



The Mainframe Software Partner For The Next 50 Years

Compuware Self-service Application FAQ

Compuware is excited to launch a new self-service application available through [FrontLine](#) that allows users to obtain products, licenses and cumulative maintenance online.

HOW DO I REQUEST CUMULATIVE MAINTENANCE?

1. Choose **Cumulative Maintenance** from the order type drop-down.
2. Check/uncheck the box(es) next to the product for which maintenance is desired.
3. Hit **Next** to review and submit your order.

HOW DO I SUBMIT A REQUEST FOR PRODUCT AND LICENSE?

1. Choose **Product and License-Mainframe** or **Product and License-Distributed** from the order type drop-down.
2. Check/uncheck the box(es) next to the desired product and select the release from the drop-down. (Note: If user has more than one envelope, select the envelope, then make product selections)
3. Hit **Next** to review and submit your order.

WHAT IF I ONLY WANT COMMON COMPONENTS, CES OR SHARED SERVICES?

1. Choose **Common Components** from the order type drop-down.

HOW CAN I FIND OUT WHICH VERSIONS ARE NO LONGER SUPPORTED?

[FrontLine](#) provides information on which versions are no longer supported.

There is also an **End of Support Dates** link located on the Configure Order screen that will provide the support dates.

WHAT IF I HAVE AN ENVELOPE WITH MULTIPLE PRODUCTS, BUT I WANT TO SUBMIT SEPARATE ORDERS FOR PRODUCT DELIVERY?

Enter separate orders for the products you would like in each order. For example, if you would like AbendAID and File-AID, but delivered separately. Select Abend-AID, then submit your order. You can then create a second order, select File-AID and submit it.

HOW DO I REQUEST ACCESS TO THE ORDERING APPLICATION?

If you have never accessed the application before, you'll be presented with a button to request access. A notes text box will appear for you to include any special notes related to accounts/sites you require access to. Once submitted, a case will be created and access will be granted.

WHAT BROWSERS ARE SUPPORTED BY THE NEW SELF-SERVICE APPLICATION?

Internet Explorer, Chrome and Firefox are supported by the new self-service application.

Note: Chrome is the preferred browser.

DO I HAVE THE ABILITY TO REQUEST PRODUCTS AND LICENSES FOR MULTIPLE ACCOUNTS OR SITES?

Yes, if you require access to multiple accounts/sites, contact [License Management](#) to receive the appropriate permissions.

WHAT IF I DO NOT RECEIVE MY PRODUCT OR LICENSE?

Contact the [Compuware License Management](#) team if you do not receive your product or license within one business day.

HOW DO I CHECK THE STATUS OF MY ORDER?

Access the **Orders** page to view the status of your orders.