

IBM M9560-670 Exam

Volume: 25 Questions

Question No: 1

When troubleshooting, it is imperative to gather log files from what time period?

- A. After the issue occurred
- B. Before the issue occurred
- C. When the issued occurred
- D. One month before and one month after the issue occurred

Answer: B

Question No: 2

What is required of the customer when a Primary Support Provider wishes to escalate an issue to IBM Customer Support?

- A. The customer must open a Problem Management Report (PMR) through the Service Request (SR) Portal.
- B. The customer must grant IBM Customer Support access to their systems so they can upgrade their software.
- C. There is no customer requirement, the Primary Support Provider will escalate the issue to IBM Customer Support
- D. The customer must install the latest version and patches of the software before IBM Customer Support can be engaged.

Answer: C

Question No: 3

What steps should a Primary Support Provider take before escalating an issue to IBM Customer Support1?

- A. Ask the customer to download product documentation
- B. Forward emails from the customer to IBM Customer Support

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- C. Run IBM Support Assistant Lite, get all MustGather information, search the IBM Knowledge Base
- D. All of the above

Answer: C

Question No: 4

Which upload protocols are supported by the ECuRep Tool?

- A. SCP, TCP, FTP and Secure FTP
- B. TCP, UUCP, HTTP and HTTPS
- C. E-mail, HTTP and HTTPS, FTP and Secure FTP
- D. E-mail, UUCP, SCP, TCP

Answer: C

Question No: 5

Which of these best describes a Primary Support Provider's Level 1 Customer Support responsibilities?

- A. Taking the first support call from their customer and escalating it to IBM
- B. Logging all calls in a call tracking system and utilizing the tools available to troubleshoot the issue.
- C. Testing new software versions of IBM products and communicating the release of said software to customers that have purchased the software from IBM.
- D. Incorporating and testing any program fix provided by IBM Customer Support (as appropriate), and delivering or communicating the problem resolution, bypass, circumvention, or other notice of restriction to the customer.

Answer: B

Question No: 6

Which of these is available to Primary Support Providers from IBM Customer Support, enabling their customers to be successful?

- A. A global network of support centers with expertise across their broad portfolio