

TIBCO Support FAQ for Scribe Customers

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What is discussed in this FAQ?

This FAQ covers the on-boarding of Scribe customers to TIBCO Support, following the acquisition of Scribe by TIBCO Software, effective June 6, 2018. Some of the features of the TIBCO Support website are:

- Personalized content based on your product interests
- Multi-source enterprise-wide Knowledge Search
- Simplified authorized support user/contact management
- Ability to select from entitled products while logging a case
- Ability to create and reuse environment profiles

Who can log into the TIBCO Support Portal? How can I get access?

The TIBCO Support Portal can be accessed by registered users. New users can register by clicking on **Register** in the upper right corner of the page.

Who should use support.tibco.com?

Scribe users that wish to contact TIBCO for technical support on their Scribe product(s) should use this website to log and track their cases.

How do I change my password?

Go to the login page, enter your email address, click **Next**, and click **Need Help with login**. You will receive an email with instructions for setting a new password.

How does this change impact Scribe customers and partners?

Going forward, use <https://support.tibco.com> to obtain technical support on Scribe products. This will replace your prior process of contacting Scribe for Technical Support.

Where do I find my old cases?

Once you login to the TIBCO Support portal, your previously reported cases starting from January 2017 can be viewed from the **Cases** menu option.

Where do I find my content from Scribe Success Community and my old posts?

The Scribe Success Community is being migrated to TIBCO Community. Going forward, use <https://community.tibco.com> to access the TIBCO Community.

- For TIBCO Scribe Insight, see <https://community.tibco.com/products/tibco-scribe-insight>
- For TIBCO Scribe Online, see <https://community.tibco.com/products/tibco-cloud-integration>

You can find the Scribe related community discussions that were migrated from the Scribe Success Community in the Answers section of the TIBCO Community. To find Scribe Online related discussions, use the product filter **TIBCO Cloud Integration (including Scribe)**. To find Scribe Insight related discussions, use the product filter **TIBCO Scribe Insight**.

Where do I find ideas I submitted on the Scribe Success Community and how do I submit new ideas for Scribe?

The Ideas topic from the TIBCO Scribe Success Community will be migrated to the TIBCO Ideas Portal (<https://ideas.tibco.com>). Ideas previously logged on the Scribe Success Community will not be immediately available at ideas.tibco.com. They will be migrated at a later date and do not need to be resubmitted on ideas.tibco.com. To find Scribe Online related ideas, use the product filter **TIBCO Cloud Integration**. To find Scribe Insight related ideas, use the product filter **TIBCO Scribe Insight**.

I cannot view or create cases. How do I get access to view or create new support cases?

TIBCO Accounts will be created for Scribe Insight users who are listed as a contact on a Scribe support case logged within the last two years and for all Scribe Online users. Community users that are not support contacts or Scribe Online users will need to register for an account.

- Click **Cases** from the horizontal menu.
- Review the instructions on the left side.
- Click **Register to Create Cases**.
- Fill out all the information requested and click **Submit**.

Does my login provide access to TIBCO's Software Product Download Site (edelivery.tibco.com), TIBCO documentation and product hotfixes?

Yes, your login provides you with a single sign-on (SSO) access to edelivery.tibco.com, documentation and TIBCO Community. Hotfixes are accessible from under **Downloads** on the TIBCO Support portal. **Note:** *It will take some time for all of these sites to be updated for Scribe.*

What content can be searched with the Search Box on the TIBCO Support Portal?

You will be able to search across **TIBCO Documentation**, **Knowledge Base articles**, **your Company's Cases**, and **TIBCO Community**.

How do I setup My Profile?

- Click on your name and then **My Profile**.
- You will see the following fields:
 - Personal information (email address, phone number, Time zone) - We strongly recommend that you update your personal information
 - Type of access
 - *Support Entitled* - Identified as a support contact
 - *Can Create Cases* - Allowed to create cases on behalf of your company
 - *Company Administrator* - Will be checked if you are identified as a company administrator for your company

What other links are available under your profile?

- **My Company Users:** is where you can view the list of users within your company or organization that are authorized to contact TIBCO Support. Support contacts identified as Administrators are able to create users and change user privileges. Administrators can also assign users to specific roles such as Cloud Service Notification, Cloud Technical Notifications and Cloud Information Notification in order to receive pertinent communications from TIBCO for the subscribed service. These roles are most applicable for customers using cloud services like Mashery, Spotfire and TIBBR.
- **Product Interests & Knowledge Base Subscriptions:** allows you to subscribe to receive notifications on Knowledge Articles, Release Announcements, Product Retirement Notices and Security Announcements based on the products you are interested in.
- **Environment Profiles:** is where you can create profiles for specific TIBCO product environments in your organization that you can then use to automatically fill in product information when creating a new Case.
- **My Company Attachments:** attach files here that relate to a TIBCO product implementation or project that may need to be referenced by other users within your company during the investigation of this and other Cases opened by your company. Click **Choose File** under the “Attach a New File” section to attach files.

What is the difference between the “My Cases ...” views and the “My Company’s Cases ...” views on the “Cases” page?

The "My Cases ..." dropdown options display details of Cases which have been created only by you, whereas the "My Company's Cases ..." dropdown options display details of Cases created by you and by any other users within your organization.

What Cases are displayed under the “My Active Cases” view?

Your Cases which are not in a “Closed” state (i.e. Status = “Open” or “Pending Customer Response”) are considered active.

Don't see your question here or have more questions?

If you have a question, please fill out the form (URL below) and we will follow up with you.

- Form URL - <https://www.tibco.com/contact-us>. Select Support and mention “Scribe” in the comments, as well as your question

How do I reach Support by phone?

The phone number to reach Scribe Support is changing. If you need any help over the phone, then please call the TIBCO Support Team at the numbers below. Our team will get you in contact with a Scribe Support engineer.

- USA: +1.650.846.5595
- EMEA: +44(0).870.909.3898
- ASIA PAC: +61.1.800.184.285