



IBM Forms 4.0 provides a compelling interactive user interface and lower total cost of ownership for automating forms-based processes

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At a glance

IBM® Forms 4.0 helps businesses automate forms-based processes. This new release provides a great looking web 2.0 interface. The businesses can also help lower total cost of ownership through reusable forms components and improved web services support.

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL.

Reference: YE001

Overview

IBM Forms 4.0 helps line of business as well as IT users to automate forms-based processes. It is designed to help deliver the following benefits:

- Compelling, interactive user experience through new modern look and feel and Web 2.0 user interface
- Reduced time to value and total cost of ownership
 - Lower development cost through reusable forms components
 - Improved integration with existing infrastructure through improved web service interaction
 - Improved performance and scalability through 64-bit support in server
- Higher productivity through anytime, anywhere access on tablets like iPad

Key prerequisites

For details, refer to the [Hardware requirements](#) sections.

Planned availability date

IBM Forms ServerV4.0, IBM Forms DesignerV4.0, and IBM Forms Viewer V4.0

December 10, 2010: Electronic availability

IBM Forms with Workflow V4.0

December 17, 2010: Electronic availability

January 7, 2011: Media availability

Description

IBM Forms 4.0 makes it easier than ever for businesses to automate forms based processes. It is designed to help deliver the following benefits:

Compelling, interactive user experience

- Modernized widgets for fresh look and feel
- Rich text support in the forms

Lower total cost of ownership

- Lower development cost through reusable forms components
- Better integration with existing infrastructure through improved web service interaction
- Improved performance and scalability through 64-bit support in server

Improved process automation

- Easy-to-use workflow in the box
- Even tighter integration with Business Process Management systems like Process Server and FileNet P8

Higher productivity through anytime, anywhere access of forms-based applications on tablets like iPad

The new functionality in this release is:

- Modernized forms widgets
- Rich text support in forms
- Sixty-four-bit support in IBM Forms Server
- AIX® support in IBM Forms Server with Workflow
- Reusable forms components
- Improved web service integration
- Support for mobile tablets like iPad
- More out-of-the-box samples

Statement of direction

It is IBM's current intent that we will continue to integrate IBM Forms with other IBM products to provide end-to-end process automation to customers.

All statements regarding IBM's plans, directions, and intent are subject to change or withdrawal without notice.

Reference information

Software Announcement [210-297](#), dated September 28, 2010.

Availability of national languages

Product description	Language	General availability date
Forms Designer with workflow V4.0.0	Multilingual (English International, French, Russian, Korean, Chinese-Simplified, Spanish, Portuguese-Brazilian, Croatian, German, Japanese, Chinese-Traditional, Hungarian, Romanian, Slovenian, Czech, Slovakian, Italian, Polish)	January 7, 2011
Forms Server with workflow V4.0.0	Multilingual (Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese-Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese-Traditional, Hungarian, Norwegian Nynorsk, English, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	January 7, 2011
Forms Srvr Unlmted Vwr Ed V4.0.0	Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese-Simplified, Spanish, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese-Traditional, Hungarian, Norwegian Nynorsk, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	January 7, 2011
IBM Forms Designer V4.0.0	Multilingual (English International, French, Russian, Arabic, Korean, Chinese-Simplified, Spanish, Portuguese-Brazilian, Croatian, German, Japanese, Chinese-Traditional, Hungarian, Romanian, Slovenian, Czech, Slovakian, Italian, Polish)	January 7, 2011
IBM Forms Server Extender V4.0.0	Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese-Simplified,	January 7, 2011

IBM Forms Server V4.0.0	Spanish, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese-Traditional, Hungarian, Norwegian Nynorsk, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	Multilingual	January 7, 2011
	(English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese-Simplified, Spanish, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese-Traditional, Hungarian, Norwegian Nynorsk, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)		
IBM Forms Viewer V4.0.0	(Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese-Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese-Traditional, Hungarian, English, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	Multilingual	January 7, 2011

Program number

Program number	VRM	Program name
5724-N09	4.0.0	IBM Forms Designer
5724-N08	4.0.0	IBM Forms Server
5724-N07	4.0.0	IBM Forms Viewer

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

IBM Software Services for Lotus® Education provides education to support many Lotus offerings. For a complete list of offerings visit the website at

<http://www.ibm.com/software/lotus/training>

Technical Skills Software Workshop

No-fee technical skills training workshops (English only) for this product are offered to customers and business partners to gain hands-on skills for installing, configuring, operating, and supporting this product. The workshops are ideal for customers and business partners who are in the process of evaluating, or have already purchased it. Workshops are modeled to be 50% to 70% hands-on labs and are continually updated to current product release.

Workshops are delivered in multiple formats, traditional classroom, self-paced (self-study) and instructor led e-learning, all formats have the same content.

Traditional classroom workshops are scheduled and delivered in-person worldwide at IBM and non-IBM locations throughout the year.

Self-paced/self-study workshops enable the student to view the workshop presentations and execute the labs on their own schedule with no travel required. The presentations have speaker notes and allow the student full control to navigate the information. Students reserve a one week period to run the labs on a remote, supported, live environment. Support is provided through a monitored forum.

Note: A fast Internet connection is required.

For more details on current workshop content, schedules, and to register for any workshop format, visit

<https://www-304.ibm.com/jct01005c/isv/spc/events/index.jsp>

Offering Information

Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® website

<http://www.ibm.com/software/passportadvantage>

Publications

No publications are shipped with these products.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Technical information

Specified operating environment

Hardware requirements

Visit

<http://www.ibm.com/developerworks/lotus/documentation/forms/>

Software requirements

None.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement

letter. Documentation and other program content may be supplied only in the English language.

Planning information

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and technical support are provided by the Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

IBM Forms 4.0 will be distributed via a media package and electronic software distribution (ESD).

IBM Forms 4.0 media package is distributed in one package with the following:

- IBM Forms 4.0 product CDs and DVDs.
- Soft copy product documentation including README files are included on the product DVD.

The License Information form numbers for IBM Forms 4.0 are L-SYOG-8AFS3Y, L-SYOG-85EUZ9, L-SYOG-8AFSKJ, L-SYOG-8AFSLM, and L-SYOG-8AFS5L.

Security, auditability, and control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Product information

Licensed function title	Product group	Product category
IBM Forms Designer	Lotus Forms	IBM Forms
IBM Forms Designer with workflow	Lotus Forms	IBM Forms
IBM Forms Server	Lotus Forms	IBM Forms
IBM Forms Server Extender	Lotus Forms	IBM Forms
IBM Forms Server Unlimited Viewer Edition	Lotus Forms	IBM Forms
IBM Forms Server with workflow	Lotus Forms	IBM Forms
IBM Forms Viewer	Lotus Forms	IBM Forms

Program name	PID number	Charge unit description
IBM Forms Designer	5724-N09	Per Authorized User
IBM Forms Designer with workflow	5724-N09	Per Authorized User
IBM Forms Server	5724-N08	Per Processor Value Unit (PVU)
IBM Forms Server	5724-N08	Per PVU for Linux® on System z
IBM Forms Server Extender	5724-N08	Per PVU for Linux on System z
IBM Forms Server Extender	5724-N08	Per PVU
IBM Forms Server Unlimited Viewer Edition	5724-N08	Per PVU
IBM Forms Server with workflow	5724-N08	Per 20 Authorized Users
IBM Forms Server with workflow	5724-N08	Per PVU
IBM Forms Viewer	5724-N07	Per 25 Pages
IBM Forms Viewer	5724-N07	Per Authorized User

Charge metrics definitions

Authorized User

Authorized User is the unit of measure by which this program is licensed. An Authorized User is an individual (named or unnamed) within or outside of your enterprise. The program may be installed on one or more computers or servers and accessed by the number of users authorized by the Proof of Entitlement (PoE). You must have an entitlement for each Authorized User accessing the program or any program component in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at

http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html

and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the webpage below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor

core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes:

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis **only**. In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.
- Express and workgroup programs may be licensed with maximum use terms. In that case, the following applies. The maximum authorized use terms and conditions for PVU licensed IBM express and middleware programs can be found in the *IBM Express and Middleware Licensing Guide*.

Passport Advantage program licenses

IBM Forms Designer

Part description	Part number
IBM Forms Designer with Workflow	
IBM Forms Designer with Workflow Auth User SW S&S Reinst 12 Mo	D0G6QLL
IBM Forms Designer with workflow Authorized User Annual SW S&S Rnw1	E0AHFLL
IBM Forms Designer with Workflow Authorized User Lic + SW S&S 12 Mo	D0G6PLL
IBM Forms Designer	
IBM Forms Designer Per Authorized User Annual SW S&S Rnw1	E0296LL
IBM Forms Designer Per Authorized User Lic + SW S&S 12 Mo	D56EFLl
IBM Forms Designer Per Authorized User SW S&S Reinst 12 Mo	D56EKLL

IBM Forms Server

IBM Forms Server	
IBM Forms Server Processor Value Unit (PVU) Annual SW S&S Rnw1	E02DULL
IBM Forms Server Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D571HLL
IBM Forms Server Processor Value Unit (PVU) SW S&S Reinst 12 Mo	D571ILL
IBM Forms Server Unlimited Viewer Edition	
IBM Forms Server Unlimited Viewer Edition Proc VU Annual SW S&S Rnw1	E0860LL
IBM Forms Server Unlimited Viewer Edition Proc VU Lic + SW S&S 12 Mo	D0BPLLL
IBM Forms Server Unlimited Viewer Edition Proc VU SW S&S Reinst 12 Mo	D0BPMLL
IBM Forms Server with workflow	
IBM Forms Server with Workflow 20 Authorized Users Annual SW S&S Rnw1	E0AHKLL

IBM Forms Server with Workflow 20 Authorized Users Lic + SW S&S 12 Mo	D0G6ZLL
IBM Forms Server with Workflow 20 Authorized Users SW S&S Reinst 12Mo	D0G70LL
IBM Forms Server with Workflow Proc Value Unit Annual SW S&S Rnw1	E0AHNLL
IBM Forms Server with Workflow Proc Value Unit Lic + SW S&S 12 Mo	D0G75LL
IBM Forms Server with Workflow Proc Value Unit SW S&S Reinst 12 Mo	D0G76LL
IBM Forms Server Extender	
IBM Forms Server Extender Per Processor Value Unit (PVU) Annual SW S&S Rnw1	E07NRLL
IBM Forms Server Extender Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D0ATJLL
IBM Forms Server Extender Processor Value Unit (PVU) SW S&S Reinst 12 Mo	D0ATKLL

IBM Forms Viewer

IBM Forms Viewer	
Forms Viewer Per 25 Pages Annual SW S&S Rnw1	E02KNLL
Forms Viewer Per 25 Pages Lic + SW S&S 12 Mo	D58HGLL
Forms Viewer Per 25 Pages SW S&S Reinst 12 Mo	D58HLL
IBM Forms Viewer Authorized User Annual SW S&S Renewal	E0295LL
IBM Forms Viewer Authorized User Lic + SW S&S 12 Months	D56E1LL
IBM Forms Viewer Authorized User SW S&S Reinst 12 Months	D56EALL

Passport Advantage trade-up licenses

IBM Forms Designer

Precursor product	Trade-up product	Part number
IBM Forms Designer IBM FileNet® eForms Designer	IBM Forms Designer AU fr Filenet eForms Dsgnr TradeUp Lic+SW S&S 12Mo	D04S7LL
IBM Forms Designer with workflow IBM Lotus Forms Designer	IBM Forms Designer w/workflow AU fr Forms Designer TU Lic+SW S&S 12Mo	D0GDxLL

IBM Forms Server

IBM Forms Server with workflow IBM Business Process Accelerator	IBM Forms Server w/workflow 20AU fr Bus Proc Accltr TradeUp Lic+SW S&S 12Mo	D0GDWLL
IBM Lotus Forms Server	IBM Forms Server w/workflow PVU fr Forms Server TradeUp Lic+SW S&S 12Mo	D0GDVLL
IBM Forms Server IBM FileNet eForms for P8 Employee	IBM Forms Server PVU fr Filenet eForms P8 Empl Trade Up Lic+SW S&S 12 Mo	D04SLLL
IBM FileNet eForms for P8 Ext User	IBM Forms Server PVU fr Filenet eForms P8 Ext Usr Trade Up Lic+SW S&S 12 Mo	D04SQLL
IBM FileNet eForms for P8 Authorized	IBM Forms Server PVU fr Filenet eforms P8 Auth Trade Up Lic + SW S&S 12 Mo	D04SNLL
IBM Forms Turbo	IBM Forms Server PVU from Forms Turbo Trade Up Lic +	D06P8LL

IBM FileNet eForms	SW S&S 12 Mo IBM Forms Server Proc Value Unit fr FileNet eForms TradeUp Lic+SW S&S 12 Mo	D04S6LL
IBM FileNet eForms Desktop	IBM Forms Srvr PVU fr FileNet eForms Dsktp Client Dev Trdup Lic+SWS&S 12Mo	D04SRLL

Passport Advantage supply

Program name/description	Part number
Forms Designer with workflow V4.0.0 IBM Forms Designer with workflow V4.0 Windows® Multilingual Media Pack	BU06VML
Forms Server with workflow V4.0.0 IBM Forms Server with workflow V4.0 MP Multilingual Media Pack	BU06UML
Forms Srvr Unlmted Vwr Ed V4.0.0 IBM Forms Server Unlimited Viewer V4.0 Multiplatform ML Media Pack	BU06QML
IBM Forms Designer V4.0.0 IBM Forms Designer V4.0 Windows Multilingual Media Pack	BU06RML
IBM Forms Server Extender V4.0.0 IBM Forms Server Extender V4.0 Multiplatform Multilingual Media Pack	BU06PML
IBM Forms Server V4.0.0 IBM Forms Server V4.0 Multiplatform Multilingual Media Pack	BU06NML
IBM Forms Viewer V4.0.0 IBM Forms Viewer V4.0 Windows Multilingual Media Pack	BU06SML

Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

IBM Forms Server Extender V4.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Forms Server Extender for Linux on System z® Processor Value Unit	IBM Forms Server Extender V4.0 Multiplatform Multilingual Media Pack	BU06PML
IBM Forms Server Extender per Processor Value Unit	IBM Forms Server Extender V4.0 Multiplatform Multilingual Media Pack	BU06PML

IBM Forms Viewer V4.0.0

IBM Forms Viewer per 25 Pages	IBM Forms Viewer V4.0 Windows Multilingual Media Pack	BU06SML
IBM Forms Viewer per Authorized User	IBM Forms Viewer V4.0 Windows Multilingual Media Pack	BU06SML

IBM Forms Server V4.0.0

IBM Forms Server with workflow 20 Authorized Users	IBM Forms Server V4.0 Multiplatform Multilingual Media Pack	BU06NML
IBM Forms Server with workflow Processor Value Unit	IBM Forms Server V4.0 Multiplatform Multilingual Media Pack	BU06NML

Forms Server with Workflow V4.0.0

IBM Forms Server with Workflow 20 Authorized Users	IBM Forms Server with Workflow V4.0 MP Multilingual Media Pack	BU06UML
IBM Forms Server with Workflow Processor Value Unit	IBM Forms Server with Workflow V4.0 MP Multilingual Media Pack	BU06UML

Forms Designer with Workflow V4.0.0

IBM Forms Designer with Workflow Authorized User	IBM Forms Designer with Workflow V4.0 Windows Multilingual Media Pack	BU06VML
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IBM Forms Designer V4.0.0

IBM Forms Designer Authorized User	IBM Forms Designer V4.0 Windows Multilingual Media Pack	BU06RML
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Forms Svr Unlmted Vwr Ed V4.0.0

IBM Forms Server Unlimited Viewer Edition Processor Value Unit	IBM Forms Server Unlimited Viewer V4.0 Multiplatform ML Media Pack	BU06QML
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Cross-platform products

Cross-platform product for use on System z

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

Cross-platform product for use on System z IFL engines

Order the part numbers that follow when the product is intended to run on the Linux operating system on System z IFL engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

IBM Forms Server

Part description	Part number
IBM Forms Server Extender	
IBM Forms Server Extender Per Proc VU for Linux Sys z Annual SW S&S Rnw1	E07T2LL
IBM Forms Server Extender Per Proc VU for Linux Sys z Lic + SW S&S 12 Mo	D0B3JLL
IBM Forms Server Extender Per Proc VU for Linux Sys z SW S&S Reinst 12 Mo	D0B3KLL
IBM Forms Server	
IBM Forms Server Processor Value Unit Lnx Sys z Annual SW S&S Rnw1	E07T4LL
IBM Forms Server Processor Value Unit Lnx Sys z Lic +	D0B3NLL

SW S&S 12 Mo
 IBM Forms Server Processor Value Unit Lnx Sys z SW S&S DOB3PLL
 Reinst 12 Mo

Trade-up licenses for cross-platform products

IBM Forms Server

Precursor product	Trade-up product	Part number
IBM Forms Server		
IBM FileNet eForms Desktop	Forms Srvr PVU LnxSysz fr FilNet eForms Dsktp Clnt Dev TrdUp Lic+SW S&S12Mo	DOB41LL
IBM FileNet eForms for P8 Authorized	IBM Forms Server PVU Lnx Sys z fr FN eForms P8 Auth TrdUp Lic+SW S&S 12 Mo	DOB3XLL
IBM FileNet eForms for P8 Employee	IBM Forms Server PVU Lnx Sys z fr FN eForms P8 Emp TrdUp Lic + SW S&S 12 Mo	DOB3YLL
IBM FileNet eForms	IBM Forms Server PVU Lnx Sys z fr FileNet eForms TrdUp Lic + SW S&S 12 Mo	DOB40LL
IBM Forms Turbo	IBM Forms Server PVU Lnx Sys z fr Forms Turbo Tradeup Lic + SW S&S 12 Mo	DOB3WLL
IBM FileNet eForms for P8 Ext User	IBM Forms Server PVU Lnx Sysz fr FN eForms P8 Ext Usr TrdUp Lic+SW S&S 12Mo	DOB3ZLL

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

License Information form numbers

Program name	Program number	Form number
IBM Forms Designer	5724-N09	L-SYOG-8AFS3Y
IBM Forms Server	5724-N08	L-SYOG-85EUZ9 L-SYOG-8AFSKJ L-SYOG-8AFSLM
IBM Forms Viewer	5724-N07	L-SYOG-8AFS5L

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the *IBM Software Support Handbook* found at

<http://www.ibm.com/support/handbook>

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

For clarification, note that if for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Software Subscription and Support (Software Maintenance)

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the

Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support (also referred to as Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your *IBM Software Support Handbook* at

<http://www.ibm.com/support/handbook>

Software Subscription and Support (also referred to as Software Maintenance) does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

System i Software Maintenance applies

No

Educational allowance available

Not applicable.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your

questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner, or authorized IBM Business Partner for Software ValueNet®, if applicable. Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

IBM Global Financing

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