

***IBM eServer™
iSeries™ & pSeries™
Entitled Software Support
(ESS)
Handbook***

Manage your Software, Entitlements and Keys

(formerly: iSeries ePoE Handbook)

Version 1.4
June 2005

(Entitled Software Support Handbook - Ver 1.4.lwp)

<http://www-1.ibm.com/servers/eserver/support/series/software/v5r3/plan.html>
<http://www-1.ibm.com/servers/eserver/support/series/library/index.html>
<http://www-1.ibm.com/servers/eserver/support/series/planning/migrationupgrade.html>
<http://www-1.ibm.com/servers/eserver/support/series/hardware/software/plan.html>
<http://www-1.ibm.com/servers/eserver/support/series/software/plan.html>
<Http://www-1.ibm.com/servers/eserver/support/series/software/v5r2/plan.html>

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Entitled Software Support (ESS) Handbook:

This document is intended for IBM and IBM Business Partner support personnel and IBM customer use. It is intended to provide information on the new Web support applications IBM has developed for software product management within the enterprise.

This handbook will explain the Entitled Software Support for:

- Registering with IBM to obtain an IBM ID and Password
- Administrative Functions
 - Register Customer Numbers for Entitled Software Support access
 - Manage Customer Numbers which are registered in ESS
 - Set user authorization support levels for ESS access
 - Assign users to applications supported within ESS
- Entitled Software Updates (ESU - for USA customers only).
- Entitlement Support - ePoE (electronic Proof of Entitlement)
- Software Keys

Support for all the above functions can be found at the License Management Web site:

URL: <https://www.ibm.com/eserver/ess>

ESS Web Application Language Support:

The ESS Web Application is being made available in the following fourteen languages English, French, Canadian-French, Polish, Czech, Turkish, Italian, Portuguese, Spanish, German, Japanese, Korean, Traditional Chinese, Simplified Chinese.

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Changes included in this document V1.4:

Entitled Software Updates (ESU): USA ONLY

Entitled Software Updates provides iSeries and pSeries customers with the capability to update their current SW Release level via the Web. No software eConfiguration is required, as well as no requirement to contact a customer sales point to obtain the

new release software programs. Reference -the ESU support section in this document.

Administrative and Authorization Support: A new 'Roles Based Authorization' level of customer support is now available for customer and IBM Business Partner use. With this support, a single customer 'Primary Contact' - will serve as the administrator focal point for selected hardware system(s). All other administrative support personnel for the hardware serial numbered system(s) will receive their level of authority from the Primary Contact. Reference -the Primary Contact Roles Based Authorization section in this document.

Customer Number Registration: Previous LMS registration support was via the Customer Number and IBM Order Number listed on the Software Packing List shipped with each software order. This support has been enhanced to accept the **System Number or the IBM Order Number** when registering the Customer Number. The System Number is more readily available to customers if the Software Packing List -has been misplaced or the IBM Order Number is not readily available via other software deliverable information. The System Number will be available in the new registration support starting June 2005.

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Overview - Administrative Functions

Entitled Software Support (ESS) has replaced the CLA (Customer Licensed Administrator) offered starting June 11, 2004, with functional support for the role of **Administrator** and **Authorized User**. There will now be a single person responsible as the “**Primary Contact**” (lead administrative role) for a user defined collection of ESS registered customer numbers and their supported hardware systems. The current support provide equal access for all registered customer numbers. The new support provides a set of administrative roles and the capability of these various roles to perform specific functions for their assigned systems.

Primary Contact: The lead administrator is called the “Primary Contact”. This person is the main point of contact with IBM for communications about the Web applications within Entitled Software Support (ESS).

The Primary Contact has the following capabilities:

- Assign the role of Primary Contact to another user (IBM ID) (only one Primary Contact is allowed for a registered customer number).
- Assign other users (IBM ID's) the role of Administrator
- Remove other users (IBM ID's) from their assigned roles
- Assign authorities the User (IBM ID) is allowed to access under ESS:
 - Order entitled SW updates (USA only)
 - View / Transfer ePoEs
 - View SW Keys

Note: if the customer desires it, the IBM Business Partner providing software product support may be assigned the role of Primary Contact.

Administrator(s): The administrator ‘authority’ allows the person to assign authorization(s) to customer number(s).

Authorizations which may be assigned to supported customer numbers are listed above. In addition to managing customer numbers and administrative roles, the administrator(s) may also assign **Nicknames** to the HW systems within their span of control.

Detailed support for the Administration functions can be found on the LMS Web Site: URL: <https://www.ibm.com/eserver/ess>

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Overview - Entitled Software Updates (USA Only)

“Entitled Software Updates” (ESU) is a web-based application tool that provides IBM Customers and IBM Business Partners (on behalf of a Customer) with a new simplified, streamlined process for ordering entitled software updates for iSeries and pSeries systems. This process eliminates the need for configuration reports, hard copy proofs of entitlement (PoE’s), and purchase orders (unless still required by your internal processes) previously required by the existing order process. You can now request your entitled software updates when you want them via the web.

The ESU application does not provide any support for purchasing a new software product, nor the purchase of any additional entitlement. The use of ESU is optional. The customer may use their sales representative for software release upgrades. The sales representative must be used for any software purchase requirements.

Note: A current Software Maintenance Agreement (SWMA) or Software Subscription contract is required. Please also be aware that the online Update function only supports V5. If the machine is on a lower version please contact your IBM Sales Rep. to place an update order.

ESU Process Steps (via Web URL: <https://www.ibm.com/eserver/ess>)

- Select a **Customer Number** for which this transaction will be processed
- Select a **Machine Type Serial Number** for which the software update is being ordered
- Select **Entitled Software** titles, language and media options -which may be selected for update
- Verify **Software Order** and ship-to address
- **Submit Software Orders** for processing and delivery

Detail Support: Entitled Software Update

Step 1: Selecting a Customer Number

This step identifies the Customer Number for this transaction. By clicking on the drop down menu titled, “Customer Number”, you are presented with two (2) alternatives.

- If you select the default, “All Available”, you will be presented with the list of iSeries and pSeries systems for ALL the customer numbers for which you have been authorized (by the registration process) to perform this transaction. (This list can be extensive.)
- If you select a specific customer number from the list presented, this will more rapidly narrow your search argument. You will, in turn, be presented with a list of

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iSeries and pSeries systems for the customer number selected for which you have been authorized to perform this transaction.

Step 2: Selecting a Machine Type/Serial Number

This step selects the specific iSeries or pSeries system for which the entitled software update is being ordered. Clicking on the drop down menu titled, "Machine Type/Serial Number", will present you a list of machine type/serial numbers for which you have been authorized, based on your search argument in Step 1, above. You **MUST SELECT a MACHINE TYPE / SERIAL NUMBER** to continue entering your order.- If you do not see the desired machine type / serial number in the displayed list, contact your administrator or customer focal point to have it added to your list of authorizations.

Upon selecting a machine type / serial number, you will be presented with a list of software products entitled to be updated for that specific system.

Step 3: Verifying the Software, and Selecting Media Options and Language

- Verifying the Software inventory records -- The list of entitled software displayed represents the software that IBM's records show as being entitled for the specific customer number and machine type/serial number selected in Steps 1 and 2, above. **If there is a discrepancy** between IBM's inventory records and what you feel is installed (and entitled) on said system, please contact your IBM sales point to resolve the difference. The inventory records must match to continue with the transaction.
- Selecting Media Options -- Clicking on the drop down menu titled, "Media Options", presents a choice for how you would like your software provided in this order. The options range from shipping both SW media and publications, to only updating your SW inventory records (shipping neither SW media nor publications). Only one choice is permitted.
- Selecting Language -- Click on the language.

After selecting media and language, click on "Go" or "Continue" to continue processing.

Step 4: Verifying Order and "Ship To" Address

The application presents the user with a summary of the order and the "ship to" address contained in IBM's records for the selected customer number (from Step 1). If the "ship to" address is correct as displayed, simply press "Continue" or "Go" to submit your order to IBM. However, if a modification to the "ship to" address is desired, the following changes may be made:

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- A name may be added to the “Attention” line of the address
- The street address, state, and zip code may be changed.
- **Note: ONLY US addresses** are currently supported by this application. If a US Customer Number has a non-US “ship to” address associated with it, this application may NOT be used to order the entitled software update. IBM’s “regular” order process must be used in these situations.

As the user (i.e. person entering the order), you will automatically be sent an e-mail message, confirming receipt of your order by IBM. You are also given the option of adding additional recipients for this order configuration e-mail. If desired, add the additional e-mail addresses in the input fields presented on the screen, and click on the “Go” or “Continue” button.

Step 5: Submit the Order

You will be presented with a final summary of your order, including any changes made to the “Ship To” address and additions made to the e-mail addresses. Verify everything is now correct, and click on the “Submit” button to forward your order to IBM for the entitled software update.

An “order confirmation” message will be displayed on the screen, with your order number. This information will also be included in the e-mail message sent to the e-mail recipients.

Note: If you still have questions or are having problems with this application, please contact the **HELP desk at 1-800-446-8989.**

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Overview - electronic Proof of Entitlement

ePoE Concept: Effective June 11, 2004, iSeries software program orders will have an electronic Proof of Entitlement (ePoE) record created. The ePoE record will replace the printed PoE (Proof of Entitlement) document for iSeries family software products closely associated with i5/OS™ and ordered via the eConfigurator. The ePoE record will be created in the License Management System (LMS) by a request from Software Delivery and Fulfillment (SDF) during product manufacture. IBM will create, retain, and maintain the ePoE records. IBM will update the ePoE records via software orders entered for follow-on product entitlement changes. Customers will be allowed access to their ePoE records for view, print and transfer capability.

Note: IBM Passport Advantage products (ex: MQ Series) are not supported by ePoE

ePoE Supported Releases:

An ePoE will be created for the following Version 5 (V5) software orders:

- New and release upgrade orders
- Processor Group-to-Group upgrades orders
- Purchase of additional entitlement orders. (ex: purchase of 4 additional users for iSeries Access Family)

Previously, customers ordering software release upgrades have **not** been shipped a physical PoE. Now, an ePoE will be created for V5 release upgrade orders shipping on or after June 11, 2004. This is a special process iSeries has initiated to build ePoE records in the LMS database. This will allow our customers to use ePoE record data in lieu of their physical PoE documentation for subsequent release upgrades.

ePoE - Web Support:

The ePoE will replace the physical PoE for customer use. The on-line ePoE created in the LMS data base will be used for all customer entitlement reference business transactions. The on-line ePoE can be viewed, printed, transferred by the end user customer. Web tools (described later) are available via IBM supported applications available on the Internet.

Note: a physical PoE will **not** be shipped in addition to the ePoE created in LMS.

Physical PoE replaced by ePoE:

Existing PoE documents replaced by ePoEs must be destroyed. The **Customer Notice** (described later) will instruct the customer how to access their ePoE record(s). A Customer Notice will be shipped with the software order effective June 11, 2004. The physical PoE documents the customer has on file will no longer be acceptable for software entitlement use (ex: entitlement validation for upgrades or transfer to another customer).

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Exceptions:

1. ***iSeries Access Family Users***: For customers purchasing additional users for the iSeries Access Family software program, there will be no ePoE created for existing user quantities. The existing physical PoE documentation (original software invoices) must be retained to substantiate these previously purchased users.
2. ***i5/OS Software License (Per Processor)***: For customers who purchased Software Licenses for the operating system prior to June 11, 2004, there will be no ePoE created in the IBM LMS data base. The physical PoE documentation shipped with the OS/400 software order must be retained to substantiate these previously purchased Software Licenses. These Software Licenses will not have an ePoE created as replacements for them. Any new / additional Software Licenses purchased after June 10, 2004 will have ePoEs created for them.

Printed PoEs:

Printed PoEs will not be supplied by IBM for the software products for which ePoE is provided. Customers can go to the Web to view and print their entitlement(s). The ePoE on the Web site is the document of record for entitlement purposes. If a physical PoE is required, the customer can print the Web displayed ePoE using their Web browser print capability.

Web ePoEs:

Web displayed ePoEs will be supported in the following languages: English, French, Canadian-French, Polish, Czech, Turkish, Italian, Portuguese, Spanish, German, Japanese, Korean, Traditional Chinese, Simplified Chinese. If Web support is not available, a customer can contact the Software Key Center for a printed copy that can be faxed, eMailed or mailed to the customer.

- USKEYS@dk.ibm.com US
- AS4KEY@dk.ibm.com Europe, Middle East and Africa
- CAKEYS@dk.ibm.com Canada
- APSKEYS@dk.ibm.com Asia Pacific (excluding Japan)
- HELPSWC@jp.ibm.com Japan
- SWKEYLA@br.ibm.com Latin America

Detailed Software Key Center Contacts for specific Countries can be found under <https://www.ibm.com/eserver/ess>

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V5R3 and Software Transfer:

iSeries non-i5/OS IPLA software products shipped at the V5R3 release level will be **restricted to use within the business enterprise**. This is a change from previous iSeries IPLA software terms and conditions which allowed transfer outside of the business enterprise.

Note: The transfer's described below will update the IBM LMS records, but **will not update the IBM *Ordering Inventory System records***. Contact an IBM representative or your IBM Business Partner to request the transfer to updated in the IBM Ordering Inventory System records.

iSeries software transfer capability will be as follows:

V5R3 Software Products and Options:

- The software product LID documentation governs the product transfer restrictions. This documentation is shipped on CDs with the V5R3 software program code.
- i5/OS (5722-SS1) V5R3 Base, (Install Code ID 5050), Software Licenses (Install code ID 5051) and its Bonus Programs are bundled with the hardware (9405/9406 machine type) and ePoE(s) must be transferred with the hardware when sold outside the business enterprise.
 - Note: the SW Key Center must be contacted to transfer the i5/OS ePoEs for transfers outside of the enterprise.
- Other iSeries software products (ex: 5722-xxx, 5733-xxx) can be transferred by the customer to another machine within the business enterprise.
- The ePoE Web support provides the customer the capability to transfer the non-i5/OS ePoE(s) within the business enterprise.

V5R1 and V5R2 Software Products and Options:

- **OS/400 Base (5722-SS1)** and its Bonus Programs are bundled with the system (940x machine type) and must be transferred with the hardware. The PoE / ePoE may be transferred to another customer outside of the business enterprise.
- **OS/400 Options** (ex: Opticonnect) can be transferred separately from the OS/400 Base, and can be transferred outside of the business enterprise.
- Other iSeries software products (ex: 5722-xxx) can be transferred outside of the business enterprise.
- The ePoE Web support does NOT provide the customer the capability to transfer the ePoE outside of the business enterprise. The Software Key Center must be contacted to transfer the ePoE to a customer outside of the enterprise.
- The software product LID documentation shipped with the software order governs the product transfer restrictions.

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ePoE Content

The ePoE will be created via a Software Delivery & Fulfillment (SDF) call to the License Management System (LMS) based on the software product order information received. This is the same call SDF currently makes for software key requests. The difference for ePoE is that ALL software products supporting ePoE will have their entitlement data sent to LMS, not just the keyed licensed programs as is done today.

The ePoE created in the LMS data base will contain information such as that in the following example:

ePoE Field	Example Data:
Customer Number	6781111111 (Country Number & Customer Number)
Machine type/serial	9406 10-5L39M (optional, if available)
Proof Number	62473290036505
Product Number	5722-ST1
Product Name	DB2 Query Mgr & SQL Dev Kit
Version	5
Install code id	5050
Quantity (of Entitlement)	P40 Processor Group, 8 Users, 1 Install, 4 Processors
Order Number	Q29308

Legend:

- Customer Number:** The 'ship to customer number' listed on the SDF created software Packing List.
- Machine type/serial:** The hardware machine type and serial number assigned by the Hardware Manufacturing plant. This data will be supplied by SDF (if known) when the software order is prepared. The data may come from feature codes on the software order or obtained by SDF manufacturing from administration system record detail (ex: system type - system number linkage)
- Proof Number:** the world wide ePoE unique number generated by LMS for this ePoE. No duplicate proof numbers will be assigned.
- Product Number:** Product order number (ex: 5722-SS1 for base i5/OS)
- Product Name:** Product / Product Option name
- Version:** Version number for software product. Release level is not applicable for ePoE record.
- Install code id:** Four numeric character data used by software install support
- Quantity:** Entitlement quantity customer has purchased
- Order Number:** IBM software Order Number for this entitlement record

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Software Order Support

iSeries V5R3 software ordering with the ePoE is no different than what has been done for previous iSeries Version 5 releases. Instead of inserting a physical printed Proof of Entitlement document in the software manufacturing process, an ePoE record will be created in the LMS database.

The following iSeries licensed programs support ePoE. These products are all orderable via eConfig:

As of April 25, 2005, the following list of products will have an electronic Proof of Entitlement (ePoE) record created. The ePoE record will replace the printed Proof of Entitlement (PoE) document which has been in use for these products.

ePoE Supported Products:

Operating System/400 and INS/IPCS Software

5722-SS1 - Operating System

Optional Features for Operating System

Media & Storage Extensions (5722-SS1)

Opticonnect (5722-SS1)

Print 1-45 Impressions/Minute (5722-SS1)

Print 1-100 Impressions/Minute (5722-SS1)

Print Any Speed Impressions/Minute (5722-SS1)

DB2 Symmetric Multiprocessing (5722-SS1)

DB2 Multisystem (5722-SS1)

HA Journal Performance (5722-SS1)

HA Switchable Resources (5722-SS1)

Advanced Application

5798-FAX - Facsimile Support for iSeries

Client Products

5722-XW1 - iSeries Client Access Windows Family

Advanced Function Printing

5722-AF1 - IBM Advanced Function Printing Utility

5733-ID1 - Infoprint Designer for iSeries

5722-IP1 - Infoprint Server for iSeries

5769-FN1 - Adv Func Printing DBCS Fonts AS/400

5769-FNT - Adv Func Printing Fonts for AS/400

Appl Development

5722-DB1 - IBM System/38 Utilities for AS/400

5722-PD1 - IBM Application Program Driver for AS/400

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5722-DFH - IBM CICS for iSeries

5733-GT1 - Grid Toolbox for iSeries

Communications

5722-CM1 - Communications Utilities for iSeries

5722-CR1 - Cryptographic Support for AS/400

5722-AC3 - Cryptographic Access Provider 128-bit for iSeries

5722-CE3 - IBM iSeries Client Encryption - 128 bit

Internet Products

5722-WE1 - Web Enablement

5722-WE2 - Web Enablement for i5/OS

Office Decisions Support

5722-DS1 - IBM Business Graphics Utility for AS/400

5722-QU1 - Query for iSeries

5722-ST1 - DB2 Query Management and SQL Dev Kit for iSeries

5733-FXD - Domino Fax for iSeries

5722-AP1 - Advanced DBCS Printer Support for AS/400

5722-DE1 - DB2 Universal Database Extenders for iSeries

Programming Languages

5722-WDS - WebSphere Studio for iSeries

System Management

5722-DP4 - DB2 DataPropagator 7.2

5722-BR1 - BRMS for iSeries

5722-JS1 - Advanced Job Scheduler for iSeries

5722-PT1 - Performance Tools for iSeries

5722-MG1 - IBM Managed System Services for iSeries

5733-SC1 - IBM Portable Utilities i5/OS

5722-SM1 - System Manager for iSeries

5733-VE1 - Virtualization Engine for iSeries

5733-XT1 - XML Toolkit for iSeries

Note: products skip-shipping into V5R3 will NOT have an eConfig release upgrade software order created for them, and hence, will **not** have an ePoE created in LMS. These products should have their physical PoE documentation retained until an order is placed for them which will result in an ePoE being created and a **customer notice** being shipped to tell the customer of their need to use the ePoE record for any subsequent entitlement purposes.

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Customer Notice:

The i5/OS product will have a **Customer Notice** included in the software product shipment. The Customer Notice is designed to introduce the customer to their ePoE and provide them with information on how to access their ePoE records. The Customer Notice is translated into all languages supported for our shipped publications. The following text is presented in the customer notice.

Dear IBM Customer;

We have not shipped a printed Proof of Entitlement (PoE) document in this software package. Instead, we have created an electronic Proof of Entitlement (ePoE) record which is available to you on the Web. As a result of customer feedback, we are implementing ePoE which we believe will result in improved and more efficient record keeping for customer entitlement to use IBM software.

The ePoE record is the official record of your entitlement and contains the following information: Product Name, Product Number, Order Number, Version, Install Code ID, Quantity, Proof Number, Customer Number, and Machine type/serial (optional).

To access your ePoE, you must first be registered with IBM. You can register at the Entitled Software Support (ESS) Web site - URL: <https://www.ibm.com/eserver/ess>. Once you are registered, ePoE and software Key information can be obtained from this same ESS Web site. The Software Packing List shipped with your program order(s) contains the Customer Number and Order Number / System Number information required to access your entitlement related data. Please retain your Software Packing List until the ESS registration is complete for this Customer Number.

If this is an upgrade for this program, you must destroy your original IBM printed PoE for this software program, as the ePoE record replaces it and is now the only record of your entitlement that IBM recognizes.

Program transfer capability is governed by the International Program License Agreement (IPLA) and License Information documentation shipped with this program. Please refer to this documentation to understand your transfer rights and obligations. If you want to transfer your pre-V5R3 program to another party outside your Enterprise, please contact the Software Key Center at the phone number provided at the ESS Web site.

If you are unable to access the Web sites, or have questions on ePoE support, please contact the Software Key Center at:

- USKEYS@dk.ibm.com US
- AS4KEY@dk.ibm.com Europe, Middle East and Africa
- CAKEYS@dk.ibm.com Canada

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- APSKEYS@dk.ibm.com Asia Pacific (excluding Japan)
- HELPSWC@jp.ibm.com Japan
- SWKEYLA@br.ibm.com Latin America

Detailed Software Key Center Contacts for specific Countries can be found under <https://www.ibm.com/eserver/ess>

License Information Document (LID):

LID documentation for i5/OS V5R3 software products have been updated to reflect ePoE support. The LIDs refreshed for V5R3 each contain the following statement:

"IBM will make Proof(s) of Entitlement available to You electronically at www.ibm.com/software/lms. You may print a copy of your Proof(s) of Entitlement for your records from that Web site. You can also obtain a copy of your Proof(s) of Entitlement by contacting the Software Key Center at kmsweb@dk.ibm.com or by calling IBM using the numbers provided for your country on www.ibm.com/software/lms."

Note: V5R1 and V5R2 LIDs for ePoE supported software products, and those for software products skip-shipping** into V5R3 will not have their LIDs changed to add the above statement. These existing LIDs will be supported by the Customer Notice which will also be shipped for these software products at the earlier release levels.

**Note: Skip-ship occurs when a software product that is part of the operating system family is not upgraded from one release to another. An example of this is 5722-AF1 which will not be updated for V5R3; the current Version Release Modification (VRM) level of the product will ship to a customer ordering V5R3 release upgrades.

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ESS Customer Responsibilities:

IBM Registration:

Customers wishing to access their software ePoE data records must first register with IBM at the following **URL**: <https://www.ibm.com/eserver/ess>

The URL will establish an IBM Web customer profile for the registering customer. The Web ID provided will allow the customer access to many different IBM supported functions for the customer to manage their business relationship with IBM.

Software Packing List:

Customer: Customer receives V5 software deliverables from IBM, locates and reads Customer Notice; locates Packing List for the operating system or other '5722-xxx' program in package and notes Customer Number(s).

From Software Packing List, locate the **Customer Number**, **IBM Order Number** and / or **System Number** printed information.

Register with Entitled Software Support Web Site:

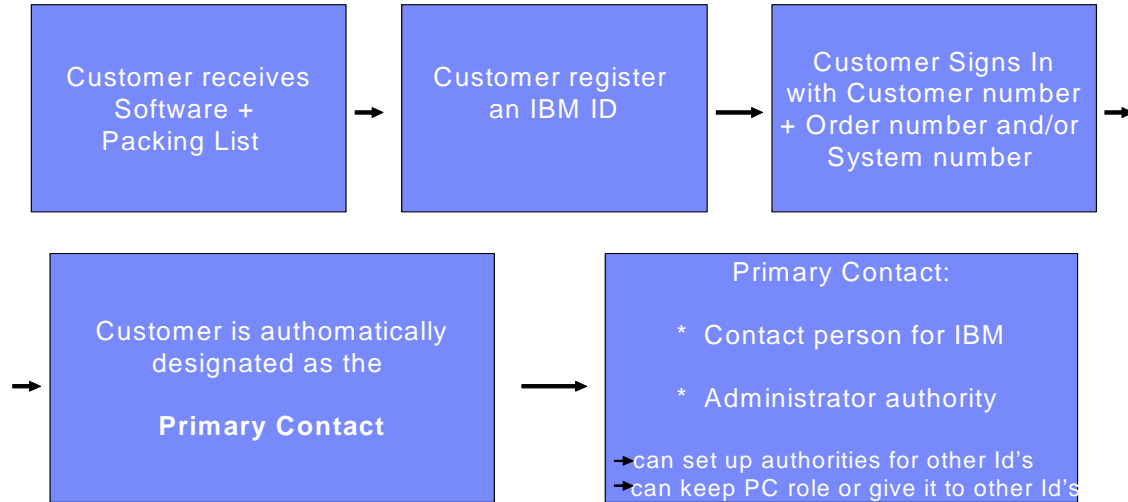
The first IBM ID/user who registers for a customer number is automatically designated as the Primary Contact. The Primary Contact is the main contact point for IBM communications for the customer numbers and related HW Serial Numbers within his primary contact profile.

Administration: The Primary Contact assigns other registered IBM ID's as administrators. These administrators may then assign authorizations (ex: View ePoEs, Transfer ePoEs, download SW Keys, etc.) to complete the IBM ID profiles.

Registration / Authorization - Process Flow:

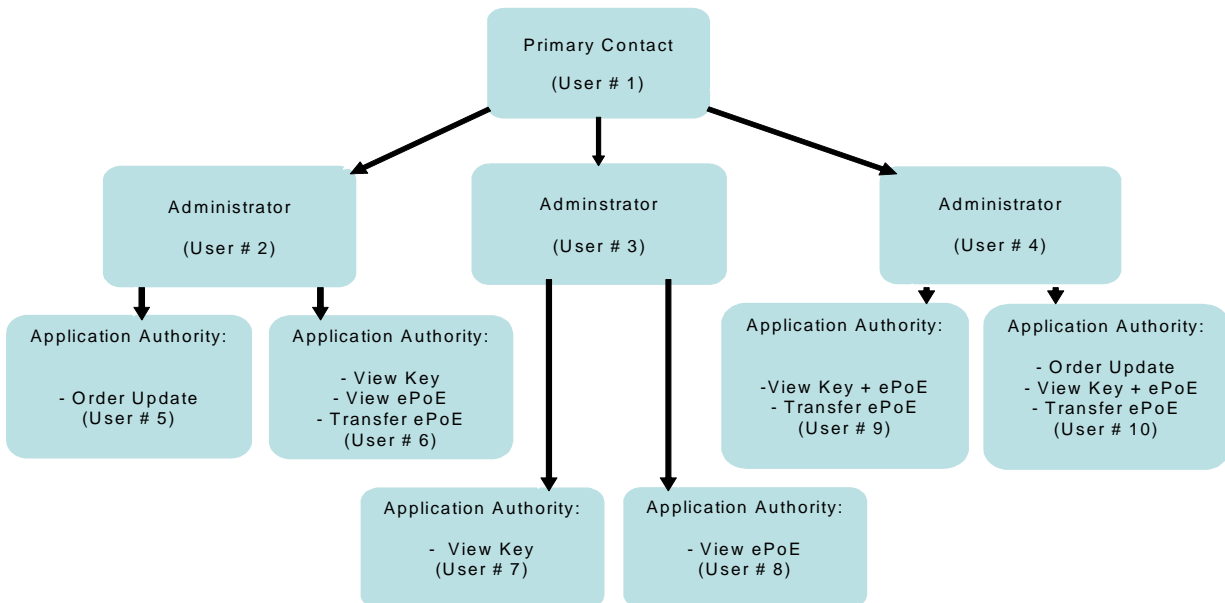
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Registration/Authorization - the process flow:
Customer 1 (=> the primary contact)



Registration - a possible setup for a customer number:

Registration – one possible setup for a customer number:



Registration Exceptions:

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ePoE Transfer:

For software key installation or for ePoE transfer, the CLA must be signed on to the local iSeries system for the action to be supported.

1. The CLA (and associated CAP) is restricted to Customer Numbers and hardware systems within the Enterprise.
2. For questions on ePoE, software key or Administration support, the Software Key Center may be contacted. Key Center Contact information can be found under
URL: <https://www.ibm.com/eserver/ess>

Customer Number already registered:

If a customer tries to register for a customer number which has already been registered by another customer the following error message will appear: "There is already an admin / primary user for this customer number".

The customer is asked to verify if the information entered is correct and in case he still gets the error message he should contact Customer Support by e-mail.

Required information to be submitted to the key center are:

- * Name
- * Company Name
- * IBM ID
- * E-mail address
- * Customer number to get registered for
- * Order number and/or system number linked to the customer number

The key center will then contact the primary contact by forwarding the registration request.

The primary user will get provided all necessary information to grant the requested authorizations to access the customer profile or at least to contact the requester.

ESS and IBM Business Partner support:

If the software order(s) are ordered on the IBM Partner (BP) / Solution Provider (SP) Customer Number instead on the End-User-Customer Number (EUC) the Business Partner should do the following to get the entitlements transferred to be properly reflected in the IBM data bases:

1. BP contact key center for entitlement transfer (ePoEs/Keys) from BP CN to EUC number (for 520 Express transfers the 520 Express transfer form is to be used *)
2. The BP/SP should place a no-charge software order into the eConfigurator, specifying the EUC ship-to customer number. The software order should be

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- ordered for i5/OS (5722-SS1) plus registration feature 5899 (ship Customer Notice) and primary language feature 29xx
3. EUC receives packing list + customer notification
 4. The EUC will use the information from above packing list order software (*customer number Order Number* and/or System Number) to register with ESS and access their newly transferred software entitlements and software keys

* ePoE Special Considerations:

Europe Only - 520 Express Transfer Process (New):

For the European countries which have the Business Partner order 520 Express/Value systems (hardware and software) for delivery into their own inventory and follow on sale to a customer, the following process has been established to transfer the software program entitlements to the sold-to customer.

An agreement is needed between the key center, BPSO and the impacted Business Partners before this new process is used in a country. Until that agreement is reached, the existing 520 Express Transfer needs to be used.

1. AS4KEY@dk.ibm.com has to be informed in advance about the BP/Distributor customer number under which the Express /Value machines are ordered. Under this customer number the SW bundled with the 520 Express machine is registered). This is a one time setup step.
2. When the machine is being sold to an End customer, the BP/Distributor or BPSO will have to place a no-charge software order into the eConfigurator, specifying the EUC ship-to customer number. The software order should be ordered for i5/OS (5722-SS1) plus registration feature 5899 (ship Customer Notice) and primary language feature 29xx.

The no-charge is necessary to trigger the transfer of the SW entitlements from BP/Distributor customer number to the end customer.

This no-charge software order has to be placed for the same system number as the machine had when initially ordered from IBM.

This order can be placed at the same time as SW Maintenance if SW Maintenance is being ordered at the same time as the sales out.

3. EUC receives packing list + customer notification
4. The EUC will use the information from above packing list order software (*customer —number Order Number* and/or System Number) to register with ESS and access their newly transferred software entitlements and software keys

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Note: The above mentioned support is not valid for Cross Border Situations where the hardware serial number gets assigned with a new system number and the no-charge software order can just be placed under the new system number. In this case the BP/Distributor will need to use the 520 Express Transfer Form.

ESS for Multiple Customer Numbers: Additional Customer Number and IBM Order Number combinations may be entered for a single IBM ID. All ePoE and software key information contained in ESS for this additional customer number will be listed for this Web ID. In this way, a CLA Profile can be set up to access multiple hardware systems and their associated ePoEs and software keys.

ESS - Accessing ePoE records: Once the Primary Contact has established a list of customer number(s) for his IBM ID, the ESS application can be accessed at **URL:**<https://www.ibm.com/eserver/ess>. The customer will have to choose to work with either ePoE or Key records.

ESS - ePoE Records Overview: Upon selecting to work the ePoE records, the next Web screen shows two ePoE functions

1. View/Print
2. Transfer

ESS - Proof of Entitlement View/Print:

Once the view/print function has been selected, the ePoE (s) for the selected customer number and/or Machine Serial Number(s) are displayed.

This Web screen displays each selected ePoE record content detail. A note at the bottom of the screen alerts the user to the value of the ePoE on-line record: "This electronic Proof of Entitlement record is the sole official record of your entitlement." The displayed entitlement record can be printed for local use, however a printed copy does not supersede the online version.

The screen data can be printed via the customer's local Web browser support, in the language supported for their Web browser session.

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ESS - Proof of Entitlement Transfer:

This Web screen is used to transfer an ePoE from one of the CLA owned customer numbers or machine serial to another customer number or machine serial listed in the CLA profile. The CLA will select one of their existing profile customer numbers to transfer the ePoE(s). All ePoEs - the base product and orderable options - are eligible for transfer (except the i5/OS base product which must remain with the hardware system). After the transfer-to customer number is selected, the CLA will be requested to sign-on to the iSeries hardware system * on which the ePoE currently is installed. Once signed-on, the transfer of the ePoE(s) will be completed in LMS.

Any transferred programs/options with software keys will also have the corresponding software key(s) removed in LMS for the transfer-from system and created for the transfer-to system. The transferred ePoE and software key record(s) will be immediately available in the LMS database for access. The transferred software keys can then be downloaded, view, send or (when installing via signing-on to this iSeries system).

* If an ePoE does not have a hardware serial number assigned, you can transfer it to the hardware serial number attached to it. This can be done without being signed on to the iSeries server.

i5/OS Base 5722-SS1, V5R3M0 (Install Code Id's of 5050 and 5051) and its Bonus Programs are bundled with the hardware. The two products will be shown under the View/Print ePoE(s) but not under the transfer option as both are not transferable and must remain with the hardware. If the i5/OS base and / or Per Processor entitlements were created under an incorrect HW Serial Number, contact the SW Key Center for support to transfer these entitlements to the proper HW Serial Number

Non key protected entitlements (ePoE only) can be transferred without signing on via the applet

To get entitlements removed from a hardware serial number which is not any longer available in the customers inventory and there is no current need for these entitlements to be remained in the Customers Enterprise, the key center can be contacted to move these entitlements to a [BLANK] hardware serial number. The [BLANK] HW Serial will be considered as a license repository Serial number and the Customer can transfer them back to any HW Serial he owns or purchased.

To help the user to understand the ePoE concept, the following statement is listed at the top of the screen: **“Proof of Entitlement: This Proof of Entitlement record is being provided to you under the terms of the IBM International Program License Agreement. A Proof of Entitlement is evidence of your authorization to use a Program in the quantity stated and level specified below.”**

Software Key Center Assistance:

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There are times a customer may need to contact the Software Key Center for software product entitlement assistance. The Web should be used for all entitlement record transactions, except for the following situations:

- Web host systems are not operational (scheduled maintenance, unplanned outage)
- Customer does not have Web access to ePoE related URLs
- CLA (Customer License Administrator(s)) are not available
- Customer's iSeries system is not operational for license transfer (cannot use ESS iSeries connection applet support)
- ePoE not created when one was expected (IBM system issue!).

Note: the software keys are accessible via URL: <https://www.ibm.com/eserver/ess>

iSeries Access Family Product Support:

The only exception to the above rule is any current user based PoE(s) retained for the iSeries Access Family software program. The newly created ePoE will contain only the most currently purchased user quantity. Any prior purchased iSeries Access Family user PoEs must be retained for entitlement validation purposes.

For multiple purchases of iSeries Access Family users, there will be an equal number of iSeries Access Family ePoEs listed as active for the CLA. These additional user based ePoEs will be created for the additional entitlement quantity purchased. The iSeries Access Family ePoE(s) will NOT be aggregated into a single ePoE reflecting the total purchased usage quantity. The customer may transfer any of the individual iSeries Access Family usage base ePoE(s) to another customer number - the ePoE usage quantities cannot be changed in usage value. The entire usage quantity specified in the individual ePoE record must be transferred.

Software Key Center Language Support: The Software Key Center has full language support from 08.00 to 17.00 (Denmark time, six hours ahead of New York, USA), after 17.00 the Key Center can only guaranty English Support.

i5/OS Software License (Per Processor) Support:

Processors purchased by iSeries customers will have an ePoE record created for each purchase order, placed after June 11th 2004. Orders placed prior to June 11th 2004 were shipped with a physical PoE. PoEs must be retained for entitlement validation purposes. The initial ePoE record will contain the quantity of i5/OS base licenses plus any additional processors purchased with the initial software order. Subsequent processor purchases will have a separate ePoE record created. When viewing their total processors purchased, each separately purchased entitlement quantity will appear in a unique entitlement record. These individual entitlement records may be viewed and printed. They cannot be transferred (via the Web) to another hardware serial number .

Note: The software key will contain the cumulative per-processor quantities purchased for this customer number and hardware serial number.

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Transfer outside the Enterprise: V5R1 and V5R2 customers may transfer their non - operating system base software licensed programs outside of the enterprise, based on restrictions and obligations stated in their product's LID and IPLA documentation. Effective June 11, 2004, V5R1 and V5R2 customers will have an ePoE created for any new software orders.

The following steps should be used by V5R1 and V5R2 customers transferring their software products outside of the enterprise:

1. Print a hard copy of their ePoE for transfer support. This can be done by printing their ePoE(s) from their Web browser. If Web access is not available, the software key center can be contacted for a printed copy of the ePoE(s) required.
2. All physical PoEs previously shipped for these products receiving an ePoE (except for iSeries Access Family PoEs shipped for user purchases) must be destroyed, as they are no longer valid for entitlement purposes.
3. For any products ordered prior to June 11, 2004 (V5R1 and V5R2), their physical PoEs should be retrieved for the transfer.
4. All hard copy PoEs (original PoEs and V5R1 and V5R2 printed ePoEs) must be provided to the transfer-to customer, along with the IPLA, software key sheets and LID documentation.
5. The transfer-to customer should contact the Software Key Center to have the software keys (and if applicable, LMS entitlements) changed to reflect their software customer number for where the software products are installed.
6. The Software Key Center will remove the software key(s) (and optionally, ePoE(s)) from the transfer-from system. The Software Key(s) (and optionally, ePoE(s)) will be transferred to the transfer-to system.
7. After processing any software orders after June 11, 2004, the transfer-to customer will be able to register with IBM to obtain a Web ID. The Software Key(s) and ePoE(s) will then be available to the transfer-to customer.
8. Optionally, the transfer-to customer can contact their Business Partner or IBM representative to transfer the software products in the IBM inventory system.

Note: ePoE(s) will not be created for the physical PoE(s) provided to the transfer-to customer. ePoEs are only created for software orders placed to IBM.

Note: V5R3 LID and IPLA documentation shipped with the software deliverables restrict transfer of non operating system base software to within the enterprise only. Reference the V5R3 Announce documentation for specific software program transfer changes.

Create a Permanent Software Key: Starting with V5R3, permanent software keys will only be created via the ePoE process, based on an order fulfilled by IBM. The Marketing Form will no longer be accepted for V5R3. For V5R3 and later, software key generation will be based on an existing ePoE record available in LMS. If no ePoE exists, a temporary software key will be created. The customer sales rep must contact the Software Key Center with ship-to customer number and software order number detail. All occurrences will be investigated, with corrective actions.

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Backup Machine Support: Backup machine support is defined as follows:

- **Cold:** machine is not powered up, installed licensed programs require no software license.
- **Warm:** machine is powered up, not doing any productive work; installed licensed programs require no software license.
- **Hot:** machine is powered up and active; software license (ePoE) is required for i5/OS or OS/400 (minimally) and any additional licensed programs being used concurrently with the primary machine.

IBM Business Partner Development / Demo Machine Support: Software products for Development/Demo machines are ordered and shipped the same as any iSeries software products are handled. The machine is designated a "Dev/Demo machine" by the system owner. An IBM Sales Representative must complete and submit a form to an internal IBM organization which will contact the software key center to have the ePoEs for the installed software products marked as 'nontransferable'. These licensed programs will then show up on the Web with a nontransferable status. **This is process is not known to us. It is not possible for us to mark individual ePoEs as non transferable**

Special Assistance Situations:

The following error conditions may require the end user customer to contact their IBM Rep / Business Partner / Distributor for remedial support:

1. **No SW Order(s) or SW Packing List received:** Contact sales point to inform them of no SW deliverables receipt. Without the SW Packing List and Customer Notice, the LMS Web site cannot be accessed for SW ePoE and SW Key management.
2. **No LMS Web Access:** Customer Action: Insure the SW Packing List customer number IBM Order Number and/or system number are used for LMS site registration. If the Customer Number, IBM Order Number and/or system number combination from one of the SW Packing Lists does not provide LMS Web site access, contact the SW Key Center support team before any other action is pursued with the sales point. The key center will verify if the information being used are valid but will not provide any valid information, such as customer number order number and/or system number to access ESS.
3. **ePoE(s) listed under Customer Number, but not under HW Serial Number:** If the ePoEs are listed under the Customer Number, but not under a HW Serial Number, there will be no SW Keys for these ePoEs. The customer can access the LMS Web site and transfer the ePoEs to the HW Serial Number on which the SW LP(s) are to run. SW Keys will also be created via this ePoE transfer process. The SW Keys can then be downloaded / installed on the appropriate HW Serial Number (note: the customer must be signed onto the iSeries system for the install to proceed).
4. **ePoEs listed under incorrect HW serial Number:** The customer may transfer the ePoEs to the proper HW Serial Number (a HW Serial already listed under their CLA Profile) by signing on to the 'transfer-from' iSeries and transferring the ePoEs to the desired transfer-to HW Serial. Note: this transfer operation will remove from LMS,

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the SW keys for the transferred LPs, and create new SW Keys for the LPs transferred to the new HW Serial Numbered system.

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Glossary

AAS: Administrative System

BP: Business Partner

CAP: Customer Access Profile (file of end user customer numbers)

CLA: Customer License Administrator

ePoE: Electronic Proof of Entitlement

ESS Web site: Entitled Software Support. Customer Web site which supports ePoE and software key record access

EUC: End User Customer (customer receiving software deliverables)

i5/OS: Operating System for iSeries Version 5 Release 3

IPLA: International Program License Agreement

LID: License Information Document

LMS: License management System (data base containing ePoE and software key records)

OS/400: Operating System used for iSeries Version 5 Release 1 and Version 5 Release 2

Packing List: Packing List which shows customer number, IBM order number and software deliverables shipped with a software order.

Permanent Software Key: LMS software key which allows continued use of the software program until additional entitlement is purchased or a later release level is shipped.

PoE: Proof of Entitlement

Primary Contact: The User ID and Customer Number IBM will communicate for the customer numbers associated with the Primary Contact. There can be only a single Primary Contact for any Customer Number.

SDF: Software Delivery and Fulfillment (Software Program Library)