



TIBCO *Spotfire*

Support Guide

Revision History		
Revision	Date	Description
2.2	03/09/2010	Document updated.

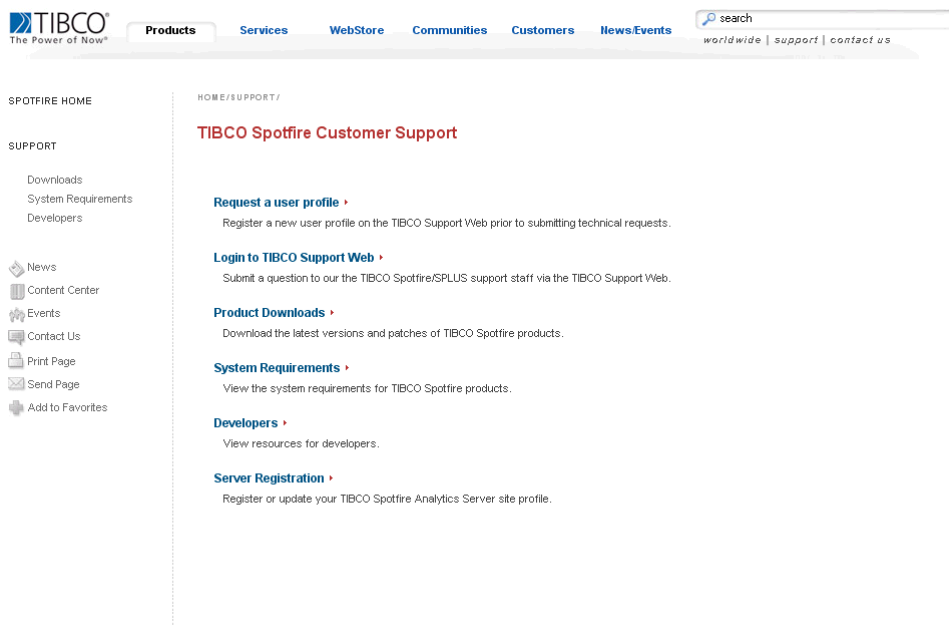
Overview

Welcome to the TIBCO Software Inc. – Spotfire Customer Support site. On this site, our customers, partners and employees can access our extensive knowledge base articles of new product alerts, Frequently Asked Questions (FAQs), Technical notes, Late Breaking News (LBN), solutions and more. Additionally, validated customer contacts can submit, update, and view product support requests.

Features:

- Fast, centralized support channel for all questions concerning TIBCO Spotfire products.
- In-depth, updated knowledge base containing the latest information pertinent to your inquiries and our products.
- Detailed account history of all of your active and solved requests.
- Download links to our latest products downloads and updates.
- View the latest Product Requirements

Customer Support Site: <http://spotfire.tibco.com/support/>

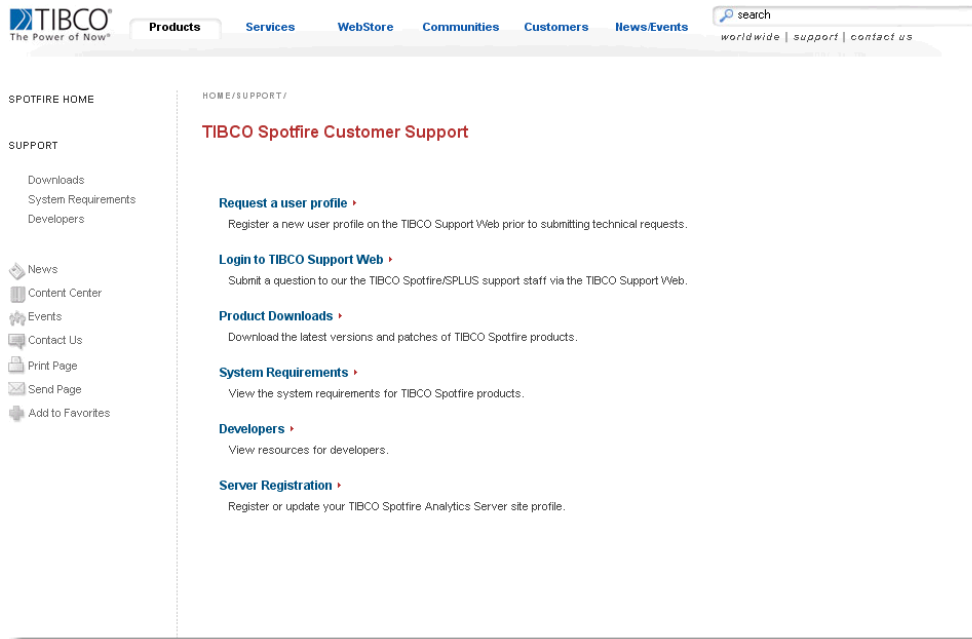


Requirements:

- Internet Explorer web browser v6.0 or higher
- TIBCO Spotfire customers requesting assistance for products require an active product license agreement and maintenance support.
- Customers engaging with TIBCO Spotfire Support require an active account support
- User profiles require a valid email address for correspondence and account validation. Internet based email accounts like Yahoo, Hotmail, Gmail, MSN, AOL are not permitted and will delay validation and response.

Registration:

- 1) Go to “TIBCO Spotfire Customer Support” <http://spotfire.tibco.com/support/>



- 2) Select “Request a user profile” link to display the New User profile registration page. Alternatively users can access the New User registration page from the “Login to the TIBCO Support Web” main support site portal. From this page, you will be able to login your account, retrieve your forgotten password, Register with Support, or review more information about Support and the registration process.

A screenshot of the "Login to TIBCO Support Web" form. The form includes fields for "User ID:" and "Password:". Below these fields are radio buttons for "Login as : Customer" (selected) and "Employee". A "Login" button is positioned below the radio buttons. At the bottom of the form, there are links for "Forgot your password", "Register with Support" (circled in red), and "More about us".

- 3) Customers requesting assistance for TIBCO Spotfire products are required to create an account profile in the TIBCO Support Web system. Click **“Register with Support”** link to display the profile registration form. Complete the contact form and level of support contracted by your account and select the License type **“Check Box”** for the Spotfire/S+ Products. Once you complete the secondary form, select the **“Submit”** button to proceed.

Request a user login for TIBCO Support Web

Please note that fields marked as "*" are required fields.

First Name:*

Last Name:*

Email Address:*
 (Individual company email address only)

Phone Number:*

Company:*

Company Address:*

What products are you using?*

	Evaluation	License
TIBCO Infrastructure Products	<input type="checkbox"/>	<input type="checkbox"/>
TIBCO Spotfire/S+ Products	<input type="checkbox"/>	<input type="checkbox"/>

Additional Fields:

Spotfire/Insightful License Products Questionnaire

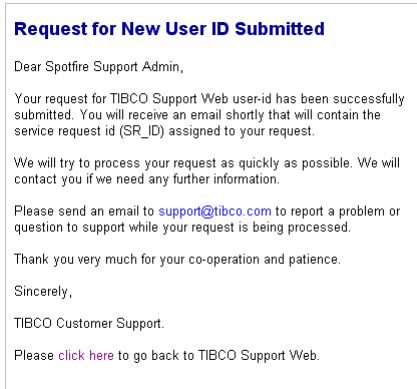
- Role: Select one value - <End-User, Admin, Developer/Architect, Management>
- Product Download location: <Select the best location from available choices>
- Serial Number: required for TIBCO S+ v8.0.5 or prior – otherwise enter NA
- Download Account Name: <similar to XXXXX-12345-12345>
- Name of Purchaser: <Named contact authorized to download products>

Spotfire/Insightful Evaluation Products Questionnaire

- Product Download location: <Select the best location from the available choices>
- Term of Evaluation: <30 days, 60 days, other time period>
- TIBCO Account Rep. Name:

- 4) After you complete the New User registration form, you will receive a notice to acknowledge the submission. TIBCO Support will review your registration and confirm support account entitlement. In a short period you will receive an email with your login credentials and site instructions. Once you receive the account profile credentials, return to the Support website proceed to login the site and submit your Service request.

If you have any technical questions requiring attention, please send a message to support@tibco.com while we process your account profile.



- 5) Customers with validated account profiles should enter their User ID and Password, select < **Login as: Customer or Employee** > radio button and click the “**Login**” button. If you are unsure of your login credentials, use the “**Forgot your password?**” to retrieve your password. ***We recommend that you update your account profile and change your account password to secure your access.***

The image shows a login form titled "Login to TIBCO Support Web:" with the following fields and options:

- User ID:
- Password:
- Login as : Customer Employee
-
- [Forgot your password](#)
- [Register with Support](#) | [More about us](#)

- 6) After you receive the login credentials, return to the Support site (Step1) and complete the login process as outlined (Step 2). Successful portal login will present the main Support Web page. From here, there are a number of features we recommend you investigate and explore. Please review the short “**TIBCO Support Overview**” presentation relating to this site. Click the “**New Service Request**” link and complete the brief problem classification form to submit your first Service Request.



- 7) Complete the form with as much detail as possible, abstract summary of problem, complete description of problem, steps to reproduce the problem, urgency or any other relevant details. Once you complete the form, click the **“Finish”** button.

Information needed to report a problem:

- Basic product information (product name, version, hardware platform, operating system, product component)
- Clear & concise problem description.
- Severity level and the business impact (should be provided under "complete problem description" section of the TIBCO Support Web).
Note - Problem reported without any severity level will be treated as Severity 3 by default.
- Steps to reproduce the problem (if available).
- Additional information like log files, trace files, repository file, configuration file etc.
- Provide as much as details as possible on the problem such as event that triggered the problem, any changes that occurred, steps or resources you already have taken or consulted, how many times have you seen the problem etc.

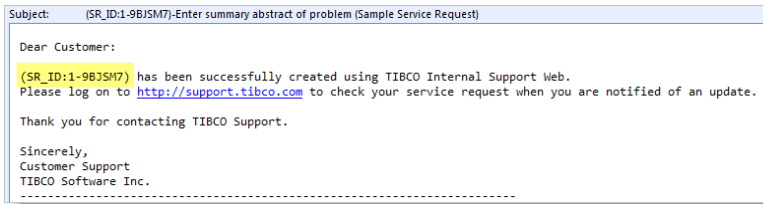
- 8) The next series of screens summarize the service request, generate a reference tracking number, add updates to your initial information request and upload files related to the request: screenshots, log files, documents, and text files.

Note: There is a 10 MB file upload limitation on the service request. Files that exceed this limitation will be required to upload to a temporary folder on our FTP site. Please consult with the assigned support engineer for instructions and credentials should larger files be required to diagnose the request.

Add updates to request

Upload files to request

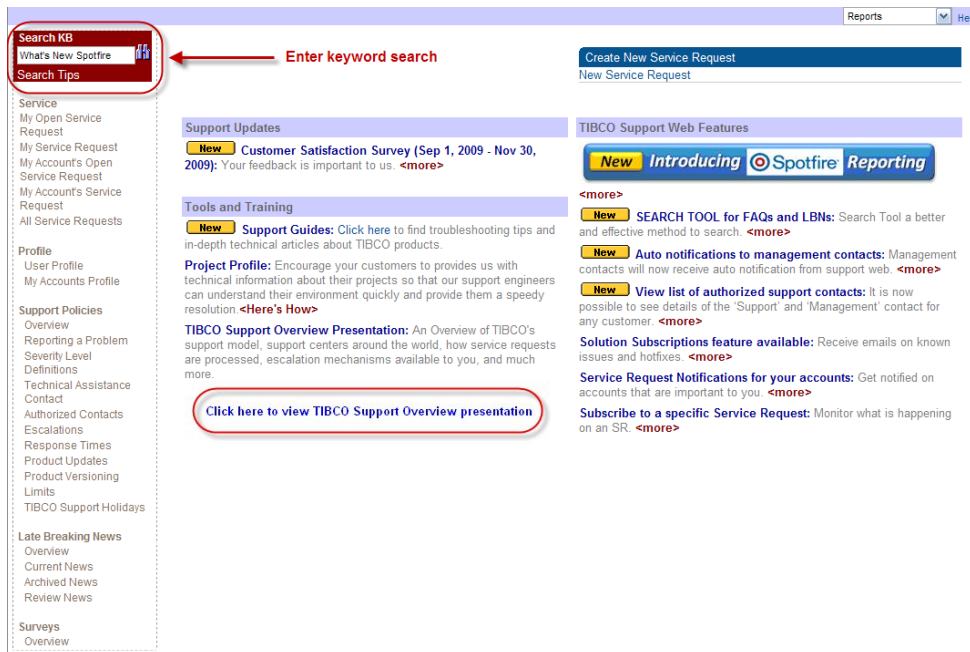
Email response to customer with Service Request number.



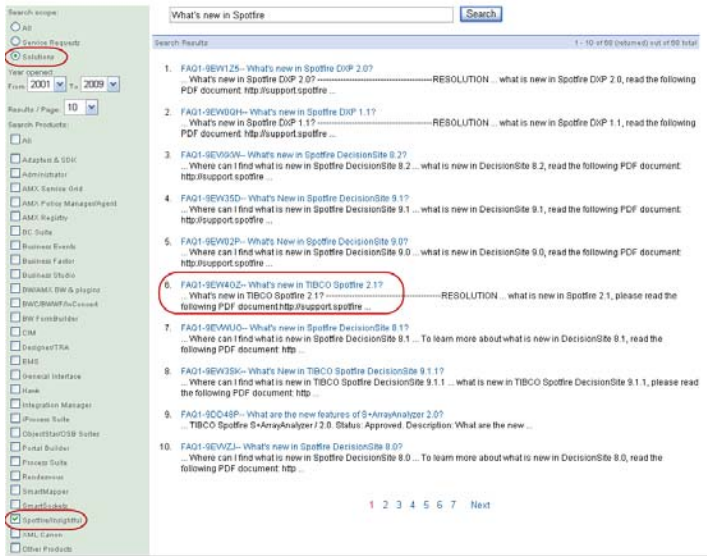
Knowledge Base:

In the upper left hand corner, users can utilize the Knowledge base search tool for Support request Solutions, FAQs and Late Breaking News (LBN) articles.

Example: Let's say you are a new user and are looking for more information on new features and functionality in the latest TIBCO Spotfire releases, enter the search criteria text - **"What's new in Spotfire"** in the Search Text field and click the **"Search"** button.



The system will return a list of possible solutions or related articles to your search criteria. If the list returned is general in nature, you will be able to narrow the search by refining the search criteria to solutions, date ranges, or product line specific articles.



Select the article link of interest to view the content details of the Solution, FAQ or LBN search request.

Solution ID:	FAQ1-9EW40Z	Approved Date:	10/30/2008
OS:	N/A	Scope:	Customer
Product / version:	TIBCO Spotfire / 2.1.0	Status:	Approved

Description:

What's new in TIBCO Spotfire 2.1?

Detail:

What's new in TIBCO Spotfire 2.1?

-----RESOLUTION-----
 To learn more about what is new in Spotfire 2.1, please read the following PDF document:http://support.spotfire.com/release/Spotfire21_Whats_new.pdf.

If you decide to upgrade to Spotfire 2.1, please read the following article before doing so- Article ID: 1284; "How do I upgrade to TIBCO Spotfire 2.1?"

Attachments:

Keywords:

SPKBID-1282

Contact Spotfire

TIBCO Spotfire Main Office

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1-617-702-1700 (fax)
Driving Directions

TIBCO Spotfire Seattle Office

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Seattle, WA 98109-3012
1-206-283-8802
Driving Directions

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Driving Directions

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Sales

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Europe: +44-800-520-0443

Support

[Submit a Support Request](#)
Technical Assistance Centers (TAC) Phone Numbers:
North and South America: +1-650-846-5595 or +1-877-958-4226
Europe, Middle East, Africa: +44 (0) 870-909-3898
Australia: +61-2-4379-9333 or 1-800-184-285
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