Rational. IBM Rational License Key Center

IBM

**Version 1.0.0**

# Customer Transition Guide

Rational. IBM Rational License Key Center

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**Version 1.0.0**

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Before using this information, be sure to read the general information under “Notices,” on page 13.

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# About this book

In May of 2006, IBM unveiled the IBM Rational License Key Center, a new on-line license key fulfillment and management service.

This document provides an overview of how IBM migrated historical Rational software purchase data to the new IBM Rational License Key Center. By helping you understand the transition logic, you should be able to better understand how IBM structured your accounts within the License Key Center.

## Rational software purchasing programs

There are three primary ways in which you likely purchased your Rational software licenses:

- From IBM through the IBM Rational Passport Advantage program
- From IBM, but not through the Passport Advantage program
- From Rational Software Corporation before October, 2003

Your License Key Center account ID will be different if you purchased your licenses from IBM versus buying them from Rational before October, 2003. This guide will highlight the migration of licenses to the License Key Center whether you purchased them from Rational or from IBM.

## Typographical conventions

This manual uses the following typographical conventions:

- *ccase–home–dir* represents the directory into which Rational ClearCase, Rational ClearCase LT, or Rational ClearCase MultiSite has been installed. By default, this directory is /opt/rational/clearcase on the UNIX system and Linux, and C:\Program Files\Rational\ClearCase on Windows.
- *cquest-home-dir* represents the directory into which Rational ClearQuest has been installed. By default, this directory is /opt/rational/clearquest on the UNIX system and Linux, and C:\Program Files\Rational\ClearQuest on Windows.
- **Bold** is used for names the user can enter; for example, command names and branch names.
- A sans-serif font is used for file names, directory names, and file extensions.
- **A serif bold font** is used for GUI elements; for example, menu names and names of check boxes.
- *Italic* is used for variables, document titles, glossary terms, and emphasis.
- `A monospaced font` is used for examples. Where user input needs to be distinguished from program output, **bold** is used for user input.
- Nonprinting characters appear as follows: <EOF>, <NL>.
- Key names and key combinations are capitalized and appear as follows: Shift, Ctrl+G.
- [ ] Brackets enclose optional items in format and syntax descriptions.
- { } Braces enclose a list from which you must choose an item in format and syntax descriptions.
- | A vertical bar separates items in a list of choices.

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- ... In a syntax description, an ellipsis indicates you can repeat the preceding item or line one or more times. Otherwise, it can indicate omitted information.

  **Note:** In certain contexts, you can use "**...**" within a pathname as a wildcard, similar to "*" or "?". For more information, see the **wildcards_ccase** reference page.
- If a command or option name has a short form, a "slash" ( / ) character indicates the shortest legal abbreviation. For example:

  **lsc/heckout**

## Contacting IBM Customer Support for Rational software products

If you have questions about installing, using, or maintaining this product, contact IBM Customer Support as follows:

The IBM software support Internet site provides you with self-help resources and electronic problem submission. The IBM Software Support Home page for Rational products can be found at http://www.ibm.com/software/rational/support/.

Voice Support is available to all current contract holders by dialing a telephone number in your country (where available). For specific country phone numbers, go to http://www.ibm.com/planetwide/.

**Note:** When you contact IBM Customer Support, please be prepared to supply the following information:

- Your name, company name, ICN number, telephone number, and e-mail address
- Your operating system, version number, and any service packs or patches you have applied
- Product name and release number
- Your PMR number (if you are following up on a previously reported problem)

### Downloading the IBM Support Assistant

The IBM Support Assistant (ISA) is a locally installed serviceability workbench that makes it both easier and simpler to resolve software product problems. ISA is a free, stand-alone application that you download from IBM and install on any number of machines. It runs on AIX, (RedHat Enterprise Linux AS), HP-UX, Solaris, and Windows platforms.

ISA includes these features:

- Federated search
- Data collection
- Problem submission
- Education roadmaps

For more information about ISA, including instructions for downloading and installing ISA and product plug-ins, go to the ISA Software Support page.

IBM Support Assistant: http://www.ibm.com/software/support/isa/

# Chapter 1. Software purchases from IBM

IBM® Rational software purchases made since October 2003 follow the general guidelines below. This applies to software purchased within the Passport Advantage program and software purchased outside of Passport Advantage.

- When you bought Rational software from IBM, you placed orders for Rational license part numbers which were in the format of D12345. Software maintenance (or support) purchased after your initial order is done so on a separate part number. This distinction is important since your license keys are associated with your license part number.
- IBM associated your sales order with a site number.
- At the time of your purchase, IBM issued you an IBM Proof of Entitlement certificate (PoE) that showed the sales order number (or "IBM order reference number") and the site number associated with your order. If you purchased your license through Passport Advantage, the site number is listed as the "Passport Advantage site number".
- If you bought a Rational product that uses a FLEXlmTM based license manager, IBM provided you with an account number in the format of A98765-0-432. You used the account number to get license keys from the AccountLink web tool.

## Example of a Passport Advantage order from IBM

In this example, we will examine an order with the following attributes:

In this example, we will examine an order with the following attributes:

*Table 1.*

| **Attribute** | **Example data** |
|---|---|
| Customer company name | Example Customer Corporation |
| Passport Advantage site number | 71234567 |
| Primary site contact | John Johnson |
| Site technical Contact | Carol Oliver |
| IBM order reference number | 0051234567 |
| Example Customer's PO number | 65432 |
| Product ordered | IBM Rational ClearQuest |
| Part number ordered | D531LLL |
| Quantity ordered | 100 |
| Date ordered | March 12, 2006 |
| Rational account number for keys printed on PoE | A98765-0-432 |

IBM booked this order on IBM order number 0051234567 and associated the order with site number 71234567. In the IBM systems, site 71234567 has John Johnson listed as the Primary Site Contact and Carol Oliver listed as the Site Technical Contact.

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IBM sent the Primary Site Contact (John Johnson) the Proof of Entitlement (PoE) certificate and set the Site Technical Contact (Carol Oliver) as the Passport Advantage administrator for this order. The PoE instructed ExampleCustomer to use account number A98765-0-432 to fulfill the ClearQuest license keys.

The following sections will show how IBM migrated this order to the IBM Rational License Key Center.

## Migration of IBM software purchases to the License Key Center

If you bought Rational license from IBM since October 2003, the IBM Rational team has migrated your licenses to the new IBM Rational License Key Center using these guidelines:

- You will have a License Key Center account that has an ID that matches the site number of your original license order.
- The Primary Site Contact and Site Technical Contact associated with your site will be set up as members of your License Key Center account if their e-mail addresses were known to IBM. These members will have administrative privileges within your License Key Center account and can grant other users access to your account if they choose.
- Your License Key Center account will be populated with your original purchase order information including the license part numbers purchased, your purchase order number if available, and the IBM sales order number.
- Your license keys within the License Key Center are associated with the license part numbers on your original purchase order.

Please keep in mind your license keys will be associated with the license part numbers when you originally purchased the product. The license keys are not associated with the maintenance or support part numbers. This holds true even if you have since migrated your maintenance to the IBM Passport Advantage program.

## Migration example

In this example, we will show how IBM migrated the order in the above example to the new License Key Center. We will use the order details from above in this example:

This order would migrate to the License Key Center as follows:

- IBM would create a License Key Center account for Example Customer Corporation.
- The License Key Center account ID will be 71234567, the same number as Example Customer Corp's PA site number.
- IBM would populate License Key Center account ID 71234567 with order number 0051234567. This sales order is for 100 licenses of Rational ClearQuest, part number D531LLL. The "View order history" feature within the License Key Center would show this information.
- IBM would make John Johnson and Carol Oliver members of License Key Center account 71234567 with administrative privileges. The License Key Center would send a welcome e-mail to each person containing their passwords.
- When John Johnson or Carol Oliver logs into the License Key Center, they will see 100 ClearQuest license keys available and associated with Sales Order Number N80266 and Purchase Order Number 00065432.

Moving forward, Example Customer Corp. will still generate their license keys from this License Key Center account regardless of whether they migrated their maintenance (or support) to the IBM Passport Advantage program or not.

**Note:** For new orders of IBM Rational licenses, the order information will automatically appear in the IBM Rational License Key Center within the account ID that matches the Passport Advantage site number on your IBM order. If you want your license keys to flow into a specific License Key Center account, please make sure IBM uses the Passport Advantage site number on your new license order that aligns with the desired License Key Center account ID. For example, if Example Customer Corp wants to manage their license keys from License Key Center account ID 71234567, they would need to make sure IBM associated new license orders with Passport Advantage site number 71234567.

## Licensing compliance

When you first log into the IBM Rational License Key Center, you will see that no license keys have been generated against your historic orders. This will be the case even if you actually have received license keys for those orders from AccountLink or from IBM before the License Key Center came on-line in May, 2006.

To comply with the terms of your software license agreements, you should not have more license keys installed throughout your enterprise than the number of license entitlements granted by IBM.

Revisit your Rational software deployments, identify any license key you received before May, 2006, and generate that key again using the License Key Center. Once you do that, you will be able to leverage many features within the License Key Center that can help you better manage your license keys moving forward and help you stay compliant.

# Chapter 2. Software purchases from Rational Software Corporation

Rational software purchases made before October, 2003 followed these general guidelines:

- When you bought software from Rational, you placed orders for Rational license part numbers that were in the format of 3121-12345. You purchased software maintenance (or support) on a separate part number. This distinction is important since your license keys are associated with your license part number.
- Rational issued you an account number at the time of your purchase and associated your licenses and other purchase order information with your account number.
- Your account number was in the format of A98765-0-432.
- Rational sent you a License Key Certificate with each software order. The certificate showed your account number and the license part number.
- You used your account number to get license keys from the AccountLink web tool in the past.

## Example of an order from Rational Software Corporation

In this example, we will examine an order with the following attributes:

*Table 2.*

| **Attribute** | **Example data** |
|---|---|
| Customer company name | Example Customer Corporation |
| Name on order | John Johnson |
| Product ordered | IBM Rational ClearQuest |
| Part number ordered | 3121–09875 |
| Quantity ordered | 100 |
| Date ordered | February 7, 2001 |
| Your PO number | 00065432 |
| Rational sales order number | N80266 |
| Rational account number | N80266–0–507 |

When this order was processed in February of 2001, Rational issued account number for N80266-0-507 for ExampleCustomer Corporation. The ClearQuest software shipment contained a License Key Certificate with their account number printed on it as well as the part number ordered, quantity, purchase order number and sales order number. To get license keys for this order, users at ExampleCustomer Corp. went to the Rational AccountLink web tool and entered account number N80266-0-507. AccountLink issued ClearQuest license keys.

## Migration of Rational purchases to the License Key Center

If you bought software from Rational prior to October 2003, the IBM Rational team has migrated your licenses to the new IBM Rational License Key Center using these guidelines:

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- You will have a License Key Center account with an ID that matches your former Rational account number. Account numbers are in the format of X00000-0-000.
- Your License Key Center account is populated with your original purchase order information including the licenses purchased, your purchase order number if available, and the Rational Sales Order Number.
- Your license keys within the License Key Center are associated with the license part numbers on your original purchase order.
- In the interest of ensuring your License Key Center accounts have the most up to date information, IBM did not migrate the contacts that were associated with your pre-October, 2003 purchases. This means your License Key Center accounts with IDs in the format of X00000-0-000 will not have members associated to it by default.
- To get license keys from a License Key Center account that contains pre-October, 2003 orders, you can add yourself as a member the account. To do this, select "Don't have a password" from the License Key Center log in page and fill out the "Join new account" form. The form will ask you to enter your Rational account number and a Rational sales order number associated with that account. Once you enter a valid account number/sales order number combination, the License Key Center will add you as a member of the account and log you in. If you have logged into the License Key Center using a different account, the "Join new account" feature in the left-hand menu will bring you to the same form for adding yourself to a new account. Please refer to the next section to see an example.

**Note:** Your license keys are associated with the *license* part numbers when you originally purchased the product. The license keys are not associated with the maintenance or support part numbers. This holds true regardless of whether you migrated your maintenance to the IBM Passport Advantage program or not.

## Migration example of an order placed before October, 2003

In this example, we will show how IBM migrated the order in above section of this document to the new License Key Center. The order from 2001 would migrate to the License Key Center as follows:

- IBM would create a License Key Center account for Example Customer Corporation.
- Example Customer's Rational account N80266-0-507 would migrate to License Key Center account ID N80266-0-507.
- IBM would populate License Key Center account ID N80266-0-507 with Sales Order N80266. This sales order is for 100 licenses of Rational ClearQuest, part number 3121-09875. The "View order history" feature within the License Key Center would show this information.
- Users from Example Customer Corp can add themselves to License Key Center account N80266-0-507 by selecting "Don't have a password" from the License Key Center log in page and filling out the "Join new account" form. The user would enter N80266-0-507 as the Rational account number and N80266 in the sales order number field. The License Key Center would add this user to account N80266-0-507 and email the user a password to log in if the user is new to the License Key Center.
- Once the user logs into License Key Center account N80266-0-507, they will see 100 license keys available for order N80266.

Moving forward, Example Customer Corp. will still generate their license keys from this License Key Center account regardless of whether they migrated their maintenance (or support) to the IBM Passport Advantage program or not.

## Licensing compliance

When you first log into the IBM Rational License Key Center, you will see that no license keys have been generated against your historic orders. This will be the case even if you actually have received license keys for those orders from AccountLink or from IBM before the License Key Center came online in May, 2006.

To comply with the terms of your software license agreements, you should not have more license keys installed throughout your enterprise than the number of license entitlements granted by IBM.

Revisit your Rational software deployments, identify any license key you received before May, 2006, and generate that key again using the License Key Center. Once you do that, you will be able to leverage many features within the License Key Center that can help you better manage your license keys moving forward and help you stay compliant.

# Chapter 3. Migrating your license keys

This section will help you transition your existing license keys to the new IBM Rational License Key Center.

## License key migration guidelines

Review the following guidelines for using license keys generated from the License Key Center.

- The License Key Center will only show you keys that have been generated through it. It will not show you license keys you got from AccountLink or from IBM Rational before the License Key Center went on-line in May of 2006.
- You should revisit your IBM Rational software deployments throughout your enterprise and generate keys for all your existing products using the License Key Center. This will help you better manage your keys through this service.

## FLEXlm license keys

Most of the IBM Rational product portfolio uses a license key manager powered by FLEXlm. These products include the IBM Rational Suite family, IBM Rational ClearQuest, IBM Rational Rose, IBM Rational PurifyPlus, IBM Rational Robot and a series of other products.

When you download license keys from the License Key Center, the downloaded file does not contain license keys for your host that you got before the License Key Center went on-line in May of 2006. If you import this file onto your existing Windows or UNIX Rational License Server, the import feature will replace your existing license key file with the keys in the file. This means you will need to make sure to use the License Key Center and generate new keys to replace your existing keys you received from IBM Rational before May, 2006.

To help illustrate this, let's look at an example where we received 50 Rational Rose keys and 75 Rational Robot keys for host XYZ using the legacy AccountLink web tool.

*Table 3. Existing license key file from AccountLink for host XYZ*

| |
|---|
| • 50 Rational Rose keys<br>• 75 Rational Robot keys |

Next, suppose we want to add 100 Rational ClearQuest keys for the same host XYZ. We go to the IBM Rational License Key Center and generate 100 ClearQuest keys for the same host XYZ.

*Table 4. License key file downloaded from the License Key Center for host XYZ*

| |
|---|
| • 100 Rational ClearQuest keys |

The file downloaded from the License Key Center for host XYZ will not contain the Rose and Robot keys since those keys came from the legacy AccountLink tool. Importing the file from the License Key Center will *overwrite* the existing license key file on disk with the file that only contains the ClearQuest key.

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For example, importing the following file into the Rational software:

*Table 5. License key file downloaded from the License Key Center for host XYZ*

| |
|---|
| • 100 Rational ClearQuest keys |

Will replace the following file:

*Table 6. Existing license key file from AccountLink for host XYZ*

| |
|---|
| • 50 Rational Rose keys<br>• 75 Rational Robot keys |

In the example above, the result is that the license server only manages the Rational ClearQuest keys.

To prevent this situation, we will go to the License Key Center and generate Rose and Robot keys for host XYZ. The license key file will then include all three keys for XYZ:

*Table 7. License key file downloaded from the License Key Center for host XYZ*

| |
|---|
| • 100 Rational ClearQuest keys<br>• 50 Rational Rose keys<br>• 75 Rational Robot keys |

Downloading and importing this file from the License Key Center will overwrite the two existing Robot and Rose keys with the desired three keys for Robot, Rose and ClearQuest.

Moving forward, if we add another license key for PurifyPlus to this host, the License Key Center will issue a file that has all four license keys. Importing this file will also yield the correct results.

## IBM Rational ClearCase license keys

The IBM Rational License Key Center will show two types of license keys for ClearCase: “classic” ClearCase keys, and “FLEXlm” ClearCase keys.

The License Key Center will note the license key type in the name of the key as shown in the following screen capture:

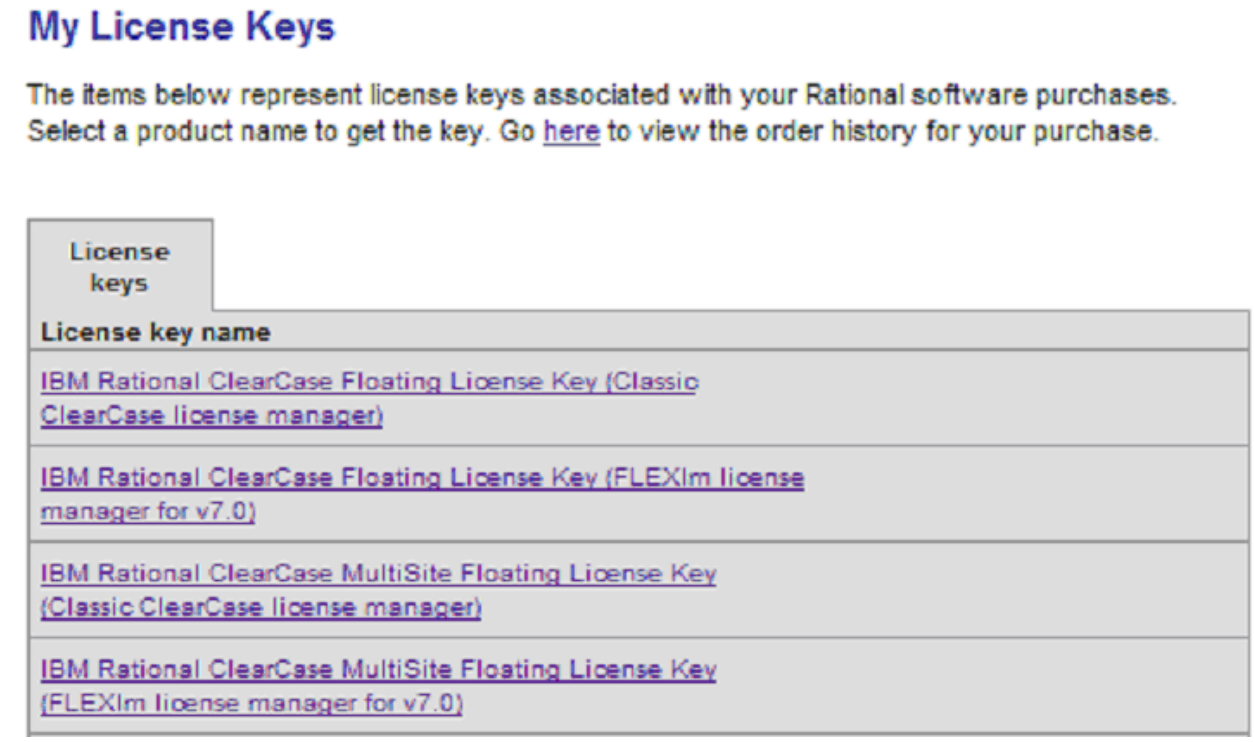


*Figure 1.*

The term "classic" ClearCase license keys refers to the proprietary license manager IBM Rational ClearCase has historically used. It is also referred to as the "ClearCase license manager". This is the only license manager available up through version 7.0 of IBM Rational ClearCase.

Version 7.0 will offer you the choice of using the classic ClearCase license manager or using the FLEXlm-based license manager. The benefit of using the FLEXlm-based license manager is that you could have a single IBM Rational License Server manage your ClearCase, ClearQuest and other FLEXlm-based Rational license keys.

## Generating classic ClearCase license keys

When you generate a "classic" license key for IBM Rational ClearCase, the License Key Center will give you the license key you just generated plus all other ClearCase keys you have previously generated for that host using the License Key Center.

For example, the first time we generate a classic ClearCase key for host ABC, the License Key Center will show the following key:

```
-license ClearCase RATL *.2 NONE 44561c.dac92b9f.02
```

If you go back to the License Key Center and get another classic ClearCase key for the same host, the License Key Center will now show the new key and the previously generated key:

```
-license ClearCase RATL *.7 NONE 88261c.dac92b9f.08
-license ClearCase RATL *.2 NONE 44561c.dac92b9f.02
```

To install the ClearCase keys, always replace your installed keys with the keys that the License Key Center shows for your host.

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**IBM Rational License Key Center**
**Customer Transition Guide**
**Version 1.0.0**

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| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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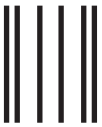

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