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# Cloud Pak Red Hat Entitlements

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Instructions on how Cloud Pak customers can access the entitlements  
to the Red Hat products that come with their Cloud Paks

January 2023

# Accessing Red Hat Entitlements from your IBM Cloud Paks

IBM Cloud Pak® solutions can include entitlements to use Red Hat subscriptions such as Red Hat® OpenShift® Container Platform, Red Hat Enterprise Linux® CoreOS (RHCOS), Red Hat Enterprise Linux (RHEL) and Ansible. To access these entitlements, you must link your IBM Cloud® Paks to your Red Hat account through IBM Passport Advantage. Complete the following procedure to access your Red Hat entitlements:

1. Go to the IBM Passport Advantage Online tab at [IBM Passport Advantage](#), click **Sign in to your PAO Site**, and log in with your IBMid.  
**Notes:** - The Customer Primary Contact name on your IBM order is passed to Red Hat to accept the Red Hat terms and conditions and link entitlements, then are tied to that Red Hat account number.  
- If your company has multiple sites, an extra *Sign in* screen appears for you to select a specific company site number.
2. On the Passport Advantage Online page, click **Download Software**. On the Software downloads page, confirm your *Site Name* and *Site number* and enter your IBM Cloud Pak part number in the search field, then press Enter. You can find your IBM Cloud Pak part number in your Proof of Entitlement (POE) document. If you do not have your specific part number handy, or, if you have more than one IBM Cloud Pak that you want to link, search for Cloud Pak.
3. Scroll over the product name of the IBM Cloud Pak that has the entitlement that you want to link, a **View more** link appears. Click **View more** for that IBM Cloud Pak.
4. Verify the IBM Cloud Pak product description and click **Continue**.  
**Important:** Do not change or enter data in the *Version*, *Operating System*, or *Language* fields.
5. Locate the *Link with Red Hat* heading in the *Specification* section. Click the order number that corresponds to the order number that you want to link your entitlement to. Click **Okay** to navigate away from Passport Advantage Online to the Red Hat login page to map your IBM entitlement to your Red Hat account. Previously linked orders show up under the *Red Hat account* row under *Specifications*.  
**Important:** Do not click **Container Install** or **Software downloads**. These are not part of the entitlement linking process.
6. On the Red Hat login page, either log in with your existing Red Hat account, or create a new account. You must have a Red Hat account to access the OpenShift Cluster Manager. You do not need a paid Red Hat subscription entitlement to access any IBM® offering.
7. On the Red Hat *Review order summary* page, verify that the information is correct and click **Next**.
8. On the Red Hat *Link your Red Hat Account* page, select *Assign the Red Hat subscriptions to this Red Hat account and link my IBM order*, accept the Enterprise agreement terms, then click **Confirm**. A message appears confirming that your Red Hat account is linked with your IBM Order. Your entitlement is now accessible. You can link additional orders on the *Software downloads* page of Passport Advantage Online by clicking the SDMA tab in your browser.

Red Hat subscriptions can be viewed and managed in the Red Hat Customer Portal on the [Subscription Management page](#).

If these steps do not resolve your Red Hat product entitlement issue, please open a support ticket through IBM eCustomer Care at:  
<https://www-112.ibm.com/software/howtobuy/passportadvantage/homepage/ecarec>

# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 1: [Log into Passport Advantage Online](#) with your IBM ID and **click 'Continue'**, then enter your password and **click 'Log in'**.

**NOTE:** You must also be authorized with access to your company's Red Hat account (or create a new account) for a later step.


The diagram illustrates the two-step login process for IBM Passport Advantage Online. It consists of two side-by-side screenshots of the login page, connected by a large blue arrow pointing from left to right.

**Left Screenshot (Step 1):** The page is titled "Log in to IBM". It features an "IBMID" input field, which is highlighted with a red rectangle. To the right of the input field is a link "Forgot IBMID?". Below the input field is a checkbox labeled "Remember me" with an information icon. At the bottom of the input section is a blue button labeled "Continue" with a right-pointing arrow, also highlighted with a red rectangle. At the bottom of the page, there is a link "Don't have an account? [Create an IBMID](#)" and a footer link "Need help? [Contact the IBMID help desk](#)".

**Right Screenshot (Step 2):** The page is titled "Log in to IBM". It shows the user is "Logging in as abc" with a link "Not you?". The "Password" input field is highlighted with a red rectangle. To the right of the input field is a link "Forgot password?". Below the input field is a checkbox labeled "Remember me" with an information icon. At the bottom of the input section is a blue button labeled "Log in" with a right-pointing arrow, also highlighted with a red rectangle. At the bottom of the page, there is a link "Don't have an account? [Create an IBMID](#)" and a footer link "Need help? [Contact the IBMID help desk](#)".

# Accessing Red Hat entitlements from your IBM Cloud Paks

If your company has multiple sites, an additional ‘Sign In’ screen will appear (below) for you to **select a specific company site number**. Otherwise, go to step 2.

 Industries & Solutions Services Products Support & downloads My IBM

## Sign in

You have access to the following Sites. Please select one by clicking on the Site number link below.

Site numbers		
Site number	Site name	Site address
<a href="#">9999991</a>	Company Site Name A	Company Site Address A
<a href="#">9999992</a>	Company Site Name B	Company Site Address B

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- SoftLayer Cloud
- Find a sales rep
- Find a business partner
- Financing
- Analytics Zone - Downloads (US)

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- Cities
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- Products

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# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 2: On the *Passport Advantage Online* (PAO) page, click on '→ Download Software' under the Software download & media access menu or the Quick Entry menu on the right.

The screenshot displays the IBM Passport Advantage Online (PAO) interface. At the top, the IBM logo is on the left, and a search bar with a magnifying glass icon, a user profile icon, and a menu icon is on the right. Below the header, a navigation bar includes links for 'Passport Advantage Online', 'Software download', 'Purchase & renewal', 'Reporting', 'Entitlements', and 'Account management'. A blue banner below the navigation bar reads 'Improvements to Software Downloads are here.' with the subtext 'You spoke, we listened. Introducing a new way to access your software by clicking any of the software download links on the page.' Below the banner, a 'Find it fast' section features six vertical tiles: 'Software download & media access', 'Purchase & renewal', 'Reporting', 'Entitlements', 'Account management', and 'Quick Entry'. The 'Software download & media access' tile has a red box around the '→ Download Software' link. The 'Quick Entry' tile also has a red box around its '→ Download Software' link. Two red arrows originate from the text in Step 2, pointing to these two 'Download Software' links. The 'Quick Entry' tile lists additional options like 'Download Patches and Fixes', 'Add new users', 'Change or delete user access', 'Process users requesting access', 'Place a new license order', 'View Proof of Entitlement certificate', 'Order Media or Doc Pack', 'Review site number details', and 'Contact eCare'. A 'Let's talk' button is in the bottom right corner.

IBM

Passport Advantage Online Software download Purchase & renewal Reporting Entitlements Account management

View all news

**Improvements to Software Downloads are here.**

You spoke, we listened. Introducing a new way to access your software by clicking any of the software download links on the page.

Find it fast

**Software download & media access**

- Download Software
- Download Patches and Fixes

**Purchase & renewal**

- Quotes
- Product catalogs
- Renewals
- Shopping cart
- Help
- Processor value unit calculator

**Reporting**

- Active and future software entitlements
- Active software renewal quotes
- Order history
- Migration history
- Software downloads history
- Subscription License Update

**Entitlements**

- View Proof of Entitlement certificate
- View entitlement allocations
- Update entitlement allocations
- View entitlement inventory and update deployments

**Account management**

- Contact update
- Manage access
- Account-related documents
- Add site number to your IBM id
- Manage payment method

**Quick Entry**

- Download Software
- Download Patches and Fixes
- Add new users
- Change or delete user access
- Process users requesting access
- Place a new license order
- View Proof of Entitlement certificate
- Order Media or Doc Pack
- Review site number details
- Contact eCare

Let's talk

# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 2 continued: On the *Software downloads* page, **confirm your Site Name/Number** and **enter an IBM Cloud Pak part number** in the search box. Press the **'Enter'** key.

The part number can be found on your Proof of Entitlement (POE) document.

(Tip: If you do not have a part number, you can also search using 'Cloud Pak'.)

The screenshot displays the IBM Software Downloads page. On the left, the 'Software downloads' header is visible. Below it, a red box highlights the 'Site name' and 'Site number' input fields. The 'Site name' field contains 'Company Site Name' and the 'Site number' field contains '0009999999'. A red arrow points from the 'Site name' field to the search box on the right. The search box contains the text 'EQQ99LL', which is also highlighted with a red box and labeled 'Example' with a red arrow. Below the search box, the 'All results' section shows a list of products: 'IBM Rational Test RealTime', 'IBM Rational Performance Test Pack Virtual Testers', 'IBM Rational ClearCase', 'IBM Rational ClearCase MultiSite', and 'IBM Rational ClearQuest'. The page also features a navigation bar at the top with links to 'Products & Solutions', 'Consulting & Services', 'Learn & Support', and 'Explore more'. A blue banner at the top right announces the new Software Downloads site.

# Accessing Red Hat entitlements from your IBM Cloud Pak

Step 3: Search results will return a description of the IBM Cloud Pak part. **Scroll over the description** and **click on the “View more →” link**.

Note: If you searched on ‘Cloud Pak’ you may see one or more Cloud Pak part descriptions. Scroll over one and click on **“View more →”**.

The screenshot shows the IBM Software downloads page. The top navigation bar includes the IBM logo and links for Products & Solutions, Consulting & Services, Learn & Support, and Explore more. A search bar on the right contains the text 'EQ99LL'. On the left, there is a sidebar with 'Software downloads' and a form for 'Site name' (Company Site Name) and 'Site number' (0009999999). Below the form are links for 'Switch site', 'View classic version of Passport Advantage', 'Go to Fix Central homepage for fixes and updates for all your IBM products.', 'Contact eCare for questions regarding access, registration, software download, media access.', 'Visit IBM Support for product documentation and support requests.', 'Access software usage data on IBM Software Central', and 'Request Media request physical media.' The main content area shows 'All results' and a message: 'Showing 1 exact product matching the Sold part number “EQ99LL”: Company Site Name - 0009999999'. Below this, a product entry is shown: 'IBM Cloud Pak for Multicloud Management Reserved'. This entry is circled in red. To the right of the entry, there is a red arrow pointing to a 'View more →' link, which is also circled in red. The text 'Click here:' is written in red next to the arrow.

IBM

Products & Solutions ▾ Consulting & Services ▾ Learn & Support ▾ Explore more ▾

Software downloads

Site name  
Company Site Name

Site number  
0009999999

[Switch site](#)

[View classic version](#) of Passport Advantage

[Go to Fix Central](#) homepage for fixes and updates for all your IBM products.

[Contact eCare](#) for questions regarding access, registration, software download, media access.

[Visit IBM Support](#) for product documentation and support requests.

[Access software usage data](#) on IBM Software Central

[Request Media](#) request physical media.

Search: EQ99LL

All results

Showing 1 exact product matching the Sold part number “EQ99LL”: Company Site Name - 0009999999

IBM Cloud Pak for Multicloud Management Reserved

Click here: → View more →

# Accessing Red Hat entitlements from your IBM Cloud Pak

Step 4: Verify the IBM Cloud Pak product description and click 'Continue'.

**Important:** Do not change or enter data in the *Version, Operating or Language fields.*

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## Software downloads

Site name  
Company Site Name

Site number  
0009999999  
[Switch site](#)

[View classic version](#) of Passport Advantage  
[Go to Fix Central](#) homepage for fixes and updates for all your IBM products.  
[Contact eCare](#) for questions regarding access, registration, software download, media access.  
[Visit IBM Support](#) for product documentation and support requests.  
[Access software usage data](#) on IBM Software Central  
[Request Media](#) request physical media.

[← Back to product list](#)

IBM Cloud Pak for Multicloud Management Reserved

Specification

To reduce total download size, select the relevant Operating system and Language.

Version  
02.03.00 (Latest) ▾

Operating System  
All platforms ▾

Language  
All languages ▾

Continue

Verify product

Do not make any changes to these fields.

Click here



# Accessing Red Hat entitlements from your IBM Cloud Pak

## Step 5:

Under *Specifications*, the “Link with Red Hat” row will list one or more order numbers that contain a Cloud Pak part number.

**‘Click on an order number’** highlighted in blue font.

A pop-up alert will redirect you to the *Red Hat Customer Portal* page in a new browser window. Press ‘OK’.

## Notes:

- Previously linked orders will show in the ‘Red Hat account’ row.
- **Do not click on Container Install or Software downloads tabs.**

IBM | Products & Solutions ▾ Consulting & Services ▾ Learn & Support ▾ Explore more ▾

## Software downloads

← Back to product list

### IBM Cloud Pak for Applications

Specifications

Version	05.01.00 (Latest)	<a href="#">Change</a>
Operating System	Linux for System p, Linux for System x 86Series, Linux for System z, Red Hat Entrprs Lnx RHEL Adv Pltfrm, Red Hat OpenShift, SLES 12, Ubuntu	<a href="#">Change</a>
Language	Chinese Simplified, English, French, German, Italian Swiss, Japanese, Korean, Portuguese Brazilian, Spanish	<a href="#">Change</a>
Link with Red Hat	Click the order number that should be linked to your Red Hat account	<a href="#">Change</a>
Red Hat account:	Order numbers already linked to your Red Hat account	<a href="#">Change</a>
0099999991	0099999989	
License	Not Available	

View classic version of Passport Advantage

Go to Fix Central homepage for fixes and updates for all your IBM products.

Contact eCare for questions regarding access, registration, software download, media access.

Visit IBM Support for product documentation and support requests.

Access software usage data on IBM Software Central

Request Media request physical

Container Install X Software downloads X

Note: If first time Cloud Pak customer, this row will not be shown.

You are being redirected to Red Hat where you will need to login or create a new account to link your IBM software.

Press OK to continue

Cancel

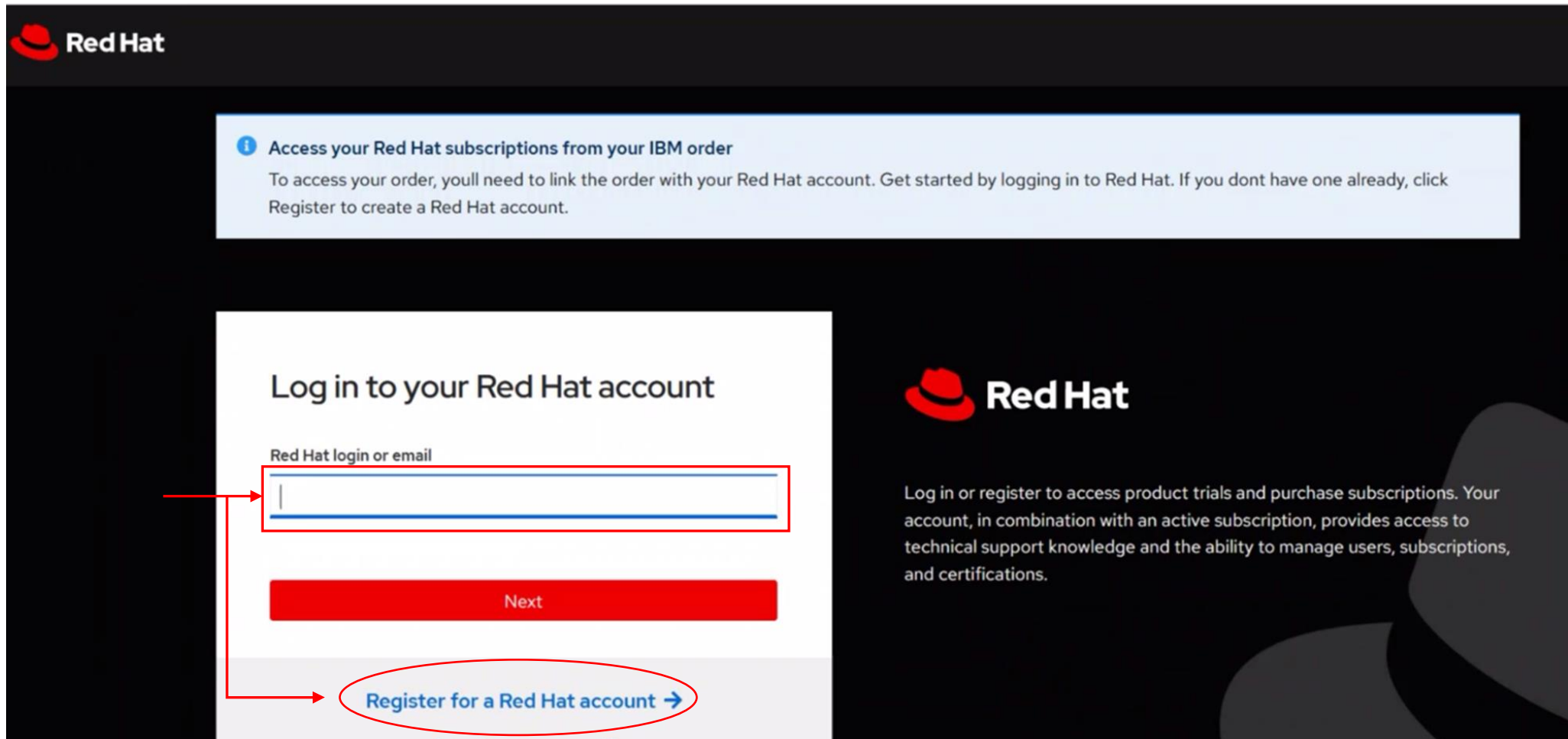
Okay

# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 6: **Log into Red Hat** with an existing Red Hat account **or create a new** Red Hat account. Click **'NEXT'**.

You must have a Red Hat account to access the OpenShift Cluster Manager.

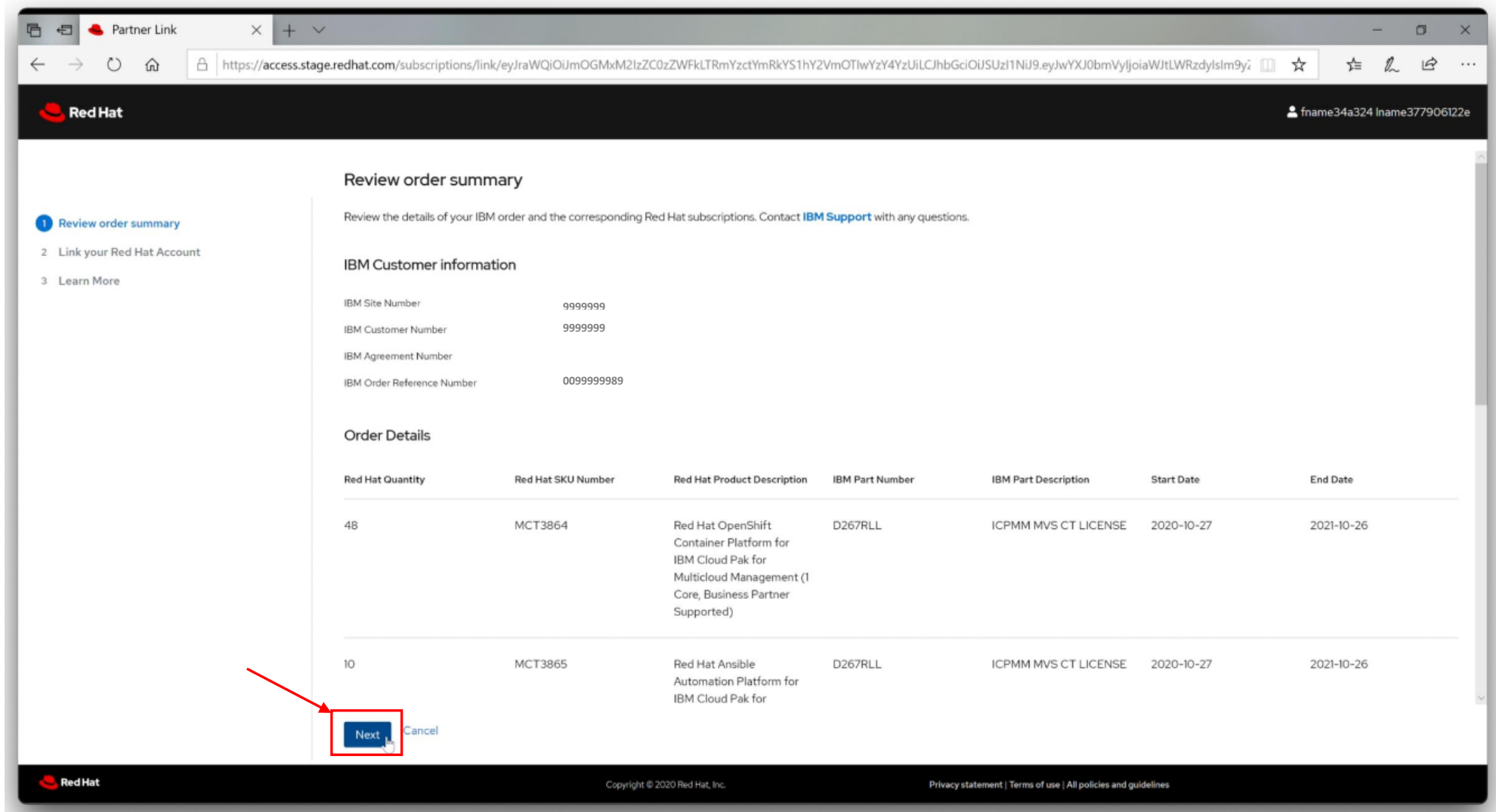
You do not need a paid Red Hat subscription entitlement to access any IBM® offering.



The image shows the Red Hat login and registration interface. At the top left is the Red Hat logo. Below it is a light blue informational box with an 'i' icon and the text: "Access your Red Hat subscriptions from your IBM order. To access your order, you'll need to link the order with your Red Hat account. Get started by logging in to Red Hat. If you don't have one already, click Register to create a Red Hat account." Below this box is a white login form. The form has the heading "Log in to your Red Hat account". Below the heading is a label "Red Hat login or email" above a text input field. A red arrow points to this input field. Below the input field is a red button labeled "Next". Below the "Next" button is a link "Register for a Red Hat account →" which is circled in red. A red arrow points to this link. To the right of the login form is a dark grey sidebar with the Red Hat logo and the text: "Log in or register to access product trials and purchase subscriptions. Your account, in combination with an active subscription, provides access to technical support knowledge and the ability to manage users, subscriptions, and certifications."

# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 7: After logging into your Red Hat account, you will land on the *Red Hat Review order summary* page. Red Hat SKU numbers associated with your Cloud Pak order will be listed. Verify that the information is correct and **click 'Next'**.



The screenshot shows the Red Hat 'Review order summary' page. The page is divided into two main sections: 'IBM Customer information' and 'Order Details'. The 'IBM Customer information' section lists the following details:

Field	Value
IBM Site Number	9999999
IBM Customer Number	9999999
IBM Agreement Number	
IBM Order Reference Number	0099999989

The 'Order Details' section contains a table with the following data:

Red Hat Quantity	Red Hat SKU Number	Red Hat Product Description	IBM Part Number	IBM Part Description	Start Date	End Date
48	MCT3864	Red Hat OpenShift Container Platform for IBM Cloud Pak for Multicloud Management (1 Core, Business Partner Supported)	D267RLL	ICPMM MVS CT LICENSE	2020-10-27	2021-10-26
10	MCT3865	Red Hat Ansible Automation Platform for IBM Cloud Pak for	D267RLL	ICPMM MVS CT LICENSE	2020-10-27	2021-10-26

At the bottom left of the page, there is a blue 'Next' button and a grey 'Cancel' button. A red arrow points to the 'Next' button.

# Accessing Red Hat entitlements from your IBM Cloud Paks

Step 8: **Click the check box** next to “Assign the Red Hat subscriptions to this Red Hat account and link my IBM order.”  
**Click the check box** next to “\*I have read and agree to the terms”.  
**Click on ‘Confirm’.**

The screenshot displays the Red Hat Partner Link interface for linking an account. The browser address bar shows the URL: <https://access.stage.redhat.com/subscriptions/link/eyJraWQIOiJmOGMxM2IzZC0zZWFKLTRmYzctYmRkYS1hY2VmOTlwYzY4YzUiLCJhbGciOiJSUzI1NiJ9.eyJwYXJ0bmVyljoiaWJtLWRzdylslm9yZ>. The page title is "Partner Link".

**Account details**

Red Hat login:  
Email address:  
Red Hat Account Number: 9999999  
Company:  
Title:  
First Name:  
Last Name:  
Country or Region:  
Address 1:  
Postal Code:  
City:  
County:  
State:  
Phone number:

**Link accounts**

☒ Assign the Red Hat subscriptions to this Red Hat account and link my IBM order.

**Enterprise agreement**

To read the Red Hat Enterprise Agreement document (PDF), select your preferred language and location from the dropdown menu.

Enterprise agreement -United States (English) [Download](#)

Change agreement's location and language

☐ \*I have read and agree to the terms.

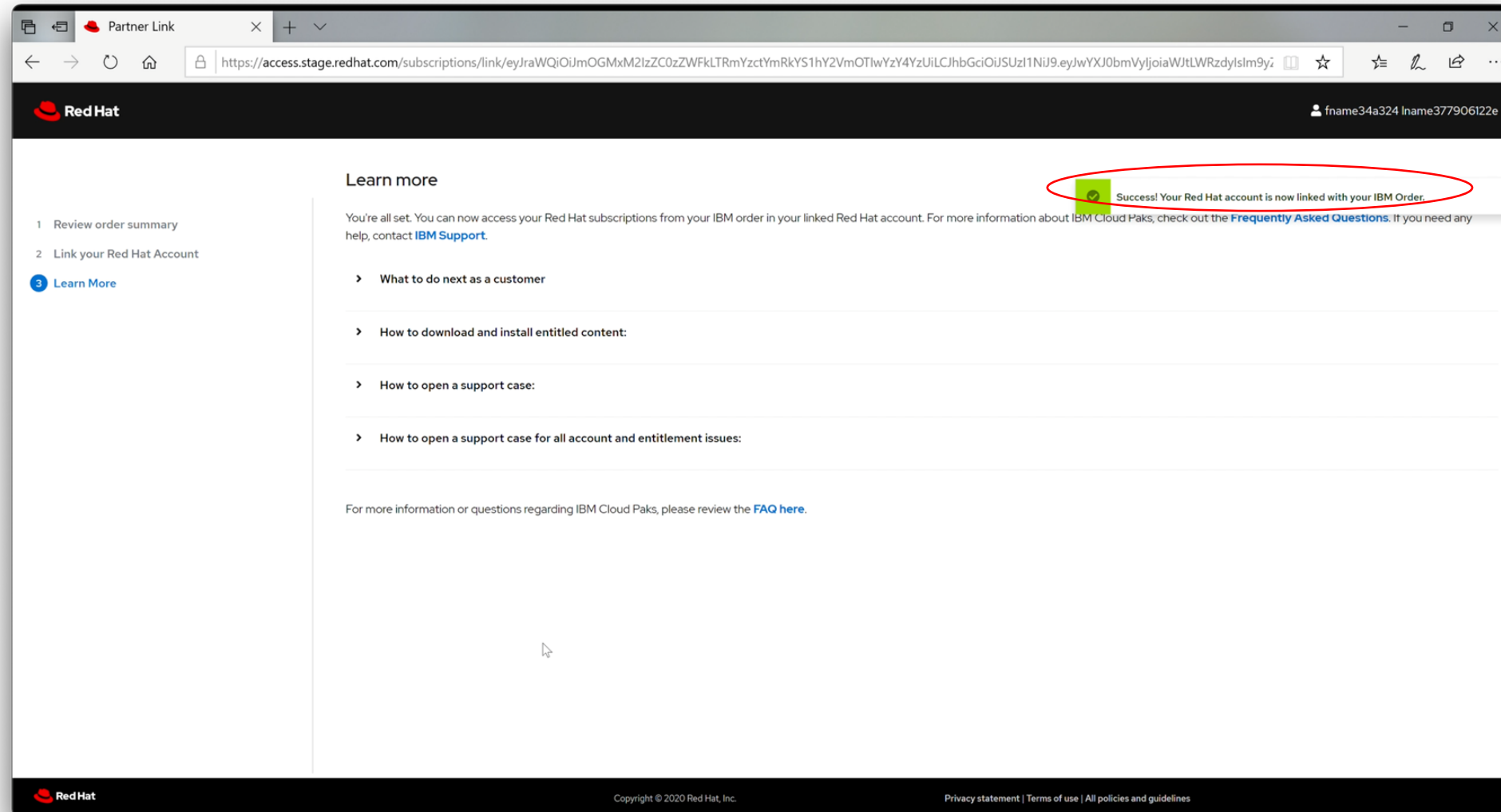
**Confirm** **Back** **Cancel**

\*Required fields

Your account profile information will be populated here.

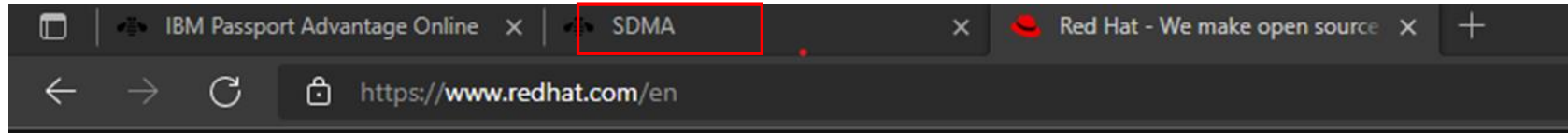
# Accessing Red Hat entitlements from your IBM Cloud Pak

The “Success!” message in the top right corner will indicate that the Red Hat entitlements from the Cloud Pak order are now in the selected Red Hat account.



# Accessing Red Hat entitlements from your IBM Cloud Pak

To go back and link any additional orders listed on the screen in Step 5 (page 9) .... **'Click the 'SDMA' tab** on your browser bar.  
Proceed through Steps 6-8 again.



# Accessing Red Hat entitlements from your IBM Cloud Pak

Your Red Hat subscriptions can be viewed and managed in the Red Hat Customer Portal on the [Subscription Management page](#).

[Products & Services](#) [Tools](#) [Security](#) [Community](#)

[Overview](#) [Subscriptions](#) [Systems](#) [Cloud Access](#) [Subscription Allocations](#) [Contracts](#) [Errata](#) [Manage](#) ▾

Simple content access for Red Hat Subscription Management ☐ Disabled

Simple content access simplifies administrator workflows so that you can add, remove, or renew system registrations in a streamlined “register and run” experience. Simply connect Red Hat Enterprise Linux systems and begin installing software. [Learn more about simple content access enablement](#)

## Red Hat Subscription Management

Summary of all active subscriptions and purchased products for account 6329390

### Subscriptions

✔ 74

Active Subscriptions

⚠ 0

Recently Expired

📅 5

Ready to Renew

[View all Subscriptions](#)

### Systems

🖨 3

Physical

💻 16

Virtual

🖥 1

Hypervisors

[View all Systems](#)

### Errata

🛡 191

Security Advisories

🔧 789

Bug Fixes

⚙ 73

Product Enhancements

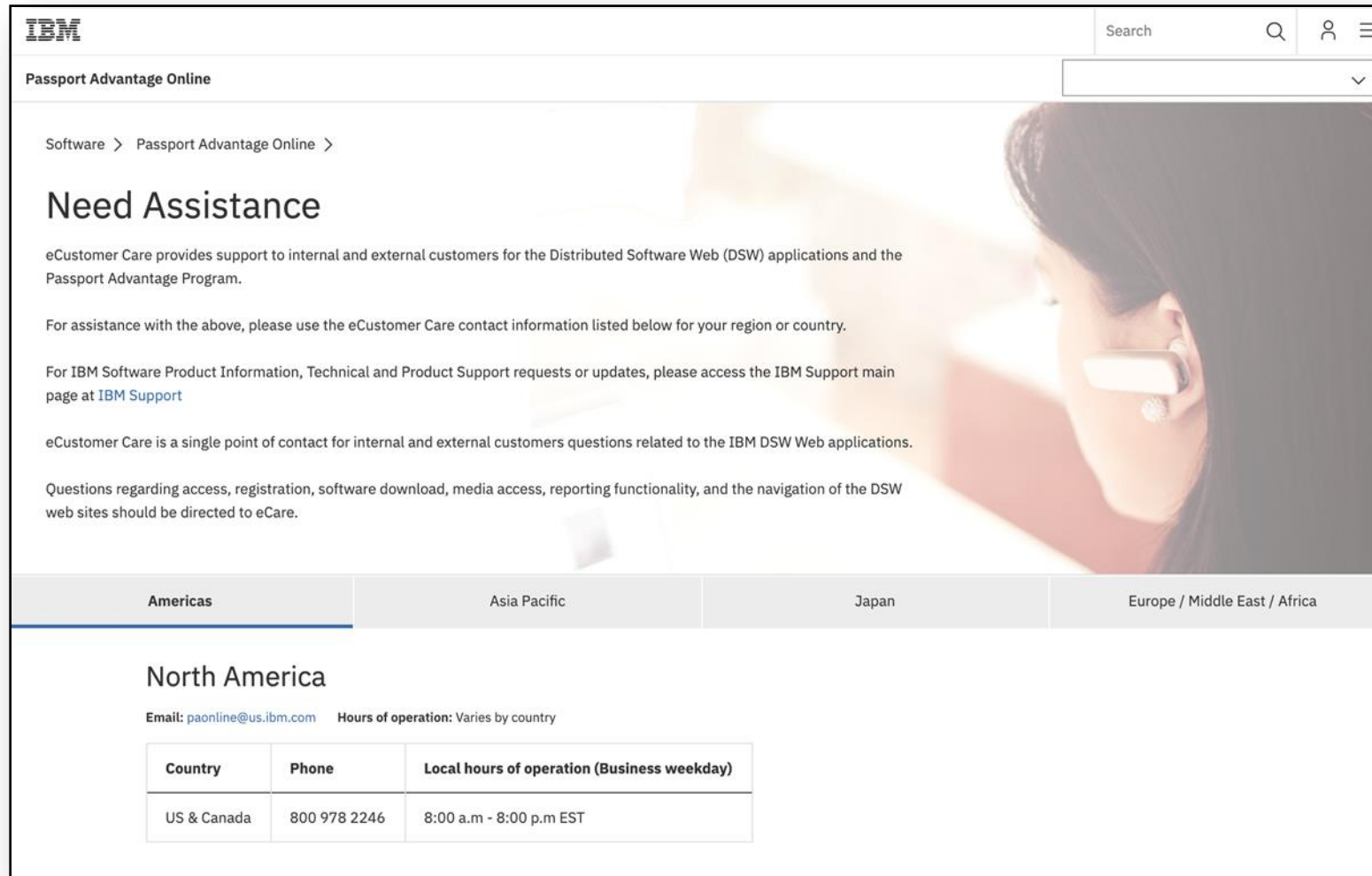
[View all Errata affecting your Systems](#)

Purchased Products

[Download .CSV](#)

# Accessing Red Hat entitlements from your IBM Cloud Pak

If the prior steps do not resolve your Red Hat product entitlement issue, please open a support ticket through IBM eCustomer Care at: <https://www-112.ibm.com/software/howtobuy/passportadvantage/homepage/ecarec>



**IBM** Search [icon] [icon] [icon]

Passport Advantage Online

Software > Passport Advantage Online >

## Need Assistance

eCustomer Care provides support to internal and external customers for the Distributed Software Web (DSW) applications and the Passport Advantage Program.

For assistance with the above, please use the eCustomer Care contact information listed below for your region or country.

For IBM Software Product Information, Technical and Product Support requests or updates, please access the IBM Support main page at [IBM Support](#)

eCustomer Care is a single point of contact for internal and external customers questions related to the IBM DSW Web applications.

Questions regarding access, registration, software download, media access, reporting functionality, and the navigation of the DSW web sites should be directed to eCare.

Americas	Asia Pacific	Japan	Europe / Middle East / Africa						
<h3>North America</h3> <p>Email: <a href="mailto:paonline@us.ibm.com">paonline@us.ibm.com</a> Hours of operation: Varies by country</p> <table border="1"><thead><tr><th>Country</th><th>Phone</th><th>Local hours of operation (Business weekday)</th></tr></thead><tbody><tr><td>US &amp; Canada</td><td>800 978 2246</td><td>8:00 a.m - 8:00 p.m EST</td></tr></tbody></table>	Country	Phone	Local hours of operation (Business weekday)	US & Canada	800 978 2246	8:00 a.m - 8:00 p.m EST			
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