

IBM® Software Subscription and Support (S&S) FAQs

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What is IBM Software Subscription and Support?

IBM Software Subscription and Support (S&S) is a comprehensive upgrade and technical support solution available through IBM Passport Advantage® and Passport Advantage Express. Delivered with each new IBM program licensed under the IBM Passport Advantage License Agreement (IPLA), S&S provides you with 12 months of entitled access to:

- Product upgrades at your convenience
- Technical support — when, where, and how you choose

Learn more at [IBM Software Subscription and Support](#).

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How do I access my upgrade benefits?

Upgrades are available from Passport Advantage Online. To access updates to your entitled software you will need:

- Active IBM Software Subscription and Support
- An IBM ID and password
- Access to your organization's Passport Advantage Online Site
- Authorization from your Site's Primary Contact to download software

If you have an IBM ID and password, access to Passport Advantage Online and authorization to download software, then you can:

1. Go to [Passport Advantage Online for customers](#) and click:

Customer sign in

2. Enter your IBM ID and password*
3. On your Passport Advantage Online home page, select "Software downloads & media access"
4. Choose the Passport Advantage agreement number governing the software you wish to download from the "Your program offerings" dropdown
5. On the next screen, you can:
 - Search by part number or part description
 - Browse "All products" available for download, "Your preferred products" or "Products by brand"
6. Choose the product you want to download
7. Select your operating system (OS) and language and click "Go"
8. Review and make any necessary changes to your version, OS and language settings
9. Check boxes to: View and download associated products or individual files only
10. Confirm or change your download location and download method
11. Review the Terms and Conditions
12. Click "Download now"

Go to [Upgrade to the latest version or release of your IBM software](#) for more information.

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How will I know when a new version or release is available for download?



If I subscribe to eNotifications, will I also receive 'End-of-Support' alerts?



What if I don't have access to PAO and can't subscribe to eNotifications?



Where can I go to find out if my licensed software is supported?



Where can I get fixes and patches?

The best way to know when a new release is available for download is to sign up for eNotifications.

1. Sign in to your Passport Advantage Online Site
2. Select "Software downloads & request media"
3. Navigate to "Preferences" to set and change your download and eNotification preferences
 - Email frequency options include weekly, twice-monthly, monthly

*Note: Product brand and product name fields are prepopulated based on your entitlements

Download [Get upgrade and support notification with your IBM ID and PW](#) for more information.

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Yes, provided the products are on your 'Preferred products' list. As a reminder: Product brand and product name fields are prepopulated based on your Site entitlements. You may elect to subscribe to eNotifications for all entitled products or you may opt to receive eNotifications for a sub-set of offerings based on your role / responsibilities.

Go to [IBM End of Support announcement letters](#) to view versions and releases of software products approaching end of support.

Go to [IBM Support Lifecycle](#) to confirm.

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You have a few options. You may:

- Go to [Passport Advantage Online for Customers](#) to request access. While you are there, take a minute or two to watch the Requesting Access to PAO how to video.
- Go to [See what's new and available for download](#) to view recent announcement letters. Lists are regularly updated.
- Search the [IBM Offering Information](#) site for the latest announcements regarding your products. [Subscribe the IBM product announcement newsletter](#).

*Note: iNews emails come once a week (usually on Tuesday) and contain separate sections for software, hardware, services and withdrawals with direct links to the announcement letters on ibm.com.

IBM product announcement letters contain complete information from features, benefits and product positioning to technical specs and ordering information. They include withdrawal from marketing and end of support announcements as well as changes in Terms and Conditions.

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Go to the [IBM Support Lifecycle](#), enter a product name, sort on Product name or Product ID, then End of Support.

And while you're there, subscribe to the lifecycle news feed and review the IBM Software Support Lifecycle policies.

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Fixes and patches are available from [IBM Fix Central](#). Download access requires an IBM ID and password and authorization from your Primary Site Technical Contact.

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How does IBM let me know that a fix or patch is available or required?

The best way to be alerted when fixes and patches are available is to subscribe to IBM Support notifications — based on your product and interest areas.

Go to [MyNotifications](#) and sign in with your IBM ID and password set your preferences and subscribe to customized IBM support notifications.

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How do I access and use my support benefits?

Start at www.ibm.com/support/. Search for info, chat, and explore [Enterprise Support](#) offerings available for software covered by active IBM Software Subscription and Support.

If you need assistance with an urgent support issue, you will need to sign in to open a case. Authorization from your Site Primary Contact may be required.

Go to the [IBM Support Guide](#) to learn more about IBM Support.

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What if I want or need a higher level of support?

IBM also offers the IBM Software Accelerated Value Program (AVP), a premium suite of offerings that provides you with a designated focal point for your support needs. IBM Accelerated Value experts:

- Help you avoid pitfalls and minimize problems when you are adopting or upgrading software
- Advise your team, by providing content and expertise tailored to their skills and to your environment
- Act as trusted advisors, by assisting you with critical events and providing you personalized reports

To take advantage of AVP, your S&S must be current.

Learn more about the [IBM Software Accelerated Value Program](#).

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