

How to understand your entitlement position using PA Online

User Guide

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Overview

It is important that clients have a clear view of their IBM license entitlements and maintain a complete and accurate inventory of these. Passport Advantage Online (“PA Online”) is a key resource offered by IBM for this purpose and should be used in combination with a client’s internal records.

This guide is intended to help clients collate and understand their entitlement to use IBM programs as this is a crucial step in managing the associated deployments and complying with license terms.

This guide describes relevant scenarios and best practices, but it is not intended to provide advice for specific client circumstances. Always consult your IBM Representative should you have any questions or concerns about your entitlement to use IBM software or the information available on Passport Advantage Online.

Key Terms

The following terms are used throughout this document and are fundamental to understanding its contents.

Flexible Contract Type (“FCT”)

FCT licenses refer to licenses to programs that were purchased from a company that IBM has subsequently acquired. Clients are permitted to continue using their existing licenses under the previous license terms until they upgrade to a version of the program which was released under IBM ownership.

IBM Brands

Groupings of programs based on their functionality or market segmentation. The IBM Brands have changed as the portfolio of programs has evolved. Brands include “IBM Cloud”, “Infosphere”, “DB2”, “Rational” and “Spectrum”.

International Program License Agreement (“IPLA”)

An agreement setting out the base terms for all IBM programs licensed under PA, PAE and certain mainframe programs. It is available [here](#).

OEM

Original Equipment Manufacturer.

Passport Advantage (“PA”)

An agreement under which IBM programs can be licensed which gives access to benefits based on your relationship and purchasing habits through the agreement.

Passport Advantage Express (“PAE”)

An agreement under which IBM programs can be licensed. While the licensing terms are similar to those in PA, PAE is a transaction-based program and therefore some of the benefits offered by PA are not available.

PA Online

A portal which all IBM Passport Advantage program members (PA and PAE) can access which offers administrative and reporting functionality related to the agreements and entitlement records held by IBM.

Introduction

PA and PAE are the two most common programs under which clients license IBM offerings. A license is acquired through a Transaction Document which can take many forms (for example, an individual order form or an Enterprise-wide agreement).

IBM provides clients with a Proof of Entitlement (“PoE”) for each order which documents a client’s right to use the licensed software and the level of use permitted. It is a client’s responsibility to maintain records of these PoEs.

To help clients understand which PoEs they have, IBM provides a portal called Passport Advantage Online which gives access to IBM’s record of a client’s entitlements acquired under the PA or PAE programs. These records are not always accompanied by copies of the PoEs themselves and should be regarded as a digital “inventory” of the PoEs that a client should already possess, provided on a “best endeavors” basis. As clients’ overall entitlements may include entitlements acquired outside the PA and PAE programs, and may be affected by M&A activity and other changes to their organization, adjustments, additions and deletions may be necessary to the entitlements recorded on PA Online to arrive at a complete picture. This guide explains how to do this.

This guide does not address entitlements relating to mainframe (System Z) programs.

Entitlements and PA Online

Proofs of Entitlement

Your license entitlements comprise one or more PoEs which serve as evidence of your authorization to use an IBM program. Collectively, these form a record of the licenses to IBM programs or other offerings which you have purchased, and the level of use permitted for each of these.

The PoE includes many important details which should be recorded. Some clients choose to input these details into license management systems such as SAM tools.

The key details included in a PoE are as follows:

Agreement Number	<p>The identifier of the PA agreement under which the licenses were granted. While many clients prefer to have a single Agreement Number, it is possible to have multiple Agreement Numbers. This can help to understand which entitlements sit within which area of an organization, particularly multinational or group companies. It is also common where IT procurement is decentralized.</p> <p>Note: If licenses were purchased under PAE, your PoE will not include an Agreement Number.</p>
Customer Number	<p>The ‘Customer’ entity that the entitlements are recorded under. Ideally, as few customer numbers as possible should be maintained to facilitate administration of your entitlements across your organization.</p>
Site Number	<p>A client can specify one or more ‘sites’ under which to group license entitlements. A site may reference a subsidiary, a country, an office or even a room. In combination with the Customer Number, it is a useful way of identifying where entitlements sit within the organization. Separation between Site Numbers can prove useful when opting to cease S&S coverage on a subset of licenses that are no longer used in a particular site.</p>
Order Reference Number	<p>A reference number that can be used in any communication with IBM to help locate IBM’s records of the transaction.</p>
Program Part Numbers	<p>An identifier for the license used by IBM. The part number can start with either a “D” or “E”. D-parts (those beginning with ‘D’) can denote a perpetual license or a reinstatement of expired S&S. E-parts denote annual S&S.</p>
Part Description	<p>Each part number has an associated “Part Description” which sets out the name of the program, the license metric, and the type of license. In the case of an E-part, the part description will specify how long the S&S coverage lasts. Often the name of the program and the metric are shortened; this can sometimes make it quite difficult to determine exactly which program and metric are being referred to.</p>
S&S Start and End Date	<p>The date upon which coverage of S&S expires and you lose access to the benefits of S&S. The end date may be specified on base licenses (D-parts) which include the first year of S&S, or on E-parts which are specific to S&S. Among other things, the expiry date determines the highest version of the program you are permitted to deploy.</p>

PoE are issued to you in electronic (or paper) form. Individual license purchases may give rise to many PoEs, whereas consolidated purchasing, such as through an Enterprise License Agreement (“ELA”), will include many IBM programs on a single PoE (the signed ELA being the PoE in this case).

PA Online

IBM provides all PA and PAE clients with access to a portal called PA Online which offers functionality to help administer your licensing and access IBM's record of your PoEs.

Accessing PA Online

When each Site Number is set up the client assigns a person to be responsible for that site – the “Primary Contact”. This is typically, but not necessarily, the person who placed the initial order. It could also be, for example, someone responsible for license management.

Access to PA Online records is controlled on a per-Site basis. A user can only see the entitlement records relating to Site Numbers to which they have been granted access, or for which they are the Primary Contact. Users with access to multiple Sites can toggle between them using the drop-



Managing access

The Primary Contact for each Site is automatically given access to PA Online and can then enroll others in the organization, or revoke access, without IBM involvement. You can do this in the ‘Manage Access’ page, which is located under the ‘Account Management’ menu. You can also set up various levels of access privileges and assign these to individuals, giving you control over what others can see and do.

The steps for requesting access to PA Online can be viewed [here](#).

Changing the Primary Contact

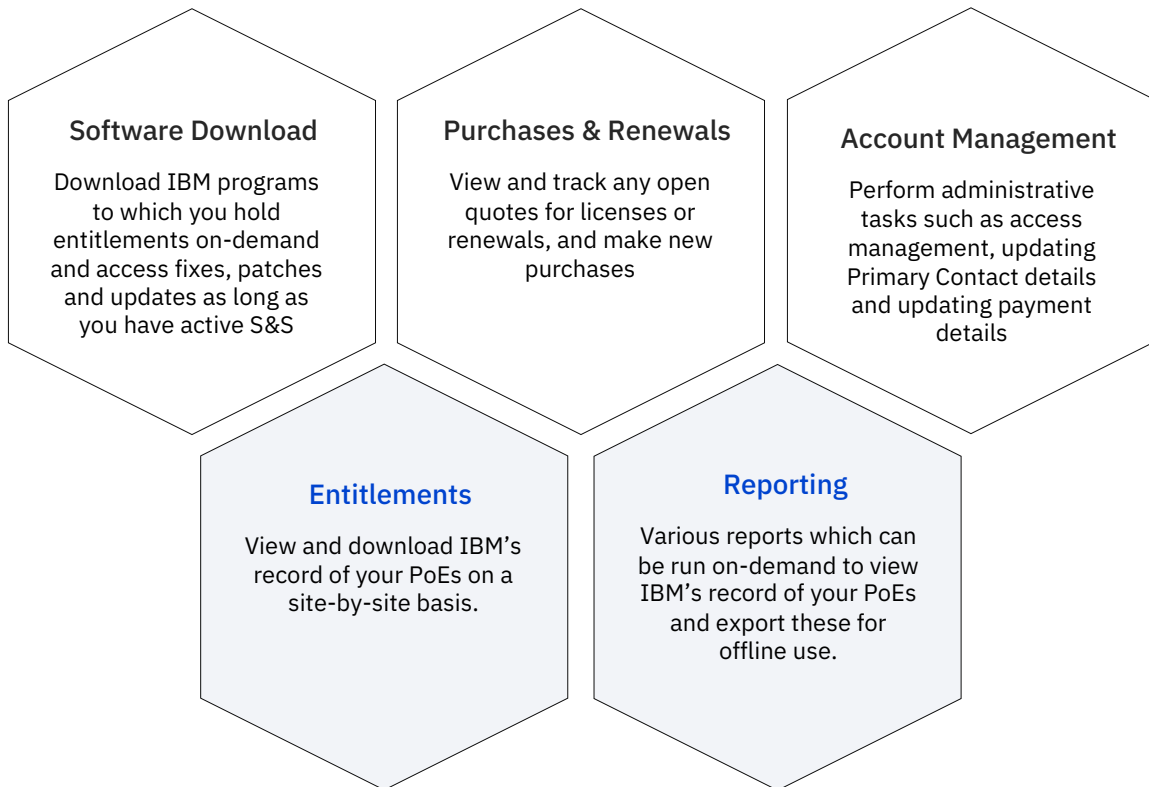
The Primary Contact for a Site can be changed through ‘Contact Update’ under the ‘Account Management’ menu. If a Primary Contact leaves your organization without nominating someone to take their place, other users with access to PA Online can submit a ‘self-nomination’ to replace them. This can be accessed through ‘Self Nomination’ under ‘Account Management’ and the request is sent to IBM for approval.

Periodically review the Primary Contact for each Site. These contacts administer access to PA Online

Functionality

The landing page of PA Online lists the various actions available to you under the following areas of functionality:

The two shaded areas are discussed in greater detail below:



and are the recipient of important licensing-related notifications from IBM.

Entitlements Menu: Viewing Proofs of Entitlement

While it remains your responsibility to store copies of PoEs that IBM issues, you can also access those that IBM holds in PA Online. To access and download your PoEs:

- click on **“View Proof of Entitlement Certificate”** from the landing page
- click on **“Document Finder”** on the following page

Your 20 most recent PoEs are displayed by default and you can search IBM’s entire repository for your transactions by Sales Order Number or Invoice Number.

In the event that a PoE is not available for

download, a request can be made to the PA support team via the eCare function in PA Online.

PoE Reversals

PoE Reversal documents are issued when your right to use an IBM program is revoked. This could occur if licenses have been mistakenly purchased or incorrectly allocated, or if the license has been replaced with another. PoE Reversal documents are also displayed in the Document Finder.

Remember, PA Online is ‘site specific’ and therefore only PoEs or PoE Reversals held under the selected PA Site on the PA Online landing page will be displayed.

Entitlements Menu: View Entitlements and Update Deployments

To view your entitlement records for the selected PA Site, use the “**View Entitlement Inventory and Update Deployments**” menu item under “**Entitlements**”.

You can either report all records or specify the IBM Brands you want to be included.

Field	Description
Program	The licensing program under which the license was purchased: PA, PAE or FCT.
Agreement Number	The identifier of the agreement under which the entitlements were purchased. There will not be an agreement number if the license was purchased under PAE or if it is a FCT license.
Current Product	The name of the IBM Program. This is the most current name for the program, after having accounted for any ‘evolutions’ that IBM may conduct from time to time. See ‘ Identifying and Interpreting Evolutions ’ for more information.
Transaction History	Clicking the icon in this column presents a report in a separate tab which sets out the individual transactions that sit beneath this summary entitlement, including now-expired S&S transactions.
Product History and Evolutions	Clicking the icon in this column presents a report in a separate tab which sets out the evolution history of the program, reconciling any initial IBM program purchase to subsequent changes in metric, program name or part numbers.
Software License or Appliance Quantity	The number of licenses to use the program or appliances granted by your PoEs.
Active Subscription & Support Quantity	The number of licenses or applications under active S&S as detailed in your PoEs.
Active Subscription & Support End Date	The date after which you lose access to the benefits of S&S for this program. Often, S&S automatically renews a month or so before the End Date so this can give an indication of an approximate timeframe you can expect to receive the notification of automatic renewal.
License Part Number	The part number relating to the base license for the entitled program. Programs licensed under PA often include the 1st year of S&S in the base license.
Renewal Part Number	The part number relating to the S&S for the entitled program.

The report has a line for each IBM Program you are entitled to use on the currently active PA Site. The entitlement to each IBM program is shown in aggregate after having applied summarization and product evolution rules:

- You can drill down to view the individual transactions that comprise the summarized entitlement using the Transaction History column. This will show another report detailing the individual transactions.
- To understand how your entitled programs have “evolved” since receiving the original PoE, use the Product History and Evolutions column. See **‘Identifying and Interpreting Evolutions’** for more information.

Reporting Menu: Active and Future Software Entitlements

A further report relating to entitlements can be accessed under the Reporting Menu. It is called **“Active and Future Software Entitlements”** report. This report is a shortened version of your entitlement records which only includes those programs under current S&S (i.e., with an End Date in the future).

Do not rely on this report for the purposes of understanding your overall entitlement position. It does not include any licenses that are not under active S&S.

Getting help

Clients can request help on PA Online-related licensing and entitlement matters using the e-Care function. This can be accessed using the ‘Contact eCare’ button at the bottom of the PA Online landing page. That button will take you to [this page](#), where you can find local contact details.

Managing Your License Entitlements

A complete understanding of your entitlements is important to ensure that you are getting the most out of your license purchases, buying only the licenses you need and that you remain compliant with your licensing terms.

PA Online is usually the best starting point for clients building a view of their entitlements.

The information in PA Online should be checked against your own records to ensure that the two are aligned. It is especially important to check customer names and agreement numbers to ensure that they are a complete representation of your organization and match to the records you hold.

The following steps will enable you to establish a complete view in most circumstances.

Step 1: Extract full list from PA

Following the guidance set out above, run the relevant reports in PA Online to obtain a transactions listing and an inventory view of your entitlements.

Step 2: Review completeness of PA Online data

Bear in mind the common reasons for gaps and supplement PA Online records with additional data sources such as entitlements recorded in ELAs, IBM and AWS Marketplaces, runtime/OEM licenses from third parties, and licenses from companies which IBM has acquired but not yet integrated into PA records.

There are a number of reasons why the information on PA Online may not be a complete entitlement position. The decision tree in the [appendix](#) identifies the major ones.

Enterprise Agreements

Under enterprise agreements such as ELA and Enterprise Software & Service Offering (“ESSO”), clients can make ‘catalog purchases’ which allow an amount to be prepaid and the client to decide later which IBM programs will be licensed with this. Clients may also have access to a ‘substitution pot’. This is an agreed list of programs which are eligible for substitution and a client can freely reallocate contract value between these programs so long as the overall contract value deployed does not exceed the maximum defined in the agreement.

Under these agreements, the client’s entitlements are determined at the end of the agreement term and only recorded on PA and in PoEs issued at that time. Until that point, PA Online will not show a complete view of your entitlements.

To ensure a complete entitlement position is reflected in PA, it is important for ELA and ESSO clients to closely track and record software drawdowns and substitutions throughout the duration of the agreement, so that these can be communicated to IBM at the end of the agreement term and accurately reflected in PA at that time. Reporting of usage to IBM at the end of the agreement term is a requirement of ELA and ESSO agreements.

Legacy licenses

IBM has acquired many other software companies and you may have licensed software from companies which are now part of the IBM portfolio. These 'legacy licenses' (sometimes referred to as 'Flexible Contract Type' or 'FCT') will usually be recorded within Passport Advantage shortly after IBM acquires the company, but the completeness and accuracy of these records is dependent on the information held by the acquired company. It is good practice to familiarize yourself with the software companies that IBM has acquired, to collate any legacy PoEs and to check that all your licenses are correctly recorded in IBM systems.

If legacy license entitlements are missing or incorrectly recorded in PA Online contact your IBM representative to arrange for your records to be updated.

OEM licenses

IBM programs are often included in other, third-party vendor software. The third-party vendor is the licensee of IBM's program in this case and is granted the right to embed IBM's technology in their own offering under what is known as an OEM license.

You should check your IT estate and identify any IBM programs which are OEM-licensed. It is important to keep a record of any third party PoEs as these provide evidence that the OEM licenses should be treated as part of your entitlements to use IBM products.

Step 3: Add subscription entitlements purchased outside PA

Whilst subscription entitlements purchased from IBM can sit under Passport Advantage agreements, they are more commonly procured and held outside PA. To the extent this software is not acquired through PA or PAE, your entitlement to any such programs will not be recorded in PA Online. It is therefore important to maintain good internal records of active subscriptions, including program name, metric, entitled quantity and subscription term and expiration date. This is also the case for subscriptions for IBM software purchased through, for example, AWS Marketplace.

Step 4: Add mainframe entitlements from Shopz

IBM offers an equivalent to PA Online for mainframe called "Shopz", which can be accessed [here](#). Mainframe programs that are not licensed under PA are detailed here and these records should be combined with your PA Online records to give a complete view of your entitlements across both distributed and mainframe environments.

Step 5: Review entitlements for evolutions

IBM's continuing innovation means that product offerings may change over time. These changes are referred to as "evolutions" and can take various forms:

- Changing the name of a program
- Changing the metric, and converting existing license quantities to the new metric on a ratio basis
- Withdrawing a program/part number and replacing it with another program/part number
- Splitting a program into multiple separate programs, each with their own part numbers
- Merging multiple programs into a single, new part number and withdrawing the old part numbers.

When evolutions become effective

Product evolutions become effective at the point of announcement for PA clients. However, if you are party to an Enterprise Agreement, product evolutions only become effective at the end of the term.

As PA Online will show the effect of the evolutions on your entitlement records immediately, this can cause inconsistencies between PA Online and your Enterprise Agreement until your agreement renews. **The ELA prevails.**

Changes of metric

If the evolution involves a change of metric, be sure that inaction does not cause your existing deployment to become non-compliant with the new metric and license quantity. This may occur because the basis of measurement changes, or the converted quantity of licenses may need to be validated against your deployment to ensure that the evolution does not require a change to the deployment or an adjustment to the number of licenses held.

Evolutions are discussed in more detail later in this guide.

Step 6: Check completeness

Identify and collect all documentation relating to the purchase of IBM licenses. It is common for licenses to have been purchased on a piecemeal basis over many years and under a variety of agreements and Site Numbers.

You may also have acquired licenses from companies subsequently acquired by IBM. You should ensure that this completeness check covers licenses for programs (and from companies) recorded under previous names.

Step 7: Update and optimize

If your checks have uncovered inconsistencies or missing information, it is important to inform IBM. It may also become apparent that there is room for simplification or optimization of your entitlement structure so that it becomes easier to track and manage entitlements going forward.

Changes to your Organization

If your organization structure changes, for example due to M&A activity, it is important to notify IBM of this so that your entitlements can be updated to reflect this change. This may involve requesting entitlements to be transferred with an outgoing entity or ensuring that entitlements of purchased entities are correctly reflected in IBM's records.

Learn more about the process for license transfers in the M&A license guide on the [Guides](#) page.

Site Optimization

It is common, particularly in larger organizations or those with long relationships with IBM, for there to be multiple PA sites under which entitlements are recorded. While this can be helpful in identifying licenses held by various parts of the business, in more extreme cases this can become outdated and difficult to manage, increasing the risk of entitlements being overlooked or forgotten about.

Upon request, IBM can consolidate multiple PA sites into a more streamlined structure. You should have a clear understanding of how you would like your sites to be structured moving forwards so that IBM can effect this change. Contact your IBM representative to start this process.

Identifying and Interpreting Evolutions

Evolutions can have an impact on how you may deploy an IBM program, how it is measured and how much of the program you may deploy. It can also make reconciling PA Online records back to issued PoEs more difficult as new PoEs are not issued when an evolution occurs. Identifying when a program evolution has taken place can be difficult and requires a proactive approach.

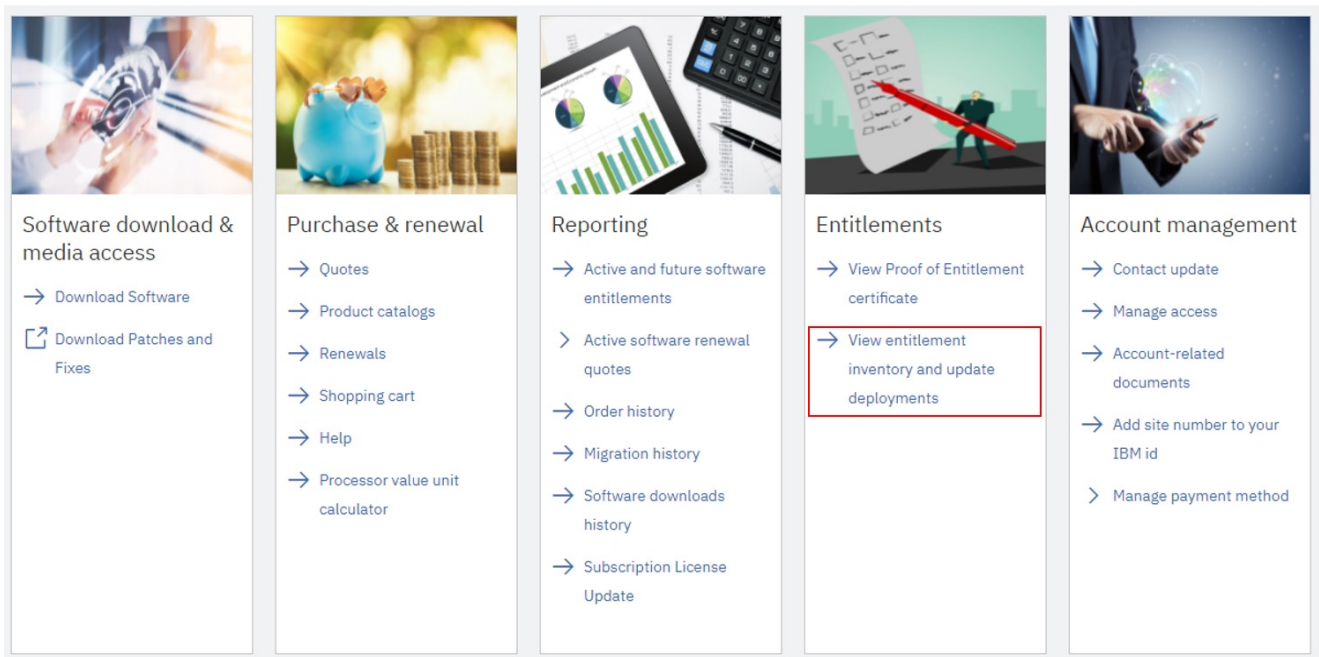
You can identify evolutions by checking for new products, metrics, license quantities and/or part numbers in:

1. Your annual S&S renewal statements
2. Periodic checks of your PA Online entitlement reports

Checking for evolutions in PA Online

Step 1: Access your entitlement inventory

Access your entitlement inventory by clicking on “View entitlement inventory and update deployments” on the PA Online landing page.



Step 2: Generate an entitlement inventory

Generate an entitlement inventory by selecting the appropriate option as shown below.

Select an option below to generate your entitlement inventory and deployments report.

*IBM does not maintain or alter your deployment quantities.

Show me all entitlements associated with this site - company:

Use this option for updating deployments.

Site number - Company name, Address

Brand

I want to choose a specific agreement - site combination:

Use this option for updating deployments.

Agreement number - Site number - Company name, Address

Brand

Step 3. Check “Product history and evolutions”

Each relevant program needs to be checked separately.

Program	Agreement Number	Brand	Current Product	Transaction History	Product history and evolutions	Software License or Appliance Quantity	Active Subscription & Support Quantity
Passport Advantage		Security	Cloud Pak for Multicloud Management Managed Virtual Server			162	162

1 - 1 of 1 results

Step 4: Expand the product history table

Click on the ‘+’ next to each row in the product history table to expand.

Customer Name: CUSTOMER_NAME	Product Name: IBM Cloud Pak for Multicloud Management Managed Virtual Server	Program: Passport Advantage
Site Number: #####	Agreement Number: #####	

1 - 1 of 1 result

	License, subscription and support	30 Jun 2018 – 30 Jun 2019	Part Quantity: 162
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1 - 1 of 1 result

[Return to entitlement inventory](#)

[Download/print report](#)

Step 5: Check if evolutions have taken place

If an evolution has taken place, there will be a table populated next to ‘Evolutions’.

License, subscription and support		30 Jun 2018 - 30 Jun 2019		Part Quantity: 162					
Sales Order Create Date	Purchase Order Date	Entitlement Type	Site Number	Agreement Number	Sales Order Number	Line Item	Product Description	Part Number	Part Quantity
02 Jul 2018	30 Jun 2018	License, subscription and support	#####	#####	#####	330	IBM Cloud Automation Manager Virtual Processor Core	D1VS9LL	4,050

Evolutions	Effective Date	From Product	To Product	From Ratio	To Ratio	From Quantity	To Quantity
	09 Jun 2020	IBM Cloud Automation Manager Virtual Processor Core	IBM Cloud Pak for Multicloud Management Managed Virtual Server	25	1	4,050	162

Understand the implications of evolutions

If a product evolution has taken place, it is important to understand the implications this may have on the licensing and deployment of your IBM programs.

One or more of the following changes will occur as a result of a product evolution:

A change of program name

The 'From Product' and 'To Product' fields in the Evolution table will show the new program name. This can be used to search for the License Information Document ("LI") for the evolved program to understand any new licensing terms, conditions and limitations.

	Effective Date	From Product	To Product	From Ratio	To Ratio	From Quantity	To Quantity
Evolutions	09 Jun 2020	IBM Cloud Automation Manager Virtual Processor Core	IBM Cloud Pak for Multicloud Management Managed Virtual Server	25	1	4,050	162

A change of metric

The same 'From Product' and 'To Product' fields will detail the new metric (if applicable).

	Effective Date	From Product	To Product	From Ratio	To Ratio	From Quantity	To Quantity
Evolutions	09 Jun 2020	IBM Cloud Automation Manager Virtual Processor Core	IBM Cloud Pak for Multicloud Management Managed Virtual Server	25	1	4,050	162

This is important as the way licenses for the program are measured may have changed and may require changes to your deployment to ensure you remain within your licensed limit.

Some metric changes also require a change in license quantity. This is done using a ratio.

	Effective Date	From Product	To Product	From Ratio	To Ratio	From Quantity	To Quantity
Evolutions	09 Jun 2020	IBM Cloud Automation Manager Virtual Processor Core	IBM Cloud Pak for Multicloud Management Managed Virtual Server	25	1	4,050	162

In the example above, entitlement to Virtual Processor Cores (VPC) has been converted to entitlement to Managed Virtual Server (MVS) at a ratio of 25:1 such that 4,050 VPCs have been converted to 162 MVS licenses. This is further explained in the 'From Quantity' and 'To Quantity' columns.

	Effective Date	From Product	To Product	From Ratio	To Ratio	From Quantity	To Quantity
Evolutions	09 Jun 2020	IBM Cloud Automation Manager Virtual Processor Core	IBM Cloud Pak for Multicloud Management Managed Virtual Server	25	1	4,050	162

FAQs

How do I register for access to PA Online?

You first need to register for an IBM ID. Once you have an IBM ID you can submit a request for PA Online access as detailed [here](#).

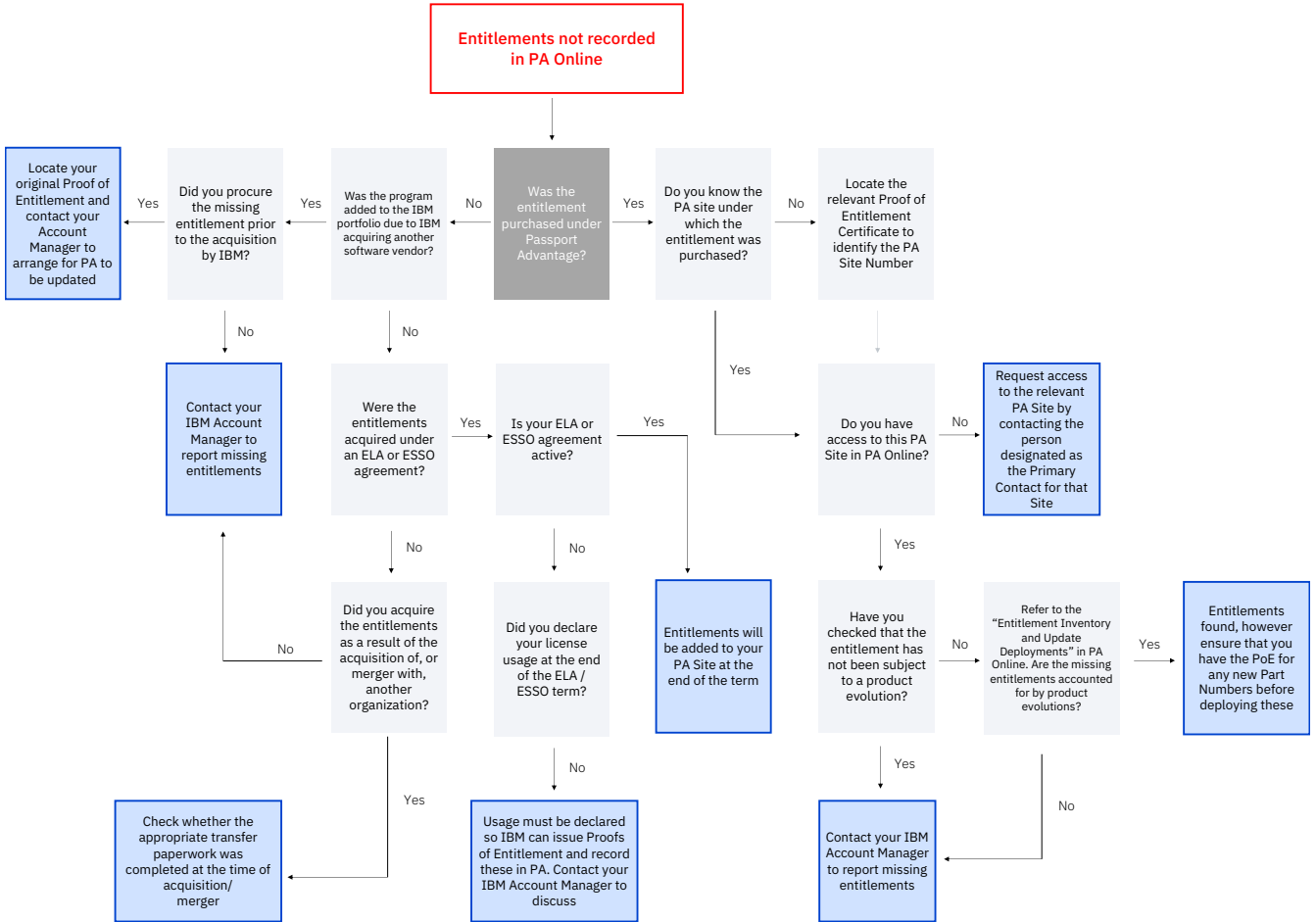
I have mainframe licenses outside of PA; how do I manage and track my entitlements?

IBM offers an equivalent to Passport Advantage Online for mainframe called “Shopz”, which can be accessed [here](#).

Is there a single report where I can review all evolutions relevant to my entitlements?

No. The process set out in this Guide needs to be followed in respect of each program to which you have entitlements.

Appendix



Further Reading

About Passport Advantage

Learn more about the Passport Advantage agreement and features of this licensing programme.

<https://www.ibm.com/software/passportadvantage/aboutpassport.html>

About Passport Advantage Express

Learn more about the Passport Advantage Express agreement and features of this licensing programme.

<https://www.ibm.com/software/passportadvantage/aboutexpress.html>

Passport Advantage Online

The online licensing portal for clients to track and manage license entitlements.

<https://www.ibm.com/software/passportadvantage/pao.html>

International Passport Advantage Express Agreement (“IPAEA”)

The agreement relating to software licensed under Passport Advantage Express.

www.ibm.com/terms?id=Z125-6835

International Passport Advantage Agreement (“IPAA”)

The agreement relating to software licensed under Passport Advantage.

www.ibm.com/terms?id=Z125-5831

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