

# TIBCO Support FAQ for TIBCO ibi Customers

[What is discussed in this FAQ?](#)

[Who can log into the TIBCO Support Portal? How can I get access?](#)

[Who should use support.tibco.com?](#)

[How do I change my password?](#)

[How does this change impact ibi customers and partners?](#)

[Where do I find the knowledge base that was located on the ibi support site?](#)

[Where do I find my old cases?](#)

[I cannot view or create cases. How do I get access to view or create new support cases?](#)

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

[What happened to myibi? Has it been migrated to TIBCO systems?](#)

[What content can be searched with the search box on the TIBCO Support portal?](#)

[How do I setup My Profile?](#)

[What other links are available under your profile?](#)

[What is the difference between the "My Cases ..." views and the "My Company's Cases ..." views on the "Cases" page?](#)

[What Cases are displayed under the "My Active Cases" view?](#)

[Don't see your question here or have more questions?](#)

[How do I reach Support by phone?](#)

## What is discussed in this FAQ?

This FAQ covers the on-boarding of ibi customers to TIBCO Support, following the acquisition of ibi by TIBCO Software on January 5, 2021. 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 open, update and manage cases logged by you and other registered members of your company
- Ability to contact the TIBCO Technical Assistance via Live Chat
- Access to TIBCO Support 24x7 Contact Phone numbers

## 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?

ibi users that wish to contact TIBCO for technical support on their TIBCO ibi product(s) should use this website to log and track their cases. Your company should have an active support agreement in place in order to open 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 ibi customers and partners?

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

## Where do I find the knowledge base that was located on the ibi support site?

You can now search for ibi resources from the TIBCO Support portal. If you are having trouble locating a specific resource, let us know.

## Where do I find my old cases?

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

You can toggle between your case views using the case lists option:

### Cases

Recently Viewed ▾



RECENT LIST VIEWS  
My Cases (Portal)  
My Company's Cases (Portal)  
✓ Recently Viewed  
ALL OTHER LISTS

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

TIBCO Accounts will be created for ibi users with an active agreement / subscription that have opened a case since Jan 2020. If you did not receive an email to activate your TIBCO account on the Support site, you need to register for an account.

- From <https://support.tibco.com>, click **Register** in the upper right corner
- Review the instructions.
- Click **Register to Create Cases**.
- Provide the information requested and click **Submit**.

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

Yes, once logged into the TIBCO Support Portal, you can access the following from the **Downloads** menu:

- Product Hotfixes
- TIBCO Product Documentation, with single sign-on (SSO) access using your TIBCO Account
- TIBCO Software Product Download site ([edelivery.tibco.com](https://edelivery.tibco.com)), with single sign-on (SSO) access using your TIBCO Account. If you have any issue accessing the site, open a case on the TIBCO Support Portal and request access to [edelivery.tibco.com](https://edelivery.tibco.com)

## What happened to myibi? Has it been migrated to TIBCO systems?

myibi has not yet been migrated to TIBCO systems. You can continue to access myibi from <https://myibicommunity.ibi.com>, and check back often to engage and collaborate with your peers.

You will be notified when the myibi site is migrated to TIBCO systems.

## What content can be searched with the search box on the TIBCO Support portal?

You can use the TIBCO Support portal to search for ibi resources, including Knowledge Base articles, product documentation, and the support cases for your company. You will also be able to search TIBCO Community, which does not yet include content for TIBCO ibi products.

To collaborate with your peers, we encourage you to continue to access myibi from <https://myibicommunity.ibi.com>.

## 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.
- **Product Interests & Knowledge Base Subscriptions**: allows you to subscribe to receive notifications on Knowledge Articles, Release Announcements, Product Retirement Notices, and Security Announcements for the products in which you are interested.
- **My Company Attachments**: provides a space where you can attach the files that relate to a TIBCO product implementation or project that may need to be referenced by other users within your company, while reviewing and active case. You can upload a new file, under Attach a New File. Click **Choose File** to select the file that you want to attach and then click **Save**. View attachments that have been shared with you under Company Attachments.

## 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.

Case ...	Cust...	Product Name	Date/Time Opened	Subject	Prior...	Last Modified Date
01902554	Closed	All Products	10/23/2020 5:05 PM	test	Normal	10/23/2020 5:17 PM
01802801	Closed	TIBCO BPM Enterprise (formerly TIBCO ActiveMatrix BPM)	9/23/2019 6:38 PM	Test	Normal	9/23/2019 6:38 PM
01564374	Closed	TIBCO ActiveMatrix BusinessWorks	2/15/2018 5:20 AM	Test for Incident-9...	Normal	2/15/2018 5:40 AM
01481453	Closed		6/22/2017 10:06 PM	Test- please ignore	Normal	7/20/2017 4:03 AM
01481448	Closed		6/22/2017 9:50 PM	Test- please ignore	Normal	6/27/2017 11:30 PM
01481449	Closed		6/22/2017 9:54 PM	Test- please ignore	Normal	6/22/2017 10:13 PM

C...	Customer Status	Product Name	Date/Time Opened	Subject	Pri...	Last Modified Date	Contact Name
01439559	Closed	TIBCO JasperReports S...	12/11/2016 7:15 PM	This is a test case for...	Normal	12/12/2016 8:00 AM	Business Smoke tes
01445336	Closed	TIBCO ActiveMatrix Bus...	1/12/2017 12:56 AM	Please Ignore and se...	Normal	2/11/2020 5:15 PM	Michelle Kenny
01459089	Closed	TIBCO ActiveMatrix Bus...	3/14/2017 8:29 PM	Test 2 by John karu -...	High	2/11/2020 5:16 PM	John Karu
01476925	Closed	TIBCO Administrator	6/2/2017 6:15 PM	Test Case For Summ...	Normal	8/4/2017 2:45 AM	Kecia Barnes
01481448	Closed		6/22/2017 9:50 PM	Test- please ignore	Normal	6/27/2017 11:30 PM	Latha Vegesna
01481449	Closed		6/22/2017 9:54 PM	Test- please ignore	Normal	6/22/2017 10:13 PM	Latha Vegesna
01481450	Closed		6/22/2017 9:59 PM	Test- please ignore	Normal	6/22/2017 10:11 PM	Latha Vegesna

## 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 “ibi” in the comments, as well as your question

## How do I reach Support by phone?

The phone numbers and the process to reach TIBCO ibi Support are changing. Your calls will now be routed to the TIBCO Technical Assistance Center. If you would like to escalate your case or request an update, a TAC specialist will assist you and route your request to the appropriate Support resource. Our TAC team is available to assist you 24 hours a day, Monday - Friday. On weekends or holidays, you may need to leave a voicemail and a TIBCO Support Team member will return your call.

For details on how to contact the TIBCO Support Team by phone, log in to the Support Portal (<https://support.tibco.com>) and go to the "Contact Us" section.

If you have any issues accessing the Support site or finding the Support phone numbers, please call us on the following numbers. A chat option is also available during the weekdays at <https://support.tibco.com>.

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