

# My entitled hardware

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## Replacing your Power server's update access key – detailed instructions.

POWER8 (and later) servers include an “update access key” that is checked when system firmware updates are applied to the system. Update access keys include an expiration date.

System firmware updates contain a release date. When attempting to apply system firmware updates, if the release date for the firmware updates has passed the expiration date for the update access key, the updates will not be processed. A server is entitled to all firmware updates that were made available during the time period for which the server had a valid update access key.

As these update access keys expire, they need to be replaced using either the Hardware Management Console (HMC) or the Advanced Management Interface (ASMI) on the service processor. Update access keys can be replaced via the following instructions.

### **Step 1: Gather Data**

You will need to know your server's machine type, serial number, and the country of installation in order to obtain a new update access key.

### **Step 2: Login to the “Entitled System Support” web page**

Login to <http://www.ibm.com/servers/eserver/ess/index.wss> using your IBM WebID.

### **Step 3: Navigate to the “My Entitled Hardware” Section and select “View, download and request update access keys”**

Click on My entitled hardware

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Related links  
· FixCentral

## My Entitled Systems Support

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Welcome to your Entitled Systems Support site.

The website has recently extended its support. The Entitled Systems Support site provides support for Power Systems (AIX and IBM i) software and storage software, and provides now support as well for Power8 update access key.

### **My entitled software**

Select **My entitled software** in the left hand navigation bar.

Provides support for Power systems (AIX and IBM i) and storage software. Here you can:

- Place a software update order (available for AIX and IBM i only) and download software (available for Powers AIX, IBM i and storage).
- Retrieve software keys and manage program entitlement (IBM i only)
- Verify software maintenance records (available for both Power systems and storage)

### **My entitled hardware**

This takes you to a new screen which shows the user a link to the **View, Download, and Request UAK** and link at bottom of page **View, Download, and Request UAK**. Click on either will take you to the next screen.

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Related links

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## My entitled hardware

Welcome to your Entitled Hardware Support site.

Here you can get update access key for your Power8 machine.

If you are a first time user, we recommend before you start to download the Power server update access key detailed instructions in PDF format from [Help](#) section.

If you need additional help with the website you may contact world wide customer support. Phone numbers and e-mail information can be found under [Contacts](#)

You can use the following options:

- [View, Download, and Request Update Access Keys \(UAK\)](#)

**Step 4: Enter your server's machine type, serial number.**

Servers > My entitled hardware > View, Download and Request UAK >

**View, Download and Request UAK**

Enter each machine individually by entering the machine type and machine serial number and click on +add or enter a list of machines by adding a file and click on Upload.

Machine Type (4 numerals) *	Machine Serial (7 Characters) *	
<input type="text"/>	<input type="text"/>	+Add

Multiple Machine Type and Machine Serial numbers can be uploaded using the upload facility. The format to upload is comma separator (AAAA,XXXXXX,BBBB,YYYYYYY,) in txt type file. Browse for the file, and select from your source.

Upload List :  No file selected.

You may enter each server machine type and serial number individually, or you can upload a list of machine type/ machine serials. Please note **Machine Type must be 4 numerals in length, Machine Serial number must be 7 characters in length (This can be alpha numerical)**. Once entered click on add button. **If invalid data is added then error messages will show on screen.**

Language selection

Feedback

Upload List :  No file selected.

The file name will appear in the grey box, and the user can upload the file.

Upload List :  mtse.txt

Note – error messages will show if data and/or format incorrect.

**Step 5: On the “Update Access Key Request Confirmation” page,**  
The machine type and machine serials entered are displayed on this screen.  
The user can view, download existing key, and/or send to your IBM WEB ID via email.  
The user can deselect (check box) the machine type/machine serial either individually or all.  
Delete button only deletes the machine type/machine serial from the screen.

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## View, Download and Request UAK

Enter each machine individually by entering the machine type and machine serial number and click on **+add** or enter a list of machines by adding a file and click on **Upload**.

Machine Type (4 numerals) *	Machine Serial (7 Characters) *	
<input type="text"/>	<input type="text"/>	<input type="button" value="+Add"/>

Multiple Machine Type and Machine Serial numbers can be uploaded using the upload facility. The format to upload is comma separator (AAAA,XXXXXX,BBBB,YYYYYYY,) in txt type file. Browse for the file, and select from your source.

Upload List :  No file selected.

Select at least one of the machines:

	Machine Type	Machine Serial	Hardware	Key Expiration Date
<input checked="" type="checkbox"/>	9119	1234567	Yes	2017-01-01
<input type="checkbox"/>	Select all			

Select/Deselect the machines from the list above and submit for one of the actions.

Select at least one of the machines:

	Machine Type	Machine Serial	Hardware	Key Expiration Date
<input checked="" type="checkbox"/>	9119	1234567	Yes	2017-01-01
<input checked="" type="checkbox"/>	9119	0656789	Yes	2015-11-25
<input checked="" type="checkbox"/>	8286	217563V	Yes	2018-12-31
<input checked="" type="checkbox"/>	9119	02F5DAP	Yes	2014-11-11
<input checked="" type="checkbox"/>	8284	10D728T	Yes	2017-04-19
<input checked="" type="checkbox"/>	8286	10C34FT	Yes	2017-04-02
<input checked="" type="checkbox"/>	9119	00B91CE	Yes	2014-08-10
<input checked="" type="checkbox"/>	9119	00CAE82	Yes	2014-07-05
<input checked="" type="checkbox"/>	9119	0612345	Yes	2014-12-06
<input checked="" type="checkbox"/>	9119	0690123	Yes	2017-01-09
<input type="checkbox"/>	Select all			

**Note – if file uploaded all Machine type / Machine serials are automatically selected. User can deselect all or individual machine type(s) / machine serial(s).**

#### **REQUEST NEW STANARD KEY**

The screen shows all the machine type/ machine serials selected. The user can deselect machine type(s) / machine serial(s) not required by clicking on the check mark  or remove all check marks by clicking on  Select all .

Please note the country code is mandatory for new key request.

User can request individually or multiple new keys.

**ALL SELECTED MACHINE TYPE/MACHINE SERIAL MUST BE THE SAME COUNTRY CODE.**

To request new key the machine type(s)/machine serial(s) are selected

Select at least one of the machines:

	Machine Type	Machine Serial	Hardware	Key Expiration Date
<input checked="" type="checkbox"/>	9119	1234567	Yes	2017-01-01
<input type="checkbox"/>	Select all			

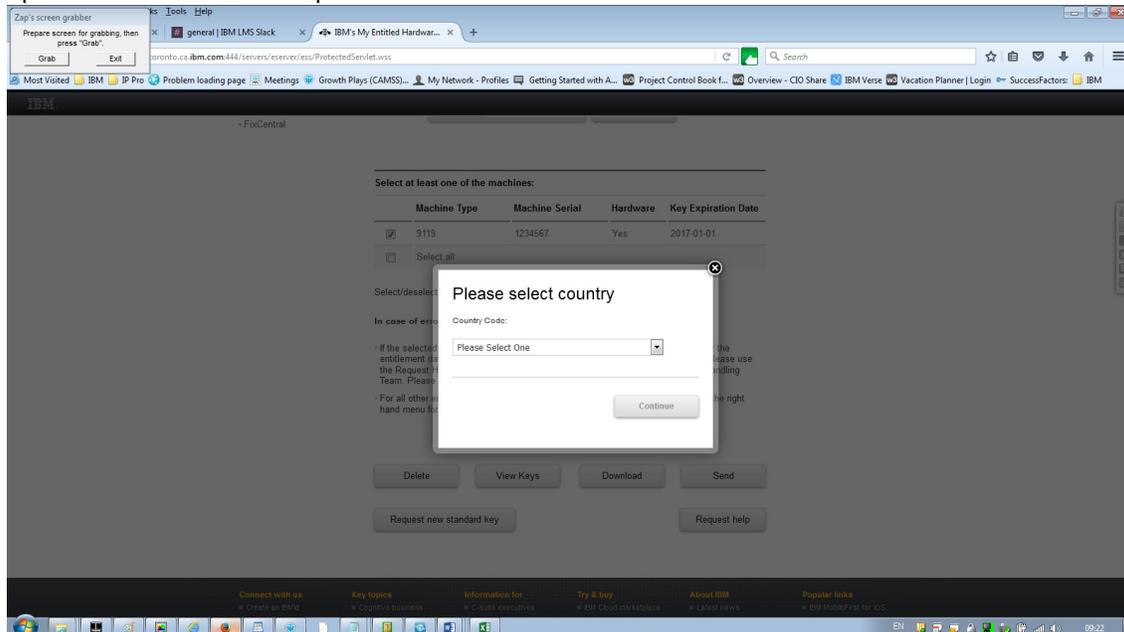
Select/deselect the machines from the list above and submit for one of the actions.

In case of errors:

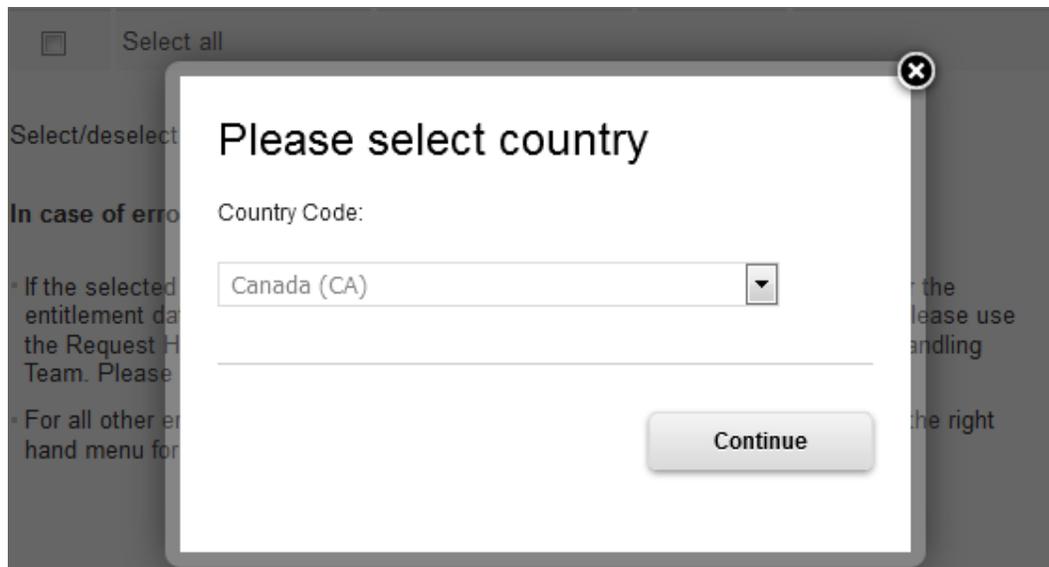
- If the selected machine(s) should have a key(s) assigned but no key is available or the entitlement date is incorrect or blank and you want to highlight the issue to IBM, please use the Request Help Button to create a PMR which will be routed to our Exception Handling Team. Please only select 1 machine per PMR request.
- For all other errors, you can contact our **customer support**. Click on [Contacts](#) in the right hand menu for e-mail and phone information.

Buttons: Delete, View Keys, Download, Send, Request new standard key, Request help

User hits Request new standard key button. The user will now select the country code from the pop up selection screen and drop down menu.



Once the country has been selected, the user clicks on continue button.



If the machine type(s)/ machine serial(s) are entitled a new key and new expiration date will be shown on the screen.

The user can view/download/send the new key.

#### **REQUEST HELP BUTTON (EXTERNAL USERS ONLY)**

Should a user have an issue with requesting new standard keys, there is a facility to create a PMR (Problem Management Request) via the Request Help Button. Please note this facility is only open to external user.

**Note - Internal users will use the current PMR process via Fixcentral (Fixcentral link on left hand side screen options).**

To use the Request Help Button the user can ONLY select 1 machine type/machine serial per PMR. Also it is mandatory that the user selects the country code for each PMR. The user can add information in text box to assist in the analysis of the issue. This information will be handled by the Service Request team. Once the PMR is submitted the user will receive an email with the unique PMR number and a link to the view the status of the issue.

**Step 6: After retrieving your server's new Update Access Key, return to your server and enter the key on your HMC (using the "Enter CoD Code" feature) or via the ASMI (using the "CoD Activation" feature).**

Answers to frequently asked questions can be found at:  
<http://www-01.ibm.com/support/docview.wss?uid=isg3T1020902>

Access to Machine Code updates and Update Access Keys are conditioned on entitlement and license validation accordance with IBM policy and practice. IBM may verify entitlement through customer number, serial number, electronic restrictions, or any other means or methods employed by IBM in its discretion.

While the above reflects IBM's current policies, IBM's policies are subject to change at any time.