

# EMC Online Support: December 8, 2012 Release

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## Overview

On December 8, 2012 another major milestone will be achieved with the release of additional functionality to the new [EMC Online Support](#) site, enabling the transition from Powerlink Support. This release expands and enhances [EMC Online Support](#)'s capabilities and simplifies the user experience by reducing reliance on Powerlink for support self-service.

Upcoming release features include:

- \*Subscriptions to technical and security advisory notifications
- Subscriptions to product update notifications including new content and downloads – subscribers will receive a digest of new items for a selected frequency (daily, weekly or monthly)
- \*Subscriptions to notifications of service requests meeting specified criteria such as product, severity and escalation level
- \*Ability to save, edit, remove and execute service request queries
- My Support and Live Chat - now available on the new [EMC Online Support](#) site and no longer available on Powerlink

\*Existing subscription and query data will be ported over from Powerlink.

With the completion of this release, a number of features including Notifications and My Support will be decommissioned on Powerlink. To facilitate a seamless user transition, we will dual publish content and downloads within the [EMC Online Support](#) site and Powerlink until Q1 2013. In addition, prior to the release, messaging will be posted on relevant Powerlink pages to notify users of the changes and direct them to the new site.

## Transitioned Powerlink Functionality

This section describes key features transitioned from Powerlink to the new [EMC Online Support](#) site with the December 8, 2012 release. Each transitioned Powerlink function is listed by its navigation path (i.e. breadcrumb).

### Home > Support > My Support

#### Functionality

The Powerlink My Support functionality is replaced by the [View and manage a service request](#) feature found under Service Center in the main navigation of [EMC Online Support](#).

**View and manage a service request** is a completely revamped experience while maintaining some of the key features from My Support. You can access your service requests, your site service requests and query service requests. To select which service requests (SRs) to view, simply click **Select SRs to View** (the green button) at the top left of the **Service Request Management** page.

The Service Request Notifications and Saved Queries functions, and associated settings data, are also migrated to the new site.

## Impact

With the December 8, 2012 [EMC Online Support](#) release, My Support will be decommissioned from Powerlink and will be replaced with a page that notifies users of the move to the new site and provides a redirect link to the [View and manage service requests](#) feature. All existing service requests will be available on the new site so there will be no loss of service request data. Existing Saved Queries and Service Request Notification settings are also migrated to the new [EMC Online Support](#) site.

Note that My Support used a replica database of service request information from Oracle, allowing users to query service requests going back several years. With the transition to the new [EMC Online Support](#) site, Oracle is accessed directly for service request information. Due to Oracle archiving rules, accessible service request data will go back only 18 months.

## User Action

No action is required before or after the December 8, 2012 release.

## Home > Support > Request Support

### Functionality

The following matrix delineates the functions under Support > Request Support transitioning to the new [EMC Online Support](#) site under Service Center on the main navigation.

Powerlink	support.emc.com	URL
Live Chat	<a href="#">Live Chat</a>	<a href="https://support.emc.com/servicecenter/liveChat/">https://support.emc.com/servicecenter/liveChat/</a>
Create Service Request	<a href="#">Create a service request</a>	<a href="https://support.emc.com/servicecenter/createSR/">https://support.emc.com/servicecenter/createSR/</a>
View Service Requests <incorporated into My Support on Powerlink>	<a href="#">View and manage service requests</a>	<a href="https://support.emc.com/servicecenter/srManagement/">https://support.emc.com/servicecenter/srManagement/</a>
Site Account Management	<a href="#">Administer a site</a>	<a href="https://support.emc.com/servicecenter/siteList/">https://support.emc.com/servicecenter/siteList/</a>
Process a Part Return	<a href="#">Return a part</a>	<a href="https://support.emc.com/servicecenter/returnPart/">https://support.emc.com/servicecenter/returnPart/</a>

## Impact

With the December 8, 2012 [EMC Online Support](#) release:

- The Request Support landing page on Powerlink will be replaced with a page that notifies users of the move to the new site and provides the appropriate redirect links.
- All navigation in Powerlink to Live Chat will take users to a page that notifies them of the move to the new site and provides the appropriate redirect to the new location.

- All navigation in Powerlink to Create Service Request will take users to a page that notifies them of the move to the new site and provides the appropriate redirect to the new location. All existing service requests created on Powerlink will be available on the new site.
- Site Account Management functionality including Contact Management, Environment Information and Event Notifications will transition to the new [EMC Online Support](#) site. The current Site Account Management landing page on Powerlink will be updated with redirects to the new functionality.
  - Contact Management and Environment Information is replaced with the new "Administer a site" functionality located under Service Center in the main navigation of [EMC Online Support](#). Click [here](#) to access the new "Administer a site" function. Simply select a Site ID to view the install base, contacts and other information. All existing contact data will be available on the new site. At this time, the ability to convert environment information is still being evaluated. Therefore, existing environment information will not be converted in time for the December 8 release. Users will need to reconfigure any custom environment information on the new site.
  - Event Notifications functionality, which is available to only employees on Powerlink, is enhanced and available to all user types on the new site. Event Notifications settings will be located under Preferences > Subscriptions & Alerts > SR Event Notifications. Employee settings will be migrated in a read-only state due to the enhancements. To make changes to existing settings, employees will need to create new notifications and remove the old ones. With the new release, the current Event Notifications page on Powerlink (employee view) will be replaced with a page that notifies users of the move to the new site and provides a redirect link.
- The Process a Part Return landing page on Powerlink will be replaced with a page that notifies users of the move to the new site and provides a redirect link.

## User Action

No action is required before the December 8, 2012 release. After the release:

- Employees should review existing Event Notifications settings, which will be in a read-only state. To make changes to existing settings, employees will need to create new notifications and remove the old ones. Customers will need to create new Event Notification settings if desired.
- Users will need to reconfigure any custom Environment Information on the new site.

## Home > Support > Technical Documentation and Advisories > Technical/Security Advisories

### Functionality

With the December 8, 2012 release, the notification ("Alert Me") functionality for EMC Technical Advisories (ETA) and EMC Security Advisories (ESA) will move to the new [EMC Online Support](#) site. Powerlink will no longer be the source for advisory notifications. On the new site, the ETAs and ESAs for given products can be found on the respective Support by Product pages. Alternatively, use Search to find advisories for more than one product.

Within the new [EMC Online Support](#) site, users will be able to subscribe to advisories for individual products from the Support by Product pages. You can view and manage these within Preferences > Subscriptions & Alerts > Product Advisories.

## Impact

With the new release, the ETA and ESA landing pages on Powerlink will be updated to notify users of the move to the new site and provide a redirect link. Existing settings will be migrated to the new site.

## User Action

No action is required before the December 8, 2012 release. After the release, all users should view and validate their settings within Preferences > Subscriptions & Alerts > Product Advisories.

## New EMC Online Support Functionality

In addition to the functionality transitioned from Powerlink, the December 8, 2012 release will include the new capability to subscribe to product updates including new documentation and downloads. You can subscribe to updates for specific products on their respective Support by Product pages or within Preferences > Subscriptions & Alerts > Product Updates. Set delivery preferences within Preferences > Subscriptions & Alerts > Delivery Preferences.