



IBM Advanced Technical Support

Using ShopZseries for Internet Delivery of Products, Service and Much More...

September 29, 2004

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Welcome to ShopzSeries, IBM's productivity tool for planning and ordering zSeries software. ShopzSeries availability began in the United States in July 2000. Many enhancements have been made since then.

It is now available in many countries throughout the world. **Note:** Product ordering is currently limited to the US and Western Europe.



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ShopzSeries is a time saving self service tool used to:

- View your existing software licenses and designated hardware systems
- View product catalogs tailored to your environment
- Configure and submit software orders for MVS products and service; VM and VSE products
- Create orders tailored to your existing system
- Save orders for future reference and tracking


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A useful feature of ShopzSeries is that your shopping experience can be tailored to your existing software configuration, including:

- the service that is installed on your systems,
- the products that are installed on your systems, and
- the products that are licensed to your systems.

ShopzSeries uses this information to identify:

- service that you already have installed,
- missing requisite products,
- incompatible products,
- licensed release upgrades to your installed products, and
- version upgrades

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Shopz Catalog

- **Product catalog presented with reference to your environment**
 - ▶ Licensed status of each product per selected system
 - Represented by empty, half full, or solid circle
 - ▶ Relationship of each product to your uploaded SMPE installed inventory report (equivalent, upgrade, etc.)
 - Represented by up / down arrows, +, =
 - ▶ Availability for e-delivery also displayed
 - Represented by empty, half full, or solid diamond

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When using the product catalog along with the inventory of your system, ShopzSeries will present status of products as it relates to licensing, installation and if internet delivery is available by the use of icons next to the product display.

License status on selected systems

- Product licensed on all systems
- ◐ Product licensed on some systems
- Product not licensed on any systems
- ⊕ Product license state unknown
- ✕ Product is not orderdable

[Review all of your software licenses on the **My licensed software** page.](#)

Install status in uploaded report

- = Product already installed
- ↑ Upgrade to an installed product
- ↓ Downgrade to an installed product
- + Product not installed at any level

[These icons are only displayed when an installed software report is available.](#)

Internet deliverability

- ◆ Product is available for 100% Internet delivery. To ensure 100% Internet delivery of this product in your order, you must indicate this by checking the 'Do not ship any physical materials, I require 100% Internet delivery.' check box when you select Internet as your preferred media.

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Sign In

- ShopzSeries Home Page Is First Stop
 - ▶ <http://www.ibm.com/software/ShopzSeries>
- Users Register for ShopzSeries
 - ▶ Uses IBM ID (new June 2004)
 - ▶ provide minimal information
 - name, e-mail, phone
 - customer numbers

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You can now sign into ShopzSeries with your IBM ID. When you do this the first time, you will be asked to also enter your original ShopzSeries user ID and password to associate the two IDs. From then on, you will no longer use your ShopzSeries user ID.

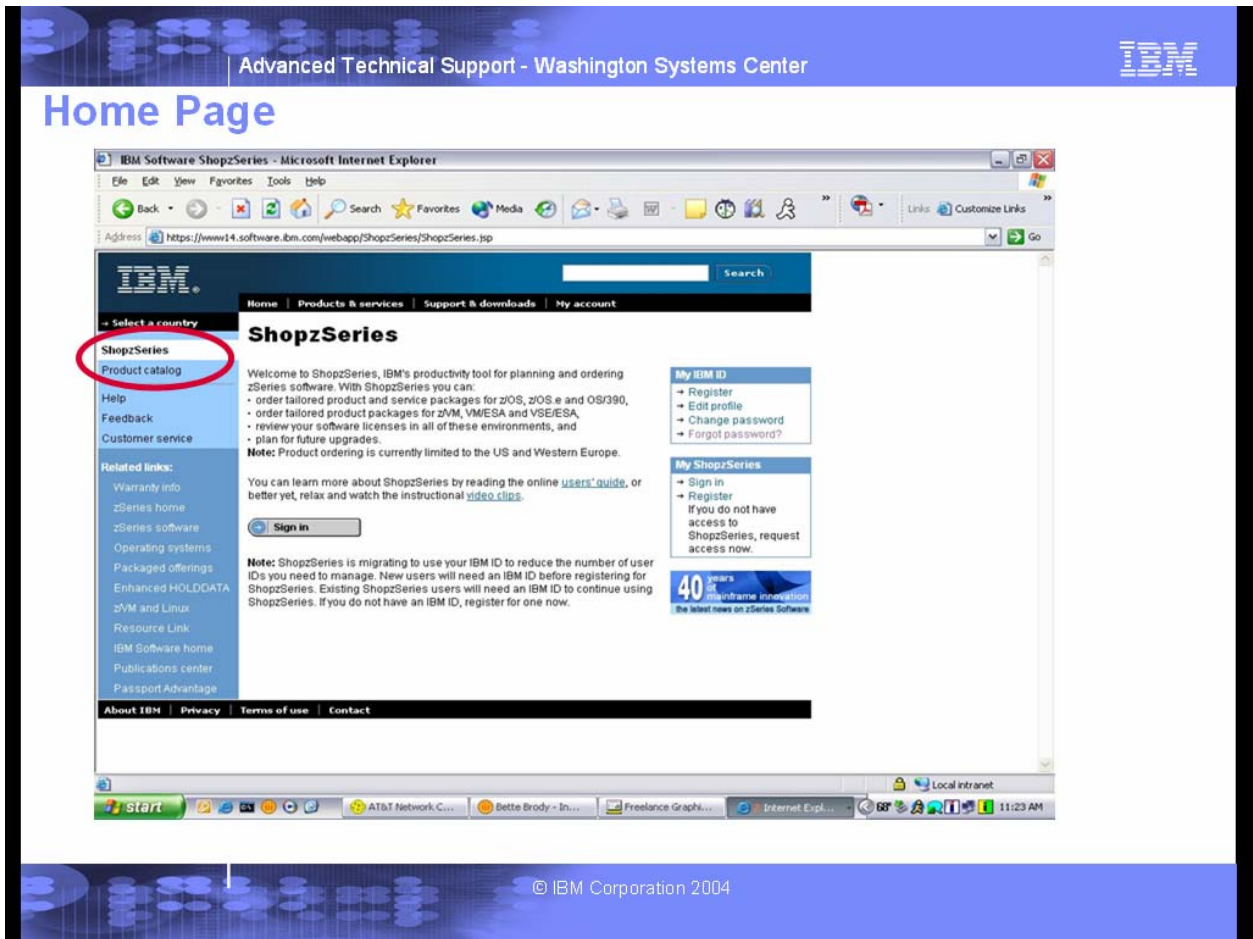
If you do not have an IBM ID, you will need to register for one. You may continue to sign in with your ShopzSeries ID until 7 Oct 2004, but when you do this, you will be asked to migrate to your IBM ID each time you sign in.

If you forget your ShopzSeries password, click on the **Forgot password?** link. You will be asked to enter your ShopzSeries user ID to have your password e-mailed to you.

If you forget your IBM ID password, or need to update your IBM profile, there are convenient links available on the right side of every ShopzSeries page.

After registering for ShopzSeries you can keep your profile information up to date on the [My profile](#) page.

While you are signed into ShopzSeries you have a convenient link to this page in the left navigation area, as well as an **Edit profile** link in the **My ShopzSeries** personalization module on the right.



This is the ShopzSeries home page. This is where you will sign in. If it is your first time, this is where you can register as well.

Registering for ShopzSeries is faster and easier than ever, because ShopzSeries now uses your IBM ID, where your personal information is already stored. If you don't have an IBM ID, you will need to register for one before you can register for ShopzSeries.

After your IBM ID is authenticated, you will just add a few details, like your company's IBM customer numbers, to your ShopzSeries profile to complete your registration. You only need to include the customer numbers that you use to order software. You will be able to update your customer numbers after registration by editing your ShopzSeries profile.

Once you have finished registering, you will be signed into ShopzSeries and you can immediately begin creating orders, but you will not be permitted to submit them until your information has been verified. You will receive a confirmation e-mail soon after registering, and a second e-mail once your information has been verified and you are authorized to submit software orders. If you do not receive any e-mail, it might mean that you entered your e-mail address incorrectly in your IBM ID.

The [Product catalog](#) page allows you to browse the ShopzSeries product catalog outside of the ordering process. ShopzSeries organizes the product catalog based on your country, operating environment and package type. It further divides the products into logical groups for easier viewing, and allows you to select which language features you are interested in. For example, you can view just the z/OS application development products which are available in German.

Using ShopzSeries for Internet Delivery for Products, Service and More

Each product in the catalog is displayed with an icon to indicate whether it is eligible for Internet delivery.

The product catalog will allow you to link to announcement letters and see a list of product FMIDs associated with the product.

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Major features

- **Manage software orders**
 - ▶ create new orders
 - ▶ work with draft orders
 - ▶ track, process, download "in process orders"
 - ▶ review completed orders
- **Review details of hardware systems**
- **View software licenses via reports**
 - ▶ Software license overview
 - ▶ Software license details
 - ▶ z/OS version chessboard
 - ▶ z/VM version chessboard
 - ▶ VSE/ESA version chessboard
- **Manage installed software reports**
 - ▶ used to tailor your software orders

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The **My orders** page is where you come to create new software orders and track your previous ones. It is split into four tabbed sections:

- [Create new order](#) allows you to create a new software order.
- [Draft orders](#) is where you'll find any software orders that you've saved but haven't submitted yet.
- [In process](#) allows you to manage and track your software orders which are still in process.
- [Completed](#) allows you to review your completed software orders.

Hardware System

ShopzSeries uses your hardware system information in a variety of ways. For example, you can view the software licenses designated to selected hardware systems.

Once you've registered for ShopzSeries and been authorized, you will be able to view the details of your hardware systems on the [My hardware systems](#) page. You can also assign nicknames to your hardware systems on this page for quicker identification throughout ShopzSeries. Different ShopzSeries users within the same company can assign different nicknames to the same system if they choose to. The default nickname is the designated machine ID. Your nicknames need to be unique under each customer number in your profile, but can be repeated under different customer numbers in case the software on a hardware system is managed under more than one customer number.

Each hardware system is listed under the [customer number](#) that you use to license the software on it. Only customer numbers listed in your profile are displayed. As systems change within your enterprise, they will be added to or removed from this page as appropriate.

Under each customer number, the systems are grouped into system licensing aggregations, such as what you might use for a sysplex. Systems not included in an aggregation are listed separately.

The system data displayed on this page is retrieved from IBM databases. If you discover any inaccuracies in this data, please contact your IBM representative to have the data corrected.

Software License Reports

ShopzSeries gives you access to an on-line snapshot of your software licenses for the z/OS, z/OS.e, OS/390, z/VM, VM/ESA and VSE/ESA operating environments.

Three types of reports are available:

- [Software license overview](#) shows you an overview of your software licenses for multiple hardware systems in a concise table.
- [Software license details](#) shows you a detailed list of your software licenses for a hardware system.
- [Version chessboard](#) shows you a quick overview of the version status for a selected set of strategic software products.

You can [save](#) these reports to files for later review, printing, etc.

Note: Visit ShopzSeries [Customer service](#) page for information on how to resolve discrepancies in your licensing records.

Note: Software license reports are not available in all countries.

Manage Software Reports

One of the most powerful features of ShopzSeries is that it can tailor your software orders based on what software you currently have installed. For example, knowing what products are already installed helps ShopzSeries determine if you already have the requisites for new products that you want to order. Knowing what service is installed on your system helps ShopzSeries include just the requisites you need in your service orders, thus keeping the order's size to a minimum. To use this feature you must upload your installed software reports to ShopzSeries.

ShopzSeries only uses installed software reports for the z/OS, z/OS.e and OS/390 operating environments, and in most cases they are optional.

Your reports are stored in our database, so you don't need to upload them every time you use ShopzSeries, but you should upload new reports whenever you've made changes to your system.

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Start here...

IBM Software ShopzSeries - Microsoft Internet Explorer

Address: https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

United States Search

Home | Products & services | Support & downloads | My account

Select a country

ShopzSeries

Welcome to ShopzSeries! The major features of ShopzSeries are explained below. You can link to them directly from the left navigation area.

My orders lets you manage all of your software orders. You can:

- create new software orders for service or products,
- continue preparing draft orders that you haven't submitted yet,
- track, process and download in process orders, and
- review your completed orders which are retained indefinitely for your reference.

My hardware systems lets you review the details of your hardware systems and provide your own nicknames for them.

My licensed software lets you view your software licenses in a variety of report formats.

My installed software lets you manage the installed software reports that you provide ShopzSeries so that it can tailor your software orders to your current environment.

My IBM ID

- Edit profile
- Change password
- Forgot password

My ShopzSeries

Welcome **Bette Brody**

- Sign out
- Edit profile
- My special offers

Tip

Remember to sign out when you are finished.

40 years
of
experience
in
the
latest news on zSeries software.

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Working with Service or Product Orders

- Option to use installed software reports
 - ▶ z/OS, z/OS.e and OS/390 only
 - ▶ tailor your software orders based on what software you currently have installed

- Electronic delivery available

Submitting installed software reports reduce the amount of service shipped with any order. Knowing which products are currently installed assists with requisite checking.

Electronic delivery is available for both product and service orders. Both CBPDO and ServerPac can be delivered electronically.



Installed Software Reports

- Used only with z/OS, z/OS.e & OS/390
- Three types of reports
 - ▶ service reports (SMP/E GIMXTRX command)
 - screen out fixes you already have
 - ▶ product reports (SMP/E List Feature)
 - tailor your view of product catalog
 - automatically configure ServerPacs
 - recognize satisfied requisites
 - ▶ consolidated reports (SMP/E GIMXSID command)
 - reports both products and service
 - ▶ Sample JCL provided for report creation
- Easy 3 Step Upload Process
 - ▶ create on your host system
 - ▶ download to your workstation
 - ▶ upload to ShopzSeries via the Web

There are three types of reports:

- **Product reports** list the software products installed on your system. They are used to automatically configure ServerPac orders, and tailor your view of z/OS, z/OS.e and OS/390 product catalogs, product orders and product requisites. They are created with the SMP/E List Feature Reports command, which requires SMP/E release 2.7 or later.
- **Service reports** list the fixes that have been installed for those products. They are used to exclude service which you already have installed, thus reducing the size of your service orders. They are created with the SMP/E GIMXTRX command.
- **Consolidated reports** list the software products and fixes, so the same report can be used to tailor both product and service orders. They are created with the SMP/E GIMXSID command, which requires SMP/E release 3.2 or later.

All sample JCL must be tailored for your environment.

ShopzSeries supports service orders in some countries in which it does not yet support product orders. Users in these countries will only upload service and consolidated reports until product ordering is supported.

Upload Process:

Once you have created your reports, you must download them to your workstation before you can upload them to ShopzSeries. There are many ways to transfer files from your host to a workstation. The important thing to remember is the product reports must be transferred as plain text, but service and consolidated reports must be transferred as binary data.

Using a network drive to store reports

If you are able to map a directory in your host HFS (hierarchical file system) as a network drive on your workstation (using Distributed File Service SMB or a similar technology), uncomment the last step in the sample jobs used to create the software reports to copy the report into this directory. You may then point right to this directory in the upload step within ShopzSeries, without having to download the report to your workstation.

Uploading Reports to ShopZseries:

You can upload new or updated reports or delete old ones from the [My installed software](#) page, or, if you prefer, you can just upload the reports as you need them during the software ordering process.

Sharing reports

When you upload reports to ShopzSeries they are associated with your own user ID. If you would like to share your reports with other ShopzSeries users in your company, you can establish a common repository for the reports within your own environment. Then each user can find the reports there when they are ready to upload them to ShopzSeries. This works particularly well with scheduled report creation.

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Managing Orders

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Next, we will take a closer look at managing orders.



Managing Orders

- **Create New Orders**
 - ▶ service orders
 - ▶ product orders
 - ▶ driving system orders
- **Draft Orders (Work with Saved Orders)**
 - ▶ click on description to open
 - ▶ discard it whenever you like
- **In Process**
 - ▶ To review or process an order, click on its name
 - ▶ To track it, click on its status
 - ▶ Click on download, if available
- **Upload Installed Software Reports**
 - ▶ service reports
 - ▶ product reports
 - ▶ consolidated reports

The [Create new order](#) section is where you'll create new software orders. To create a new software order, you simply need to select a few details:

- First, you select which **customer number** to order the software under. The customer number you select is used throughout the ordering process to identify the hardware systems that are managed under that customer number and what software licenses already exist on those systems.
- Next, you select which **operating environment** you are ordering for. There are four operating environments to choose from:
 - **z/OS & OS/390**
 - **z/OS.e**
 - **z/VM & VM/ESA**
 - **VSE/ESA**
- Last, you select which **package category** you are ordering for. For each operating environment, there is a different list of package categories to choose from, each with a specific role in system management. Some of these categories are not available in all countries. The possible categories are:
 - **Service** for software service for your installed software products.
 - **Products** for complete software products and systems, including product refreshes, release upgrades, version upgrades and new products.
 - **Driving system** for stand-alone operating systems used to install other systems.
 - **Customized service** for software service which is highly customized for your system.

- **Customized products** for software products which are highly customized for your system.

For each package category, you will have the opportunity to refine your order for a specific package type.

Once you've created an order, you cannot change these details.

While you are working on a software order, it's a good idea to save your work periodically, using the **Save** button that you'll find at the bottom of each step of the ordering process.

Draft orders: When you save a software order before you've finished working on it and submitted it for processing, it is listed in the [Draft orders](#) section. You can return to a draft order by clicking on its name. If you do not plan to submit the order, you can delete it.

In process orders: When you submit a software order, it is listed in the [In process](#) section, where it remains until all processing for the order has been completed, including downloading the order, in the case of Internet delivered orders. The order is assigned a ShopzSeries order number which is displayed for you here, in case you need assistance with the order. If you would like to review the contents of an order, you can open the order by clicking on its name.

As your order moves through the IBM fulfillment process, you can [track](#), its progress here and, if you selected Internet delivery, you can [download](#), it right from here as soon as it ready.

Downloading your order

When your order is ready to be downloaded you will receive an e-mail notification with a link that will take you right to your order for immediate downloading. You can also download your orders from the **In process** section of the **My orders** page; just click on the **Download** link for the order you want to download. However you get to the Download page for your order, once you get there, you simply click on the links to view or download the various components of your order.

Completed Orders: After all of the processing for an order has been completed, it is moved to the [Completed](#) section, where you can go back whenever you like to review it. You can delete these orders when you no longer need to retain a record of them.

Upload Process:

Once you have created your reports, you must download them to your workstation before you can upload them to ShopzSeries. There are many ways to transfer files from your host to a workstation. The important thing to remember is the product reports must be transferred as plain text, but service and consolidated reports must be transferred as binary data.

Downloading reports with Personal Communications 3270

1. Select the **Transfer** pulldown menu.
2. Verify that you have the correct system type selected (i.e. MVS/TSO).
3. Select the **Receive File from Host...** choice.
4. Type the host file name in the edit box titled Host File (e.g. *your.feature.list*).

5. Place the cursor in the **PC File** edit box and type in the name you want to call the file on your workstation (you can use the navigation controls to browse the file system on your workstation and choose where to download the file to).
6. Select a transfer type of **text** when you are downloading a product report.
7. Select a transfer type of **binary** when you are downloading a service or consolidated report.
8. Press the **Receive** button to download the file to your workstation.

Downloading reports with TCP/IP FTP

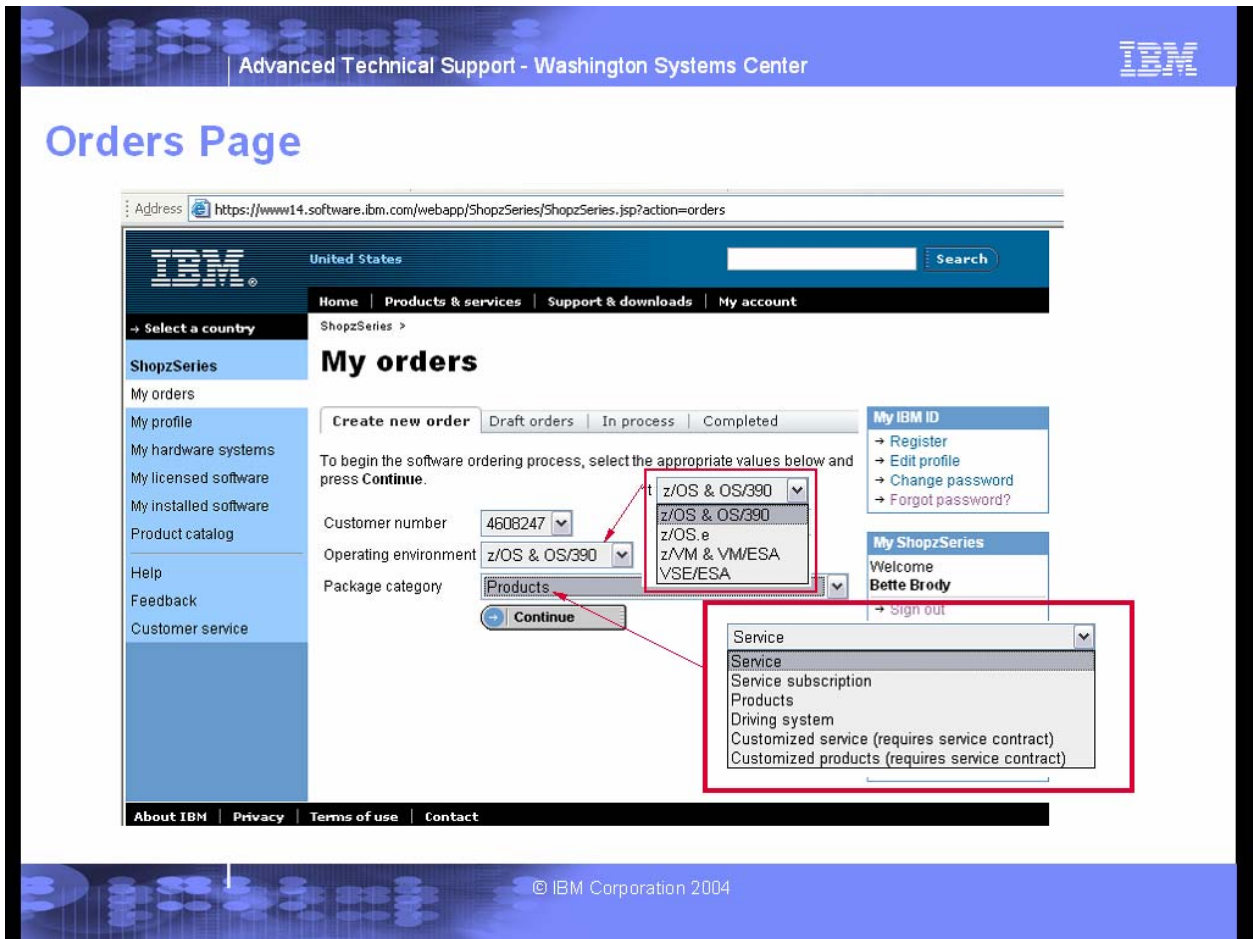
1. On your workstation, open a command window (e.g. a DOS Window).
2. Create a directory on your computer into which you will download the report:
`mkdir shop`
3. Change your current directory to the one you just created:
`cd shop`
4. Establish an TCP/IP FTP connection with your OS/390 system.
`ftp hostname`
5. When prompted, enter your user ID and password.
6. Make sure the transfer mode is set to text when you are transferring a product report:
`ascii`
7. Make sure the transfer mode is set to binary when you are transferring a service or consolidated report:
`binary`
8. Download the report:
`get dataset report.file`
9. Close the FTP connection
`bye`

Using a network drive to store reports

If you are able to map a directory in your host HFS (hierarchical file system) as a network drive on your workstation (using Distributed File Service SMB or a similar technology), uncomment the last step in the sample jobs used to create the software reports to copy the report into this directory. You may then point right to this directory in the upload step within ShopzSeries, without having to download the report to your workstation.

Uploading Reports to ShopZseries:

You can upload new or updated reports or delete old ones from the [My installed software](#) page, or, if you prefer, you can just upload the reports as you need them during the software ordering process.



From this page you can manage your ShopzSeries orders. When creating a new order, you select the customer number from a pull down. Next, select the operating environment from a pull down. Then choose your package category.

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Working with Orders

- Just a few simple steps
- Submit it right away
- Save it for later
- Give it a meaningful name to remember it by

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The slide features a blue header with the text 'Advanced Technical Support - Washington Systems Center' and the IBM logo. The main content area is white with a blue title 'Working with Orders' and a bulleted list of four items. The footer is blue with the copyright notice '© IBM Corporation 2004'.

The process is quite simple. There are detailed help instructions, as you proceed through the panels as well as video clips. Orders can be submitted upon completion or saved for a later time.

There are service only orders, product only orders, and product with service orders.



Service Orders (Only z/OS, z/OS.e and OS/390)

- Individual APARs or PTFs
- Service for selected FMIDs or products
- Service for all installed products
- Service for all licensed products
- Choose critical, recommended or all available service
- Optionally include requisite PTFs
- Optionally exclude superseded PTFs
- Internet delivery available

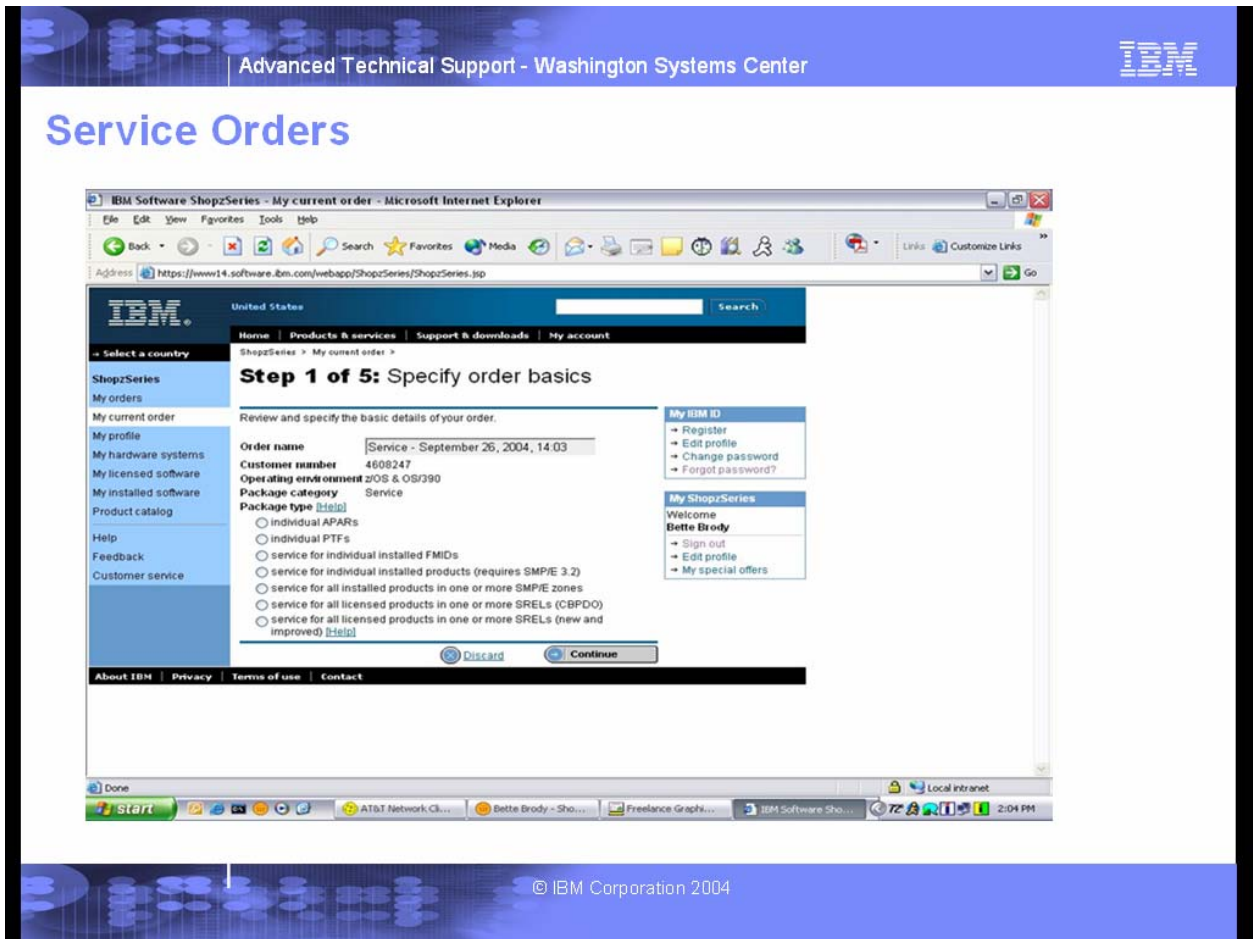
Service orders contain collections of fixes for your system. ShopzSeries allows you to order a variety of service orders:

- **individual APARs**
APAR service provides the fixing PTFs for the APARs specified in the order.
- **individual PTFs**
PTF service provides permanent PTF fixes to known problems.
- **service for individual installed FMIDs**
FMID service provides pre-defined collections of PTFs to FMIDs selected from those found in an installed software report. The service is tailored to compliment the service that is already installed for the FMIDs.
- **service for individual installed products (requires SMP/E 3.2)**
Product service provides pre-defined collections of PTFs to products selected from those found in an installed software report. The service is tailored to compliment the service that is already installed for the products.
- **service for all installed products in one or more SMP/E zones**
Zone service provides pre-defined collections of PTFs to all of the products found in an installed software report. The service is tailored to compliment the service that is already installed on your system.
- **service for all licensed products in one or more SRELs (CBPDO)**
Service CBPDO provides service for all of the products licensed to your customer number in one or more SRELs (MVS, DBS, CICS and/or NCP) on your z/OS, z/OS.e or OS/390 systems. The service is packaged in the old CBPDO format.

- **service for all licensed products in one or more SRELs (new and improved)**
SREL service by profile provides service for all of the products licensed to your customer number in one or more SRELs (MVS, DBS, CICS and/or NCP) on your z/OS, z/OS.e or OS/390 systems. The service is packaged in the standard service order format, which allows you to specify the amount of service by selecting the type, starting level and other options for your order.

Note: Service orders are not yet supported for the z/VM & VM/ESA or VSE/ESA operating environments.

When you create a new service order, you will follow a series of steps to configure the order.



From this panel you will select the package type. Then select continue. Based on your selection you will be presented a series of panels to be filled in prior to submission.

Some service packages require an installed software report, while for others they are optional, and for others, they are not used at all. When ordering service packages which use installed software reports, you can specify a report here. You can upload a new report, select a previously uploaded report, or choose not to use a report, if it is optional. You can also use the **My installed software** page to manage all of your installed software reports.

The content of a service package depends on the package type selected.

APAR service

For APAR service you simply enter the APARs you want, or paste them from your clipboard. APAR numbers are seven characters long; two letters followed by five numbers. You can also include [requisite service](#) and eliminate [superseded service](#).

PTF service

For PTF service you simply enter the PTFs you want, or paste them from your clipboard. PTF numbers are seven characters long; two letters followed by five numbers. You can also include [requisite service](#) and eliminate [superseded service](#).

FMID service

For FMID service you select from a list of available FMID(s) from your installed software report used for the order. When you order preventive software maintenance for your z/OS, z/OS.e and OS/390 systems, you have three choices for the type (or amount) of service you would like:

- **Critical (HIPER/PE) service** includes PTFs (program temporary fixes) that resolve HIPER (high impact pervasive) APARs (authorized problem analysis reports) or PEs (PTFs in error). These fixes are also known as **HIPER/PRP** and are always included when you order preventive software maintenance.
- **Recommended service** is a pre-defined collection of PTFs identified with a SOURCEID of RSUyymm, where yy indicates the last 2 digits of the year and mm indicates the month. IBM recommends that customers install all RSU PTFs as preventive software maintenance.
- **All service** includes all service through the latest PUT level, plus all additional service.

You can also eliminate [superseded service](#). Any necessary requisite service is always included in these orders.

Product service

For Product service you select from a list of available Product(s) from your consolidated installed software report used for the order.

Note: Your consolidated installed software report includes only those products that were installed from a CBPDO, ServerPac, SystemPac or ProductPac order using OS/390 2.7 SMP/E or higher. When you order preventive software maintenance for your z/OS, z/OS.e and OS/390 systems, you have three choices for the type (or amount) of service you would like:

- **Critical (HIPER/PE) service** includes PTFs (program temporary fixes) that resolve HIPER (high impact pervasive) APARs (authorized problem analysis reports) or PEs (PTFs in error). These fixes are also known as **HIPER/PRP** and are always included when you order preventive software maintenance.
- **Recommended service** is a pre-defined collection of PTFs identified with a SOURCEID of RSUyymm, where yy indicates the last 2 digits of the year and mm indicates the month. IBM recommends that customers install all RSU PTFs as preventive software maintenance.
- **All service** includes all service through the latest PUT level, plus all additional service.

You can also eliminate [superseded service](#). Any necessary requisite service is always included in these orders.

Zone service

When you order preventive software maintenance for your z/OS, z/OS.e and OS/390 systems, you have three choices for the type (or amount) of service you would like:

- **Critical (HIPER/PE) service** includes PTFs (program temporary fixes) that resolve HIPER (high impact pervasive) APARs (authorized problem analysis reports) or PEs (PTFs in error). These fixes are also known as **HIPER/PRP** and are always included when you order preventive software maintenance.
- **Recommended service** is a pre-defined collection of PTFs identified with a SOURCEID of RSUyymm, where yy indicates the last 2 digits of the year and mm indicates the month. IBM recommends that customers install all RSU PTFs as preventive software maintenance.

- **All service** includes all service through the latest PUT level, plus all additional service.

You can also eliminate [superseded service](#). Any necessary requisite service is always included in these orders.

Service CBPDO

The contents of these orders is based on the products you have licensed under the customer number you selected when you created the order. You just need to specify which SRELs you want to service and the starting service level for each. The default starting service level for your licensed products is the next PUT level after the last one included in your previous order for that SREL. If you've never ordered a CBPDO for that SREL, the default starting service level is two years prior to the current PUT level. You may override the default by specifying a starting PUT level. PUT levels are represented by a four digit number. The first two digits correspond to the last two digits of the year, and the last two digits correspond to the month. If your system is current through a given PUT level, you can select the next PUT from the list as the starting level.

SREL service by profile

The contents of these orders is based on the products you have licensed under the customer number you selected when you created the order. You specify one or more SRELs you want to service along with the type (or amount) of service and starting point you would like. There are three types of service you can choose from:

- **Critical (HIPER/PE) service** includes PTFs (program temporary fixes) that resolve HIPER (high impact pervasive) APARs (authorized problem analysis reports) or PEs (PTFs in error). These fixes are also known as **HIPER/PRP** and are always included when you order preventive software maintenance.
- **Recommended service** is a pre-defined collection of PTFs identified with a SOURCEID of RSUyyymm, where yy indicates the last 2 digits of the year and mm indicates the month. IBM recommends that customers install all RSU PTFs as preventive software maintenance.
- **All service** includes all service through the latest PUT level, plus all additional service.

For both Recommended and All service you will receive service from the selected starting point through to the latest RSU or PUT level, as specified for that type of service.

Including requisite service

This option is used to include all of the requisites for the PTFs or APARs in your order. If you do not select this option, your order will include only those PTFs or APARs that you explicitly added to your order.

Eliminating superseded service

This option is used to remove PTFs from your order that are superseded (replaced) by other PTFs in your order. This decreases the size of the order, thus increasing the chances that it can be delivered via the Internet. Even if it is not delivered over the Internet, you might have fewer tapes to manage. This option is only recommended if you plan to install your entire service order immediately upon receipt, because under some circumstances, failure to do so could result in critical problems not being resolved on your system. For example, if you only install the HIPER PTFs (by specifying SOURCEID(HIPER) on the SMP/E APPLY command), the non-HIPER PTFs, including those that supersede HIPER PTFs, would not be automatically selected for installation, potentially leaving a

critical problem unresolved on your system. Likewise if a superseding PTF is marked in error (PE) before you installed it, the problem fixed by the superseding PTFs would remain unresolved on your system.

Specify delivery options

With the contents of your order now complete, you are ready to specify how you want your order delivered.

First, you select your preferred delivery media, which is either a type of tape or **Internet**, but you should be aware of the requirements for [Internet delivery](#). For all service orders except Service CBPDO, if you choose Internet delivery, you must also select a size limit for your Internet package and an alternate delivery media, in case your order exceeds your chosen limit. You can also indicate that your order should not be delivered at all if it exceeds your size limit. For all service orders except Service CBPDO, you may elect to split your order into 50 MB files. Selecting this option facilitates downloads that otherwise would exceed your local file size limit, as well as improve download restartability. Since this option may degrade download performance, it should not be selected unless there are known file size limitations.

Next, you enter your shipping address. For all service orders except Service CBPDO, the shipping address that you enter is remembered for subsequent service orders. It is required unless you select Internet delivery and request that it not be delivered if it exceeds your size limit. For Service CBPDO you must either select a shipping address from a list of approved addresses, or enter your shipping address in a free-format entry field. If you need to edit your shipping address, it may delay your order because it will need to be processed manually.

Review and submit

The final step of every service order is to review all of your selections from the previous steps. As you review your order, you can jump back to any step in which you want to change your choices. Once you are happy with your order, you can submit it for fulfillment.



Product Orders

- z/OS and OS/390
 - ▶ CBPDO for individual products
 - ▶ ServerPac for complete systems
- z/VM & VM/ESA - VM SDO
- VSE/ESA - VSE SIPO
- Add products from the product catalog
- Optionally add service for existing products (CBPDO only)
- Requisites/Incompatibilities analyzed
- Internet delivery available (for most orders in many countries)

Product orders contain software products that you can add to or replace on your hardware systems. ShopzSeries allows you to order a variety of product order types:

- **CBPDO** is used to add or upgrade individual products on an existing z/OS or OS/390 system.
- **VM SDO version 4** is used to add or upgrade individual products on an existing z/VM version 4 system.
- **VM SDO version 5** is used to add or upgrade individual products on an existing z/VM version 5 system.
- **VSE SIPO** is used to add or upgrade individual products on an existing VSE/ESA system.
- **ServerPac** is used to replace an entire existing z/OS, z/OS.e or OS/390 system, or subsystem. A ServerPac installation overwrites your existing system. When you create a ServerPac order in ShopzSeries, it is automatically primed with the latest releases of all of the products installed on your system, making it very easy to order an updated system replacement.

When you create a new product order, you will follow a series of steps to configure the order. The set of steps varies based on the operating environment you are ordering for. For example, VM and VSE orders do not use installed software reports, so that step is omitted in these environments.

Most ShopzSeries orders can be delivered over the Internet, but Internet delivery may have some [prerequisites](#).

Advanced Technical Support - Washington Systems Center

Product Orders

- previously selected
 - operating environment
 - package category

My orders

Create new order | Draft orders | In process | Completed

To begin the software ordering process, select the appropriate values below and press **Continue**.

Customer number: 4608247
Operating environment: z/OS & OS/390
Package category: Products

Continue

Address: https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

United States

Home | Products & services | Support & downloads | My account

ShopzSeries > My current order >

Step 1 of 8: Specify order basics

Review and specify the basic details of your order.

Order name: Products - September 26, 2004, 14:12
Customer number: 4608247
Operating environment: z/OS & OS/390
Package category: Products

Package type: [Help](#)

- products (CBPDO)
- system replacement (ServerPac)

Discard | **Continue**

My IBM ID

- Register
- Edit profile
- Change password
- Forgot password?

My ShopzSeries

Welcome **Bette Brody**

- Sign out
- Edit profile
- My special offers

Step 1: Select Package Type

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Specify order basics

In this step you can provide a name and select the specific package type for your order. Once you proceed to the next step you will not be able to change the package type.

Hardware Selection:

For each product order, you must select which of your hardware systems you intend to run the software on. Only the hardware systems associated with the customer number that you selected for the order are displayed. If the hardware systems you want to order software for are not listed, they may be listed under a different customer number. Refer to the My hardware systems page for a complete list of your hardware systems for all of the customer numbers specified in your ShopzSeries profile. If you still cannot find a hardware system, you can indicate that you would like to order software for an unlisted system. If any of the hardware system information displayed in this step is incomplete or inaccurate, you can provide the correct details at the end of this step.

IBM
Advanced Technical Support - Washington Systems Center

Shopping for Products

- Catalog organized into logical groupings
- Catalog filtered by
 - ▶ what you have licensed
 - ▶ and for z/OS, z/OS.e & OS/390:
 - what you have installed
 - available upgrades
- Products link to announcement letters
- Products display FMIDs
- Products displayed with icons
 - ▶ installed state
 - ▶ license state
 - ▶ Internet deliverability

(Products in this view: 24)

MVS - z/OS & OS/390 Operating Sys. (69 Products) ▼

Select one

MVS - z/OS & OS/390 Operating Sys. (69 Products)

MVS - z/OS.e Operating System (4 Products)

MVS - Websphere Application Server (3 Products)

MVS - Application Development (73 Products)

MVS - Internet/Networking (15 Products)

MVS - Print Management (53 Products)

MVS - System Mgmt. and Security (118 Products)

MVS - Miscellaneous/Other (72 Products)

MVS - All (407 Products - please be patient)

DBS - DB2 (96 Products)

DBS - IMS (54 Products)

DBS - DB2/IMS Common Products (1 Product)

DBS - All (151 Products)

CICS - All (26 Products)

NCP - All (11 Products)

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In this step you will shop for the software products you want to order. ShopzSeries divides its product catalogs into logical groups of products for easier viewing, and allows you to select which language features you are interested in ordering. You can also filter the product catalogs based on what is contained in your installed software report, if you specified one for your order, and what products are already licensed on the hardware systems you selected. For example, you can view just application development products which are available in German, and are upgrades to already installed products. After selecting the catalog view you want to see, press the **Show catalog** button to display the products.

Each product in the order is displayed with icons to indicate how the product relates to your current environment. There's one icon to indicate how the product relates to your installed software report, if you specified one for the order, and another icon to indicate whether the product is already licensed on the hardware systems you selected for the order.

Each product also includes a link to related announcement letters, and another link to display the FMIDs for the product, in environments that use them. These links are displayed in pop-up windows.

When you find a product that you want to add to your order, just check the checkbox next to it. After checking all the products in this view of the catalog, select another catalog view and repeat the process until you're finished. The running count of products at the top of the page is updated each time you change catalog views.

The screenshot shows the IBM ShopzSeries interface. At the top, it says 'Advanced Technical Support - Washington Systems Center' and 'United States'. The main heading is 'Shopping for Products'. The browser address bar shows 'https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp'. The page is titled 'Step 4 of 8: Shop for products' and 'Products - September 26, 2004, 14:51'. The main content area is titled 'MVS: z/OS & OS/390 Operating Sys.' and shows a list of products. Two products are visible: '5694-A011 z/OS V1 Base [FMIDs]' and '5694-A011 z/OS V1 Alternate Base [FMIDs]'. Red circles highlight the product IDs and the '[FMIDs]' links. Red arrows point from these links to the text 'Product FMIDs' and 'Link to announcement letter'. The page also includes a search bar, navigation links, and a sidebar with various options like 'My current order', 'My profile', and 'My IBM ID'.

Each product also includes a link to related announcement letters, and another link to display the FMIDs for the product, in environments that use them. These links are displayed in pop-up windows.

Note: While viewing these FMID catalogs, you can use File/Save As... from your browser to save the information as text files, and upload the files to your host.



Submitting Orders

- **If no licensing changes are required:**
 - ▶ order is submitted for fulfillment
 - ▶ order is automatically fulfilled
 - ▶ no human intervention

- **If licensing changes are required:**
 - ▶ order is submitted for pricing
 - ▶ order is sent to IBM Order Center
 - ▶ you will be contacted if necessary

The final step of every product order is to review all of your selections from the previous steps. As you review your order, you can jump back to any step in which you want to change your choices. Once you are happy with your order, you can submit it for processing. If the order does not include any new licenses, it is submitted directly for fulfillment, but if you did request new licenses, then it is submitted for pricing, and you will be notified when your pricing is ready.

The image is a screenshot of a web page. At the top, there is a blue header bar with the text 'Advanced Technical Support - Washington Systems Center' on the left and the IBM logo on the right. The main content area is white and features a large blue rectangular box with the text 'Software License Reports' in yellow. At the bottom of the page, there is a blue footer bar with the text '© IBM Corporation 2004' on the right. The page is framed by a thick black border.

ShopzSeries gives you access to an on-line snapshot of your software licenses for the z/OS, z/OS.e, OS/390, z/VM, VM/ESA and VSE/ESA operating environments.

Software License Reports

▪ All Platforms Supported

- ▶ z/OS, z/OS.e, OS/390
- ▶ z/VM, VM/ESA, VSE/ESA

▪ Three Reports Available

- ▶ Software License Overview
 - shows a matrix of licenses on selected systems
- ▶ Software License Details
 - shows license configuration details
- ▶ Version Chessboards
 - shows version status for selected strategic software products

Three types of reports are available:

- [Software license overview](#) shows you an overview of your software licenses for multiple hardware systems in a concise table.
- [Software license details](#) shows you a detailed list of your software licenses for a hardware system.
- [Version chessboard](#) shows you a quick overview of the version status for a selected set of strategic software products.

You can [save](#) these reports to files for later review, printing, etc.

Software license overview

This report shows you an overview of your software licenses for multiple hardware systems (e.g. for all CPUs belonging to one of your customer numbers) in a concise table. Licenses are displayed at the **entitlement** level. Each column of the table describes a selected system with the following information:

- the three character IBM country code
- the customer number under which the software licenses are managed
- the designated machine ID of the hardware system
- the type and model of the hardware system

Using ShopzSeries for Internet Delivery for Products, Service and More

- the processor group of the hardware system, which is an indication of its performance/capacity and used in the calculation of processor group based software charges (e.g. graduated charges)
- the hardware system's MSUs (millions of service units), which is an indication of its performance/capacity and used in the calculation of MSU based software charges (e.g. PSLC).

Each row identifies the licenses for a software product or entitled entity on each system with the following information:

- the program number
- the EE (entitled entity), which represents the unique functions that the specific license entitles you to use
- the description of the related program number or entitled entity.

Each cell in the table describes the license for the corresponding entitled entity and system with the following information:

- the software serial number is the unique reference that identifies a license for a specific program obtained by a customer for a designated machine, which is typically related to the initial (license) order for a particular program, but in some instances there are multiple software serial numbers per program number.
- the most recent installation date (billing effective date) for the particular software serial number

Software license details

This report shows you a detailed list of your software licenses for a hardware system. It is strongly recommended to view details reports for only one system at a time, because the reports can be very large and may take a long time to render in your Web browser. Licenses are displayed at the **entitlement** level. For each licensed software product, the product number, serial number and description are first listed. Then for each product, each entitlement that you have licensed is listed along with its installation date, description of its function, value metric, charge option, and license type and quantity. If applicable, the version upgrade related to the inventory program is displayed to the right of the report.

For each system, a report header is displayed with the following information:

- the three character IBM country code
- the customer number under which the software licenses are managed
- your customer name
- the designated machine ID of the hardware system
- the type and model of the hardware system
- the processor group of the hardware system, which is an indication of its performance/capacity and used in the calculation of processor group based software charges (e.g. graduated charges)
- the hardware system's MSUs (millions of service units), which is an indication of its performance/capacity and used in the calculation of MSU based software charges (e.g. PSLC).

For each system, the report body contains the following software product information:

- the program number
- the EE (entitled entity), which represents the unique functions that the specific license entitles you to use
- the software serial number is the unique reference that identifies a license for a specific program obtained by a customer for a designated machine, which is typically related to the initial (license) order for a particular program, but in some instances there are multiple software serial numbers per program number.
- the most recent installation date (billing effective date) for the particular software serial number
- the description of the related program number or entitled entity.
- the value metric charge scheme for the software license, for example:
 - processor based
 - WLC (work load charge)
 - PSLC (parallel sysplex license charge)
- the charge option, which indicates the payment frequency for the software license, for example:
 - OTC (one time charge)
 - MLC (monthly license charge)
- the license type, which indicates the rights associated with the software license (e.g. if the license entitles you to a free supply), for example:
 - basic
 - registration
 - DSLO (distributed system license option)
- the quantity of the software license, which is the processor group of the license for graduated charges, or the MSU quantity for PSLC or WLC (workload charges)

When a version upgrade is available for a product, it is displayed to the right of the product. If you already hold a license for the upgrade product, it is shown with a red background. Otherwise, it is shown with a green background.

Version chessboards

These reports show you a quick overview of the version status for a selected set of strategic software products. Chessboard reports are available for z/OS, z/VM and VSE/ESA.

Each row of the chessboard describes a selected system and each column represents a strategic software product family, which is a group of identical software products in the previous and current versions (e.g. Netview or DB2). Each cell of the chessboard identifies if the system is licensed for the current version or a backlevel version of the product, using the following indicators:

- +1 Current version (e.g. DB2 V7)
- 1 One version backlevel (e.g. DB2 V6)
- 2 Two versions backlevel (e.g. DB2 V5)
- 3 Three versions backlevel (e.g. DB2 V4)
- 4 Four versions backlevel (e.g. DB2 V3)
- 5 Five versions backlevel (e.g. DB2 V2)
- 6 Six versions backlevel (e.g. DB2 V1)
- 7 Seven versions backlevel

Each system is displayed with the following information:

Using ShopzSeries for Internet Delivery for Products, Service and More

- your customer name
- the ISU (industry solution unit) code
- the country in which your customer number was assigned
- the customer number under which the software licenses are managed
- the designated machine ID of the hardware system
- the type and model of the hardware system
- the processor group of the hardware system, which is an indication of its performance/capacity and used in the calculation of processor group based software charges (e.g. graduated charges)
- the hardware system's MSUs (millions of service units), which is an indication of its performance/capacity and used in the calculation of MSU based software charges (e.g. PSLC).



Software License Reports

Inventory Software program:							Version Upgrade Software program:		
Program Number	Serial Number	Installation Date	Program Description	Value Metric	Charge Option	License Type	Qty	Program Number	Program Description
5645DB2	85AAHLJ		DB2 UDB for OS/390					5675DB2	DB2 UDB for OS/390
								5697G65	DB2 Table Editor for z/OS
EE		2001-08-02	DB2 PM Buy	PSLC	MLC	Basic	1264		
EE		2001-08-02	DB2 UDB for OS/390	PSLC	MLC	Basic	1264		
EE		2001-08-02	QMF for OS/390	PSLC	MLC	Basic	1264		
5645006	85AAGRT		SA OS/390 V2						
EE		2000-12-03	SA OS/390 V2	PSLC	MLC	Basic	1485		
5647A01	85AAGH5		OS/390 Version 2					5694A01	z/OS
EE		2002-11-02	OS/390 V2 Base	PSLC	MLC	Basic	1325		
EE		2002-11-02	OS/390 V2 DFSORT	PSLC	MLC	Basic	1325		
EE		2002-11-02	OS/390 V2 RMF	PSLC	MLC	Basic	1325		
EE		2002-11-02	OS/390 V2 HLA Toolkit		MLC	Basic	1		
EE		2002-11-02	OS/390 V2 JES3	PSLC	MLC	Basic	1325		
EE		2002-11-02	OS/390 V2 DFSMS DSS	PSLC	MLC	Basic	1284		
EE		2002-11-02	OS/390 V2 IBM C/C++ w/Debug	PSLC	MLC	Basic	152		
EE		2002-11-02	OS/390 V2 BookManager Build	PSLC	MLC	Basic	152		
EE		2002-11-02	OS/390 V2 GDDM PGF	PSLC	MLC	Basic	152		
5648A17	85AAYP7		IXFP V2						
EE		1997-07-11	IXFP V2	PU-VM-RAMAC	MLC	Basic	11		
5648A25	85AB1AL		COBOL for OS/390 & VM V2R2					5655G53	Enterprise COBOL z/OS&OS/390
EE		2001-09-24	COBOL for OS/390 & VM V2	PSLC	MLC	Basic	152		
5648B02	85ABZV3		VA Gen Server MVS,VSE, & VM					5655I57	Enterprise Developer Server
EE		2001-05-17	VA Gen Server	PSLC	MLC	Basic	406		
5648B29	85AB2U3		MERVA ESA Version4 Release1						
EE		2002-04-26	IBM MERVA ESA V4	MESSA-4L	MLC	Basic	2		

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Example



Recent Enhancements

- Recent enhancements
- Use IBM ID as Shopz ID
- View product catalog outside ordering process
- Inactive drafts deleted after 60 days
- View FMIDs for products
- Compare installed FMIDs to ServerPac order
- Subscribe for periodic preventive service
- Split internet service orders into multiple files
- Higher threshold for internet delivery service orders

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As of June 6, 2004 these enhancements are available with release 8.2.

ShopzSeries now uses your IBM ID

You can now use your IBM ID to sign into ShopzSeries. If you already have an IBM ID, you can immediately migrate your ShopzSeries account to use it. If not, signing up is easy and your new IBM ID can be used to access a wide variety of IBM Web sites.

View the ShopzSeries product catalogs outside of the ordering process

Want to research software products, but you aren't ready to order? Now ShopzSeries lets you browse stand-alone software product catalogs outside of the ordering process. You don't even need to sign in to browse them!

Inactive draft orders automatically cleaned up

ShopzSeries now deletes draft orders after 60 days of inactivity so that they don't accumulate.

View the FMIDs associated with each product

If you've ever tried to figure out which FMIDs are associated with which products, ShopzSeries now makes it a whole lot easier. When viewing product catalogs or the contents of your product orders, you can now click a link to display the FMIDs associated with each product. FMIDs are only defined in the z/OS, z/OS.e and OS/390 environments.

Compare the FMIDs in your ServerPac orders to your installed systems

When building a ServerPac order based on an existing installed system, you can now view a comprehensive report showing which FMIDs are installed but not in your order, which FMIDs are in your order but not installed, and which FMIDs are both installed and in your order.

Subscribe for periodic preventive service

Subscribe for preventive service for your z/OS, z/OS.e and OS/390 systems to keep your systems up to date on a schedule of your choosing. You'll be notified when your preventive service orders

are ready to be downloaded.

Split Internet service orders into smaller files

ShopzSeries now allows you to split most Internet delivered z/OS, z/OS.e and OS/390 service orders into smaller files. If you are subject to file size or time limits on Internet downloads, or if you experience unreliable download connections, this option may improve your download success.

Higher Internet delivery threshold for service orders

The size limit for Internet delivered service orders has been increased to 5 GB.



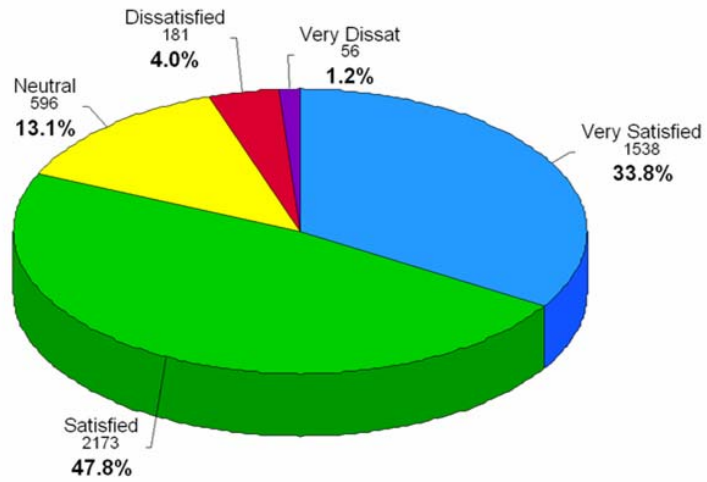
Site Usage (through Nov. 2003)

- Over 6000 users
- Over 4500 customer shops
- Over 1500 orders per month
- Don't be left out!



Customer Satisfaction

Cumulative Satisfaction - deployment to present



★ Based 4544 responses collected through the ShopzSeries voluntary survey



Possible Future Enhancements

- Worldwide availability
- VM and VSE service orders
- Automated price inquiries
- Automated license configuration
- Order work flow for review/approval



Want to Learn More?

- Visit the ShopzSeries Web site!
 - ▶ Read the online users' guide
 - ▶ View the online video clips
 - ▶ Review Tips

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