Client Connect Program 정보 팩

-By Rational Client Support Asia Pacific

Rational software

e business on demand software

Overview

- Passport Advantage Online
  - 소프트웨어 다운로드 안내 및 미디어 주문 방법
  - PoE (Proof of Entitlement)
  - Entitlement 확인 및 할당

- Rational License Key Center
  - 라이센스 키 생성 및 관리
  - 라이센스 키 생성 기록 보기

- IBM Support Portal : 지원 포털
  - 제품 목록 관리, 알림 설정, 일반 자료 액세스 (지원문서, Service Request, Fix/ 패치 등등)

- Service Request (SR) : 기술지원 요청하기
  - 접수, 업데이트, PMR 검색
  - 해당 PMR 이 업데이트될시 바로 알림 받기

Passport Advantage Online (PAO)

Software > How to buy > Passport Advantage >

IBM Passport Advantage
Passport Advantage Online

| Program overview | **Passport Advantage Online** |

For customers | For Business Partners

Passport Advantage Online offers customers a secure Web experience, allowing them to manage their Passport Advantage accounts online.

➜ **Customer sign in**

Features and Benefits

Passport Advantage Online enables you to:

- Access entitled software; download or request a media pack.
- Renew your Sites Software Subscription and Support or acquire licenses by browsing the popular offerings catalog or IBM quotes (not available in all countries).
- Review and update contact information for your Sites designated contacts.
- View your Sites Proof of Entitlement certificates.
- Subscribe to eNotifications to receive automatic notification when new software upgrades that match your preferences and entitlement become available.
- Generate reports to track transaction history, download history, or active entitlements at the Enterprise or Site level.

Software

Trials and demos

Support

Training and certification

Library

Events

News

Communities:
- IBM Business Partners
- ISVs
- Developers
- Warranty info

PAO --- 등록 절차

PAO --- 등록 절차

Self-nomination

Process help

Software >

Self-nomination

Authorization is required to access this web site. Please enter the site number you would like to access and your request will be routed to the person who manages access for your company.

Site number

Submit

Software and Services online and Passport Advantage Online Access Guide

IBM Passport Advantage

0:00 / 4:01

PAO

Software and services online

Access to downloads, account information and commerce

For tips to minimize your software download time, see Download Tips under the News Tab.

Passport Advantage Online

To watch instructional videos or read online literature visit Passport Advantage Online Help

Side navigation

- Software and services online
- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- Account management
- Reference
- Need assistance

Related links
- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Public instant messaging registration

Site number

Select a language

English

Find it fast
→ Download software
→ Download Patches and Fixes
→ Online technical support
→ Update contacts
→ Add site number to your IBM id
→ Add new users
→ Change or delete user access
→ Process users requesting access
→ Place a new license order
→ View Proof of Entitlement certificate
→ Value Unit Calculator
→ Order Media or Doc Pack

Navigation help | News | Special offers

→ **Software download & media access**
Download software updates and order software media.

→ **Entitlements**
View Proof of Entitlement certificates, view entitlement allocations, and update entitled allocations.

→ **Purchase & renewal**
Purchase new licenses, Software Subscription and Support Renewals for existing licenses or extensions of fixed term licenses.

→ **Account management**
Manage contacts, add, change or delete user access, change password and view contract details.

→ **Shopping cart**
Check out, view saved shopping carts, and view order status.

→ **Reference**
View reference library, news history, and FAQs.

→ **Reporting**

→ **Need assistance**

PAO --- 소프트웨어 다운로드

Software > Software and services online > Software download & media access >

Find downloads & media

Software and services online

Software download & media access

Purchase & renewal

Shopping cart

Reporting

Entitlements

Account management

Reference

Need assistance

Related links
· Terms & conditions
· IBM software support
· Online technical support
· ShopzSeries
· Distributed software online
· Software quote and order

SHANDONG UNIVERSITY

| Software Download | Media Access |

Overview | **Download finder** | Set my preferences

· **Download step by step**
· View my preferred downloads
· View all my downloads

· Find by description or part number
· Find by categories

Select from the options below, then click "Continue".

View by A-Z | View by brand

All my entitled downloads - by A-Z

○ IBM Rational Functional Tester
○ IBM Rational Performance Tester
○ IBM Rational Publishing Engine
○ IBM Rational Quality Manager Quality Professional
○ IBM Rational Requirements Composer Analyst
○ IBM Rational Requirements Composer Contributor
○ IBM Rational Software Architect
○ IBM Rational Team Concert Contributor
○ IBM Rational Team Concert Developer
○ IBM Rational Team Concert Developer for IBM Enterprise Platforms
○ IBM Rational Team Concert Developer for Workgroups
○ IBM Rational Team Concert Stakeholder
○ IBM WebSphere Application Server

Program

Program offering
Passport Advantage -

Site number

Quick links

→ IBM software support for patches & fixes

Learn about

🗗 Software download & media access

PAO --- 미디어 요청

Software and services online

Software download & media access

Purchase & renewal

Shopping cart

Reporting

Entitlements

Account management

Reference

Need assistance

Related links
· Terms & conditions
· IBM software support
· Online technical support

Find downloads & media

| Software Download | **Media Access** |

Overview | Media finder | Set my preferences

Overview

Media access provides you the ability to order software on physical media (e.g. CD's) at no charge for products which you have covered under Software Subscription and Support.
Allowable order quantities for media packs is determined by the Passport Advantage program.

Glossary of terms

eAssemblies - An eAssembly is used to group product download files together. After selecting an eAssembly, the list of individual downloads for the product offering will be displayed.

Media pack - Physical media (e.g. CD's) for products which you have covered under Software Subscription and Support.

Rational License Key Center (LKC): 라이센스 키 센터

IBM® Rational® License Key Center

전자 우편 주소

License Key Center 비밀번호

☐ 로그아웃할 때까지 비밀번호 저장

비밀번호가 기억나지 않는 경우? | 비밀번호가 없는 경우? | 기타 지원이 필요한 경우

교육용 동영상 (English only)

• **래셔날 제품을 처음 구매하셨습니까?**
Rational OnDemand video 를 보시면 제품 다운로드, 라이센스키, 기술지원에 대해 설명을 들으실수 있습니다. (13:24)

• **Activation Kit Video관련 동영상** New
Downloading Activation Kits Video를 보시면 RTC, RQM, RAD, RSA 와 기타 래셔날 제품들의 activation kit를 어떻게 다운로드 받을수 있는지 설명을 들으실수 있습니다. (9:27)

LKC --- 등록 절차

새 계정 등록

비밀번호가 없거나 새 계정에 자신을 추가하시겠습니까?
해당 정보를 아래에 입력하면, 귀하를 계정에 추가한 후 로그인에 필요한 비밀번호를 새 사용자에게 발행합니다. (
추가되고 로그인 과정을 완료하는 데 필요한 비밀번호가 전자 우편으로 전송됩니다.

수집된 정보는 귀하가 요청한 라이센스 발행 이외의 목적으로 사용되지 않습니다.

성:* [   ]

이름:* [   ]

전자 우편 주소:* [   ]

국가:* [--하나를 선택하십시오-- ▼]

우편번호:* [   ]

시/도:* [--하나를 선택하십시오-- ▼]

구/군/시:* [   ]

주소:* [   ]

Site number or Rational account number 🖥:* [   ]

Sales order number 🖥: [   ]

Partner World Contact ☐

[제출]

LKC

IBM® Rational® License Key Center

Samuel Lim
회사: IBM
계정 ID: IBMCRC

내 라이센스 키
키 받기
키 보기 및 반환
호스트별 키 보기
사용자별 키 보기

내 주문
주문 내역 보기

계정 및 구성원
새 계정 등록
계정 전환

환경 설정
비밀번호 변경
전자 우편 환경 설정
제품 환경 설정

도움말
뉴스
FAQ
교육용 비디오
Rational 지원 센터

언어
English
日本語 (Japanese)
한국어 (Korean)

로그아웃

키 받기

Welcome to the Rational License Key Center. This service simplifies license management, making it easier to make the most of your software development platform investment from Rational and helping you abide by the terms of your software license agreement.

교육용 동영상 (English only)

- ACTIVATION KITS - Downloading activation kits다운로드(9:27) New
- THE BASICS - How to use the License Key Center사용방법 (10:29)
- MOVING KEYS – License server 변경 경우 (5:25)
- TELELOGIC - date-based licensing 은 어떻게 동작하는가 (8:52)
- TELELOGIC - 기술지원 갱신 이후 license key 업그레이드 방법 (8:47)

Start by selecting a product line below:

IBM InfoSphere Data Architect
IBM RATIONAL - Change, DOORS, FocalPoint, Logiscope, RPE, Rhapsody,SDL, STM, SA, TAU,Tester, TTCN
IBM Rational ADA and Apex
IBM Rational Application Developer
IBM Rational AppScan
IBM Rational Appscan Enterprise Edition license keys

LKC --- 라이센스키 생성하기

		사용 가능한 키 수	생성할 키 수
IBM Rational ClearCase Floating License Key (FLEXlm license manager)		5	

목록에서 기존 호스트 선택 또는 새 호스트 입력

기존 호스트 ▣   기존 호스트 사용 ▾

Host ID ▣ *   ▾

Hostname ▣ *

포트 ▣   27000

설명 ▣

고급 유저 (선택) - 고 가용성을 위해, 라이센스 서버가 리던던트 3-서버 클러스터 형태로 운영될수 있습니다. 만약 이옵션을 원하신다면, 포트 번호를 포함하여 프라이머리 서버와 리던던트 서버 관련 정보를 입력하십시요.

Host ID ▣ *   ▾

Hostname ▣ *

포트 ▣   27000

설명 ▣

Host ID ▣ *   ▾

Hostname ▣ *

포트 ▣   27000
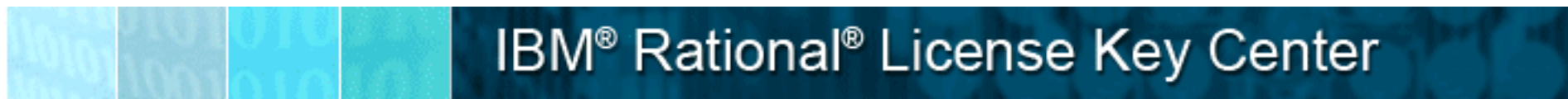
설명 ▣

생성

LKC --- 키 보기 및 반환

IBM® Rational® License Key Center

내 라이센스 키
키 받기
키 보기 및 반환
호스트별 키 보기
사용자별 키 보기

내 주문
주문 내역 보기

계정 및 구성원
새 계정 등록
계정 전환

환경 설정
비밀번호 변경
전자 우편 환경 설정
제품 환경 설정

도움말
뉴스
FAQ

키 보기

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LKC --- 새 구성원 추가

계정 구성원

새 구성원 추가:
드롭다운 목록에서 주소를 선택한 후 "새 구성원 양식으로 이동"을 선택하십시오.

새 주소 ▼

[새 구성원 양식으로 이동]

List Inactive Members

구성원 삭제 또는 구성원 권한 편집:
해당 체크박스를 선택 또는 선택 취소한 후, "구성원 권한 갱신"을 선택하십시오.

관리자 표시

이름	제목	관리자 권한	삭제
		☐	삭제
		☑	삭제
		☐	삭제

LKC --- 사용자별 키 보기

회사:

계정 ID:

생성된 사용자별 라이센스 보기

해당 계정에 라이센스를 생성한 모든 사용자 목록입니다. 단일 사용자의 라이센스 목록을 보려면 사용자의 이름을 클릭하십시오.

이름	전자 우편 주소	생성된 라이센스 수
		4
		2
		4

IBM 서포트 포털 (Support Portal)

Support Portal

제품 검색:　　제품 이름, 부품 번호, 또는 시스템 유형/모델 ▽　　🔹 제품 찾아보기
　　　　　　　✉ 최근에 본 제품의 목록 공유　　　　　　　🔹 내 제품

검색 지원 및 다운로드

검색:　　[　　　　　　　　🔍]　　팁

내 지원 프로그램

🖋 지원 프로그램에 액세스하려면 에 로그인

공통 지원 링크

🖋 Sign in

→ Service requests & PMRs

→ ESC+ for hardware and firmware service requests

⚠ Security bulletins

🔹 Support registrations

▤ Go to IBM Support mobile

📞 Directory of worldwide contacts

ⓘ Site assistance

→ Feedback

🔘 Electronic Support forum

✅ Current site availability

IBM

서포트 포털 --- 제품목록 관리하기

제품 찾아보기

- ▶ Algorithmics
- ▶ BladeCenter
- ▶ Clarity Systems
- ▶ Cluster software
- ▶ Cognos
- ▶ Enterprise Content Management
- ▶ Enterprise Marketing Management
- ▶ Financial Operations
- ▶ IBM Monitors
- ▶ IBM Operating Systems
- ▶ Information Management
- ▶ IntelliStation Pro
- ▶ Lotus
- ▶ Older System x
- ▶ OpenPages
- ▶ Other Software
- ▶ Platform Computing
- ▶ Point of Sale Hardware and Software
- ▶ Power
- ▶ Power Systems Management Consoles
- ▶ PureSystems
- ▶ Rational
- ▶ Security Systems
- ▶ Smarter Cities
- ▶ SPSS
- ▶ Star Analytics
- ▶ System Blue Gene Solution
- ▶ System i
- ▶ System Management software
- ▶ System Networking
- ▶ System p

서포트 포털 --- 더 많은 제품과 지원 리소스

Support Portal

제품 검색: [제품 이름, 부품 번호, 또는 시스템 유형/모델] ▼   📌 제품 찾아보기
✉ 최근에 본 제품의 목록 공유   📌 내 제품

검색 지원 및 다운로드

검색: [_____] 🔍   팁

내 지원 프로그램

✏ 지원 프로그램에 액세스하려면 에 로그인

공통 지원 링크

✏ Sign in
→ Service requests & PMRs
→ ESC+ for hardware and firmware service requests
⚠ Security bulletins
📋 Support registrations
▤ Go to IBM Support mobile
📞 Directory of worldwide contacts
ⓘ Site assistance
→ Feedback
🎤 Electronic Support forum
✓ Current site availability

Service Request (SR) --- SR 사이트 접근하는 방법

SR --- SR 사이트 접근하는 방법

서비스 요청 및 **PMR**

하드웨어 지원

→ 온라인 하드웨어 및 펌
웨어 서비스 요청을 위
한 ESC+

최근 취득

Coremetrics ▾ ▶

관련 링크

→ 문제점 해결 보기: 요청
을 제출하기 전에

→ IBM 지원 센터에 문의

→ Lenovo PC 지원 사이
트

소프트웨어 지원

IBM 서비스 요청(SR) 애플리케이션은 온라인에서 서비스 요청(이전에는 문제점 관리 기록
또는 PMR이라고 함)을 열고, 업데이트하는 데 사용됩니다.

SR을 사용하여 대부분의 IBM 지원 소프트웨어 제품 문제점을 보고할 수 있습니다.

→ 사인 인

SR --- 등록 절차

My agreements

← Return to the IBM Support Portal

| Help | › |

Related links
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

| 1.Request access | 2.Verify email address | 3.Enter registration code | 4.Registration success |

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

⦿ **By customer**   ◯ **By machine type and serial number**

Please enter your customer information below. If you don't know this information, your organization's contracting or purchasing office may be able to help you.

IBM customer number*

Country/region*

Select one ▼

If you do not see your country/region in the list, please contact ⬛ IBM country/regional support to determine which country/region you should choose.
↳ Get Adobe® Reader®

Justification

Submit

SR

Service requests & PMRs
Support for my selected products

IBM Service Request for software

→ Open a new software service request

→ View draft service requests

▼ Search for service requests
Completed fields will be used as filter criteria; blank fields will not be used.

Customer number: *

All

Status: Open

Keyword(s):

Service request number:

Search   Clear search

SR --- 나의 계약 정보 현황

register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

- Open a new service request
- Search service requests
- My profile
- My messages
- **My agreements**
- Help

Related links
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

○ **By customer**   ○ **By machine type and serial number**

Please enter your customer information below. If you don't know this information, your organization's contracting or purchasing office may be able to help you.

IBM customer number* [   ]

Country/region* [Select one ▼]

If you do not see your country/region in the list, please contact ⌨ IBM country/regional support to determine which country/region you should choose.
⌨ Get Adobe® Reader®

Justification
[   ]

[**Request additional access**]

Existing access (1 total)

IBM customer number	Offering	Access level	
.... [United States]	Passport Advantage Software Maintenance (SWMA) Not System Entitled Software Maintenance (SWMA) System Entitled	⌨ Full	→ Upgrade to administrator access

SR--- 액세스 레벨

Function	Basic	Full	Admin/STC
Create a service request	X	X	X
Update a service request that I create	X	X	X
Update a service request that my coworkers create		X	X
Associate other people with service requests that I create		X	X
Search for closed and archived service requests		X	X
Add and manage user access to SR for others in my company			X
Approve user access requests			X

SR --- 새로운 PMR 등록하기

SR --- PMR 검색하기

Portal

IBM Service Request

Open a new service request

Search service requests

My profile

My messages

My agreements

Help

Related links
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Filter list content

◉ **Search my service requests submitted online only**

◯ **Search all service requests**

☐ **Include archived service requests**
Note: Searching the archive will take longer to return results. Please be patien

IBM Customer number*

| All |
| [United States] |

Enter keywords to refine your search

◯ **Service request number** [ ] [ ] [ ] 🖥 **Select country**

◉ **Show service requests up to todays date**

◯ **Show service requests by date range** 🖥 **Help**
   ◉ **Created within range**
   ◯ **Updated within range**
   ◯ **Closed within range**
   Note: this option is valid only when you have selected the "Show closed service requests" option below.

From [ ] **To** [ ] dd/MM/yyyy format

SR --- 내 프로파일

SR --- 도움

Service Request assistance

← Return to the IBM Support Portal

IBM Service Request

Open a new service request ›

Search service requests ›

My profile ›

My messages ›

My agreements ›

Help

Related links
· Passport Advantage Online
· Other service request tools
· IBM electronic services
· IBM systems and servers

The IBM Service Request (SR) application is used to open and update service requests (formerly called Problem Management Records or PMRs) online.

You can use SR to report problems on nearly all IBM supported software products.

→ IBM Service Request (SR)

To get help with the SR tool, open a ticket with the SR Help Desk. The SR Help Desk is for questions and problems with the SR tool.

→ SR Help Desk (requires login)
→ Having trouble with your login or password?

Getting started and SR application support

→ How do I get started using SR to submit and track problems with IBM software?

↳ How do I get help with the SR application?

↳ Where do I get a login and password to use with SR?

↳ When do I use SR to submit problems online?

Frequently asked questions and problems

↳ I'm having trouble with my login or password

↳ What if I don't receive my email verification code or it doesn't work

↳ I can't see the service requests submitted by my coworkers

→ How do I add my coworkers to a service request?

→ When opening a service request in SR, why is my product not listed?

↳ How long can I view closed service requests in SR?

→ How do I search for closed service requests in SR?