IBM Security

IBM

Get Started with your Deployment: License Key and Software Download

IBM Security QRadar

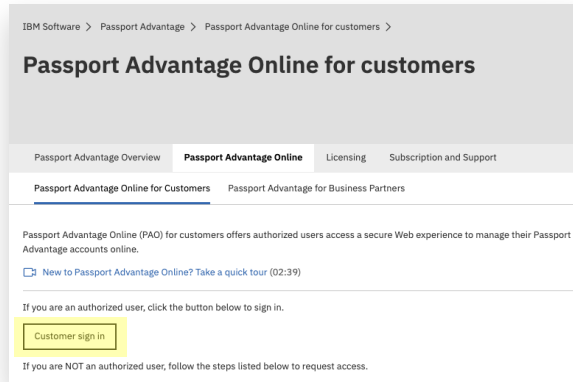|	
Before we begin, obtain your Proof of Entitlement letter	Your company's purchasing contact will receive via email your Proof of Entitlement (POE) letter. Within this email, you will find your IBM site number, which you will need to download and deploy your product from your Passport Advantage account. Learn how to obtain an account by following the steps below.
Where to find my License Key	Ask your company contact to forward the email from **q1pd@us.ibm.com** containing your license key(s).
Platform for accessing software downloads	**Passport Advantage** (PAO) and Passport Advantage Express are comprehensive IBM programs that use a common set of agreements, processes, and tools. Eligible products available under the Agreements include software licenses, both One Time Charge and Fixed Term, Software Subscription and Support, plus IBM Appliances and IBM SaaS offerings. Passport Advantage is relationship based and designed for larger enterprises and enterprises with multiple sites. Passport Advantage Express is transaction based and designed for smaller and single site enterprises. Both Passport Advantage offerings enable you to: — Acquire new IBM software licenses — Renew IBM Software Subscription and Support and Fixed Term Licenses — Buy and renew technical support for some Selected Open Source and other non-warranted applications — Subscribe to IBM SaaS offerings and acquire IBM Appliances

Let us walk you through the account setup process

Step 1
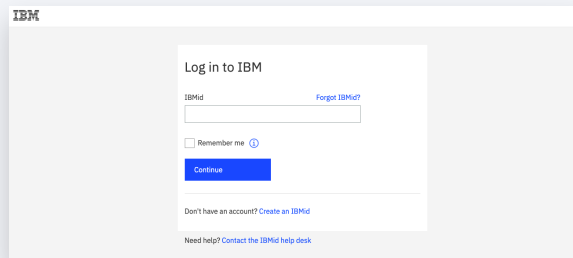## Login

Passport Advantage Login Page

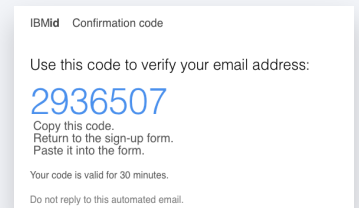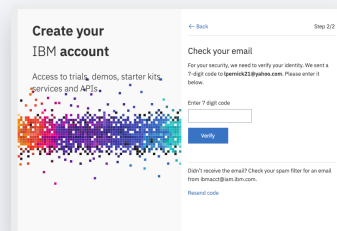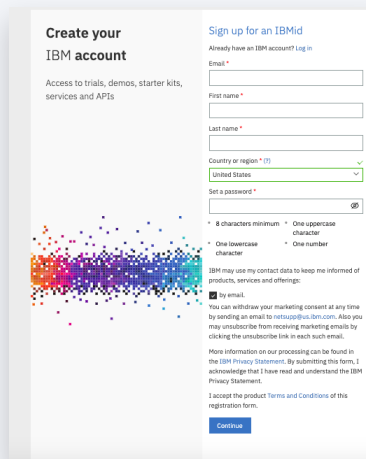Click the "Customer sign in" button

Step 2
IBMid

Login

Enter your IBMid and Password, and click continue

Don't have an ID?
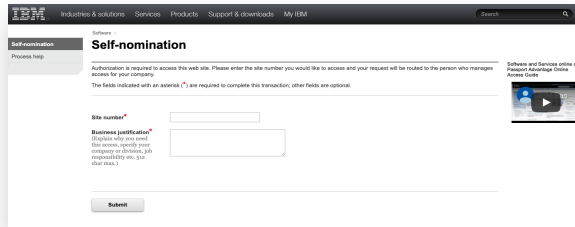Create an IBMid

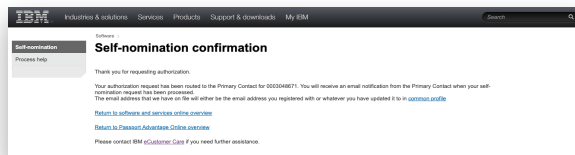Complete verification for IBMid set-up

Step 3
Self-nomination
form

Complete a Self-nomination form on Passport Advantage

Enter your Site number (located on the Proof of Entitlement) and a Business justification explaining why you need access. For example, "I need to download software, renew S&S, download software, generate reports, or view proof of entitlements".

Self-nomination form confirmation

Your request for Passport Advantage access will be forwarded to your company's 'Primary Contact' for approval. You will be notified when your access request has been approved.

Navigate Passport Advantage to access and download your software

Instructions to download the software:

1. Log on to:
   Passport Advantage
2. Select Passport Advantage online
3. Tab Click on "Customer sign in"
4. Enter your IBM ID and Password
5. Click on "Software download and media access"
6. Click on "Select the Program offering " Click
7. on " Continue"
8. Choose the product and download from the list or search the Software by using the "Part Number or Part description"

To order Media:

1. Click on the "Request media" tab
2. Choose the product to order from the List
3. Or Search using the "Part Number or Part Description" option
4. Click on "Add to Cart", then select "Check Out"
5. Further, click on "Continue" and fill in the details required and you will get an order confirmation number

If you are unable to download the software, then follow the below instructions:

1. On the Tab "Review downloading specifics & click 'Download now'", above "I Agree", you will find a link "Download method: Download Director
2. (recommended)"
3. Click on the "Update" link
4. Click on "HTTP Transfers" and then on "Continue" Now you may select the software that you would like to download, and then click on "I Agree" and "Download Now"

For Passport Advantage Support:

— Send an e-mail to paonline@us.ibm.com.
— eCustomer Care is a single point of contact that will provide guidance to internal and external customers relating to the Distributed Software web applications.
— Questions regarding access, registration, software download, media access, reporting functionality or navigation of the DSW web sites are all managed by eCare.

Now you are
ready to install

To learn about the key tasks for setting up, installing and monitoring QRadar to protect your organization from threats and cybersecurity attacks, please visit **QRadar Resources.**

For additional assistance, please contact IBM Security Expert Labs at **sel@us.ibm.com**
For more information, visit **IBM Security Expert Labs**