

IBM SPSS License Key Center FAQ

... About the IBM SPSS License Key Center

- [What is the IBM SPSS License Key Center?](#)
- [What authorization codes and license keys can I manage using the License Key Center?](#)
- [How do I get my authorization codes once I place an order with IBM?](#)
- [When I place an order, who gets notified that the products are available for authorization code generation?](#)
- [What is the name of the email account the License Key Center uses to send mail?](#)
- [What is a Proof of Entitlement \(PoE\) certificate?](#)
- [Does the proof of entitlement \(POE\) email show me the authorization codes I need?](#)
- [How long does it take for my entitlements to show up in the License Key Center after I place my order with IBM?](#)
- [Can I get a replacement Proof of Entitlement certificate?](#)
- [What is an SPSS Authorization Code Letter?](#)

... About my account, adding members, and logging in

- [What did IBM use as my License Key Center account ID?](#)
- [Who does IBM set up as default members of a License Key Center account?](#)
- [How can I add other users to my License Key Center account?](#)
- [Can users add themselves to my account without having an administrator manually add them?](#)
- [Can I use my old SPSS account ID to register to the IBM SPSS License Key Center?](#)
- [Why would I have multiple License Key Center accounts?](#)
- [Can I log into multiple accounts at one time?](#)
- [If I am logged into one account, how do I log into another account?](#)
- [Can I move my orders or entitlements between accounts?](#)
- [Can I consolidate all my entitlements into one account?](#)

... About my orders

- [How do I see my orders on the License Key Center?](#)
- [Will the License Key Center show me all IBM orders?](#)
- [Will the Order Details screen show me all IBM products on my order or just SPSS products?](#)
- [What is the Sales Order Number shown in the order history pages?](#)
- [What is the Purchase Order Number shown in the order history pages?](#)

... About the migration from legacy SPSS license key fulfillment applications

- [Will the License Key Center show my historical orders or will it only work with new orders?](#)
- [Why can't I see the license keys I got from SPSS before October 1, 2010?](#)
- [Are the authorization codes and licenses I received from SPSS prior to October 1, 2010 still valid and usable?](#)
- [Are there any significant changes to the licensing process during software installation?](#)

... About generating authorization codes and license keys

- [How do I get my authorization code?](#)
- [Are email license key requests still supported?](#)
- [Why would I issue a temporary license for a product that I've paid for a perpetual license for?](#)
- [What is Authorized User and Concurrent Licensing?](#)
- [How do I renew my annual licenses when I have a maintenance renewal order?](#)
- [Why do some products show multiple entitlements on the My Authorization Codes screen?](#)
- [What is a locking code and where do I find one?](#)
- [What are redundant license servers and how do they work?](#)
- [What is the host description?](#)
- [What hosts are listed in the Existing License Hosts pull-down?](#)
- [How do I create a redundant license?](#)

... About Passwords

- [I lost my user ID and/or password. How can I recover them?](#)
- [My user name and password don't work. What's wrong?](#)
- [How do I change my password?](#)
- [How do I change my email address or company name?](#)

... About the SPSS License Key Center

What is the IBM SPSS License Key Center?

The IBM SPSS License Key Center is a self-service authorization code and license key management service that provides you with easy access to the authorization codes and keys associated with your IBM SPSS products. The License Key Center replaces the legacy method of authorization code distribution, and is more compatible with electronic software delivery. This new service is hosted by Flexera Software, a leader in the electronic licensing industry and is accessible through the IBM web site.

[Back to Top](#)

What authorization codes and license keys can I manage using the License Key Center?

The License Key Center allows you to manage all the authorization codes and license keys you are entitled to as a result of your IBM SPSS software purchase. You can even create license keys for users that do not have network connectivity by securing their machine lock code and entering them directly into the system.

[Back to Top](#)

How do I get my authorization codes once I place an order with IBM?

When you place an order with IBM for SPSS software products, the IBM Software Site Number associated with your order will be used as your License Key Center account ID and the two contacts associated with the order will be setup as default members of your account. Those contacts will be sent an email that welcomes them to the License Key Center and provides them with a temporary password to log in. If you have IBM Subscription and Support services, your default contacts will also receive an email every time a new version is available for authorization code generation.

[Back to Top](#)

When I place an order, who gets notified that the products are available for authorization code generation?

IBM will send a proof of entitlement via email to the "Primary Site Contact" and the "Site Technical Contact" associated with your order. If either contact is new to the IBM SPSS License Key Center, they will receive an additional welcome email from the License Key Center with a temporary password.

[Back to Top](#)

What is the name of the email account the License Key Center uses to send mail?

The License Key Center will send email from `spss@subscribenet.com` with "IBM SPSS License Key Center operated by Flexera Software" as the sender display name.

[Back to Top](#)

What is a Proof of Entitlement certificate?

The IBM Proof of Entitlement certificate (PoE) is a document that IBM sends to customers who purchase software products. The PoE confirms to you the eligible products and level of use for which you are authorized and includes important order information such as your IBM customer number, IBM software site number and IBM order number. IBM emails the PoE to the Primary Site Contact on the order by default

from the email account "Passport_Advantage@ibm.com" and with the subject of either "IBM Passport Advantage Proof of Entitlement" or "IBM Passport Advantage Express Proof of Entitlement".

[Back to Top](#)

Does the Proof of Entitlement email show me the authorization codes I need?

No. The Proof of Entitlement email sent by the IBM includes a summary of the products on the order, including the SPSS products that require keys. You will need to generate the authorization codes required to install your products in the IBM SPSS License Key Center.

[Back to Top](#)

How long does it take for my entitlements to show up on the License Key Center after I place my order with IBM?

Entitlements for newly placed orders with IBM will typically flow into the License Key Center within an hour of the order being processed.

[Back to Top](#)

Can I get a replacement Proof of Entitlement certificate?

Yes. Please refer to your IBM sales representative if you cannot locate your Proof of Entitlement certificate and need a replacement.

[Back to Top](#)

What is an SPSS Authorization Code Letter?

Prior to October 1st, 2010, SPSS issued a copy of the authorization codes required to run the product either in a letter, email, or on a sticker associated with the packaging for the product. Beginning October 1st, 2010, all products, with the exception of some pre-packaged student products, will be customer generated via the IBM SPSS License Key Center.

[Back to Top](#)

... About my account, adding members, and logging in

What did IBM use as my License Key Center account ID?

For orders placed with IBM since October 1, 2010, your License Key Center account ID will be your IBM software site ID. Each time you place an order against the same site ID, the license keys for that order will flow into the corresponding License Key Center account.

[Back to Top](#)

Who does IBM set up as default members of a License Key Center account?

The "Primary Site Contact" and the "Site Technical Contact" associated with your order will automatically be set as default members of the License Key Center account if their email addresses were provided to IBM at the time of the order placement. Each time the License Key Center adds a new member to an account, they will receive an email that welcomes them to the service and gives them a temporary password they can use to log in.

[Back to Top](#)

How can I add other users to my License Key Center account?

There are three ways to add members to a License Key Center account:

1. Administrators can add members - any member with administrative privileges can add other members to the account. Select "Account members" from the left-hand menu to see who has administrative privileges. Administrators can add new members by selecting the "Go to new form" button on the "Account members" page.
2. Users can request access – Your users can fill out an access request form to reduce the burden on your administrators. To do this, your user should select "Don't have a password?" from the License Key Center login page or select "Join new account" from the left-hand menu from within the License Key Center. The form will ask the user to enter their contact information and your software site number. The account administrators will then receive an email instructing them how to approve and activate the access request.
3. IBM SPSS Technical Support can add members - The third way to add members to your License Key Center account is to provide the member information to SPSS Technical Support who can add the members individually or in batch. If you would like to request this service, provide a spreadsheet that includes the License Key Center account ID as well as the first and last name, the postal address including country, and the email address of each user you want to add.

[Back to Top](#)

Can users add themselves to my account without having an administrator manually add them?

Yes. Your users can fill out an access request form to reduce the burden on your administrators. To do this, your user should select "Don't have a password?" from the License Key Center login page or select "Join new account" from the left-hand menu from within the License Key Center. The form will ask the user to enter their contact information and your software site number. The account administrators will then receive an email instructing them how to approve and activate the access request.

[Back to Top](#)

Can I use my old SPSS account ID to register to the IBM SPSS License Key Center?

No. You will need to use the software site number found on your IBM Proof of Entitlement (PoE) letter.

[Back to Top](#)

Why would I have multiple License Key Center accounts?

License Key Center accounts are created for each IBM software site number you have; thus, you will have multiple License Key Center accounts if you have purchased SPSS client software under multiple IBM software site numbers.

[Back to Top](#)

Can I log into multiple accounts at one time?

No. If you have multiple accounts associated with your email address, the License Key Center will ask you to select the account you wish to log into after you enter your password.

[Back to Top](#)

If I am logged into one account, how do I log into another account?

If you have multiple accounts, you will see a menu selection called "Switch account" on the left-hand menu bar. Selecting "Switch account" will show you the list of accounts to which you are a member and allows you to log into any of the accounts by selecting the account ID from the list.

[Back to Top](#)

Can I move my orders or entitlements between accounts?

No. The entitlements that appear in your License Key Center account are driven from the part numbers on your IBM sales order when you purchased your software. The sales order is associated with the IBM software site number that was listed on the order.

The IBM software site number is your SPSS License Key Center account ID. Since IBM does not allow you to independently move the licenses between IBM sites, you cannot move your entitlements between accounts on your own. Contact your IBM sales representative if you need to move licenses between sites in the IBM systems. Changes made to your information in the IBM system will be reflected in the License Key Center.

[Back to Top](#)

Can I consolidate all my entitlements into one account?

The entitlements that appear in your License Key Center account are driven from the license part numbers on your IBM sales order when you purchased your software. The sales order is associated with the IBM software site number that was listed on the order. The IBM software site number is your SPSS License Key Center account ID. Since IBM generally does not move the license part numbers between IBM sites, you cannot move your license keys between accounts. Contact your IBM sales representative if you need to move license part numbers between sites in the IBM systems. Changes made to your information in the IBM system will be reflected in the License Key Center.

[Back to Top](#)

... About my orders

How do I see my orders on the License Key Center?

Select "View order history" on the left-hand menu to see a list of orders associated with your account. Select the Sales Order Number to see the order details or select "License keys for this order" to see the keys associated with the order.

[Back to Top](#)

Will the License Key Center show me all IBM orders?

The License Key Center will show any IBM order that includes an SPSS product that requires authorization codes on the order. If your IBM order only includes non-SPSS software products, or products that do not require authorization, you will not see it on the License Key Center.

[Back to Top](#)

Will the Order Details screen show me all IBM products on my order or just SPSS products?

The Order Details screen will show only the SPSS products that require authorization codes on your order.

[Back to Top](#)

What is the Sales Order Number shown in the order history pages?

The Sales Order Number shown in the order history pages is the IBM order reference number associated with your IBM purchase. This number can also be found on your PoE.

[Back to Top](#)

What is the Purchase Order Number shown in the order history pages?

The Purchase Order Number shown in the order history pages is your company issued purchase order number associated with the order.

[Back to Top](#)

... About the migration from legacy SPSS license key fulfillment applications

Will the License Key Center show my historical orders or will it only work with new orders?

The IBM SPSS License Key center can only be used to issue authorization codes and license keys for purchases and releases after October 1, 2010. IBM will be importing historical entitlements into the system after October 1, prior to the next scheduled release of IBM SPSS Software. For products received prior to October 1, 2010, you should continue to use the authorization codes and licenses received under the legacy SPSS process. New releases and upgrades processed after October 1, 2010 will use the new process. If you are entitled to new releases under your maintenance contract, you will receive a notification from the License Key Center when the products are available and ready for authorization code generation.

[Back to Top](#)

Why can't I see the license keys I received from SPSS before October 1, 2010?

The License Key Center is a significant leap forward in authorization code and license key management. Since the data structure of the License Key Center is quite different and more robust than the legacy systems it replaces, it was not feasible to migrate your existing license key registrations to the License Key Center. This was done in the

interest of ensuring you have a fresh and accurate data baseline from which to build moving forward.

[Back to Top](#)

Are the authorization codes and licenses I received from SPSS prior to October 1, 2010 still valid and usable?

Yes. You should continue to use the authorization codes and license keys you received with your prior purchases.

[Back to Top](#)

Are there any significant changes to the licensing process during software installation?

No. You should continue to use the License Authorization Wizard, as before, to license your product. The most significant change is that, for future purchases and releases, the authorization code will not be in the box or emailed to you directly; you will need to obtain all future authorization codes from the License Key Center.

[Back to Top](#)

... About generating authorization codes and license keys

[Back to Top](#)

How do I get my authorization code?

Generating an authorization code for your desired product is a multi-step guided process. Here are the basic steps:

1. Start by logging in to the IBM SPSS License Key Center, then selecting an account if prompted.
2. On the My Authorization Codes page, select the product that you wish to create an authorization code for.
3. Select the version and license type for the product
4. Click the Generate link

5. Proceed through the remainder of the licensing wizard, answering each question as appropriate.
6. On the Configuration Confirmation page, enter a comment that you would like associated with your authorization code.
7. Click Create authorization code
8. Your code(s) are presented to you, ready for printing or copying into an email and sending to your user or entering into the product.

[Back to Top](#)

Are email license key requests still supported?

Yes; no significant changes were made to the end user installation experience.

[Back to Top](#)

Why would I issue a temporary license for a product that I've paid for a perpetual license for?

You may wish to issue a temporary license for several reasons:

- You have a temporary employee and want the license back when their contract is complete
- You have a contract employee and want to ensure that they cannot steal the software for their own use after their contract expires.
- An employee only needs the product for a short period of time and you wish to reassign it when they are done.

[Back to Top](#)

What are Authorized User and Concurrent Licensing models?

- Authorized User – Under the legacy SPSS licensing system, this would have been equivalent to either Right to Copy or Single Copy, and is a model where a license is assigned to a specific person. Under IBM's licensing model, you can choose either right to copy or single copy authorization codes if you have multiple Authorized User entitlements. For right-to-copy, choose *Create one authorization code* when prompted. For single copy, choose *Create multiple authorization codes*.

- Concurrent User – This model remains very similar to the legacy SPSS model, and is basically where a license can be checked out temporarily and returned to the pool when the use of the product is complete. A license server is required to implement this licensing model at your site. See your product documentation for details on how to set this up.

[Back to Top](#)

How do I renew my annual licenses when I have a maintenance renewal order?

The License Key Center will list the maintenance renewal order entitlements as separate lines in your account. Just follow the normal steps to generate a new authorization code for the new period.

[Back to Top](#)

Why do some products show multiple entitlements on the My Authorization Codes screen?

Many SPSS products are bundled offerings that include multiple components, each having its own authorization code and license key. If you purchased a bundled product, the License Key Center will show you the components associated with the bundle on the My Authorization Codes screen. For example, if you purchased the IBM SPSS Statistics Premium bundle, the My Authorization Codes screen will show IBM SPSS Amos, IBM SPSS Statistics Premium, IBM SPSS Visualization Designer and IBM SPSS SamplePower.

[Back to Top](#)

What is a locking code and where can I find one?

A locking code identifies a specific machine in your environment and is used in combination with an authorization code to generate a license that is specific to a machine. You can find your machine's locking code on the second page of the SPSS License Authorization Wizard.

[Back to Top](#)

What is the Host Description?

The Host Description is a free-form optional field you can use to enter meaningful information about the host for future reference within the License Key Center. For example, you may want to enter something along the lines of "Corporate license server in the Minneapolis data center" as a host description. This description appears in the License Key Center under *View codes by host* to make it easy for you to recognize your hardware.

[Back to Top](#)

What are redundant license servers and how do they work?

This configuration is optional. Redundant servers are a team of three license servers that operate together to serve a single pool of concurrent user licenses. For example, you could configure servers A, B and C as redundant servers to serve 100 IBM SPSS Statistics licenses. Servers A, B and C will work together to manage the keys. If one of the license servers becomes inoperable, the other two servers will seamlessly continue to serve your 100 keys.

[Back to Top](#)

What hosts are listed in the Existing License Hosts pull-down?

When adding additional users to an existing host, hosts that have been previously licensed for that product and version will show up automatically in the drop-down.

[Back to Top](#)

How do I create a redundant license?

Under the self-service model, you may now create a redundant license without a call to customer service. The steps are simple:

1. Secure the lock codes from each of your three redundant license servers.
2. After creating your authorization code, click on it to activate
3. Click the plus sign below the lock code field to add two additional fields
4. Enter all three lock codes and an optional description
5. Click Activate.

... About Passwords

I lost my user ID and/or password. How can I recover them?

You can use our [Password Finder](#). Just enter your email address and we will email your password information to you.

[Back to Top](#)

My user name and password don't work. What's wrong?

First, passwords are case sensitive; make sure you are entering your password using upper and lowercase letters where appropriate. Also, do not confuse a letter in your password for a number (such as the letter l for the numeral 1). If you cut and paste the information into a window, be careful not to copy any spaces along with the text string. If you are certain that you entered the information correctly and still cannot log in, contact IBM Customer Support.

[Back to Top](#)

How do I change my password?

You can use the [Change Password](#) feature to create a new password for yourself. Before creating your password you will be required to correctly enter your current password. If you don't remember your current password you can use our [Password Finder](#) to have your current password emailed to you.

[Back to Top](#)

How do I change my email address or company name?

We do not allow customers to change their email addresses on their own since their email address is their login ID. Similarly, the company name is what links you with other users within your organization and should only be changed if it is incorrect or if you have changed companies. If you must change your email address or company name, contact IBM Customer Support.

[Back to Top](#)