PASSPORT ADVANTAGE ONLINE
Top 8 FAQs

PASSPORT ADVANTAGE ONLINE

Passport Advantage Online (PAO) is a secure, web-based application designed for IBM software clients and Business Partners. Once registered and authorized, you can manage virtually all aspects of your software buying and product download experience.

Who needs PAO access? You do! If you:

- Purchase software for your site
- Need to view Proof of Entitlement certificates, entitlement allocations, inventory and deployments
- Manage site-specific contacts, roles and access
- Need to view download, purchase, entitled software, migration history and renewal quotes
- Download software updates or request media
- Renew IBM Software Subscription and Support and fixed term licenses

PASSPORT ADVANTAGE ONLINE
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1. Requesting Access

It's easy. Just go to ibm.com/software/passportadvantage. Select Passport Advantage Online (customer). Click "Sign in," enter your IBM ID and password, and complete a short "Self-nomination" form. Your request will be relayed to your site's Primary Contact for processing.

Go to Self-nomination process help for more detailed instructions.

2. User Privileges

User privileges are set by your site's Primary Contact and fall into the following categories:

- Software and services tool access
    » None
    » Software download ONLY
    » Software download & media access
    » Software download, media access, quotes, product catalogs and renewals
- Reporting
    » View
    » None

- Entitlements
    » Update
    » View
    » None
- Account management (only available to your site's Primary Contact or his/her designees: Secondary Contacts)
- Account-related documents
    » View
    » None

For more details on user privileges, take a look at IBM Manage Access Help.

DOWNLOAD SOFTWARE AND MEDIA ACCESS

3. Downloading Software

First, you'll need access to PAO and authorization from your Primary Contact to download software and request media. If you have PAO access and download permission for your site:

1. Sign in to PAO.

2. Select "Software downloads & media access."*

3. From the Download software tab, you may search for entitled software by part number or by part description or, if you choose, browse using one of three entitled software views: "All products," "My preferred products" or "Products by brand." Listings in the "All products" and "Products by brand" views are pre-populated based on your site entitlements. "My preferred products" displays only those products you wish to view based on your preferences.

4. Once you've made your selection, you'll be asked to specify operating system and language.

5. Click "Continue" to choose the version you wish to download. Note that the most recent releases are listed automatically, but you can use "Choose an earlier version" if you want.

6. Select "Download" to initiate a download of all files or individual files based on your selection.

7. Confirm or change your download options and agree to terms and conditions, then click "Download now."

8. Initiate your download by selecting.

*Note: Fixes are available for download from Fix Central.

4. Requesting Media

To request media, you start at the Software download & media access page, then:

- Select "Request media"
- Choose a product
- Select from the list of available media packs
- Agree to the terms and conditions to continue
- Hit "Add to Cart"
- Your order will be added to your shopping cart automatically.
- You may proceed to checkout immediately, continue shopping or save your cart for future checkout.
- If you choose to check out, you will be asked to review and update your billing and shipping information, and agree to IBM International Passport Advantage and IBM International Program License Agreement terms as well as any additional terms listed in the License Information Document to complete your order.

*You are entitled to one copy of each new media pack. Custom duty, tax, levy, or fees imposed by local or country authority may apply.

5. Setting Download and Email Preferences

To set "Preferred products" and subscribe to eNotifications, go directly to the "Preferences" tab.

- Select "Yes" to subscribe to eNotifications
- Enter your email address
- Choose your preferred email language and email frequency
- Set your "Preferred products" using the "Product operating system," "Product language," and "Product release date" drop downs
- Our **email language options** include Brazilian Portuguese, Dutch, English, French, German, Italian, Japanese, Spanish (ES), Spanish (MX), Chinese (Simplified)
- Our **email frequency options** include weekly, twice monthly, monthly
- Now choose products by brand or product name*

*Product brand and product name fields are pre-populated based on your entitlements.

REPORTING

6. Report Types

If you have been granted Reporting access by your Primary or designated Secondary Contact, you can query, view and download any or all of the following reports:

- Active and future software entitlements: Contains currently active and future software entitlements. Allows you to query based on type of entitlement (i.e., purchased, renewed, allocated and future) and entitlement date range.

- Active software renewal quotes: Contains open software renewal quotes for your site(s). Allows you to query open quotes based on agreement number, site number, reseller number, quote number and/or renewal due date.

- Migration history: Contains migrations completed by your site(s). Allows you to query based on migration date. (This report is only applicable for Passport Advantage transactions.)

- Software downloads history: Contains software downloads completed by your site(s). Allows you to query based on download date range. The software downloads history report displays history according to current agreement and site information on record. Agreement migrations are not taken into consideration.

7. Running Reports

If you are authorized to run reports:

- Sign in to your PAO site with your IBM ID and password
- Select Reporting – left hand NAV
- Select report type to be generated – Active Entitlements, Active renewal quotes, Order history, Migration history, Downloads history
- Highlight your contract or contracts to report against
- Select Type of entitlement to report - All, Purchased, Renewed, Allocated
- Select Entitlement period - start date and end date
- Select sort by criteria - agreement number, product, start date, Entitlement type
- Submit detail report or save as draft

TROUBLESHOOTING

8. Login or Download Problems

Please contact the eCustomer Care team if you need assistance with getting access or if you have questions about the various features or functions of Passport Advantage Online.

eCustomer Care provides instant help via telephone. Response time is 24 to 48 hours for help requests submitted via email.