IBM

IBM Software Download Walkthrough

Customers downloading software not on Passport Advantage

Business Analytics software

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/

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)

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

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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 download & media access

Action: Review terms
          Click on I Agree

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

Find downloads & media
Example 1 – download IBM SPSS Statistics Base
Action: Select the desired language & platform (s)
Click on Continue button

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

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

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

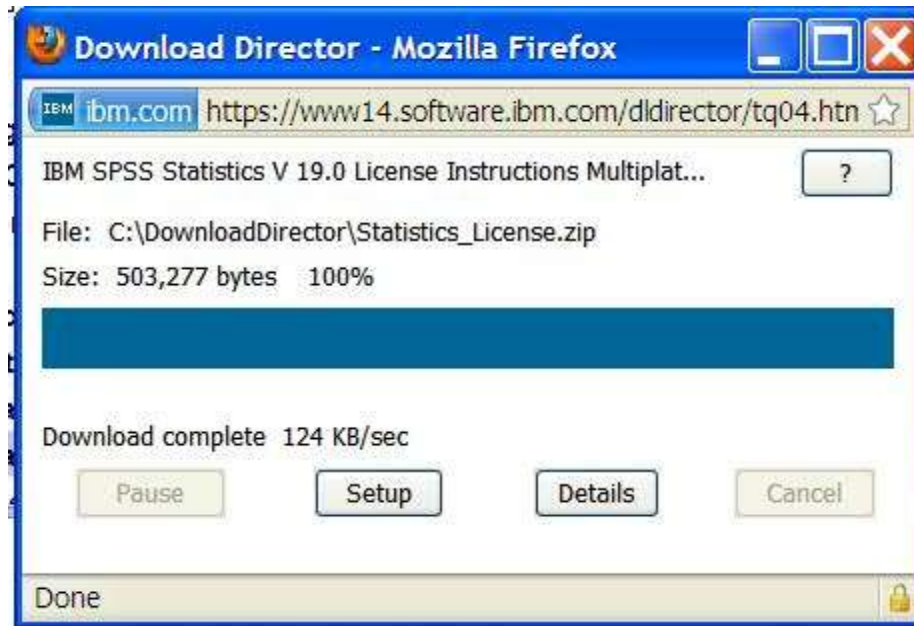| Size	0.5mb
Date posted	05-Oct-2010

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•. 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

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

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