



# Passport Advantage Overview

Action: Select customer sign in (right navigation bar)

<http://www.ibm.com/software/passportadvantage>

**Software**

- Trials and demos
- Support
- Training and certification
- Library
- Events
- News

**Communities:**

- IBM Business Partners
- ISVs
- Developers
- Warranty info

Software > How to buy > Passport Advantage >

## IBM Passport Advantage

### Program overview

Program overview
Passport Advantage Online

Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings that cover software license acquisition including Fixed Term Licenses and Software Subscription and Support product upgrades and technical support under a single, common set of agreements, processes and tools.

Passport Advantage is designed for larger enterprises, while Passport Advantage Express, a transaction-based offering, is designed to meet the needs of medium-sized businesses.

**Features and Benefits**

- Includes Software Subscription and Support (technical support and product upgrades) with each new license.
- Provides Selected Support for certain Open Source and other non-warranted code.
- Provides comprehensive and flexible upgrade coverage.
- Streamlines budgeting for software upgrade and migration costs.
- Provides secure access to Passport Advantage Online.
- Incorporates flexible, easy-to-access, responsive, cross-platform customer support from IBM.
- Provides access to IBM software technical support for all of a customer's designated IT staff.
- Provides 24x7 access to support resources for business-critical outages.
- Provides self help via the Internet.

**Learn more**

- [Learn more about Passport Advantage and Passport Advantage Express.](#)
- [Passport Advantage tutorial.](#)
- [Passport Advantage and Passport Advantage Express brochure.](#)
- [Passport Advantage and Passport Advantage Express quick reference guide.](#)

**Fast access**

- [Find out more about Passport Advantage and Passport Advantage Express](#)
- [Enroll in Passport Advantage](#)
- [Customer sign in](#)
- [Reseller sign in](#)

# Sign In

Action: Complete NEW customer information fields  
 Click on Register

The screenshot shows the IBM Sign In page. At the top, there is a navigation bar with the IBM logo, a search bar, and a 'Country/region' dropdown set to 'India'. Below the navigation bar, there are tabs for 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. The main content area is titled 'Sign in' and is divided into two sections: 'Returning customers' and 'New customers'.

**Returning customers section:**

- Text: "Sign-in and we'll get your information."
- Field: "IBM ID (E-mail address)" with a text input box.
- Link: "[Forgot your IBM ID?](#)"
- Field: "Password" with a text input box.
- Link: "[Forgot your password?](#)"
- Link: "[Change password](#)"
- Button: "Sign in" with a right arrow icon.

**New customers section:**

- Text: "All the fields below are required." and "All fields are required. If you do not want to provide us with the required information, use the 'Back' button in your browser to return to the previous page, or close the browser window that is displaying this page."
- Link: "[Why create an account?](#)"
- Section: "IBM Registration"
- Fields: "First name\*" and "Last name\*" with text input boxes.
- Field: "E-mail address\*" with a text input box. Subtext: "(This will also be your IBM ID for signing in)".
- Text: "Passwords must be at least 8 characters in length. [See password rules](#)"
- Fields: "Password\*" and "Re-enter password\*" with text input boxes.
- Text: "Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity."
- Fields: "Security question\*" and "Answer to question\*" with text input boxes.
- Field: "Country of residence\*" with a dropdown menu showing "Select one".
- Text: "We will not use your personal information beyond this transaction. By clicking 'register' you agree that IBM may process your data in the manner described in [Privacy](#). To update your IBM account information in the future, see [My profile](#)."
- Buttons: "Register" (with a right arrow icon) and "Cancel" (with an X icon).

At the bottom of the page, there is a footer with links: "About IBM", "Privacy", "Contact", "Terms of use", "IBM Feeds", and "Jobs".

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)

Authorization

Process help

Authorization

Temporary passcode entry

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

Please enter the temporary passcode found in your Welcome letter to fully authorize your IBM ID:

Enter temporary passcode information

Temporary passcode\*

Submit

Temporary passcode information

Your temporary passcode was included in your Welcome letter, which was sent to you.

IBM Customers and IBM Business partners that have purchased IBM Software, may continue to access the [Software download and media access](#) feature while they await their IBM Temporary passcode. Please note: Software download and media access is not available to IBM services customers at this time.

Passport Advantage Temporary Passcode: a8b9c1d2

The Passport Advantage temporary passcode above is used only once when authorizing your IBM ID and Password to access Passport Advantage Online at: [ibm.com/software/passportadvantage](http://ibm.com/software/passportadvantage) and select the Passport Advantage Online tab, then choose "Customer sign" in. In the event you do not have an IBM ID and Password, please select the "register" link to create one. Subsequent to entering the IBM ID and Password on the "sign in" page you will be prompted to enter your Passport Advantage temporary passcode provided above. Completing this process will allow you to access Passport Advantage Online.]

Please find enclosed a CD which contains information that will help you make the most of your Passport Advantage relationship with us. This includes:

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](http://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)

The screenshot shows the IBM Software and Services Online website. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right side of the navigation bar. Below the navigation bar, the main content area is titled "Software and services online" with the subtitle "Access to downloads, account information and commerce". A prominent banner for "Passport Advantage Online" features an image of three business professionals. To the right of the banner is a language selection dropdown menu set to "English". Below the banner, there is a "Find it fast" section with a list of links: 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, Place a new license order, View Proof of Entitlement certificate, and Value Unit Calculator. On the left side, there is a "Related links" section with a list of links: IBM software support, Online technical support, ShopzSeries, Distributed software online, Software quote and order, and Public instant messaging registration. At the bottom, there is a "Navigation help" section with tabs for "Navigation help", "News", and "Special offers". Under "Navigation help", there are four columns of links: Software download & media access, Purchase & renewal, Shopping cart, Entitlements, Account management, and Reference.

# Software download & media access

Action: Review terms of Passport Advantage  
 Click on I Agree

Canada [ change ] [ India ]

Home Solutions Services Products Support & downloads My IBM Welcome

Software > Software and services online >

## Software download & media access

### Terms for Passport Advantage

Please read carefully all terms and print and store them for your records.

By clicking on the "I agree" button below, you agree that the Passport Advantage Eligible Products that you are either ordering or downloading or both in this transaction are subject to the terms of (1) your **IBM International Passport Advantage Agreement**, any attachments to it, and (2) the **IBM International Program License Agreement**, including any additional terms contained in (3) the software's **License Information documents**. Passport Advantage Eligible Products include, but are not limited to, licenses, software upgrades in the form of new versions, releases, or updates provided as part of your Site's active Software Subscription and Support coverage, and Renewals.

You may view and obtain copies of the above referenced agreements by clicking the links provided below and following the prompts as indicated.

1. [IBM International Passport Advantage Agreement](#) [[Français](#) (PDF, 61KB) | [English](#) (PDF, 95KB)]
2. [IBM International Program License Agreement](#)
3. [License Information documents](#)

[Get Adobe® Reader®](#)

I agree  I do not agree

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## Find downloads & media

### Example 1 – download IBM SPSS Regression

Action: Entitled download (s) are displayed  
Select the desired software program (s)

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

## Find downloads & media

- Software and services online
- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- 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 FileNet Bus Process Manager Add-On Authorized
- IBM FileNet Bus Process Manager Add-On Employee
- IBM FileNet Bus Process Manager Add-On Ext User
- IBM SPSS Regression
- IBM WebSphere Application Server
- IBM WebSphere Application Server Network Deployment
- IBM WebSphere Portal Enable

Continue

**Program**

Program offering  
Passport Advantage -

---

Site number

**Quick links**

→ IBM software support for patches & fixes

**Learn about**

Software download & media access

## Find downloads & media

- Example 1 – download IBM SPSS Regression

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

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

### Find downloads & media

**Software and services online**

- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- 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

**Your product**

Product name: IBM SPSS Regression

**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 checked="" type="checkbox"/> Windows Vista Enterprise
<input type="checkbox"/> Windows XP Professional	<input type="checkbox"/> Windows XP Professional x64	

**Program**

Program offering Passport Advantage -

Site number

**Quick links**

→ IBM software support for patches & fixes

**Learn about**

Software download & media access



# Find downloads & media Example 1 – download IBM SPSS Regression

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

**Software and services online**

- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- 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**

<b>Product name:</b>	IBM SPSS Regression
<b>Language:</b>	English
<b>Platform:</b>	Windows Vista Enterprise
<b>Previous versions:</b>	No
<b>Associated products:</b>	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**

+ 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  
Passport Advantage -

---

Site number

**Quick links**

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

**Learn about**

[Software download & media access](#)

## Find downloads & media

### - Example 1 – download IBM SPSS Regression

- 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"/>	<p><b>IBM SPSS Statistics Desktop V19.0 Multiplatform Multilingual eAssembly (VIEW MANDATORY README Before Downloading)(CRCP5ML)</b></p> <p>Size: 40 files (7057mb) Date posted: 05-Oct-2010</p>
<input checked="" type="checkbox"/>	<p><b>IBM SPSS Statistics V 19.0 License Instructions Multiplatform Multilingual(CZNH8ML) - <a href="#">View details</a></b></p> <p>Size: 0mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input checked="" type="checkbox"/>	<p><b>SPSS Statistics 19 Download Read Me Multilingual(CZN5WML) - <a href="#">View details</a></b></p> <p>Size: 0mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input type="checkbox"/>	<p><b>SPSS Statistics 19 Client Windows 32 Installer English(CZN5QEN) - <a href="#">View details</a></b></p> <p>Size: 478mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input type="checkbox"/>	<p><b>SPSS Statistics 19 Client Windows 32 Language Pack Multilingual(CZN5EML) - <a href="#">View details</a></b></p> <p>Size: 544mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input checked="" type="checkbox"/>	<p><b>SPSS Statistics 19 Client Windows 64 Installer English(CZN5REN) - <a href="#">View details</a></b></p> <p>Size: 463mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input checked="" type="checkbox"/>	<p><b>SPSS Statistics 19 Client Windows 64 Language Pack Multilingual(CZN5FML) - <a href="#">View details</a></b></p> <p>Size: 544mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input type="checkbox"/>	<p><b>SPSS Statistics 19 Client Mac Installer English(CZN5SEN) - <a href="#">View details</a></b></p> <p>Size: 305mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input type="checkbox"/>	<p><b>SPSS Statistics 19 Client Mac Language Pack Multilingual(CZN5GML) - <a href="#">View details</a></b></p> <p>Size: 515mb Date posted: 05-Oct-2010</p> <p><input type="checkbox"/> License agreement <input type="button" value="Download estimate"/></p>
<input type="checkbox"/>	<p><b>SPSS Statistics 19 Client Linux Installer English(CZN5TEN) - <a href="#">View details</a></b></p> <p>Size: 829mb Date posted: 05-Oct-2010</p>

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

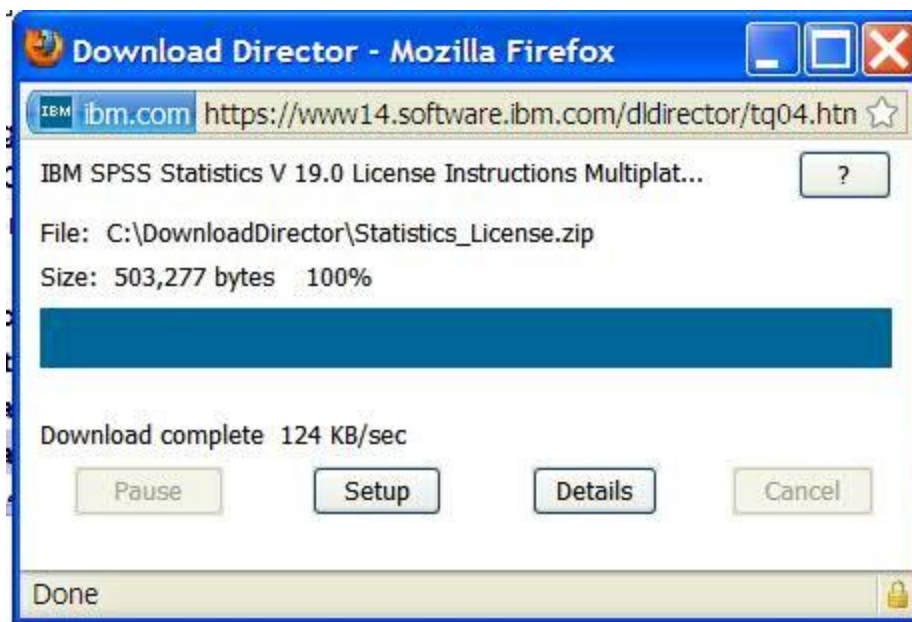
[License agreement](#) [Download estimate](#)  [eAssembly](#)

- 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 needed.
- 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 Regression

Action: System will download the files & 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](http://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 Professional

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

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

Click on Continue button

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 Advanced Statistics
- IBM SPSS Amos
- IBM SPSS Categories
- IBM SPSS Conjoint
- IBM SPSS Custom Tables
- IBM SPSS Data Collection Survey Reporter Professional
- IBM SPSS Decision Trees
- IBM SPSS Direct Marketing
- IBM SPSS Exact Tests
- IBM SPSS Forecasting
- IBM SPSS Missing Values
- IBM SPSS Regression
- IBM SPSS Statistics Base

**Program**

Program offering  
Passport Advantage Express  
[\[change\]](#)

Site number

**Quick links**

→ IBM software support for patches & fixes

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**Related links**

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- IBM software support
- Online technical support
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- Software quote and order

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 Professional

**Select criteria**

**Language**

English

**Platform**

Windows 7 Enterprise     Windows 7 Professional     Windows Vista Business

Windows Vista Enterprise     Windows XP Professional

**Program**

Program offering  
Passport Advantage Express  
[\[change\]](#)

Site number

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- Reference
- Need assistance

**Related links**

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



# Example for Data Collection Survey/Reporter Professional

Action : You will view all files for your product.  
 Select only the files you require. Ensure you follow the instructions on chart 11 to download only what is needed.  
 Click on Download now

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

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

