



Important Information

IBM Cognos Software Customer Migration to Passport Advantage

Passport Advantage (PA) and Passport Advantage Express (PAE) are IBM's standard support offerings, covering new license acquisition and software subscription and support (S&S). Only direct Cognos customers with applicable products are being migrated into Passport Advantage. If you are a Site Technical Contact associated with an IBM Customer Number (ICN) for one of these customers you should receive notice from your renewal contact, or via automated communications. This document describes how you may be affected by this transition, as it relates to access to the IBM SR problem submission tool and software downloads.

For an overview of the features available with PA, please refer to the following tutorial:

<http://www-01.ibm.com/software/lotus/passportadvantage/passporttutorial.html>

Migration Scenarios:

Based on your company's relationship with IBM, and the decisions made by your renewal contact, your company may fall into one of the categories listed below.

If you were:

1. Not previously a Passport Advantage customer, or
2. Previously a Passport Advantage customer, but the existing Passport Advantage site does not match the site attached to the Cognos entitlements, or
3. Previously a Passport Advantage customer, the existing Passport Advantage site matched the site attached to the Cognos entitlements, but your renewal contact chose to keep Cognos entitlements on a separate Passport Advantage site

Then:

- Your ICN will be converted to a Passport Advantage site
- Your SR history will be maintained
- You will continue to submit SRs using the same ICN
- Your downloads will be accessed using the same Passport Advantage site number

If you were previously a Passport Advantage customer, the existing Passport Advantage site matched the site attached to the Cognos entitlements, and your renewal contact chose to move the Cognos entitlements to the same Passport Advantage site, then:

- Your old ICN's Cognos entitlements will expire
- All previous SR history will remain under that ICN for historical purposes
- You will need to submit SRs using the new ICN
- You will need to create and manage support contacts under this new ICN
- Your downloads will be accessed using the new Passport Advantage site number

In all scenarios, the Primary Site Technical Contacts are responsible for adding and maintaining their list of authorized contacts/callers to access support. For your security, this list of contacts will not be transferred automatically, and will need to be authorized to access support under the new Passport Advantage agreement.



Global Support Customers

If your company held multiple support sites under your previous Cognos agreement, or you would like to manage multiple sites with Passport Advantage, please refer to this document to help you understand and establish global support sites using the Passport Advantage tools:

ftp://ftp.software.ibm.com/software/passportadvantage/Brochures_Quickguides_FAQs/PA_Multiple_Sites_Quick_Guide.pdf

Assistance

If you have any questions or concerns regarding your company's migration to Passport Advantage, please contact Information Management (IM) Client Care at tmail@us.ibm.com.

Resources

Cognos Transition Tips – Getting Started with IBM Support

<http://www-01.ibm.com/support/docview.wss?rs=3528&uid=swg21389775>

Continuing Cognos Business with IBM

<http://www-01.ibm.com/software/data/cognos/customercenter/dbwi/index.html>

Passport Advantage Quick Reference Guides

http://www-01.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html