Q & A on End of Licensing Support for Unsupported IBM SPSS Products

Q. Licensing support for all unsupported versions will end September 30, 2012. What does this mean?

A. For those IBM SPSS software products that require a license key/authorization code to activate, and are in an unsupported status, IBM will no longer offer licensing support. To determine which products are unsupported, click here to see a list of products, then click on the product you are interested in. If you do not see the product version you are interested in, it is unsupported.

Q. What is licensing support?

A. Licensing support involves any manipulation of an existing authorization code or license key. This includes any and all variables associated to a key, including number of allowable installs, expiration date, version, number of allowable users, license type or any other capabilities the code allows. The most common need to manipulate a code is based on the need to reinstall software and number of allowable installs.

Q. Why is this support coming to an end?

A. We are ending licensing support for unsupported versions so that the support we provide at IBM is consistent across all levels and types of support provided. This will allow us to use our resources to better support the current versions of the product.

Q. I don't need Technical Support, I need help with a license.

A. Licensing support is support. A distinction should not be made between technical support and licensing support.

Q. Does this include Student versions?

A. Yes , all versions including Student software are subject to this policy.

Q. What are my options?

A. We highly recommend you upgrade to a current, supported version, and take advantage of the benefits of an annual Subscription & Support (S & S) contract . Navigate to www.ibm.com and in the upper right, ensure the site reflects the country you are in (click the country name to change it). Then search on SPSS in the upper-right search function. By selecting the first result you will see contact information providing access to an IBM representative. You may qualify for a discount – most upgrade purchases do.

Q. What benefits do I receive with a supported version and annual S & S?

A. By getting on a current, supported version, the benefits are many:

● Ability to receive Support under IBM terms of 5 years (from date of release) on all supported versions, and the ability to purchase additional years of support if you wish – up to 3 additional years.
● Current, supported versions have a wealth of online tools and information to help you run your software at peak performance. This information is not available with older, unsupported versions. Access to information is easy – create your custom IBM Support site (click here to see a short video to get you started).
● Current IBM SPSS versions allow access to the IBM SPSS License Key Center, which allows you to manage license keys and authorization codes the way you want.
● When you are on a current version and have active S & S, you are able to download any supported version while your S & S agreement is active.
● Download and upgrade to any point release of that version for free.
● IBM's method of software distribution allows you to manage who has the ability to distribute download capabilities and who receives software. There is no limit on the number of individuals you can allow access to.
● Current versions are compatible with today's operating systems – no compatibility issues.
● Most files and data saved under old versions can be used with newer versions.