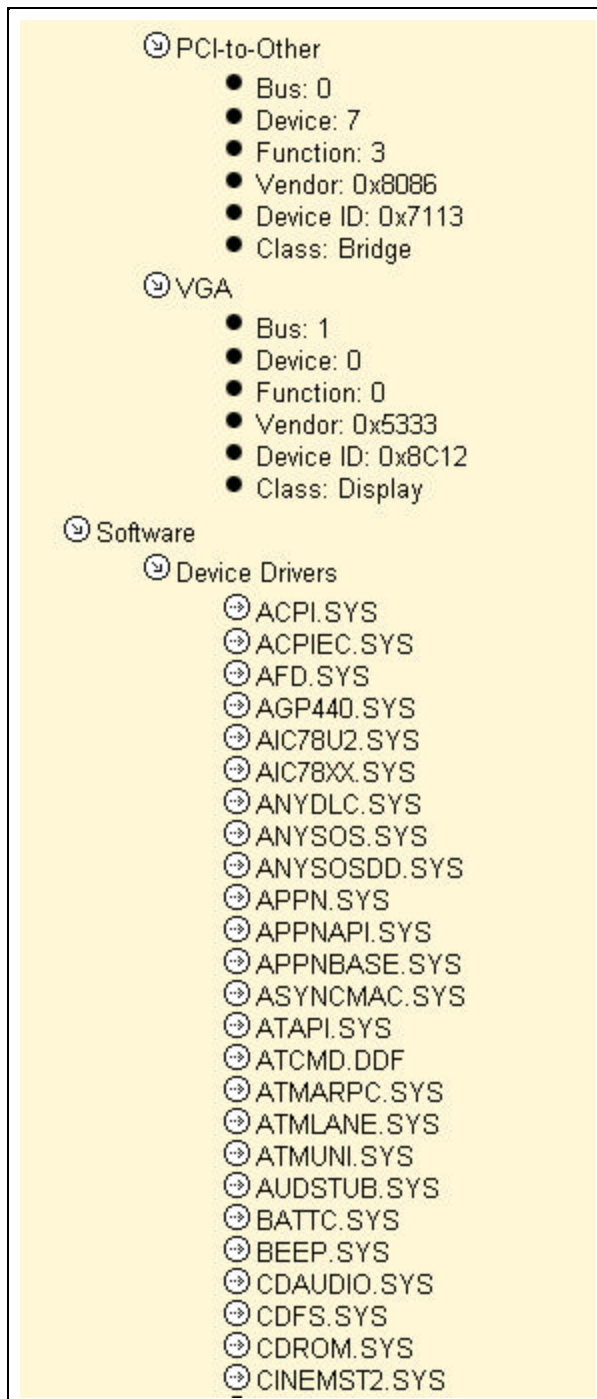


Expanded Detailed System Information (Con't)

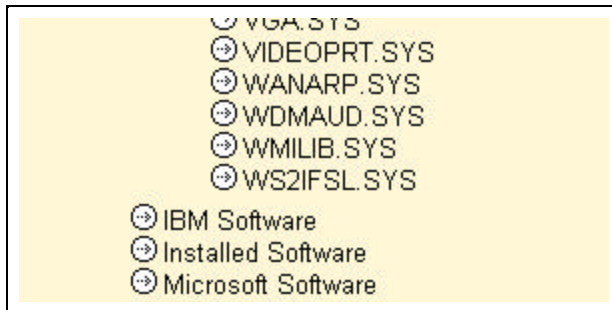
Class: Bridge

- ⊖ Ethernet
 - Bus: 0
 - Device: 3
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x1229
 - Class: Network
- ⊖ Serial
 - Bus: 0
 - Device: 3
 - Function: 1
 - Vendor: 0x115D
 - Device ID: 0x000C
 - Class: Communication
- ⊖ Audio
 - Bus: 0
 - Device: 5
 - Function: 0
 - Vendor: 0x1013
 - Device ID: 0x6003
 - Class: Multimedia
- ⊖ PCI-to-Other
 - Bus: 0
 - Device: 7
 - Function: 0
 - Vendor: 0x8086
 - Device ID: 0x7110
 - Class: Bridge
- ⊕ IDE
- ⊖ USB
 - Bus: 0
 - Device: 7
 - Function: 2
 - Vendor: 0x8086
 - Device ID: 0x7112
 - Class: Serial

Expanded Detailed System Information (Con't)



Expanded Detailed System Information (Con't)



Summary

This section displayed all of the fields available in the **Expanded View of System Detail**.

Appendix B - Access Support Training Manual Figures

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Install / Update in Progress	Figure 2 - 5	2 - 4
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Access Support Home Page Menu Options	Figure 3 - 3	3 - 2
Access Support Home Page Selection Bar	Figure 3 - 4	3 - 3
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AS Protect and Restore Create Protected Copy Panel	Figure 4 - 4	4 - 4
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Access Support - Installation and Updates Location Save Panel	Figure 4 - 23	4 - 19
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Sample Automated Solutions Flow Chart	Figure 5 - 3	5 - 3

