

Software and services overview

Action: Start at the Software and services overview page
Select customer sign in (right navigation bar)

<https://www-112.ibm.com/software/howtobuy/softwareandservices/>

The screenshot shows the IBM website's 'Software and services overview' page. The page features a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located in the top right corner. The main content area is titled 'Software and services overview' and includes a list of links for Overview, Passport Advantage, IBM OEM software, and IBM software and service offerings. A 'Customer sign in' button is prominently displayed. A sidebar on the left contains links for Software, Trials and demos, Support, Training and certification, Library, Events, and News. A right sidebar titled 'Access the tool' provides instructions for logging in and a 'Customer sign in' link. The footer contains links for About IBM, Privacy, Contact, Terms of use, IBM Feeds, and Jobs.

Country/region [select] [India]

Home Solutions Services Products Support & downloads My IBM Welcome

Software > How to buy >

Software and services overview

- Overview
- Passport Advantage
- IBM OEM software
- IBM software and service offerings

Software and services online offers a secure online experience at the same time allowing access to downloads and account management for those customers participating in the IBM Software and service offering.

[Customer sign in](#)

Features and Benefits

- Customers/Partners that have purchased IBM Software have 24x7 access to Software downloads and the ability to set user preferences to see only those downloads of interest to you. Additional download finder options are also available.
- Manage access to Software and services online provides you the flexibility to grant access to an unlimited number of users.
- Software services customers can view and accept terms and conditions for their programs.

[Need assistance](#)

Communities:

- IBM Business Partners
- ISVs
- Developers
- Warranty info

About IBM Privacy Contact Terms of use IBM Feeds Jobs

Sign In

Action: Complete New customer information fields
Click on Register

Note: if this is not your first time purchasing IBM software, you will have an IBM ID & Password and should complete the returning customers section of screen.

Authorization

Action: Enter your temporary pass code on the authorization page.

Click on Submit

The Primary Contact will find the temporary pass code on the 'Welcome to IBM' letter sent by mail (page 2 of letter shown below on right)

International Business Machines Corporation
 International Business Machines Corporation, PO Box 645900, Pittsburgh, PA 15264-5900

Instructions to access Software downloads & Account management via the Software and services tool

- (1) Access the "Software and services tool" at www.ibm.com/software/howtobuy/softwareandservices and select "Customer sign in".
- (2) If you already have an IBM ID and password created elsewhere on ibm.com you may enter these into the fields for "IBM ID" and "Password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.
- (3) You will be prompted to enter the following IBM Temporary passcode **a8b9c1d2**

Full access to the "Software and services tool" requires an IBM Temporary passcode otherwise, limited access to Software download will be allowed.

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM eCustomer Care Team:

www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html

Yours Sincerely,

IBM eCustomer Care Team

Notes: If you have not yet received your temporary pass code you can still download via instructions shown on Authorization page (see above)

Your code for the License Key Center will not allow you access to the download site.

If you cannot locate your temporary pass code contact eCustomer Care for help at:

www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html

Software & Services Online

Action: Click on News tab to get Download Tips before you proceed
Click on Download software (right navigation bar under Find it Fast)

- Software and services online
- Software download & media access
- Account management
- Reference
- Need assistance

Software and services online

Access to downloads and account information

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.



If you need products & services for zSeries visit [ShopzSeries](#)

Related links

- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order

<p>Navigation help News</p>	
<p>➔ Software download & media access</p> <p>Download software updates and order software media.</p>	<p>➔ Reference</p> <p>View reference library, news history, and FAQs.</p>
<p>➔ Account management</p> <p>Manage contacts, add, change or delete user access, change password and view contract details.</p>	<p>➔ Need assistance</p> <p>View eCustomer Care contact information.</p>

Select a language

English

- ### Find it fast
- ➔ Download software
 - ➔ Download Patches and Fixes
 - ➔ Online technical support
 - ➔ Update contacts
 - ➔ Add site number to your IBM id
 - ➔ Add new users
 - ➔ Change or delete user access
 - ➔ Process users requesting access
 - ➔ Value Unit Calculator

We're here to help

Easy ways to get the answers you need.

Software download & media access

Action: Review terms
Click on I Agree

The screenshot shows the IBM Business Analytics software download page. At the top, there is a navigation bar with the IBM logo, a search bar, and a language selector set to "United States". Below the navigation bar, there are menu items for Home, Solutions, Services, Products, Support & downloads, and My IBM. The main content area is titled "Software download & media access" and "Terms for Other software offerings". A sidebar on the left contains links for "Software and services online", "Software download & media access", "Account management", "Reference", and "Need assistance". Below the sidebar, there are "Related links" for IBM software support, online technical support, and ShopzSeries. The main content area contains a text block stating: "By clicking on the 'I agree' button below, you agree that:" followed by two bullet points: "You obtain Eligible Products (including, but not limited to, software licenses, software subscription updates, or new releases) subject to the terms of the agreement under which you acquired the software product(s), including, but not limited to, any applicable amendments to the agreement and related transaction documents." and "Any other use of the software program(s) is prohibited." Below this text, there is a warning: "If you select 'I disagree' below, you will be unable to complete the transaction you have requested." At the bottom of the main content area, there are two buttons: "I agree" (with a right arrow icon) and "I disagree" (with a close icon).

Find downloads & media

Example 1 – download IBM Statistics Base

Action: Products you are entitled to download display
Select the desired software program (s)
Click on Continue button

Software > Software and services online > Software download & media access >

Find downloads & media

Software and services online

- Software download & media access
- Account management
- Reference
- Need assistance

Related links

- Services terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

- Download step by step
- View my preferred downloads
- View all my downloads
- Find by description or part number
- Find by categories

Select from the options below, then click "Continue".

[View by A-Z](#) | [View by brand](#)

All my entitled downloads - by A-Z

- IBM SPSS Custom Tables
- IBM SPSS Statistics Base

Continue

Program

Program offering
Other software offerings

Site number

Quick links

→ IBM software support for patches & fixes

Learn about

Software download & media access

Find downloads & media

Example 1 – download IBM SPSS Statistics Base

Action: Select the desired language & platform (s)
Click on Continue button

Software and services online

- Software download & media access
- Account management
- Reference
- Need assistance

Related links

- Services terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order

Software > Software and services online > Software download & media access >

Find downloads & media

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

- **Download step by step**
- View my preferred downloads
- View all my downloads
- Find by description or part number
- Find by categories

Your product

Product name: IBM SPSS Statistics Base

Select criteria

Language

English

Platform

<input type="checkbox"/> AIX 5L V5	<input type="checkbox"/> AIX 6	<input type="checkbox"/> HP-UX 11i
<input type="checkbox"/> Mac OS	<input type="checkbox"/> Red Hat Ent Linx RHEL Dsktp wWrkstn	<input type="checkbox"/> Red Hat Entrprs Lnx RHEL Adv Pltfrm
<input type="checkbox"/> SUSE Linux Ent Server (SLES) Sys z	<input type="checkbox"/> Solaris (Sun)	<input type="checkbox"/> Windows 7 Enterprise
<input type="checkbox"/> Windows 7 Professional	<input type="checkbox"/> Windows Vista Business	<input type="checkbox"/> Windows Vista Enterprise
<input checked="" type="checkbox"/> Windows XP Professional	<input type="checkbox"/> Windows XP Professional x64	

Program

Program offering
Other software offerings

Site number

Quick links

→ IBM software support for patches & fixes

Learn about

Software download & media access

Find downloads & media

Example 1 – download IBM SPSS Statistics Base

Action: When you search for a product, all relevant files are selected by default. Click the plus sign to expand & select the files you'd like to download

Software and services online

- Software download & media access
- Account management
- Reference
- Need assistance

Related links

- Services terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order

Find downloads & media

Software Download

Media Access

Overview | **Download finder** | Set my preferences

- Download step by step
- Find by description or part number
- View my preferred downloads
- Find by categories
- View all my downloads

Your download criteria

Product name:	IBM SPSS Statistics Base
Language:	English
Platform:	Windows XP Professional
Previous versions:	No
Associated products:	No

[← Change my download criteria](#)

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

+ = Expand
- = Collapse

Review "Current version" downloads

- Current version

Description

<input type="checkbox"/>	+	IBM SPSS Statistics Desktop V19.0 Multiplatform Multilingual eAssembly (VIEW MANDATORY README Before Downloading)(CRCP5ML)
	Size	40 files (7057mb)
	Date posted	05-Oct-2010

Program

Program offering
Other software offerings

Site number

Quick links

[→ IBM software support for patches & fixes](#)

Learn about

[Software download & media access](#)

Find downloads & media

Example 1 – download IBM SPSS Statistics Base

- Action: You will see all the files for your product.
 Select only the files you require (see next chart for helpful tips)
 Click on I Agree
 Click on Download now

Description	
<input type="checkbox"/>	IBM SPSS Statistics Desktop V19.0 Multiplatform Multilingual eAssembly (VIEW MANDATORY README Before Downloading)(CRCP5ML) Size 40 files (7057mb) Date posted 05-Oct-2010
<input checked="" type="checkbox"/>	IBM SPSS Statistics V 19.0 License Instructions Multiplatform Multilingual(C2NH6ML) - View details Size 0mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input checked="" type="checkbox"/>	SPSS Statistics 19 Download Read Me Multilingual(C2N5WML) - View details Size 0mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input type="checkbox"/>	SPSS Statistics 19 Client Windows 32 Installer English(C2N5QEN) - View details Size 478mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input type="checkbox"/>	SPSS Statistics 19 Client Windows 32 Language Pack Multilingual(C2N5EML) - View details Size 544mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input checked="" type="checkbox"/>	SPSS Statistics 19 Client Windows 64 Installer English(C2N5REN) - View details Size 453mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input checked="" type="checkbox"/>	SPSS Statistics 19 Client Windows 64 Language Pack Multilingual(C2N5FML) - View details Size 544mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input type="checkbox"/>	SPSS Statistics 19 Client Mac Installer English(C2N5BEN) - View details Size 305mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input type="checkbox"/>	SPSS Statistics 19 Client Mac Language Pack Multilingual(C2N5GML) - View details Size 515mb Date posted 05-Oct-2010 <input type="checkbox"/> License agreement <input type="button" value="Download estimate"/>
<input type="checkbox"/>	SPSS Statistics 19 Client Linux Installer English(C2N5TEN) - View details Size 829mb Date posted 05-Oct-2010

Notes: Requesting all files may result in a very large download. Be selective about which files are needed.

Download Tips:

To reduce your download time, we recommend that you only select the images (files) that apply to your specific situation. Here are some tips to help you select the correct files:

- Don't use "select all," as your download could be very large and take several hours.
- Download the instructions and readme files first to help you understand what files you need to use. Read me files are available for Statistics products & Collaboration and Deployment services as shown here.

SPSS Statistics 19 Download Read Me Multilingual (CZN5WML) - [View details](#)

Size 0.5mb

Date posted 05-Oct-2010

[License agreement](#) [Download estimate](#)  [eAssembly](#)

SPSS Collaboration And Deployment Services 4.2 Download Read Me English (CZNT5EN) - [View details](#)

Size 0.5mb

Date posted 05-Oct-2010

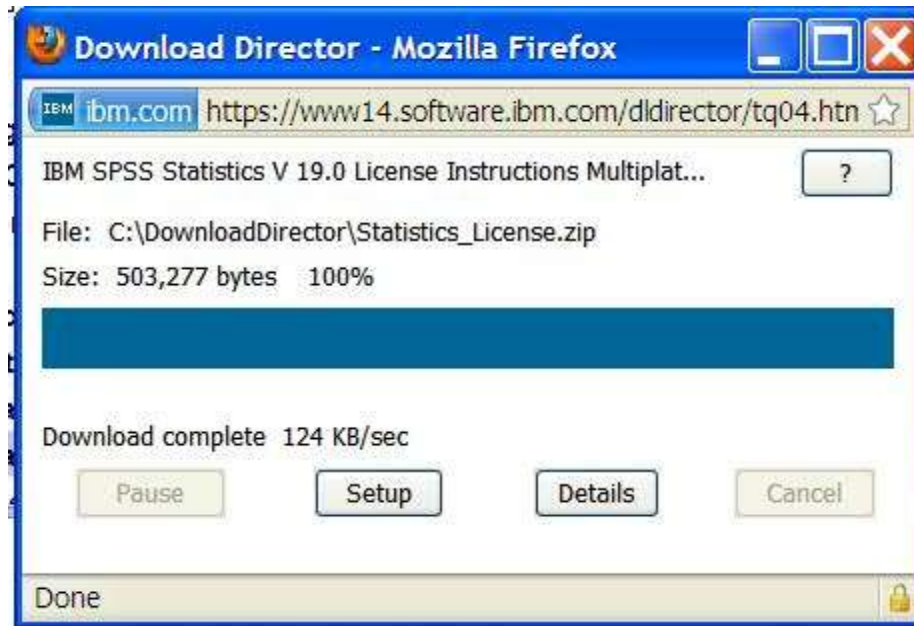
[License agreement](#) [Download estimate](#)  [eAssembly](#)

- Once you read them, you can return to the site to download more files.
- Select only the files related to your operating system (Windows 32 or 64, Linux or Macintosh). If you are unsure if you have 32 or 64 bit Windows, use the following article to help you determine it: <http://support.microsoft.com/?kbid=827218> If you are still uncertain, use the 32-bit version.
- Downloads are available for multiple languages, download only those you need.
- If you need the language pack, you only need to download the file specific to your selected product and operating system.

Download Director

Example 1 – download IBM SPSS Statistics Base

Action: System will download the file (s) & advise when complete.



If you need assistance at any point in the download process eCustomer Care is available at:

www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html

For an example of downloading Data Collection Survey/Reporter Desktop see next charts

Example for Data Collection Survey/Reporter Desktop

Action: Products you are entitled to download display
 Select the desired software program (s)

Click on Continue button

Action : Select the desired language & platform (s)
 Click on continue

Software > Software and services online > Software download & media access >

Find downloads & media

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

- Download step by step
 - View my preferred downloads
 - View all my downloads
- Find by description or part number
- Find by categories

Select from the options below, then click 'Continue'.

View by A-Z | View by brand

All my entitled downloads - by A-Z

- IBM SPSS Categories
- IBM SPSS Data Collection Survey Reporter Desktop**
- IBM SPSS Statistics Base

Continue

Software > Software and services online > Software download & media access >

Find downloads & media

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

- Download step by step
 - View my preferred downloads
 - View all my downloads
- Find by description or part number
- Find by categories

Your product
 Product name: IBM SPSS Data Collection Survey Reporter Desktop

Select criteria

Language
 English

Platform

- Windows 7 Enterprise
- Windows 7 Professional
- Windows Vista Business
- Windows Vista Enterprise
- Windows XP Professional

Example for Data Collection Survey/Reporter Desktop

Action: When you search for a product, all relevant files are selected by default.
Click the plus sign

Software and services online

- Software download & media access
- Account management
- Reference
- Need assistance

Related links

- Services terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order

Find downloads & media

Software Download

Media Access

Overview

Download finder

Set my preferences

- Download step by step
- View my preferred downloads
- View all my downloads
- Find by description or part number
- Find by categories

Your download criteria

Product name:	IBM SPSS Data Collection Survey Reporter Desktop
Language:	English
Platform:	Windows Vista Enterprise
Previous versions:	No
Associated products:	No

[← Change my download criteria](#)

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

+ = Expand - = Collapse

Review "Current version" downloads

- Current version

Description

<input type="checkbox"/>	+	IBM SPSS Data Collection Desktop V6.0 Windows Multilingual eAssembly (CRCU6ML)
	Size	12 files (702mb)
	Date posted	05-Oct-2010

Program

Program offering
Other software offerings

Site number

Quick links

→ IBM software support for patches & fixes

Learn about

Software download & media access

Example for Data Collection Survey/Reporter Desktop

Action : You will see all the files for your product.
 Select only the files you require and ensure you follow the instructions on chart 11 to download only what is needed.
 Click on Continue button

Action : System will download the file (s) and advise when complete

Description			
<input type="checkbox"/>	IBM SPSS Data Collection Desktop V6.0 Windows Multilingual eAssembly(CRCU6ML)	12 files (702mb)	05-Oct-2010
<input checked="" type="checkbox"/>	IBM SPSS Data Collection V 6.0 License Instructions Multiplatform Multilingual(CZNI4ML) - View details	0mb	05-Oct-2010
	License agreement	Download estimate	
<input checked="" type="checkbox"/>	SPSS Data Collection 6 Desktop Installer Windows Multilingual(CZNU1ML) - View details	355mb	05-Oct-2010
	License agreement	Download estimate	
<input type="checkbox"/>	Microsoft WSE 2.0 Windows Multilingual(CZNY5ML) - View details	1mb	05-Oct-2010
	License agreement	Download estimate	
<input checked="" type="checkbox"/>	SPSS Data Collection 6 Developer Library Windows English(CZNY0EN) - View details	273mb	05-Oct-2010
	License agreement	Download estimate	
<input checked="" type="checkbox"/>	SPSS Data Collection 6 Documentation English(CZNX5EN) - View details	42mb	05-Oct-2010
	License agreement	Download estimate	
<input type="checkbox"/>	SPSS Data Collection 6 Documentation Japanese(CZNX9JA) - View details	20mb	05-Oct-2010
	License agreement	Download estimate	
<input type="checkbox"/>	SPSS Data Collection 6 Documentation German(CZP40DE) - View details	2mb	05-Oct-2010
	License agreement	Download estimate	
<input type="checkbox"/>	SPSS Data Collection 6 Documentation Spanish(CZP41ES) - View details	2mb	05-Oct-2010
	License agreement	Download estimate	

