



ESS Web Site

Registration & Use

Guidelines

(ESS WEB April 23, 2010)



Table of Contents

Chapter 1 Help Support	3
Chapter 2 How to Register	4
How to Manage Authorization: Primary User Function and Administrator.....	5
How to Grant Access to New User (only available for user with primary contact or admin rights) ..	5
How to Manage Primary User Role and Administrator Role.....	5
You have Administrator Rights:	5
How to Manage Customer Numbers from your Profile:	6
“My entitled Software”: Entitled Software Support – for IBM i and AIX Users.....	7
Order Software Updates	8
Electronic Software Delivery.....	9
Try and Buy.....	9
Data report.....	10
Entitled Software Support – for AIX Users	10
Entitled Software Support – for IBM i Users.....	10
Software Keys.....	10
Software Entitlements	11
ePoE Transfer	11
ePoE Transfers: Preconditions	12
How to Perform a Transfer.....	13



Chapter 1 Help Support

ESS Call Center: Contact information for IBM i and AIX customers:

HELP desk: Country level contacts **phone numbers** can be found via the

Entitled software support (ESS0 Web site: www.ibm.com/eserver/ess)

- see 'Contacts' in ESS web site left view panel.

Or, an *e-mail* can be sent to the same Help site via the following addresses:

USKEYS@dk.ibm.com	US
AS4KEY@dk.ibm.com	Europe, Middle East and Africa
CAKEYS@dk.ibm.com	Canada
APSKEYS@dk.ibm.com	Asia Pacific (excluding Japan)
JPKEYS@dk.ibm.com	Japan
SWKEYLA@br.ibm.com	Latin America



Chapter 2 How to Register

Log on to the ESS web site and the welcome screen will be presented.

- ***PART I REGISTER YOURSELF AS AN IBM USER***

If this is your first time using this site, click on **REGISTER** at the top of the registration fields then choose and enter a valid email address (corresponding to the field "Choose an IBM ID"), password, and security question.

- ***PART II REGISTER THE CUSTOMER NUMBER***

This has to be done only one time. When you register a customer number, all hardware Serial numbers registered under this customer number will be available. You do not need to repeat this operation for every machine.

You will add the customer number to your web inventory. All requested information can be found on the:

- 1) **Software Packing List** shipped with your software order,
- 2) **Software Maintenance** renewal contract.

From the left side of the web display, choose > **Register IBM Customer Number**

Step 1: Select the country code from the drop down menu and enter the customer number.

Step 2: Select the authentication you are going to use to register the customer number.

Note: If you choose to register the customer number with the hardware serial number, you will only have access to Entitled software Download. In order to have full access to the web site, you will need to register the customer number with the: order number, SWMA (**SoftWare MA**intenance) contract number, or system number.

Step 3: Enter the authorization requested and press submit.

Order number: is the order number related to the software purchased for the machine.

System number: is a 5 or 7 digits number not to be mistaken with the hardware serial number. It can be found on the packing list received with the software.

Note: If the customer number has already been registered as the 'primary contact', the 3 authorizations (order number, system number and SWMA contract number) will be greyed out. You will need to contact the hardware system's administrator(s) for an authorization other than 'software download'.



How to Manage Authorization: Primary User Function and Administrator.

Primary User. The first person to register a customer number of the ESS web site is automatically enrolled as Primary/Admin User for this customer number. If a user tries to register a customer number which has already been registered by another user, the authorizations for registration will be greyed out except for hardware serial number. A note will be displayed at the bottom of the page that there is already a primary contact for the customer number with a link to the page to contact the primary user.

Additional Administrator(s). A primary user may authorize unlimited additional users with administrator rights to a customer number. Any user with administrator right for a specific customer number is allowed to grant access to additional users and manage the authorizations for an existing or new ESS user.

Note: For backup purposes, IBM strongly recommends the immediate assignment of an administrator user in addition to the primary user.

How to Grant Access to New User (only available for user with primary contact or admin rights)

In order to be granted access an additional user needs to be registered as an IBM user (see Part I):

1. Click on 'Manage Customer Numbers'
2. Select the customer number and click on 'Manage Authorizations'. This function allows you to authorize new users for the related customer number.
3. Enter the ESS IBM registration ID of the IBM user you wish to authorize, specify which type of actions he will be allowed to perform by checking the boxes of your choice and validate. The system will display a validation screen of your request.

How to Manage Primary User Role and Administrator Role

You are the Primary User:

1. Go to 'Manage Customer Numbers' > 'Manage Authorizations' > Edit another User authorities and check the Primary contact box and administrator box.
2. Click on update
The primary contact role will disappear from your profile for the selected customer number and will show under the user ID you selected for update.

You have Administrator Rights:

It is possible for a user with Administrator rights to remove the primary contact or the administrator role from another User ID.

1. Click on 'Manage Customer Numbers' > select the customer number and click on 'Manage Authorizations'.
2. "Edit User Authorities", uncheck Primary contact and administrator functions from special authorities. (You can also choose to delete the User ID by clicking on "Remove User ID" if the user has for example left the company)
3. Register the customer number again if you wish to get granted the Primary User role which is now available.



BP Authorization Role. IBM Business Partner (BP) ESS users may request a special IBM Business Partner Authorization Role which allows a BP ESS user to access any customer number, even if a primary user is already associated with the account. This requires the BP user to have the necessary registration information available (see Part II – ‘register the customer number’). A BP who registers for a customer number will have the right to view existing keys, entitlements, SWMA, place an upgrade order (if available in the country) and download (if available in the country). Any time a BP user registers for a customer number the primary/admin, and all other admin users assigned to a specific customer number, will be notified of the registration attempt by a BP via an e-mail forwarded by the application. The e-mail contains additional instruction in case the recent BP registration is unwanted. If a BP user repeatedly registers for an account against an administrators will please contact the software call center.

How to Manage Customer Numbers from your Profile:

If you have registered several customer numbers under your profile, an initial step page might appear under the different functions of “my entitled software”. You will need to filter your search before you can continue to the next step.

You can remove a customer number from your profile by the following steps:

Go to “View my authorizations” from the left-hand menu > Select a customer number and click on “remove”.

Note: you can not remove a customer number from your profile for which you are the primary user. You will need first to give your rights as primary user to another user.



“My entitled Software”: Entitled Software Support – for IBM i and AIX Users.

SWMA Records

The **SWMA Records** function on the ESS website is to be used to verify Software Maintenance inventory data for purchased software programs. This function is available for IBM i and AIX. An active SWMA is required for any SW update, including Order Update support. An active SWMA is required for AIX on Electronic Software Download support. Both Order update and Software downloads are discussed elsewhere in this document.

Select the “**SWMA Records**” function on the left side menu screen to obtain SWMA information for a system via the HW serial number or registered customer number.

SWMA Status: For a specific hardware serial number, it is possible to view active as well as all expired SWMA's.

SWMA Product ID Content: The content of a supported SWMA Product ID can be viewed by clicking on the Product ID.

SWMA Content Information: Current support data such as: Customer number, Affiliate number, Contract number, Release level (System i only), and Expiration date can be selected for display.

SWMA Inventory: It is now possible to get an enterprise level view the software programs supported by a SWMA contract. A SWMA user can view all information for a specific machine even when different numbers have been registered. All numbers under the same affiliate number will be displayed.

SWMA Error Messages:

Please contact your IBM representative or Business Partner for any SWMA renewal or any additional SWMA requirements.

- For IBM i customers:

For Order Update, the following error messages may occur when trying to make an order. Verify that the SWMA is active and appropriate:

Error message: 1317: IBM records shows that there are no valid subscriptions on the software serial number you selected

Verify that the SWMA for the specific machine you are trying to update is still valid (verify the expiration date).

4006: No updates available for the selected system

Verify under the SWMA PID what is the highest release available for a specific machine.

- For AIX customers:

For Order Update a SWMA needs to be valid and active. You can verify valid SWMA for a specific machine.

The following error message may occur when trying to make an order. Verify that the SWMA is active and appropriate:

Error message: 1317: IBM records shows that there are no valid subscriptions on the software serial number you selected

For Electronic Software Download the SWMA inventory can be checked to verify which software programs are available for download.



Order Software Updates

Software Updates can be ordered via the ESS web site for both IBM i and AIX customers.

Select the **"Software Updates"** function in the left hand menu bar. This support cannot be used for any initial (billable) software orders, or orders for additional entitlement purchases. All orders made on this web site will be at no-charge to the customer.

For IBM i customers, there must be an electronic Proof of Entitlement (ePoE) record (or IBM admin system record) and a valid Software Maintenance Agreement (SWMA) contract. The software products to be upgraded must be at least at Version 5. The full set of software products will be presented for upgrade to a higher release level.

- Upgrade a selected machine: The software updates available for a specific machine is based on the current VRM of the IBM i (PID: 57XX-SS1 feat. 5050) and the SWMA terms and conditions. If you update the selected hardware serial number to a higher version or release, all software products currently under the machine will be upgraded. Licence Keys, entitlements and software downloads will be available within 24 hours after submission of the order.
- Upgrade order for a single product: It is now possible to request a software order update for a single product with a lower Version and Release than the current IBM i base release.
Single products can be upgraded to the current OS level. Licence key, entitlement, and software download will be available within 24 hours after submission of the order.
- Release downgrade orders and orders for the same release level are not supported.

Note: Any Programs you order are governed by the terms of the IBM International Program License Agreement ("IPLA") and any other IBM Agreement which may be applicable to the Programs you have obtained. According to IPLA, if the Program is replaced by an update, Licensee agrees to promptly discontinue use of the replaced Program.

We recommend customers to use the "Try and Buy" function and the 70 days grace period to install and test the software before placing an upgrade order for software entitlements and permanent keys

For AIX customers, there must be a valid SWMA for each software product requested for update. Requests can be made for an upgrade release, downgrade release, or refresh of an existing product.

The web screen application support will lead you through the machine selection and product selection screens to provide the requested updates.

You will need to select first the SIPO number for the product you want to update.

AIX V5.3 and AIX V6.1 are available under the SIPO number 5692-A5L and 5692-A6P respectively. When you place an order for the product you will receive the latest TL and SP currently available at the time you place the order.

You can as well find earlier TL and SP level under SIPO number 5799-HKS and HKR (according to your SWMA agreement)

An overview of the different TL and SP level as well as TL or SP level not available on our website can be found on the following website: <http://www-933.ibm.com/support/fixcentral/>

Delivery options:

Users have 3 options for delivery:

- Place the upgrade order and instantly download the newly ordered software products.
- Place the upgrade order and download the software products later. The software entitlements will be updated, an email confirmation will be sent, and software keys (for IBM i) will be ready for download at customer's request.
- Place and upgrade order and request physical delivery. (This option is not available for all countries). The software entitlements will be updated, an email confirmation will be sent and software will be shipped on CD / DVD media.



Electronic Software Delivery

Electronic Software Delivery (ESD) can be requested via the ESS web site for both IBM i and AIX customers. Select the “**Software downloads**” function on the left hand menu bar. When software orders are placed for physical media, the ordered software product(s) are also available for electronic delivery.

For an updated list of products available for download on the website, click on the help section, “electronic Software Delivery” > Overview > Supported products.

For IBM i customers, there must be an electronic Proof of Entitlement (ePoE) record. The software products to be downloaded must be at Version 5 release 4 or later. The full set of entitled software products will be presented for download. The Version Release level for all products presented for download will be based on the VRM of the IBM i of the selected machine. Individual products may be selected for download.

For an LPAR machine, only the highest Version Release level IBM i will be available for download. Use the “Try and Buy” function to download any earlier Version of the software.

For AIX customers, there must be a valid SWMA for each software product requested for software download. The full set of entitled software products will be presented for download. Individual products may be selected for download.

Information on Download Director, how to map a drive and other technical information can be found in the Help section under “Electronic Software Delivery”.

The web screen application support will lead you through the machine selection and product selection screens to provide the requested downloads.

Try and Buy

IBM i software keyed products can now be download on the ESS website under the new function “Try and Buy” available on the left hand menu.

Users can use the Try and Buy function to download trial versions of V5R4, V6R1 and V7R1 of keyed software products. The trial use period will be of 70 days. An additional 70-day trial use period for the same VRM level will not install on a customer's machine but a 40 day extension can be requested from the call center.

For full entitlement and permanent software key, an order needs to be placed for each trial use software product. For any entitled products, an update of the entitlements and software keys can be made to a higher level under “software Updates” on the website if there is a valid SWMA for the machine. The trial use license product will not need to be re-installed but the permanent key will need to be installed for continuous use of the product.

A current SWMA is not required to download software keyed products under Try and Buy, but the machine needs to have entitlement and key for a base IBM i.

The software terms and conditions presented in the Evaluation for Trial Use Programs will need to be reviewed and accepted prior to Try and Buy download.



Data report

Users now have the capability to submit and receive report files in a comma-separated values (CSV) format at the e-mail address registered in your profile. Reports can be generated either for all customer numbers available in your profile, for a selected customer number, or a hardware serial number. You need to have the necessary authorization for the function that will support the report. For example: You need 'SWMA view' authorization in order to be able to select an SWMA inventory report. The function needs to also be available in the country for which you have registered customer numbers.

There are now 5 different reports available:

- * SWMA Inventory report - Active

List SWMA records with unexpired, active status.

- * SWMA Inventory report - Expire within three months

List all active SWMA records that will expire within the next three months.

- * SWMA Inventory report - Inactive

List all SWMA records that have expired or have inactive status.

- * electronic Proof of Entitlement (ePoE) report

List the ePoEs available within your profile.

- * Key Version/Release Inventory report - Active keys

List all active keys and their version/release available for a machine hardware serial number.

Note: For LPAR machines, only the 3 latest Version/release levels are available on the website.

Entitled Software Support – for AIX Users

Capacity On Demand

Activation code for On Demand Capacity will be retrieved from another URL than the ESS website:

"The Activation code for On Demand Capacity is not available on the ESS website. See <http://www-03.ibm.com/systems/power/hardware/cod/index.html> for more information.

If you have the hardware's machine type and serial number, you can view its activation codes at this site, <http://www-912.ibm.com/pod/pod>. You will need the system type and HW serial number of your machine.

Entitled Software Support – for IBM i Users

Software Keys

Software keys may be selected via the "Keys" function on the "My entitled software" screen. This support can be used for all software program keys.

Software Keys are provided via the ESS website for many IBM i software products and product options. The software order fulfilment process creates the required software keys and makes them available on the ESS Web site for customer view and download support. Software keys are specific to: hardware serial number, version/release level, product ID and level of entitlement purchased.

Permanent software keys are created to provide continuous support for the software product – so long as none of the software key specific product parameters change. If a permanent key is not created by the software order, the customer may place a request for the first issuance of a temporary software key by contacting the software call center. A second request for a temporary key will need to be made by the customer's software support rep. A temporary key may be generated for up to 40 days duration.

Note: if the software order was not ordered and manufactured properly, a permanent key may not be created, or the key created may be in error. For these situations, the customer sales representative will need to be contacted to correct the situation and obtain a temporary/permanent software key.

Software keys may be selected for view, download or install support. The ESS web screen application support will lead you through the machine selection and product selection screens to process your software key needs.



Software Entitlements

Electronic Proof of Entitlements (ePoEs) may be selected via the **“Entitlements”** function on the “My entitled software” screen. This support will be provided for software orders processed for shipment after June 10, 2004.

Software entitlements are provided via the ESS web site for all IBM i software products and product options purchased via a software product order. The software order fulfilment process creates the software entitlements and makes them available on the ESS Web site for customer view and management support. Software entitlements are specific to: customer number, version level, product ID and level of entitlement purchased. A unique proof number is created for each ePoE. The IBM order number associated with the ePoE is also presented in the ePoE view.

An ePoE can **ONLY** be created via an IBM order. An ePoE will remain active on the ESS web site for customer management, and cannot be deleted or moved into LMS history unless done so by an ESS call center team member.

If the ePoE is ordered for a specific hardware serial numbered system, a permanent software key will also be created and placed on the ESS Web site for customer use.

ePoE Transfer

Software ePoEs may be selected for view, or transfer support. The ESS Web screen application support will lead you through the machine selection and product selection screens to process your software ePoE needs.

Customers may choose to transfer an ePoE to another system within their enterprise. This may be done via the ESS web site application support. An ePoE transfer will remove the entitlement from the donor system and assign it to the target system. The SW Key from the donor system will be deleted from LMS, and a new key created for the target system. If the customer is removing the product from a donor system and **NOT** assigning it to another system at this time, the ePoE can be transferred to a ‘blank’ hardware serial (i.e. leave the hardware serial field blank, with no data specified) and the ePoE will reside **ONLY** with the customer number. Note: this type of ‘customer number only’ transfer allows the customer to ‘bank’ currently unassigned entitlements until they are assigned to another hardware system. The ePoE can subsequently be transferred from the customer number onto a target system. If the entitlement is eligible to be transferred outside of the customer’s enterprise, the call center should be contacted for support assistance.

Note: if the software order was not ordered and manufactured properly, an ePoE may not be created, or the ePoE created may be in error. For these situations, the customer sales representative will need to be contacted to correct the software product entitlement error.



ePoE Transfers: Preconditions



There are **preconditions** for ePoE transfer on the ESS website:

- The hardware serial numbers for the donor and target systems have to be
 - **known** to IBM: manufactured and present in the administrative system records
 - **registered** within your ESS user profile (listed under the user customer number)
 - Both the donor and target machines have to be registered in the customer ESS profile.
Note: If customer numbers are registered for the same enterprise but are in different user profiles, contact the call center for support.

- Transfer with the Applet Function (See below more information about the applet): In certain cases, the donor machine needs to be connected to the Internet.
The user performing the transfer will need to have administrator access to the System i box and sign into it through the applet.
Conditions for applet requirement:
 - Donor and target machines are registered under different customer numbers
 - Software products to be transferred are keyed protected.

- Software entitlements that can not be transferred by customers using the website:
 - IBM i Processor and User entitlements may not be transferred.
 - Other SW product users and processors requested for transfer must be handled by contacting the key center.
 - Transfer of a subset of a SW product's processors or users is not allowed.



How to Perform a Transfer

Log on to www.ibm.com/eserver/ess

To work with ePoEs the user has to select the '**Entitlements**' function on the ESS the main page. You are directed to the '**My software entitlements**' screen. From this page you have two options to either **Transfer** ePoEs or **View** ePoEs:

Transfer ePoE:

- Step 1: select the *transfer from* customer number / machine number. Click on "Go" and a list of all the ePoEs eligible for transfer are displayed at the bottom of the page.
- Step 2: Select the *transfer to* customer number / machine number from the list displayed in your profile.
- Step 3: Select the ePoEs you wish to transfer.

NOTE: The list will **ONLY** display the transferable products. The OS/400 Base entitlements (5722-SS1 features: 5050, 5051, 5052 and 5053) and other user Based product (QU2, V6 WDS and QU1) will not be visible on the list.

If the Poe to transfer is a key protected product or the target machine is registered under a different customer number:

To transfer an ePoE, the user has **to select the ePoE** in question and press '**Continue**'. After pressing 'Continue', the System i 'Applet Sign On' procedure starts. This means that:

- First a Java/Security Warning message is displayed where the user has to grant permission to download the applet code.
- Once the user has been granted permission to install, it will be necessary to sign on to the System i server by entering the host name (network name or TCP/IP address), a valid userid and password.
- When the Sign On box is filled in and 'OK' is selected, the user will see all the transfer data displayed on the confirmation page.

To validate and process the transfer press '**Continue**'.

If the ePoE to transfer is a non key protected product or the target machine is registered under the same customer number: The applet will not appear, the transfer goes directly to the next step.



April 2010 Printed in USA

References in this publication to IBM products, programs, or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM program product in this publication is not intended to state or imply that only IBM's program product may be used. Any functionally equivalent program may be used instead.

© **Copyright International Business Machines Corporation 2010. All rights reserved.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

GI11-2881-04

