

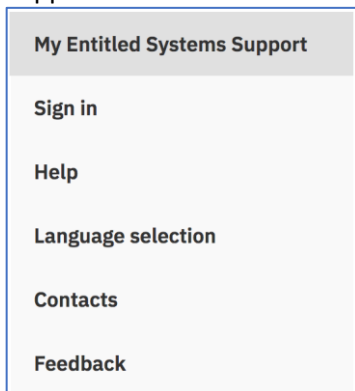
Before starting with this procedure, have at hand your customer number and machine serial number. An easy way to find the serial number of your PT machine is logging into the system via command line and running this command: `egrep "MfgSerNum" /opt/ras/config/mrpd.xml`

If you happen to encounter any problem with the Entitled Systems Support (ESS) site while following the steps on this document, contact the ESS Customer support center by going to the “Contacts” option on the left pane and search for your country or region.

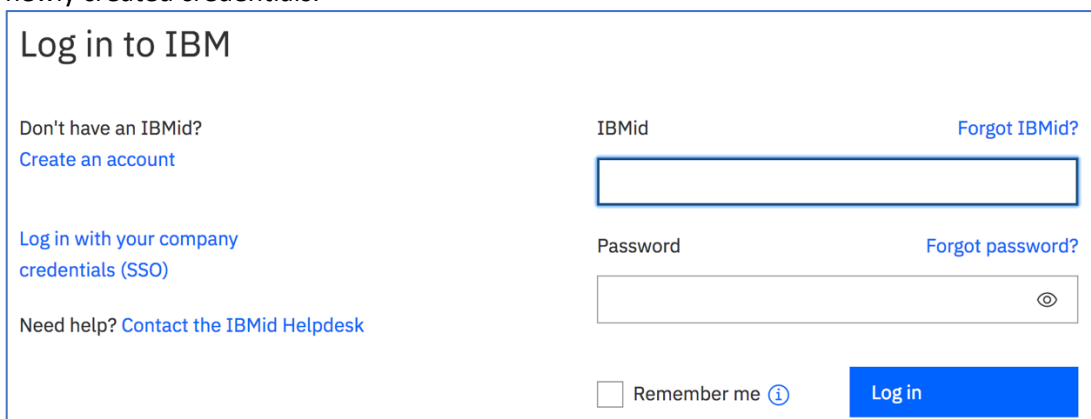
1. Once you have both your customer number and machine serial number, navigate to the Entitled Systems Support website:

<https://www.ibm.com/servers/eserver/ess/OpenServlet.wss>

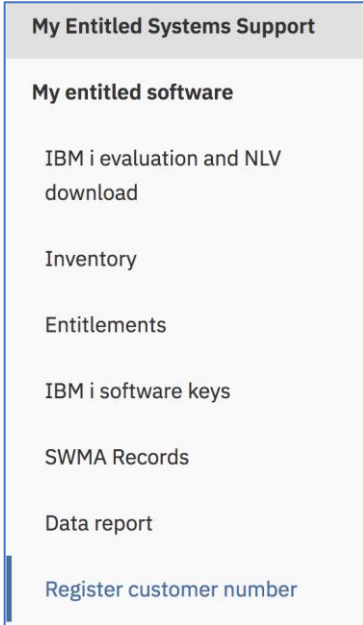
2. On the left pane, select “Sign in” to create an IBM account or log in to the Entitled Systems Support site.



3. If you already have an IBM account, enter your credentials. If you don't have an IBM account, click on “Create an account” and follow the steps, then return to the login screen and enter your newly created credentials.

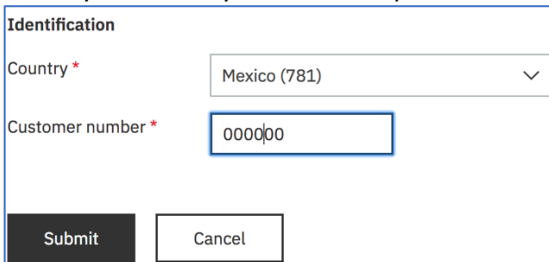


4. Once you have logged in, hit “My Entitled Software” on the left pane and a new set of options appears. From the new list under “My entitled software”, select “Register customer number”.



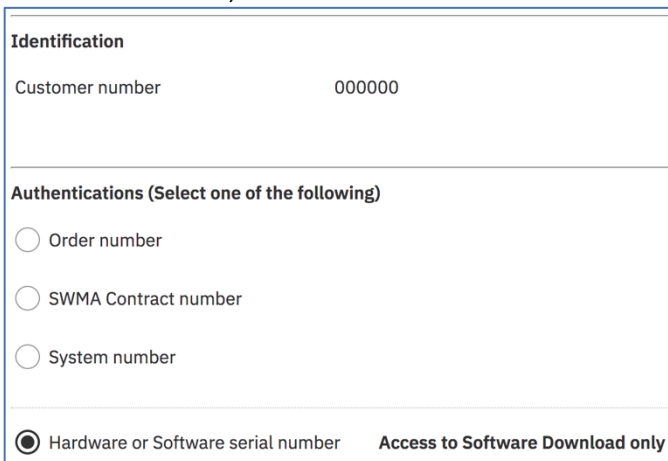
The screenshot shows a vertical menu titled "My Entitled Systems Support". Under the heading "My entitled software", there is a list of options: "IBM i evaluation and NLV download", "Inventory", "Entitlements", "IBM i software keys", "SWMA Records", "Data report", and "Register customer number". The "Register customer number" option is highlighted with a blue bar on the left side of the menu.

5. Select your country from the dropdown list and enter your customer number. Click “Submit”.



The screenshot shows a form titled "Identification". It has two input fields: "Country *" with a dropdown menu showing "Mexico (781)" and "Customer number *" with a text box containing "000000". Below the fields are two buttons: "Submit" and "Cancel".

6. On the next screen, select “Hardware or Software serial number” and click “Continue”.



The screenshot shows a form titled "Identification". It displays "Customer number" as "000000". Below this is a section titled "Authentications (Select one of the following)" with four radio button options: "Order number", "SWMA Contract number", "System number", and "Hardware or Software serial number". The "Hardware or Software serial number" option is selected, and the text "Access to Software Download only" is displayed next to it.

7. Enter your customer number or the Hardware number of your ProtecTIER machine and continue.

Authorization (Enter one of the following) *

Hardware or Software serial number

or

Customer Number (include country code)

8. After a successful registration you see the following text:

Register customer number

Customer number registered

Customer number for Hardware or Software serial number 06: registered successfully.

To continue working with your current customer numbers, click the following link.

9. Now you are ready to start with the download process. On the left pane click “My entitled software” and then select the very first option “Software downloads”.

My Entitled Systems Support

My entitled software

Software downloads

IBM i evaluation and NLV download

Inventory

10. The next screen shows “Step 1” of the download process. On “Category” select “Storage” and for “Group” select “Other” as shown in the below capture and then hit “Continue”.

Servers > My entitled software > Software downloads >

Software downloads

The software available for download is based on all active entitlements associated with all customer numbers registered under your profile. Check [Help](#) for a list of supported products.

Step 1: Select a category and group

Category:

Group:

Continue

11. The list of available software is displayed on “Step 2”. Select the option “5639-PTA” under “Product Number” and click “Continue”.

Step 2: Select the software you wish to download

	Product Number	Product Name
<input checked="" type="checkbox"/>	5639-PTA	ProtecTIER Enterprise Ed
<input type="checkbox"/>	5639-VM1	Storwize V7000 SW V6
<input type="checkbox"/>	5639-VM7	Spectrum Virt V7000
<input type="checkbox"/>	5639-XXB	ProtecTIER Enterprise Ed
<input type="checkbox"/>	Select all	

For information on how to order additional products or features, refer to [How to buy](#), or call 1-888-SHOP-IBM.

Continue

12. On “Step 3” under “Total download size(MB)”, click “details” to show the list of available Red Hat versions and select the one you need according to your PT version.

Total download size(MB):		7832		
Product				
5639-PTA	details	<input checked="" type="checkbox"/>	ProtecTIER Enterprise Ed 21282	
Release		Download Package		Size(MB)
03.04.03	packages	<input checked="" type="checkbox"/>	5806: V3.4.1 ProtecTIER Enterprise v03.04.03,ENU,DVD	7832
03.04.03	packages	<input type="checkbox"/>	5846: V3.2.2 ProtecTIER Enterprise v03.04.03,ENU,DVD	6764
03.04.03	packages	<input type="checkbox"/>	5856: V3.3.7 ProtecTIER Enterprise v03.04.03,ENU,DVD	6686
Select all				<input type="checkbox"/>
Total download size(MB):		7832		

13. On “Step 4: Terms and conditions”, you can review your selection and then click “I agree” at the bottom of the page to move on to the next step.

14. At the bottom of the page of “Step 5”, the “Click here to use HTTP” screen appears. Click on it and it will take you to the last step.

Download your software

Press **Download now** to download the software using IBM Download Director.

Download now

[Click here to use HTTP.](#)

15. A list of file names is displayed. Click on the “IBM System Storage ProtecTier Maintenance and Recovery” link that corresponds to your Red Hat ISO. Your download should start automatically.

Product	
5639-PTA	ProtecTIER Enterprise Ed
Release	Download Package
03.04.03	5806: V3.4.1 ProtecTIER Enterprise v03.04.03,ENU,DVD
	IBM System Storage ProtecTIER Enterprise Edition ↓ cd75216k.iso
	IBM System Storage TS7600 with ProtecTIER TS7650 and TS7650G ↓ cd74788d.iso
	IBM System Storage TS7650 ProtecTIER v. 3.4 Software Upgrade Guide ↓ c273643c.pdf
	IBM System Storage ProtecTIER Manager ↓ cd75217e.iso
	IBM System Storage ProtecTIER Maintenance and Recovery ↓ cd75601b.iso
	IBM System Storage ProtecTIER Enterprise Edition ↓ cd766444.iso